

# 2019 – 2020 Rates Brochure





# 2019 / 2020

1 APR. 19 - 31 MAR. 20

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# ORDINARY MAIL / FAST MAIL

## POSTED IN SOUTH AFRICA FOR DELIVERY IN SOUTH AFRICA

### DOMESTIC

#### ORDINARY LETTER MAIL

Letter mail refers to any form of written communication or other document, article or object that is addressed to a specific person, persons or a specific address and is conveyed by other than electronic means. It includes parcels, packages, wrappers, cylinders or articles conforming to the mass and size limitations detailed below.

The Ordinary Letter Mail service is the standard postal service with set delivery standards from the time of despatch to arrival at the point of delivery. These are one day longer than Fastmail.

#### FASTMAIL SERVICE

Fastmail is a letter service in South Africa with a one-day delivery standard in the same city or town, a two-day delivery standard for all other destinations.

**These standards do not include the day of posting.**

Envelope Size	Thickness Max (mm)	Mass Max (mm)	Size Max (mm)	Size Min (mm)
Small DL Maxi	5	50g	235 x 120	140 x 90
Medium B5	10	1kg	250 x 176	
Large B4	30	1kg	353 x 250	
Postcards	0,295	10g	353 x 250	140 x 90
Cylinders / Rolled items	70	1kg	L 520 / 620	
Rolled Addressed				
Newspapers	70	1kg	L 353	

#### OUT OF STANDARD

When articles do not conform to the maximum mass, size or thickness.

#### ARTICLES SMALLER THAN 90 MM X 140 MM

The rate applicable must be charged according to the criteria for B4 or B5.

#### Rates for Domestic Letter Mail

**(Standard stamps for DL, B5 and B4 envelopes are now available at Post Offices)**

Type of mail	Ordinary mail	Fastmail
<b>Customers' own envelope</b>		
Small (DL) maxi	R4,55	R7,40
Medium (B5)	R9,10	R17,50
Large (B4)	R11,15	R21,15
<b>Customers' own postcard</b>		
Small (DL) maxi	R4,55	R7,40
Medium (B5)	R9,10	R17,50
Large (B4)	R11,15	R21,15
<b>Cylinders / Rolled items</b>		
Cylinder / Rolled items (520mm x 70mm)	R11,15	R18,10
Cylinder / Rolled items (620mm x 70mm)	R19,80	R21,50
<b>Newspapers</b>		
Rolled addressed newspapers	R6,00	R17,50

## PAYMENT METHODS

Mail will only be accepted if the official payment methods are used, e.g. postage stamps, postage-included envelopes and franking machine impressions approved by the Post Office.

## HANDING IN

Franked mail may not be posted in street posting boxes, but must be handed in at designated Post Office counters or mail centres.

## INFORMATION

Please contact your local Sales Division of the Post Office for information about posting methods and requirements.

## SEE BACK PAGE FOR CONTACT DETAILS.

## LATE FEE

A late fee of R24.30, is charged for all mail accepted after closing time.

## RETURN POSTAL CHARGES

Return Postal charges will be levied on all undelivered or returned postal articles.

## LETTER MEASURING INSTRUMENT

Special measuring cards used to measure domestic letters in order to determine the postage payable are available at Post Office branches.

## POSITION OF ADDRESS ON ENVELOPE

The address on an envelope must always be positioned parallel to the length (longer side) of the envelope.

# POSTAGE INCLUDED ENVELOPES

POSTAGE-INCLUDED ENVELOPES ARE AVAILABLE AT ALL POST OFFICE OUTLETS. THE RETAIL PRICE INCLUDES THE POSTAGE.

Type of envelope	Size	Price
<b>Ordinary Mail postage - included envelopes</b>		
C6 with and without window & self seal	162mm x 114mm	R4,80
DL maxi with and without window and self seal	235mm x 120mm	R4,80
B5 without window	250mm x 176mm	R10,45
C4 without window	324mm x 229mm	R14,00
Lettergram (Prefabricated)		R4,70
<b>Fastmail postage-included envelopes</b>		
DL maxi with and without window	235mm x 120mm	R7,75
B5 without window	250mm x 176mm	R18,80
B4 without window	353mm x 250mm	R22,00
C4 without window	324mm x 229mm	R23,40

## DISCOUNT ON POSTAGE-INCLUDED ENVELOPES

Volume	Discount
1 - 249	0%
250 - 499	1%
500 - 9 999	2%
10 000 - 19 999	3%
20 000 - 49 999	4%
50 000 and more	Consult Regional Sales Manager

## POSTCARDS

Postcards are used to convey unenclosed messages and greetings. There are two types of postcard, i.e. postage-included postcards and ordinary postcards on which postage must be paid. The maximum size is 353mm x 250mm and the maximum mass is 10g. Items exceeding these dimensions must be posted at the applicable letter post postage rate.

### POSTCARDS MUST:

- Be rectangular
- Be made of cardboard or paper stiff enough not to make mail handling difficult
- Bear the indication Postcard on the front (not compulsory for picture postcards)
- Have the right-hand half of the back reserved for the address, prepayment and service instructions/labels

### POSTCARD POSTAGE AND POSTAGE-INCLUDED RATES

Type of postcard	Maximum size	Price / Postage
Postage-included postcard	235 x 120mm	R4,80
Other postcard (Postcard not included in the price)	DL	R4,55
	B5	R9,10
	B4	R11,15
Change-of-address postcard (postage included in the price)		R4,80

### DISCOUNT ON POSTCARDS

(Discount is granted on large volumes of purchases of postcards.)

Volume	Discount
5 000 - 9 999	1%
10 000 - 14 999	1.5%
15 000 - 19 999	2%
20 000 and more	2.5%

## DOMESTIC STAMP BOOKLETS AND ROLLS (FOR STANDARD DOMESTIC LETTER POSTAGE)

### POSTED IN SOUTH AFRICA FOR DELIVERY IN SOUTH AFRICA

Stamp booklets and stamp rolls are available at Post Offices. They can also be ordered at the Post Office Customer Contact Centre (Telemarketing) on (012) 401 7800 or 0860 080 080.

### PRICES OF STAMP BOOKLETS AND STAMP ROLLS

Item	Price
Booklet of 10 stamps	R45,50
Boxes of 50 (500 stamps)	R2275,00
Boxes of 100 (1 000 stamps)	R4550,00
Roll of 100 (100 stamps)	R455,00
Rolls of 100(5) (500 stamps)	R2275,00
Rolls of 100(10) (1 000 stamps)	R4550,00

**DISCOUNT IS GRANTED WHEN THE BELOW MENTIONED VOLUMES OF STAMP BOOKLETS OR ROLLS ARE BOUGHT.**

Volume	Discount	Rate
Boxes of 50 (500 stamps)	2%	R2229,50
Boxes of 100 (1 000 stamps)	5%	R4322,50
Rolls of 100(5) (500 stamps)	2%	R2229,50
Rolls of 100(10) (1 000 stamps)	5%	R4322,50

## PACKAGING PRODUCTS

Product	Dimensions / Size	Rate
Box No 1	200mm x 180mm x 80mm	Contact your local Post Office branch for the latest prices
Box No 2	300mm x 230mm x 120mm	
Box No 3	400mm x 230mm x 135mm	
Jiffy bags Bubble wrap	Eight different sizes	
Bubble wrap roll	310mm x 5m	
Mailing tube	70mm x 620mm x 1,5m	

## FRANKING MACHINES

**REMOTE METER-SETTING FRANKING MACHINES ARE POSTAGE METERS WHICH, AS THE NAME SUGGESTS, ARE RESET BY TELEPHONE, FAX OR MODEM.**

- To operate a franking system, customers must purchase a licence from the Post Office.
- The franking system also dates, seals and prints a return address and counts the envelopes
- Postage is purchased electronically without customers having to leave their premises
- Machine inspections are conveniently done on the customer's premises
- All mail franked by a franking machine must be franked at the specified published rate(s)

## APPROVED SUPPLIERS

Customers may only use franking machines supplied by the following suppliers:

Supplier	Telephone number
Frama (Pty) Ltd	(011) 463 9042
Hasler Business Systems (Pty) Ltd	(011) 787 5959
PBSA (Pure Brilliance) formerly Pitney Bowes/SA	(011) 516 9400/70
Earlyworx 282 (Pty) Ltd	(011) 886 0271

## FRANKING MACHINE LICENCE FEES

Service	Fee
New licence	R353,30
Transfer of licence	R353,30
Annual renewal	R255,25
<b>Spoiled impression fee (per 100 or portion thereof)</b>	
Small DL maxi	R40,25
Medium B5	R50,90
Large B4	R62,90

## DOMESTIC REGISTERED LETTER WITH INSURANCE OPTION

- The Registered Letter with compensation option can be used for letters that require a signature on delivery, contain something of value, or important documents such as share certificates, passports or airline tickets which require tracking and tracing from acceptance to delivery
- A registered letter is electronically scanned, enabling it to be tracked and traced on its journey throughout the postal system.
- Compensation is payable according to the cover that was used
- The compensation cover and Track and Trace facility are available only in the Republic of South Africa
- This service cannot be used with Speed Services Couriers or Parcels.

### THIS SERVICE IS AVAILABLE IN THREE ENVELOPE SIZES:

Envelope	Size
Small (DL)	235mm x 120mm x 50g
Medium (B5)	250mm x 176mm x 1kg
Large (B4)	353mm x 250mm x 1kg

### BASIC SERVICE

- Full domestic Track and Trace
- Free compensation for up to R100
- Identification and signature on delivery
- Detailed proof of acceptance

### OPTIONS AVAILABLE IN THE SERVICE

- Optional extra insurance for up to R2 000
- Proof of delivery
- Advice of delivery

## INFORMATION

For further information, customers may contact their Regional Sales Manager.

### RATES FOR DOMESTIC REGISTERED LETTERS WITH INSURANCE OPTION.

Size	Postage and Service Fee Included
Small (DL)	R31,80
Medium (B5)	R36,40
Large (B4)	R38,30

Item Value	Fee
Compensation up to R100.00	Free
Insurance up to R250.00	R22,25
Up to R500.00	R45,55
Up to R1 000.00	R91,60
Up to R1500.00	R136,30
Up to R2 000.00	R181,85

Other Registered Letter Products	Rate
<b>Postage included registered envelope</b> (235 x120mm), tamper resistant	R35,20
Postage included registered envelope:	
<b>Documents only</b>	
DL 230 x 115mm, window	R32,50
DL 230 x 115mm, non-window	R32,50
Posted out of course fee	R57,35
Detailed proof of acceptance (acceptance slip)	Free
Interception of registered letter	R21,15
Proof of delivery of a recorded article	R48,55
Advice of delivery (AR card)	R9,85
SMS tracking on recorded items – Premium no 32932	R1,00

## SURCHARGES

- All underpaid and unpaid postal items (including franked items) received via E-BDN, Web Riposte and Postlink, will be surcharged double the postage shortage
- Permit and franking machine mail posted in street posting boxes will be surcharged double the published postage rate

## MAILROOM MANAGEMENT

This solution removes the administrative burden associated to facilitating your messages and merchandise (goods). It provides a tailor-made physical or digital on-site presence to facility optimal decision support for communication and logistics needs. Services of the onsite or virtual mailroom:

- Data cleaning
- Processing internal mail.
- Converting digital file to physical mail or physical mail to digital files.
- Processing of incoming or outgoing mail.
- Providing messenger service.
- Providing tailor-made notifications, data analytics reports and business intelligence.
- Training and consulting service on mail.
- Customs clearance for mail.

## DIRECT MAIL

### BUSINESS REPLY SERVICES (BRS)

With the BRS, businesses can offer their customer or prospective customers the incentive to reply without having to pay postage.

#### TWO OPTIONS ARE AVAILABLE: BUSINESSES MAY -

- Enclose a pre-printed business reply postcard or envelope in their mailing (for samples of designs, they may contact the Regional Sales Office)
- Or advertise a specified Freepost address and BRS number to which customers may write (no postage stamp is required).

Businesses who use this service for the first time have to apply for the service on an application form. They also have to sign a BRS/ Freepost address licence agreement available from their Regional Sales Office. A BRS licence/ Freepost address licence expires annually on 31 March. Existing customers also have to renew their licences annually.

- Customers can apply for a BRS licence at their Regional Sales Office
- The Client Services Officer can provide the specifications for this service
- Before a licence can be issued, printer's proofs of the postcard or envelope should be submitted to the Regional Sales Manager for approval
- An annual licence fee is payable in advance
- A licensee must deposit an amount that will cover the postage and service fee likely to accrue over six weeks
- BRS may be used with Fastmail
- All BRS users must have a private bag or a post office box to use this service

### RATES FOR BUSINESS REPLY SERVICES

Service	Rate	
New licence	R323.25	
Annual renewal of licence	R323.25	
Envelope Size	Ordinary mail: postage + handling fee	Fastmail: postage + handling fee
Small (DL)	R 4,80	R 7,75
Maxi Medium (B5)	R 9,30	R18,10
Large (B4)	R11,90	R21,50
Cylinder		
• 520mm length 70mm thickness	R11,90	R18,35
• 620mm length 70mm thickness	R20,60	R22,00
Parcels (excluding postage)	R 9,30	No Fastmail parcels

#### PRO RATA LICENCE FEE FOR BUSINESS REPLY SERVICE

April/May/June: R323,25 /  
July/Aug/Sep: R242,50

Oct/Nov/Dec : R161,65 /  
Jan/Feb/March : R80,80

#### DISCOUNT ON ITEM DELIVERED

A discount based on the annual use (number of postal items handled each year by the Post Office and delivered to one licence number of one BRS customer) applies and is calculated as follows:

Discount per item	Number of BRS items delivered
5c	5 000 to 10 000
6c	10 001 to 20 000
8c	20 001 to 30 000
9c	30 001 to 40 000
13c	40 001 to 200 000
15c	200 001 to 400 000
20c	400 001 to 600 000
22c	600 001 to 800 000
27c	800 001 to 1 000 000
29c	1 000 001 and above

#### NOTE

- No discount is given on fewer than 5 000 postal articles
- BRS rebates must be claimed within six months of the financial year end, i.e. 31st March
- Failing to do so will result in the customer forfeiting the rebate for the relevant year
- Contact your Regional Sales Office to arrange for a refund

## INFOMAIL

The following options are available for local and national delivery: \* Private bags \* Postboxes \* Street delivery in selected areas (please enquire at your Regional Sales Office).

## TYPES OF INFOMAIL

Type	Description	Dimensions	Other conditions	Delivery
<b>Pamphlet</b>	Unaddressed information/ advertising item comprising one sheet of paper. Items can be enveloped or unenveloped.	Unenveloped B4 items should be folded to A5 size (210mm x 148mm) Enveloped items should be limited to a DL size (235mm x 120mm).	If the information in the pamphlet is of a sensitive nature, the pamphlet must be placed in an envelope. The articles may be in partially or fully sealed envelopes or wrappers.	Local box delivery Local street delivery National box delivery National street delivery.
<b>Brochure</b>	Unenveloped, unaddressed, rolled or folded information/ advertising item comprising of more than 1 page. Also unaddressed promotional DVD's.	May not be bigger than 353mm x 250mm, may not weigh more than 200g and may not be thicker than 5mm.	Rolled brochures should be tied to facilitate handling (rolled not more than 30mm thick).	Local box delivery Local street delivery National box delivery National street delivery.
<b>Community Newspapers</b>	Unaddressed newspaper. Rolled or folded item	May not be longer than 353mm, not weigh more than 200g and may not be thicker than 70mm when rolled or folded.	Newspapers that are rolled should be tied to facilitate handling.	Local box delivery Local street delivery National box delivery National street delivery.
<b>Trade sample</b>	Unaddressed sample of a product.	May not be bigger than 353mm x 250mm x 30mm and may not be heavier than 200g.	The trade sample should be packaged in such a way that it will not damage any other postal articles or injure any Post Office employee.	Local box delivery Local street delivery National box delivery National street delivery.

## INFOMAIL RATES

Type of mail	Rates
<b>Pamphlets</b>	
<b>Unenveloped</b>	
Local (in the same province)	
Post Box or Private Bag	R0,25
Street Delivery	R0,25
<b>National (between provinces)</b>	
Post Box or Private Bag	R0,35
Street Delivery	R0,40
<b>Enveloped (previously Household Circular)</b>	
Local (in the same province)	
Post Box or Private Bag	R0,45
Street Delivery	R0,50
<b>National (between provinces)</b>	
Post Box or Private Bag	R0,55
Street Delivery	R0,55
<b>Brochures</b>	
Local (in the same province)	
Post Box or Private Bag	R0,35
Street Delivery	R0,35
<b>National (between provinces)</b>	
Post Box or Private Bag	R0,45
Street Delivery	R0,50
<b>Trade samples</b>	
Local (in the same province)	
Post Box or Private Bag	R0,40
Street Delivery	R0,45
<b>National (between provinces)</b>	
Post Box or Private Bag	R0,55
Street Delivery	R0,55
<b>Community newspapers (unaddressed)</b>	
Local (in the same province)	
Post Box or Private Bag	R0,40
Street Delivery	R0,45
<b>National (between provinces)</b>	
Post Box or Private Bag	R0,45
Street Delivery	R0,55

## RESPONSE MAIL

**Response Mail** is addressed mail of which the content is exclusively of an advertising nature.

- There is no limit to the number of items per size category.
- Response Mail may not contain any additional items related to previous business with the addressee, such as invoices, monthly statements, etc.
- The mail can contain a response device approved by the Regional Sales Office, eg. a Business Reply Service item, a Freepost address, or an addressed response coupon to reply to the offer by mail but is not a prerequisite.
- Regional Sales Manager must approve a sample of the Response Mail item before posting.
- A complete sample of the Response Mail item together with the official approval must be presented when a consignment is handed in for posting.
- To qualify for the Response Mail rate all the envelopes must bear a Permit Mail impression.

**NB:** For further information and clarification contact your Regional Sales Office.

## MAGMAIL

Magmail is a service within the Direct Mail element and is, specifically intended for the publications industry.

- There is no limit to the number of items per size category
- The contents of Magmail are addressed publications, magazines and newsletters consisting of news, opinions, illustrations, articles, editorials and advertising
- Magmail has a unique logo that distinguishes it from other mail services
- To qualify for the Magmail rate, all envelopes/wrappers of items must bear the unique Magmail logo and Permit Mail impression. (refer to your Regional Sales Office for further details/information)
- The Regional Sales Office must approve a sample of the Magmail item before posting
- A complete sample of the Magmail item together with the official approval must be presented when a consignment is handed in for posting

**NB:** For further information and clarification contact your Regional Sales Office.

## RATES FOR MAGMAIL AND RESPONSE MAIL

Type of mail: Addressed Direct Mail	Ordinary mail
<b>MAGMAIL (BULK MAIL ONLY)</b>	
Small (DL) maxi	R3,75
Medium (B5)	R6,65
Large (B4)	R9,65
<b>Note</b>	
Approval from the Regional Sales Office is required for Magmail.	
Please address enquiries about this product to the Regional Sales Office.	
<b>RESPONSE MAIL (Bulk mail only)</b>	
Small (DL) maxi	R3,85
Medium (B5)	R6,70
Large (B4)	R9,75
<b>Note</b>	
Approval from the Regional Sales Office is required for response mail.	
Please address enquiries about this product to the Regional Sales Office.	

## DOMESTIC PARCEL SERVICE

### ORDINARY PARCEL

An Ordinary parcel is any postal item that is bigger than 353 x 250 x 30mm and/or weighs more than 1kg. The maximum length is 1m and the length plus girth may not be more than 2m. The domestic counter-to-counter parcel service (ordinary parcel) is the most economical way to send a parcel, and is available at any Post Office in the country.

### VOLUMETRIC MASS

Fees are based on the greater of the actual mass or the volumetric mass (i.e. Length by width by height (cm) divided by 5000) are charged for non-documents (parcels)

## VALUE-ADDED PARCEL SERVICE INSURANCE

Insurance is available at a rate of 3% of the declared value to a maximum of R5 000 with a minimum of R4.55 per parcel.

## CASH ON DELIVERY (COD)

The COD option provides for money to be collected for the parcel on the customer's behalf. \*Cash on delivery (COD) charges on each item will be deducted from the Trade Charge amount before payment is made to the sender.

## DOMESTIC PARCEL RATES (non regulated tariffs subject to change)

Product	Rate
Ordinary parcel (counter to counter)	R56,80 for the first kg R7,65 for each additional kg or part of a kg
*Cash-on-delivery (COD) charges (in addition to the parcel rate)	R23,85 per parcel
Intercepting a parcel	R35,30 per parcel
Reducing or increasing the trade charge on a parcel	R28,80 per parcel

## INTERNATIONAL MAIL

International letter and parcel services are available worldwide, either by airmail or by surface mail.

### TYPES OF INTERNATIONAL MAIL

Type	Description
Aerograms	Special prepaid airmail letters consisting of one lightweight folded sheet of paper that can be sealed. No enclosures are permitted.
Postcards	Cards used to post unenclosed messages and greetings.
Small letters	Private and business letters up to 50g and no bigger than 120 x 235 x 5mm.
Medium letters	Private and business letters up to 250g and no bigger than 250 x 176 x 10mm.
Large letters	Private and business letters up to 300g and no bigger than 353 x 250 x 30mm.
Small packets	For small quantities of low-mass goods under 2kg at a lower rate and with simpler customs declarations than for parcels.
Parcels	Used to post goods and material up to 30kg. The maximum mass differs from country to country.
Registered mail	A separately streamed service with added security for letter post items.
Directpublisher's Bags (M Bags)	Bags used for airmail or surface mail transport of printed matter to the same addressee at the same address. A minimum rate for 5kg applies to each bag. The mass of each item in the bag must not be more than 2kg.

## VALUE-ADDED INTERNATIONAL MAIL SERVICES

Value-added options include express delivery, registration, insurance and advice-of-delivery (AR). As these add-on services are not available to all countries or for some categories of mail, enquiries should be made at Post Office branches to find out if they are available in each case. Insured and registered items must be posted at Post Office counters and not in street post boxes. For insured items, the tellers must check the maximum insured amount allowed to the country of destination on the point of sale system as this differs from country to country.

## INTERNATIONAL REPLY COUPONS

The international reply coupon service enables customers to prepay the postage on a reply from a correspondent abroad. Coupons sent abroad may be exchanged for one or more postage stamps representing the minimum postage to be pre-paid on an airmail letter. The coupons cost R35,80 and are available at Post Office branches.

## REGISTRATION

Letters and small packets may be registered but not insured in the international mail service.

## CUSTOMS AND EXCHANGE CONTROL

### EXCHANGE CONTROL REGULATIONS

Exchange control regulations apply equally to postal items as they do to other exports. Generally, items worth more than R1 000,00 require specific export documents to be completed. Details are available at post office branches.

### CUSTOMS DECLARATIONS

The type and extent of customs declarations are regulated by the statutes of the Universal Postal Union and the requirements of destination countries. The following are basic requirements for the various categories of mail.

Article/contents category	Customs documentation
<b>Letters and small packets:</b> Letters not containing merchandise, aerograms, greeting cards and postcards	No customs documentation is required.
Small packets weighing up to 2kg with contents <b>worth less</b> than R2 000	Attach a fully completed CN22 green customs sticker.
Small packets up to 2 kg with contents worth more than R2 000	Attach customs forms appropriate to the country of destination. Consult the list overleaf.
<b>Parcels</b> All parcels	CN23, CP71 or PP4 as required for individual destinations. Consult the list overleaf.
<b>Direct publisher's bags (M bags)</b> Up to R2 000	Attach a fully completed CN22 sticker.
More than R2 000	Attach CN22 and CN23 or PP4 as required by individual destinations.

## INSURANCE

Letter post products – aerograms, postcards, letters, small packets, and M-Bags cannot be insured. These products can be registered, in which case a maximum amount of 30 SDR (Special Drawing Rights) is payable in the event of loss or damage.

The indemnity is payable to the sender, who may waive his rights in favour of the addressee. Claims for consequential losses or loss of profits will not be considered.

Claims in respect of ordinary letters will not be entertained.

## LETTER POST RATES

Category	Airmail		Surface Mail		Maximum Size	Maximum Thickness	Minimum Mass	Maximum Mass
	#Southern Africa	Rest of the World	#Southern Africa	Rest of the World				
Aerograms (per item)	R6,80	R6,80	N/A	N/A	120 x 235mm	No enclosures permitted	10g	
Postcards (per item)	R9,20	R9,20	R5,60	R5,60	120 x 235mm	Must not be enveloped	10g	
Small letters (per item)	R8,30	R10,70	R6,95	R9,05	120 x 235mm	5mm	50g	
Medium letters (per item)	R30,10	R36,40	R24,30	R27,40	250 x 176mm	10mm	250g	
Large letters (per item)	R46,75	R61,60	R38,20	R41,10	353 x 250mm	30mm	300g	
Small packets (per 100 g)	R26,45	R46,60	R20,45	R23,40	Length, width and depth combined may not exceed 900mm, and the greatest dimension may not exceed 600mm.**		2kg	
Direct publishers bags (per kg)	R100,65	R288,00	R50,20	R48,75	Length + girth may not exceed 2m, maximum length may not exceed 1,05m.		5kg***	
Registration fee (per item)	R43,10	R43,10	R43,10	N/A				
Express delivery fee (per item)/M-Bag	R48,75	R48,75	R48,75	R48,75				
International reply coupon	R35,80	R35,80	R35,80	R35,80				

**NOTE 1:** International letter post products have no insurance option and may only be registered.

\* Enquire at your Local Post Office for details of any service suspensions.

# Angola, Botswana, Burundi, Comoros, Congo (DRC), Congo (Peoples Rep), Gabon, Kenya, Lesotho, Madagascar, Malawi, Mauritius, Mozambique, Namibia, Reunion, Rwanda, Seychelles, Swaziland, Tanzania, Uganda, Zambia and Zimbabwe.

\*\* If in roll form, length plus twice the diameter may not exceed 1 040mm, and the greatest dimension may not exceed 900mm.

\*\*\* A minimum price for 5kg applies.

\* Registered surface mail service from RSA to Rest of the world has been terminated.

**NOTE 2:** Outbound Surface Mail to African countries has been discontinued with the exception of Lesotho, Swaziland (now known as Eswatini), Mozambique and Botswana in the 2019/20 control period. Only Airmail service will be offered.

**NOTE 3:** Outbound Surface Mail destined to New Zealand has been discontinued as per the Universal Postal Union (UPU) circular notice, no. 137, dated 01 October 2018. Only airmail service will be offered.

**PARCEL RATES (ALL PRICES SHOWN IN RANDS)**

PARCEL CHARGING ZONE		AIR MAIL		SURFACE MAIL	
	Zone coverage #	Rate per parcel	Plus rate per 100g or part thereof	Rate per parcel	Plus rate per 100g or part thereof
Zone A	Botswana, Comoros, Kenya, Namibia, Seychelles, eSwatini, Ascension and St Helena.	R169,80	R5,20	R161,20	R2,10
Zone B	Angola, Lesotho, Madagascar, Réunion, Rwanda, Uganda, Zambia and Zimbabwe.	R250,40	R6,50	R250,40	R4,00
Zone C	Northern Africa and the Middle East. Major destinations in this zone include Israel, Nigeria and Ghana.	R250,40	R23,45	R233,10	R6,50
Zone D	Europe, Russian Federation and former USSR states. Major destinations in this zone include Austria, Germany, Great Britain, France, Italy, Netherlands and Switzerland.	R259,05	R21,40	R244,55	R4,55
Zone E	Americas and the Caribbean (except Canada). Major destinations in this zone include the United States of America.	R192,70	R33,40	R192,70	R7,25
Zone F	Asia Pacific and Canada. Major destinations in this zone include Australia, Canada, China, Japan and New Zealand.	R184,05	R29,80	R180,05	R4,55

# An expanded list of the countries and their charging zones is provided overleaf together with information about customs documentation required for those countries. Information about countries not listed can be obtained from your local Post Office.

## MAXIMUM DIMENSIONS

The length and girth may not be more than 2 metres and the maximum length not more than 1 metre.

## INSURANCE

Parcels can be insured to certain countries. The maximum insured value differs from country to country and details can be obtained from your local post office. Indemnity is paid on ordinary parcels that are lost or damaged.

The amount payable is 40 SDR per parcel plus 4,50 SDR per kg. The postage is also refundable. The indemnity amount may not exceed the actual value of the parcel. The indemnity is payable to the sender, who may waive his rights in favour of the addressee. Claims for consequential losses or loss of profits will not be considered.

## CUSTOMS CLEARANCE (HANDLING FEE)

A customs clearance fee of R54,20 is charged on all incoming parcels and R28,00 on all other postal items. This fee is charged by the Post Office to cover costs incurred in clearing the parcel/postal item on behalf of the addressee.

This fee is levied over and above any customs duties, VAT, etc charged by SARS or any other entities and is levied even if no other charges are due.

## MORE DETAILS

Please enquire at your local Post Office for more details about any service suspensions.

## CHARGING ZONES FOR LETTERS, PARCELS AND CUSTOMS DOCUMENTATION REQUIREMENTS:

- Parcels – CN23
- Letter-CN22

Country	Zones	Country	Zones
Afghanistan	ROW F	China Peo. Rep.	ROW F
Algeria	ROW C	Colombia	ROW E
Albania	ROW D	Comoros	SA A
Angola	SA B	Congo (DRC)	SA C
Andorra	ROW D	Congo (PR)	SA C
Antigua/Bar	ROW E	Costa Rica	ROW E
Armenia	ROW D	Croatia	ROW D
Argentina	ROW E	Cuba	ROW E
Ascension	ROW A	Cyprus	ROW D
Austria	ROW D	Czech Rep	ROW D
Australia	ROW F	Denmark	ROW D
Azerbaijan	ROW D	Djibouti	ROW C
Azores	ROW D	Dodecanese Is.	ROW D
Bahamas	ROW E	Dominica	ROW E
Bahrain	ROW C	Dominican Rep.	ROW E
Bangladesh	ROW F	Dubai	ROW C
Barbados	ROW E	Ecuador	ROW E
Belize	ROW E	Egypt	ROW C
Belgium	ROW D	El Salvador	ROW E
Byelorussia	ROW D	Equatorial Guinea	ROW C
Benin	ROW C	Estonia	ROW D
Bermuda	ROW E	Ethiopia	ROW C
Bhutan	ROW F	Fiji	ROW F
Bolivia	ROW E	Finland	ROW D
Bosnia	ROW D	France	ROW D
Botswana	SA A	French Guyana	ROW E
Brazil	ROW E	Gabon	SA C
Bulgaria	ROW D	Gambia	ROW C
Burundi	SA C	Germany	ROW D
Burkina Faso	ROW C	Georgia	ROW D
Brunei/Dar	ROW F	Ghana	ROW D
Cameroon	ROW C	Great Britain	ROW D
Cambodia	ROW F	Greece	ROW D
Canada	ROW F	Grenada	ROW E
Cape Verde	ROW C	Guatemala	ROW E
Central Africa	ROW C		
Chad	ROW C		
Chile	ROW E		

Country	Zones	
Guinea Bissau	ROW	C
Guinea Rep	ROW	C
Guyana	ROW	E
Haiti	ROW	E
Hawaii	ROW	E
Honduras	ROW	E
Hong Kong	ROW	F
Hungary	ROW	D
Iceland	ROW	D
Indonesia	ROW	F
India	ROW	F
Iran	ROW	F
Iraq	ROW	F
Ireland	ROW	D
Israel	ROW	C
Italy	ROW	D
Ivory Coast	ROW	C
Jamaica	ROW	E
Japan	ROW	F
Jordan	ROW	C
Kazakhstan	ROW	D
Kenya	SA	A
Kiribati	ROW	F
Korea North	ROW	F
Korea South	ROW	F
Kuwait	ROW	C
Kyrgyzstan	ROW	D
Laos	ROW	F
Latvia	ROW	D
Lesotho	SA	B
Lebanon	ROW	C
Liberia	ROW	C
Libya	ROW	C
Liechtenstein	ROW	D
Lithuania	ROW	D
Luxembourg	ROW	D
Macao	ROW	F
Macedonia	ROW	D
Madagascar	SA	B
Malawi	SA	A
Mali	ROW	C
Malta	ROW	D
Malaysia	ROW	F
Maldives	ROW	F
Mauritius	SA	A
Mauritania	ROW	C
Mexico	ROW	E
Moldova	ROW	D
Monaco	ROW	D
Mongolia	ROW	F
Montenegro	ROW	D
Morocco	ROW	C
Mozambique	SA	B
Myanmar	ROW	F
Namibia	SA	A
Nauru	ROW	F
Nepal	ROW	F
Netherlands	ROW	D
New Zealand	ROW	F
Nicaragua	ROW	E
Niger	ROW	C
Nigeria	ROW	C
Norway	ROW	D
Oman	ROW	C
Pakistan	ROW	F
Panama	ROW	E
Papua N G	ROW	F
Paraguay	ROW	E
Peru	ROW	E
Philippines	ROW	F
Poland	ROW	D

Country	Zones	
Portugal	ROW	D
Qatar	ROW	C
Reunion	SA	B
Romania	ROW	D
Russia	ROW	D
Rwanda	SA	B
Samoa West	ROW	F
Sao Tome	ROW	C
Saudi Arabia	ROW	C
Senegal	ROW	C
Serbia	ROW	D
Seychelles	SA	A
Sierra Leone	ROW	C
Singapore	ROW	F
Slovakia	ROW	D
Slovenia	ROW	D
Solomon Is	ROW	F
Somalia	Service Suspended	
Spain	ROW	D
Sri Lanka	ROW	F
St. Christopher	ROW	E
St.Helena	ROW	A
St. Vincent	ROW	E
Sudan	ROW	C
Suriname	ROW	E
Swaziland	SA	A
Sweden	ROW	D
Switzerland	ROW	D
Syria	ROW	C
Taiwan	ROW	F
Tajikistan	ROW	D
Tanzania	SA	A
Thailand	ROW	F
Togo	ROW	C
Tongo	ROW	F
Trinidad	ROW	E
Tunisia	ROW	C
Turkey	ROW	C
Turkmenistan	ROW	D
Tuvalu	ROW	F
Uganda	ROW	B
UAE	SA	C
Ukraine	ROW	D
UK	ROW	D
USA	ROW	E
Uruguay	ROW	E
Uzbekistan	ROW	D
Vanuatu	ROW	F
Vatican City	ROW	D
Venezuela	ROW	E
Vietnam	ROW	F
Virgin Is USA	ROW	E
Yemen	ROW	C
Yugoslavia	ROW	D
Zambia	SA	B
Zimbabwe	SA	B

**Note:**

**Parcels: Outbound surface mail has been discontinued to New Zealand and African countries with the exception of Lesotho, eSwatini, Mozambique and Botswana.**

**Check at your local Post Office for documentation required for insured and COD parcels and for any country not shown.**

## EXPEDITED MAIL SERVICE (EMS)

EMS is an international priority mail service that provides a fast and reliable door-to-door service to most countries for the dispatch of urgent goods such as computer material, magnetic tapes, tender documents, business papers, merchandise and samples.

Transit times (Monday to Friday):

- Southern Africa: 3 – 4 working days from Office of Exchange (Johannesburg International Mail Centre)
- Rest of world: 4 – 5 working days from Office of Exchange (Johannesburg International Mail Centre)
- The maximum weight to most countries is 30kg per item
- The items are trackable
- Commercial documents must be clearly marked and be provided with an EMS waybill
- The items must be correctly addressed to a street address and include a phone number, preferably mobile number
- In the case of dutiable items, the recipient will be contacted to collect the items from the Post Office against positive identification. The items will be subject to customs inspections
- Enquiries must be made within 90 days of posting as they will not be entertained after this period
- Senders will be held personally liable for any prohibited items which may be confiscated by law
- Prohibited items include:
  - Bank notes and coins
  - Arms and ammunition
  - Live animals and plants
  - Liquids
  - Narcotics
  - Jewelry and precious metals
  - Explosives
  - Perishables
  - Dangerous chemicals

Sharp instruments and utensils must be well wrapped so as not to injure Post Office employees. Fragile items like ornaments must also be well wrapped to prevent breakage.

EMS items shall not exceed 1.5m for any dimension or 3m for the sum of length and greatest circumference measured in a direction other than length.

### **DISCLAIMER:**

Transit times are only guidelines and are not guaranteed. Saturday, Sunday and public holidays are not transit days.

### **OPTIONAL INSURANCE AT 3% OF VALUE, MAXIMUM INSURED VALUE, R5 000**

Service available at selected outlets. For enquiries contact our call centre.

### **CONTACT INTERNATIONAL MAIL CENTRE**

- 011 961 60 06/07/08/09/10 or 011 961 6053
- 031 336 3713/3993/3984
- 021 590 571 5/5716/5718

Country of destination	Rate (500g) (or part thereof)	Per additional 500g (or part thereof)	Max weight (kg)
Afghanistan	R 431	R 135	30
Albania	R 431	R 88	30
Algeria	R 431	R 88	30
Angola	R 253	R 40	30
Anguilla	R 464	R 135	20
Antigua and Barbuda	R 464	R 135	30
Argentina	R 464	R 135	20
Armenia	R 431	R 118	30
Aruba	R 464	R 135	20
Australia	R 407	R 118	30
Austria	R 464	R 88	30
Azerbaijan	R 431	R 118	30
Bahamas	R 464	R 135	30
Bahrain	R 422	R 88	20
Bangladesh	R 431	R 88	30
Barbados	R 431	R 118	30
Belarus	R 431	R 88	30
Belgium	R 431	R 88	30
Belize	R 464	R 135	30
Benin	R 464	R 118	30
Bhutan	R 431	R 88	30
Bosnia and Herzegovina	R 431	R 88	30
Botswana	R 253	R 40	30
Brazil	R 464	R 118	30
Brunei Darussalam	R 431	R 88	30
Bulgaria (Rep)	R 464	R 115	30
Burkina Faso	R 464	R 118	30
Burundi	R 422	R 40	30
Cambodia	R 431	R 88	30
Cameroon	R 379	R 59	30
Canada	R 464	R 135	30
Cape Verde	R 431	R 118	30
Central African Republic	R 464	R 135	10
Chad	R 464	R 118	30
Chile	R 464	R 135	30
China, People's Rep	R 464	R 135	30
Colombia	R 464	R 135	30
Comores	R 431	R 135	30
Congo, Rep of	R 464	R 135	30
Costa Rica	R 464	R 135	30
Croatia	R 431	R 88	30
Cuba	R 464	R 118	30
Curacao	R 464	R 135	30
Cyprus	R 431	R 88	30
Czech Rep	R 431	R 88	30
Denmark	R 464	R 88	30
Djibouti	R 464	R 135	30
Dominica	R 464	R 135	20
Dominican Rep	R 464	R 135	30
Ecuador	R 464	R 135	30
Egypt	R 431	R 88	30
El Salvador	R 464	R 135	30
Equatorial Guinea	R 464	R 118	20
Eritrea	R 464	R 118	30
Estonia	R 464	R 88	30
Ethiopia	R 464	R 88	30
Fiji	R 464	R 135	30
Finland	R 431	R 88	30
France	R 431	R 88	30
French Polynesia	R 464	R 135	30
Gabon	R 379	R 40	30
Gambia	R 464	R 135	10
Georgia	R 431	R 118	30
Germany	R 464	R 88	30
Ghana	R 414	R 88	30
Gibraltar	R 431	R 88	30
Great Britain	R 431	R 88	30
Cayman Islands	R 464	R 135	30

Country of destination	Rate (500g) (or part thereof)	Per additional 500g (or part thereof)	Max weight (kg)
Bermuda	R 464	R 118	20
Greece	R 431	R 88	30
Grenada Guinea	R 464	R 135	20
Guinea	R 464	R 118	30
Guyana	R 431	R 118	20
Haiti	R 464	R 135	30
Hong Kong	R 379	R 118	30
Hungary	R 431	R 88	30
Iceland	R 431	R 88	30
India	R 379	R 88	30
Indonesia	R 431	R 88	30
Iran	R 422	R 118	30
Iraq	R 422	R 118	30
Ireland	R 464	R 88	30
Israel	R 464	R 118	20
Italy	R 431	R 88	30
Ivory Coast	R 414	R 88	30
Jamaica	R 464	R 135	30
Japan	R 379	R 118	30
Jersey	R 431	R 88	30
Jordan	R 422	R 88	30
Kazakhstan	R 464	R 118	30
Kenya	R 422	R 40	30
Kiribati	R 464	R 135	30
Korea , Rep of (South)	R 464	R 118	30
Kuwait	R 431	R 88	30
Kyrgyzstan	R 464	R 135	30
Lao, People's Dem Rep	R 464	R 135	30
Latvia	R 464	R 88	30
Lebanon	R 464	R 118	30
Lesotho	R 253	R 40	30
Liberia	R 464	R 135	30
Libya	R 422	R 118	30
Lithuania	R 431	R 88	30
Luxembourg	R 431	R 88	30
Macao	R 379	R 118	30
Macedonia	R 431	R 118	30
Madagascar	R 379	R 40	30
Malawi	R 253	R 40	30
Malaysia	R 431	R 88	30
Maldives	R 431	R 100	30
Mali	R 422	R 118	30
Malta	R 431	R 118	30
Mauritania	R 422	R 118	30
Mauritius	R 253	R 40	30
Mexico	R 464	R 135	30
Moldova	R 431	R 118	30
Mongolia	R 464	R 135	30
Montenegro	R 431	R 118	30
Morocco	R 422	R 88	30
Mozambique	R 253	R 40	30
Myanmar	R 464	R 135	30
Namibia	R 253	R 40	30
Netherlands (euro)	R 431	R 88	30
New Caledonia	R 464	R 135	30
New Zealand	R 407	R 135	30
Nicaragua	R 464	R 135	30
Niger	R 422	R 118	30
Nigeria	R 379	R 40	30
Norway	R 464	R 88	30
Oman	R 431	R 88	30
Pakistan	R 379	R 135	30
Panama	R 464	R 135	30
Papua New Guinea	R 464	R 135	30
Paraguay	R 464	R 135	30
Peru	R 464	R 135	30
Philippines	R 431	R 118	30
Poland	R 464	R 88	20

Country of destination	Rate (500g) (or part thereof)	Per additional 500g (or part thereof)	Max weight (kg)
Portugal	R 431	R 88	30
Qatar	R 422	R 88	30
Romania	R 431	R 118	30
Russia	R 431	R 118	30
Rwanda	R 379	R 40	30
Samoa (Western)	R 464	R 118	30
Saudi Arabia	R 422	R 88	30
Senegal	R 422	R 118	30
Serbia	R 431	R 118	30
Seychelles	R 379	R 40	30
Sierra Leone	R 422	R 135	30
Singapore	R 431	R 118	30
Saint Martean	R 431	R 88	30
Slovenia	R 431	R 118	30
Slovakia	R 431	R 88	30
Solomon Islands	R 464	R 135	30
Spain	R 431	R 88	30
Sri Lanka	R 431	R 88	30
St Christopher and Nevis	R 464	R 135	30
St Lucia	R 464	R 135	30
St Vincent and the Grena	R 464	R 135	30
Sudan	R 422	R 118	30
Suriname	R 464	R 118	30
eSwatini	R 253	R 40	30
Sweden	R 464	R 88	30
Switzerland	R 431	R 88	30
Taiwan	R 464	R 118	30
Tonga	R 431	R 88	30
Syria	R 464	R 118	20
Tanzania	R 253	R 40	30
Thailand	R 431	R 88	30
Togo	R 422	R 135	30
Trinidad and Tobago	R 464	R 118	20
Tunisia	R 422	R 118	30
Turkey	R 431	R 118	30
Tuvalu	R 464	R 135	30
Uganda	R 414	R 40	30
Ukraine	R 464	R 118	20
United Arab Emirates	R 431	R 100	30
Uruguay	R 464	R 118	30
USA	R 490	R 118	30
Uzbekistan	R 464	R 135	30
Vanuatu	R 464	R 135	30
Venezuela	R 464	R 135	30
Vietnam	R 464	R 135	30
Yemen	R 464	R 135	30
Zambia	R 253	R 40	30
Zimbabwe	R 253	R 40	30

## PHILATELIC PRODUCTS

### COMMEMORATIVE STAMPS

Stamps are issued during the course of the year to commemorate special events in the country. More information about these small ambassadors (First Day Covers and other philatelic products) can be obtained by contacting Philatelic Services at:

Postal address: Private Bag X505, Pretoria, 0001  
E-mail: sa.stamps@postoffice.co.za  
Telephone number: (012) 845-2801/14/15  
Fax number: (012) 804-6745  
Website: www.postoffice.co.za

Buy postage stamps and philatelic products online at [www.virtualpostoffice.co.za](http://www.virtualpostoffice.co.za)  
Bulk orders are accepted and can also be paid via EFT.

## RATES FOR POSTBOXES, PRIVATE BAGS AND ACCESSORIES

### POSTBOXES

The rates for postboxes is as follows:

Type	New rate
Postboxes (second postal address)	R495,00 pa
Key deposit (refundable)	R30,00

### PRIVATE BAGS

The rate for private bags is as follows:

	New rate
Rental	R1965,00 pa

### CONCESSION FOR PENSIONERS

Type	Then the rental fee per annum is...
Turns 60 years and/or is older than 60 years at the time of renewing the post box	R300,00 pa

### CLEARANCE OF PRIVATE LETTER BOXES

The rates for the daily clearance (excluding Sundays and public holidays) of private letter boxes are:

	New rate
Clearance	R1955,00 pa

**NB: This is only for clearance – the letter box must be erected at own cost in accordance with Post Office standards**

## ACCESSORIES

The rates for accessories are as follows:

Item	New rate
New locks with two keys	R165,00 each

## PRIVATE BAGS

Item	New rate
Bag only (70cm x 40cm)	R565,00
Bag only (122cm x 66cm)	R655,00
Lock with two keys	R295,00
Nameplates (set of two)	R265,00
Chain (optional)	R135,00

## POSTE RESTANTE

Poste restante (temporary – two months at most) remains free of charge, and a poste restante number can still be obtained free of charge.

## REDIRECTION

The redirection rates are as follows:

Period	New rate
Up to one month	R70,00
Up to three months	R210,00
Up to six months	R420,00
Up to 12 months	R840,00

## NB

**NEW RATES EFFECTIVE 01 JANUARY 2019 – 31 DECEMBER 2020.**



Millions of people all over South Africa have always relied on Postbank for secure, reliable savings accounts, which offer good interest rates and flexible terms. But did you know that Postbank has more products and more benefits than ever before? Whether you want to Save, Transact or Invest, Postbank offers some great products, all with your financial comfort and security in mind.

## FOR MORE INFORMATION, YOU CAN CONTACT

- Your Branch Manager at your local Post Office
- 0800 53 54 55 (Postbank)
- [www.postbank.co.za](http://www.postbank.co.za)

## SPEED SERVICES COURIERS

Speed Services Couriers provides the most extensive express courier network in Southern Africa. Please enquire at Post Office counters for prices.

### DOCUMENTS

A document is any form of written communication or article that is addressed to a specific person, or persons or a specific address; and must be conveyed by other than electronic means.

### SPEED SERVICES DOMESTIC TARIFFS

Mass	Counter to Counter	Counter to Door
500g	R41,00	R45,56
1kg	R44,90	R50,12
Non-documents/parcels		
1kg	R44,90	R50,12
2kg	R67,67	R72,89
3kg	R90,44	R95,66
4kg	R135,98	R141,20
5kg	R135,98	R141,20
6kg	R135,98	R141,20
7kg	R135,98	R141,20
8kg	R135,98	R141,20
9kg	R135,98	R141,20
10kg	R135,98	R141,20
11kg	R158,75	R163,97
12kg	R181,52	R186,74
13kg	R204,29	R209,51
14kg	R227,06	R232,28
15kg	R249,83	R255,05
16kg	R272,60	R277,82
17kg	R295,37	R300,59
18kg	R318,14	R323,36
19kg	R340,91	R346,13
20kg	R363,68	R368,90
21kg	R386,45	R391,67
22kg	R409,22	R414,44
23kg	R431,99	R437,21
24kg	R454,76	R459,98
25kg	R477,53	R482,75
26kg	R500,30	R505,52
27kg	R523,07	R528,29
28kg	R545,84	R551,06
29kg	R568,61	R573,83
30kg	R591,38	R596,60
Thereafter per kg (or part thereof)	R22,77	R22,77

### VOLUMETRIC FACTOR IS 5000

Regional and remote sur-charges		
Remote add-ons/ zone 3	R48,45	R3,90
Regional add-ons/ zone 2	R17,50	R1,60

**ALL RATES ARE PER PARCEL AND EXCLUDE FUEL, LIABILITY SURCHARGE AND INCLUDES VAT**

**FUEL 25.6%, REVIEWED QUARTERLY**

**RATES ARE EFFECTIVE 1 APRIL 2019 TILL 31 MARCH 2020**

Value Added Services		Pre-Paid Packs/Stamps – Counter to Counter only	
Same day Service	R283,35	1kg Pre-paid pack & stamps	R44,90
Saturday Service	R170,00	2kg Pre-paid stamps	R67,67
After Hours Service	R226,70	5kg Pre-paid stamps	R135,98
Early Bird	R138,60		

SSC document pack counter R8.40

SSC document pack door R8.40

#### SPEED SERVICES COURIERS RATES:

##### NOTE:

- All rates exclude fuel surcharge and are VAT inclusive
- Maximum dimensions allowed for documents are 353mm x 250mm x 30mm
- Maximum mass allowed for documents is 1kg
- Fees are based on the greater of the actual mass or the volumetric mass (i.e. length by width by height, (cm) divided by 5000) are charged for non-documents (parcels)
- **NB:** Optional liability cover, up to a maximum of R10 000 per parcel, is available at a premium of 3% of declared/insured value. This option does not apply to parcels containing documents. Please contact 0860 023 133 should you be in need of more coverage
- Fuel levy is subject to change depending on the movement of the market

#### DOMESTIC OVERNIGHT SERVICE:

Overnight courier is available from and to Post Office stores nationwide and all major centres. Overnight delivery is affected by 10:30 the following morning and Early Bird by 09:00 the following morning. Early Bird door delivery is available in major centres only.

Counter to Counter	From Post office for overnight delivery to the receiver's nominated Post Office Counter. POD is available
Counter to Door	From post office counter to door delivery by 10:30 the next morning. <b>Only applies to major centres.</b>
Counter to P.O.Box, Private Bag.	From the Post Office counter to a nominated P.O.Box or Private Bag.
Door-to-door	Collect from the sender's door for overnight delivery to the receiver's door by 10:30 the next morning. <b>Only applies to major centres.</b>
Same day courier	Door delivery on the same day as the collection. Collection from a Post Office or door. <b>This service is only available between major centres and is subject to flight availability.</b> Call 0860 023 133

Early bird	From The Post office or door and delivered to the door by 09:00 the following morning. <b>This service is only available between major centres.</b>
Saturday service	Door collection or delivery between 09:00 - 12:00 on a Saturday. Items collected or handed in on Fridays will be delivered on Monday, unless this service is selected. <b>Please note Saturday service is available at certain major centres only.</b> Please enquire from our Call Centre 0860 023 133
After hours	Door collection or delivery after 18:00 weekdays and 12:00 Saturdays to 08:00 Mondays and public holidays. <b>This service is only available between major centres.</b>
International Courier	Door delivery only to over 200 international destinations. Documents and parcels (non-documents) up to 20kg per item may be sent.

#### THE FOLLOWING ARE ACCEPTED:

C4 (324mm X 229mm) and B4 (358mm x 250mm) envelopes or Speed Services Couriers Document Packs for packaging, which are now available at the Post Office counters for only R8.40 each.

#### ADDITIONAL DOMESTIC SERVICES

Track and Trace	All items, international and local, are computer coded and tracked throughout their destination. A unique barcode number is all that is required to trace an item through our system. Track and trace on <a href="http://www.speedservices.co.za">www.speedservices.co.za</a> or call our customer helpline 0860 023 133.
Insurance and liability	Are you sending valuable items? If it is a valuable item, please ensure that you insure your item. Optional liability cover, up to a maximum of R10 000 (ten thousand rand) per parcel, is available at a premium of 3% of the declared/insured value. Please consult with our tellers/sales department should you require a quote on insurance cover or contact our call centre on 0860 023 133 for more information.
Proof of delivery	A proof of delivery (POD) is available on our website and customer care helpline consultants, who will provide telephonic or hardcopy confirmation of time, date and receiver's details. No POD's are available for P.O.Box or Private Bag deliveries.

#### Speed Services Couriers

- Maximum dimensions allowed for documents are 353mm x 250mm x 30mm
- Maximum mass allowed for documents is 1kg.

OPERATING HOURS WITHIN WEEK (Call Centre)	HOURS
Mondays - Friday	07:00 – 18:00
OPERATING HOURS WITHIN WEEK-END (CALL CENTRE)	HOURS
Saturday	07:00 – 14:00

**NB: Call centre not operational on Sundays and public holidays**

**INTERNATIONAL COURIER DOCUMENT EXPRESS**

<b>Mass (kg)</b>	<b>Zone A</b>	<b>Zone B</b>	<b>Zone C</b>	<b>Zone D</b>	<b>Zone E</b>	<b>Zone F</b>	<b>Zone G</b>	<b>Zone H</b>
0,5	R252	R301	R343	R382	R436	R532	R649	R880
1,0	R351	R426	R602	R763	R880	R1 054	R1 288	R1 760
1,5	R449	R553	R906	R1 142	R1 319	R1 586	R1 937	R2 298
2,0	R548	R680	R1 207	R1 527	R1 760	R2 111	R2 581	R3 056
2,5	R597	R776	R1 508	R1 908	R2 199	R2 617	R3 165	R3 521
3,0	R646	R831	R1 810	R2 287	R2 643	R3 030	R3 534	R3 975
3,5	R693	R906	R2 012	R2 537	R2 934	R3 339	R3 936	R4 357
4,0	R750	R981	R2 132	R2 781	R3 227	R3 645	R4 344	R4 746
4,5	R800	R1 054	R2 246	R3 025	R3 521	R3 811	R4 575	R5 123
5,0	R846	R1 132	R2 357	R3 271	R3 817	R3 972	R4 808	R5 509
5,5	R898	R1 192	R2 409	R3 391	R3 967	R4 136	R5 045	R5 714
6,0	R950	R1 254	R2 457	R3 508	R4 120	R4 300	R5 281	R5 927
6,5	R997	R1 314	R2 508	R3 627	R4 274	R4 458	R5 512	R6 133
7,0	R1 049	R1 373	R2 557	R3 744	R4 427	R4 627	R5 748	R6 345
7,5	R1 098	R1 436	R2 609	R3 863	R4 577	R4 790	R5 927	R6 556
8,0	R1 142	R1 498	R2 659	R3 975	R4 736	R4 956	R6 109	R6 766
8,5	R1 194	R1 555	R2 705	R4 092	R4 886	R5 112	R6 286	R6 969
9,0	R1 251	R1 620	R2 755	R4 216	R5 037	R5 276	R6 460	R7 179
9,5	R1 296	R1 675	R2 804	R4 328	R5 193	R5 442	R6 639	R7 387
10,0	R1 347	R1 734	R2 853	R4 447	R5 341	R5 603	R6 821	R7 602

Documents will be limited to a maximum of 10kg, thereafter parcel rates will apply.

## INTERNATIONAL COURIER PARCEL EXPRESS

Mass (kg)	Zone A	Zone B	Zone C	Zone D	Zone E	Zone F	Zone G	Zone H
0,5	R449	R501	R618	R880	R940	R1 000	R1 174	R1 425
1,0	R548	R628	R929	R1 262	R1 379	R1 527	R1 823	R2 282
1,5	R646	R750	R1 234	R1 641	R1 823	R2 054	R2 461	R3 136
2,0	R750	R872	R1 550	R2 025	R2 256	R2 581	R3 116	R4 001
2,5	R800	R950	R1 849	R2 409	R2 692	R3 116	R3 749	R4 855
3,0	R846	R1 023	R2 036	R2 783	R3 118	R3 637	R4 401	R5 712
3,5	R898	R1 098	R2 225	R3 035	R3 430	R3 957	R4 837	R6 223
4,0	R950	R1 174	R2 417	R3 274	R3 726	R4 281	R5 276	R6 686
4,5	R997	R1 251	R2 518	R3 515	R4 017	R4 603	R5 714	R7 142
5,0	R1 049	R1 322	R2 609	R3 643	R4 310	R4 928	R6 158	R7 605
5,5	R1 098	R1 376	R2 674	R3 811	R4 520	R5 159	R6 454	R7 820
6,0	R1 142	R1 441	R2 744	R3 982	R4 720	R5 400	R6 743	R8 033
6,5	R1 194	R1 501	R2 799	R4 149	R4 928	R5 631	R7 039	R8 249
7,0	R1 251	R1 558	R2 851	R4 318	R5 130	R5 865	R7 337	R8 459
7,5	R1 296	R1 623	R2 908	R4 489	R5 338	R6 101	R7 623	R8 672
8,0	R1 347	R1 680	R2 960	R4 663	R5 546	R6 332	R7 921	R8 987
8,5	R1 386	R1 737	R3 017	R4 829	R5 748	R6 566	R8 103	R9 105
9,0	R1 420	R1 804	R3 066	R5 001	R5 951	R6 805	R8 287	R9 318
9,5	R1 457	R1 859	R3 123	R5 164	R6 158	R7 039	R8 472	R9 531
10,0	R1 495	R1 919	R3 175	R5 338	R6 366	R7 270	R8 659	R9 744

### NOTE:

- All rates exclude fuel surcharge and are VAT inclusive.
- Street address only, no PO Box addresses.
- Surcharge of R119,20 per consignment for outlying areas.
- Part kg will be charged at the next half – kg.
- Volumetric charge greater of actual mass or L x H x W (cm)/5000.
- Add one working day from Post Office.
- Add one working day for outlying areas.

**INTERNATIONAL COURIER PARCEL EXPRESS**

Mass (kg)	Zone A	Zone B	Zone C	Zone D	Zone E	Zone F	Zone G	Zone H
10,5	R1 527	R1 981	R3 222	R5 450	R6 496	R7 412	R8 840	R9 936
11,0	R1 563	R2 041	R3 269	R5 564	R6 631	R7 558	R9 022	R10 133
11,5	R1 597	R2 100	R3 315	R5 676	R6 766	R7 703	R9 207	R10 328
12,0	R1 636	R2 160	R3 357	R5 785	R6 896	R7 843	R9 388	R10 518
12,5	R1 672	R2 222	R3 404	R5 901	R7 031	R7 989	R9 578	R10 710
13,0	R1 706	R2 277	R3 448	R6 013	R7 161	R8 129	R9 760	R10 910
13,5	R1 742	R2 339	R3 497	R6 122	R7 296	R8 269	R9 936	R11 102
14,0	R1 778	R2 402	R3 536	R6 236	R7 423	R8 415	R10 123	R11 297
14,5	R1 817	R2 459	R3 583	R6 348	R7 558	R8 557	R10 305	R11 489
15,0	R1 854	R2 521	R3 627	R6 460	R7 693	R8 703	R10 489	R11 689
15,5	R1 888	R2 581	R3 674	R6 569	R7 823	R8 843	R10 673	R11 878
16,0	R1 921	R2 640	R3 715	R6 686	R7 958	R8 986	R10 855	R12 070
16,5	R1 960	R2 698	R3 765	R6 795	R8 088	R9 134	R11 042	R12 265
17,0	R1 997	R2 757	R3 809	R6 906	R8 223	R9 271	R11 224	R12 457
17,5	R2 036	R2 820	R3 853	R7 023	R8 358	R9 414	R11 390	R12 654
18,0	R2 069	R2 877	R3 897	R7 135	R8 487	R9 554	R11 554	R12 847
18,5	R2 103	R2 939	R3 944	R7 249	R8 622	R9 697	R11 717	R13 039
19,0	R2 139	R2 999	R3 991	R7 358	R8 750	R9 845	R11 878	R13 236
19,5	R2 178	R3 056	R4 032	R7 475	R8 885	R9 988	R12 039	R13 428
20,0	R2 212	R3 118	R4 076	R7 584	R9 014	R10 131	R12 203	R13 623

**THEREAFTER PER 500G**

Zone A	Zone B	Zone C	Zone D	Zone E	Zone F	Zone G	Zone H
R35	R43	R70	R98	R116	R125	R143	R179

**FUEL 25.6% (REVIEWED QUARTERLY – RATES ARE EXCLUSIVE OF FUEL LEVY AND VAT. RATES ARE EFFECTIVE FROM THE 1 APRIL 2019 TILL 31 MARCH 2020)**

## INTERNATIONAL DESTINATION COUNTRIES AND ZONE CLASSIFICATION STREET ADDRESSES ONLY – NO PO BOX ADDRESSES

Please choose destination starting letter for appropriate table  
Please take note of the Documentation Requirements:

Country	Zone	Transit time (Working Days)	
		Docs	Non-docs
<b>Gateway City</b>			
<b>A</b>			
<b>Afghanistan</b>	H	3-4	4-5
<i>Kabul</i>			
<b>Åland</b>	G	3-4	4-5
<i>Mariehamn</i>			
<b>Albania</b>	H	3-4	4-5
<i>Tirana</i>			
<b>Algeria</b>	G	3-4	4-5
<i>Algiers</i>			
<b>American Samoa</b>	H	3-4	4-5
<i>Pago Pago</i>			
<b>Andorra</b>	E	3-4	4-5
<i>Andorra la Vella</i>			
<b>Angola</b>	G	3-4	4-5
<i>Luanda</i>			
<b>Anguilla</b>	H	3-4	4-5
<i>The Valley</i>			
<b>Antigua &amp; Barbuda</b>	H	3-4	4-5
<i>St Johns</i>			
<b>Argentina</b>	H	3-4	4-5
<i>Buenos Aires</i>			
<b>Armenia</b>	G	3-4	4-5
<i>Yerevan</i>			
<b>Aruba</b>	H	3-4	4-5
<i>Oranjestad</i>			
<b>Ascension</b>	H	3-4	4-5
<i>Georgetown</i>			
<b>Australia</b>	F	3-4	4-5
<i>Sydney</i>			
<b>Austria</b>	F	2-3	3-4
<i>Vienna</i>			
<b>Azerbaijan</b>	G	4-5	4-5
<i>Baku</i>			
<b>Azores</b>	H	4-5	5-6
<i>Ponta Delgada</i>			
<b>B</b>			
<b>Bahamas</b>	H	3-4	4-5
<i>Nassau</i>			
<b>Bahrain</b>	G	3-4	4-5
<i>Manama</i>			
<b>Bangladesh</b>	H	3-4	4-5
<i>Dhaka</i>			
<b>Barbados</b>	H	3-4	4-5
<i>Bridgetown</i>			
<b>Belarus</b>	H	3-4	4-5
<i>Minsk</i>			
<b>Belgium</b>	E	2-3	3-4
<i>Brussels</i>			
<b>Belize</b>	H	3-4	4-5
<i>Belmopan</i>			
<b>Benin</b>	H	3-4	4-5
<i>Porto Novo</i>			
<b>Bermuda</b>	H	3-4	4-5
<i>Hamilton</i>			
<b>Bhutan</b>	H	4-5	5-6
<i>Thimphu</i>			
<b>Bolivia</b>	H	3-4	4-5
<i>La Paz</i>			
<b>Bonaire</b>	H	4-5	5-6
<i>Willemstad</i>			
<b>Bosnia &amp; Herzegovina</b>	G	3-4	4-5
<i>Sarajevo</i>			
<b>Botswana</b>	A	1-2	2-3
<i>Gaborone</i>			
<b>Brazil</b>	G	3-4	4-5
<i>Brasilia</i>			
<b>British Virgin Islands</b>	H	4-5	5-6
<i>Road Town</i>			
<b>Brunei</b>	H	3-4	4-5
<i>Bandar Seri Begawan</i>			

Country	Zone	Transit time (Working Days)	
		Docs	Non-docs
<b>Gateway City</b>			
<b>Bulgaria</b>	G	3-4	4-5
<i>Sofia</i>			
<b>Burkina Faso</b>	H	4-5	5-6
<i>Ouagadougou</i>			
<b>Burma (Myanmar)</b>	H	4-5	5-6
<i>Rangoon</i>			
<b>Burundi</b>	D	3-4	4-5
<i>Bujumbura</i>			
<b>C</b>			
<b>Cambodia</b>	H	4-5	5-6
<i>Phnom Penh</i>			
<b>Cameroon</b>	G	4-5	5-6
<i>Yaounde</i>			
<b>Canada</b>	G	2-3	3-4
<i>Ottawa</i>			
<b>Canary Islands</b>	G	3-4	4-5
<i>Las Palmas</i>			
<b>Cape Verde Islands</b>	H	4-5	5-6
<i>Praja</i>			
<b>Caribbean Islands</b>	H	4-5	5-6
-			
<b>Cayman Islands</b>	H	3-4	4-5
<i>Georgetown</i>			
<b>Central African Rep</b>	H	3-4	4-5
<i>Bangui</i>			
<b>Chad</b>	H	3-4	4-5
<i>N'Djamena</i>			
<b>Channel Islands</b>	E	2-3	3-4
<i>Guernsey</i>			
<b>Chile</b>	H	3-4	4-5
<i>Santiago</i>			
<b>China</b>	G	3-4	4-5
<i>Beijing</i>			
<b>Christmas Island</b>	H	4-5	5-6
-			
<b>Cocos &amp; Keeling Is</b>	H	4-5	5-6
-			
<b>Colombia</b>	H	3-4	4-5
<i>Bogotá</i>			
<b>Comores</b>	H	3-4	4-5
<i>Moroni</i>			
<b>Congo</b>	H	3-4	4-5
<i>Brazzaville</i>			
<b>Cook Islands</b>	H	4-5	5-6
<i>Avarua on Rarotonga</i>			
<b>Costa Rica</b>	H	3-4	4-5
<i>San José</i>			
<b>Croatia</b>	G	3-4	4-5
<i>Zagreb</i>			
<b>Cuba</b>	H	4-5	5-6
<i>Havana</i>			
<b>Curaçao</b>	H	4-5	5-6
<i>Willemstad</i>			
<b>Cyprus</b>	E	3-4	4-5
<i>Nicosia</i>			
<b>Czech Republic</b>	G	3-4	4-5
<i>Prague</i>			
<b>D</b>			
<b>Democratic Rep of Co</b>	H	3-4	4-5
<i>Kinshasa</i>			
<b>Denmark</b>	F	2-3	3-4
<i>Copenhagen</i>			
<b>Djibouti</b>	G	4-5	5-6
<i>Djibouti</i>			
<b>Dominica</b>	H	3-4	4-5
<i>Roseau</i>			
<b>Dominican Republic</b>	H	3-4	4-5
<i>Santo Domingo</i>			

Country	Zone	Transit time (Working Days)	
		Docs	Non-docs
<b>Gateway City</b>			
<b>E</b>			
<b>East Timor</b> <i>(See Indonesia)</i>			
<b>Ecuador</b> <i>Quito</i>	H	3-4	4-5
<b>Egypt</b> <i>Cairo</i>	G	3-4	4-5
<b>El Salvador</b> <i>San Salvador</i>	H	3-4	4-5
<b>Equatorial Guinea</b> <i>Malabo</i>	H	5-6	6-7
<b>Eritrea</b> <i>Asmara</i>	H	5-6	5-6
<b>Estonia</b> <i>Tallinn</i>	H	3-4	4-5
<b>Ethiopia</b> <i>Addis Ababa</i>	H	4-5	5-6
<b>F</b>			
<b>Faeroes</b> <i>Tórshavn</i>	H	4-5	5-6
<b>Falkland Islands</b> <i>Stanley</i>	H	5-6	6-7
<b>Fiji Islands</b> <i>Suva</i>	H	4-5	5-6
<b>Finland</b> <i>Helsinki</i>	F	2-3	3-4
<b>France</b> <i>Paris</i>	E	2-3	3-4
<b>French Guiana</b> <i>Cayenne</i>	H	3-4	4-5
<b>French Polynesia</b> <i>Papeete</i>	H	4-5	5-6
<b>G</b>			
<b>Gabon</b> <i>Libreville</i>	H	4-5	5-6
<b>Gambia</b> <i>Banjul</i>	G	4-5	5-6
<b>Gaza &amp; Khanyunis</b> <i>Gaza</i>	H	5-6	6-7
<b>Georgia</b> <i>Tbilisi</i>	G	3-4	4-5
<b>Germany</b> <i>Berlin</i>	F	2-3	3-4
<b>Ghana</b> <i>Accra</i>	G	3-4	4-5
<b>Gibraltar</b> <i>Gibraltar</i>	H	3-4	4-5
<b>Greece</b> <i>Athens</i>	E	2-3	3-4
<b>Greenland</b> <i>Nuuk (Godthåb)</i>	H	4-5	5-6
<b>Grenada</b> <i>St. George's</i>	H	4-5	5-6
<b>Guadeloupe</b> <i>Pointe-a-Pitre</i>	H	4-5	5-6
<b>Guam</b> <i>Agaña</i>	H	4-5	5-6
<b>Guatemala</b> <i>Guatemala City</i>	H	4-5	5-6
<b>Guernsey</b> <i>(See Channel Islands)</i>			
<b>Guinea</b> <i>Conakry</i>	H	4-5	5-6
<b>Guinea-Bissau</b> <i>Bissau</i>	H	4-5	5-6
<b>Guyana</b> <i>Georgetown</i>	H	3-4	4-5
<b>H</b>			
<b>Haiti</b> <i>Port-au-Prince</i>	H	4-5	5-6
<b>Heard &amp; McDonald Is</b> <i>Edmonton</i>	H	4-5	5-6
<b>Honduras</b> <i>Tegucigalpa</i>	H	4-5	5-6
<b>Hong Kong</b> <i>Kowloon</i>	F	3-4	4-5
<b>Hungary</b> <i>Budapest</i>	G	3-4	4-5

Country	Zone	Transit time (Working Days)	
		Docs	Non-docs
<b>Gateway City</b>			
<b>I</b>			
<b>Iceland</b> <i>Reykjavik</i>	H	3-4	4-5
<b>India</b> <i>Delhi</i>	G	3-4	4-5
<b>Indonesia</b> <i>Jakarta</i>	G	3-4	4-5
<b>Iran</b> <i>Teheran</i>	H	4-5	5-6
<b>Iraq</b> <i>Baghdad</i>	H	4-5	5-6
<b>Ireland</b> <i>Dublin</i>	E	2-3	3-4
<b>Isle of Man</b> <i>Douglas</i>	E	2-3	3-4
<b>Israel</b> <i>Jerusalem</i>	F	2-3	4-5
<b>Italy</b> <i>Rome</i>	E	2-3	3-4
<b>Ivory Coast</b> <i>Abidjan</i>	G	3-4	4-5
<b>J</b>			
<b>Jamaica</b> <i>Kingston</i>	H	4-5	5-6
<b>Japan</b> <i>Tokyo</i>	G	2-3	3-4
<b>Jersey</b> <i>(See Channel Island)</i>			
<b>Jordan</b> <i>Amman</i>	H	2-3	3-4
<b>K</b>			
<b>Kazakhstan</b> <i>Astana</i>	G	4-5	5-6
<b>Kenya</b> <i>Nairobi</i>	C	1-2	2-3
<b>Kiribati</b> <i>Tarawa</i>	H	4-5	5-6
<b>Kuwait</b> <i>Kuwait City</i>	G	3-4	4-5
<b>Kyrgyzstan</b> <i>Bishkek</i>	G	4-5	5-6
<b>L</b>			
<b>Laos</b> <i>Loa</i>	H	5-6	6-7
<b>Latvia</b> <i>Riga</i>	H	3-4	4-5
<b>Lebanon</b> <i>Beirut</i>	F	3-4	4-5
<b>Lesotho</b> <i>Maseru</i>	A	1-2	2-3
<b>Liberia</b> <i>Monrovia</i>	H	4-5	5-6
<b>Libya</b> <i>Tripoli</i>	H	4-5	5-6
<b>Liechtenstein</b> <i>Vaduz</i>	E	3-4	4-5
<b>Lithuania</b> <i>Vilnius</i>	H	3-4	4-5
<b>Luxembourg</b> <i>Luxembourg</i>	E	2-3	3-4
<b>M</b>			
<b>Macau</b> <i>Macau</i>	F	3-4	4-5
<b>Macedonia</b> <i>Skopje</i>	H	4-5	5-6
<b>Madagascar</b> <i>Antananarivo</i>	G	3-4	4-5
<b>Madeira</b> <i>Funchal</i>	H	4-5	5-6
<b>Malawi</b> <i>Lilongwe</i>	C	2-3	3-4
<b>Malaysia</b> <i>Kuala Lumpur</i>	F	3-4	4-5
<b>Maldives</b> <i>Male</i>	H	3-4	4-5
<b>Mali</b> <i>Bamako</i>	G	4-5	5-6

Country	Zone	Transit time (Working Days)	
		Docs	Non-docs
<b>Gateway City</b>			
<b>Malta</b>	G	3-4	4-5
<i>Valletta</i>			
<b>Marshall Islands</b>	H	5-6	6-7
<i>Majuro</i>			
<b>Martinique</b>	H	4-5	5-6
<i>Fort-de-France</i>			
<b>Martinique</b>	H	3	4
<i>Fort-de-France</i>			
<b>Mauritania</b>	H	4-5	5-6
<i>Nouakchott</i>			
<b>Mauritius</b>	C	2-3	3-4
<i>Port Louis</i>			
<b>Mayotte</b>	C	2-3	3-4
<i>Dzaoudzi</i>			
<b>Mexico</b>	G	3-4	4-5
<i>Mexico City</i>			
<b>Micronesia</b>	H	5-6	6-7
<i>Palikir</i>			
<b>Moldova</b>	H	3-4	4-5
<i>Chisinau</i>			
<b>Monaco</b>	E	2-3	3-4
<i>Monte Carlo</i>			
<b>Mongolia</b>	H	4-5	5-6
<i>Ulan Bator</i>			
<b>Montserrat</b>	H	3-4	4-5
<i>Brades (Plymouth)</i>			
<b>Morocco</b>	H	3-4	4-5
<i>Rabat</i>			
<b>Mozambique</b>	C	1-2	2-3
<i>Maputo</i>			
<b>Myanmar (Burma)</b>			
<i>(See Burma)</i>			
<b>N</b>			
<b>Namibia</b>	B	1-2	2-3
<i>Windhoek</i>			
<b>Nauru</b>	H	5-6	6-7
<i>Yaren</i>			
<b>Nepal</b>	H	4-5	5-6
<i>Kathmandu</i>			
<b>Netherlands</b>	E	2-3	3-4
<i>Amsterdam</i>			
<b>Netherlands Antilles</b>	H	3-4	4-5
<i>Willemstad</i>			
<b>Nevis</b>			
<i>(See St. Kitts &amp; Nevis)</i>			
<b>New Caledonia</b>	G	4-5	5-6
<i>Nouméa</i>			
<b>New Zealand</b>	G	3-4	4-5
<i>Wellington</i>			
<b>Nicaragua</b>	H	4-5	5-6
<i>Managua</i>			
<b>Niger</b>	H	4-5	5-6
<i>Niamey</i>			
<b>Nigeria</b>	G	3-4	4-5
<i>Lagos</i>			
<b>Niue</b>	H	4-5	5-6
<i>Alofi</i>			
<b>Norfolk Island</b>	H	4-5	5-6
<i>Kingston</i>			
<b>North Korea</b>	H	4-5	5-6
<i>Pyongyang</i>			
<b>Northern Ireland</b>	D	2-3	3-4
-			
<b>Northern Mariana Is</b>	H	4-5	5-6
<i>Saipan</i>			
<b>Norway</b>	F	2-3	3-4
<i>Oslo</i>			
<b>O</b>			
<b>Oman</b>	G	3-4	4-5
<i>Muscat</i>			
<b>P</b>			
<b>Pakistan</b>	H	3-4	4-5
<i>Islamabad</i>			
<b>Palau</b>	H	4-5	5-6
<i>Koror</i>			
<b>Panama</b>	H	3-4	4-5
<i>Panama City</i>			

Country	Zone	Transit time (Working Days)	
		Docs	Non-docs
<b>Gateway City</b>			
<b>P</b>			
<b>Papua New Guinea</b>	H	4-5	5-6
<i>Port Moresby</i>			
<b>Paraguay</b>	H	3-4	4-5
<i>Asunción</i>			
<b>Peru</b>	H	3-4	4-5
<i>Lima</i>			
<b>Philippines</b>	G	3-4	4-5
<i>Manila</i>			
<b>Pitcairn Islands</b>	H	5-6	6-7
<i>Adamstown</i>			
<b>Poland</b>	G	3-4	4-5
<i>Warsaw</i>			
<b>Portugal</b>	E	2-3	3-4
<i>Lisbon</i>			
<b>Puerto Rico</b>	H	3-4	4-5
<i>San Juan</i>			
<b>Q</b>			
<b>Qatar</b>	G	3-4	4-5
<i>Doha</i>			
<b>R</b>			
<b>Reunion Islands</b>	G	3-4	4-5
<i>Saint - Denis</i>			
<b>Romania</b>	G	3-4	4-5
<i>Bucharest</i>			
<b>Russian Federation</b>	G	5-6	5-6
<i>Moscow</i>			
<b>Rwanda</b>	D	4-5	5-6
<i>Kigali</i>			
<b>S</b>			
<b>Saipan</b>	H	5-6	6-7
-			
<b>San Marino</b>	E	3-4	4-5
<i>San Marino</i>			
<b>São Tomé &amp; Príncipe</b>	H	5-6	6-7
<i>São Tomé</i>			
<b>Saudi Arabia</b>	G	3-4	4-5
<i>Riyadh</i>			
<b>Senegal</b>	G	4-5	5-6
<i>Dakar</i>			
<b>Serbia &amp; Montenegro</b>	G	3-4	4-5
-			
<b>Seychelles</b>	H	4-5	5-6
<i>Victoria</i>			
<b>Sierra Leone</b>	H	4-5	5-6
<i>Freetown</i>			
<b>Singapore</b>	F	2-3	3-4
<i>Singapore</i>			
<b>Slovakia</b>	G	4-5	5-6
<i>Bratislava</i>			
<b>Slovenia</b>	G	4-5	5-6
<i>Ljubljana</i>			
<b>Solomon Islands</b>	H	4-5	5-6
<i>Honiara</i>			
<b>Somalia</b>	H	4-5	5-6
<i>Mogadishu</i>			
<b>South Korea</b>	G	3-4	4-5
<i>Seoul</i>			
<b>Spain</b>	E	2-3	3-4
<i>Madrid</i>			
<b>Sri Lanka</b>	G	4-5	5-6
<i>Colombo</i>			
<b>St. Barthelemy</b>	H	4-5	5-6
-			
<b>St. Eustatius</b>	H	4-5	5-6
-			
<b>St. Helena</b>	H	4-5	5-6
<i>Jamestown</i>			
<b>St. Kitts &amp; Nevis</b>	H	4-5	5-6
<i>Basseterre</i>			
<b>St. Lucia</b>	H	4-5	5-6
<i>Castries</i>			
<b>St. Maarten</b>	H	4-5	5-6
<i>Phillipsburg</i>			
<b>St. Pierre &amp; Miquelon</b>	H	4-5	5-6
<i>St. Pierre</i>			
<b>St. Vincent</b>	H	4-5	5-6
<i>&amp; The Grenadines</i>			
<b>Sudan</b>	H	4-5	5-6
<i>Khartoum</i>			

Country	Zone	Transit time (Working Days)	
		Docs	Non-docs
<b>Gateway City</b>			
<b>S</b>			
<b>Suriname</b> <i>Paramaribo</i>	H	4-5	5-6
<b>Swaziland</b> <i>Mbabane</i>	A	1-2	2-3
<b>Sweden</b> <i>Stockholm</i>	E	2-3	3-4
<b>Switzerland</b> <i>Berne</i>	F	2-3	3-4
<b>Syria</b> <i>Damascus</i>	H	3-4	4-5
<b>T</b>			
<b>Tahiti</b> <i>Papeete</i>	H	4-5	5-6
<b>Taiwan</b> <i>Taipei</i>	F	3-4	4-5
<b>Tajikistan</b> <i>Dushanbe</i>	G	4-5	5-6
<b>Tanzania</b> <i>Dar es Salaam</i>	D	2-3	3-4
<b>Thailand</b> <i>Bangkok</i>	F	3-4	4-5
<b>Togo</b> <i>Lomé</i>	H	4-5	5-6
<b>Tonga</b> <i>Tongatapu</i>	H	4-5	5-6
<b>Trinidad &amp; Tobago</b> <i>Port of Spain</i>	H	4-5	5-6
<b>Tunisia</b> <i>Tunis</i>	H	3-4	4-5
<b>Turkey</b> <i>Ankara</i>	E	3-4	4-5
<b>Turkmenistan</b> <i>Ashkhabat</i>	G	4-5	5-6
<b>Turks &amp; Caicos Islands</b> <i>Grand Turk</i>	G	4-5	5-6
<b>Tuvalu</b> <i>Funafuti</i>	H	5-6	6-7
<b>U</b>			
<b>Uganda</b> <i>Kampala</i>	D	2-3	3-4
<b>Ukraine</b> <i>Kiev</i>	G	3-4	4-5
<b>United Arab Emirates</b> <i>Dubai</i>	G	3-4	4-5
<b>United Kingdom</b> <i>London</i>	D	1-2	2-3
<b>United States</b> <i>New York</i>	G	2-3	3-4
<b>Uruguay</b> <i>Montevideo</i>	H	3-4	4-5

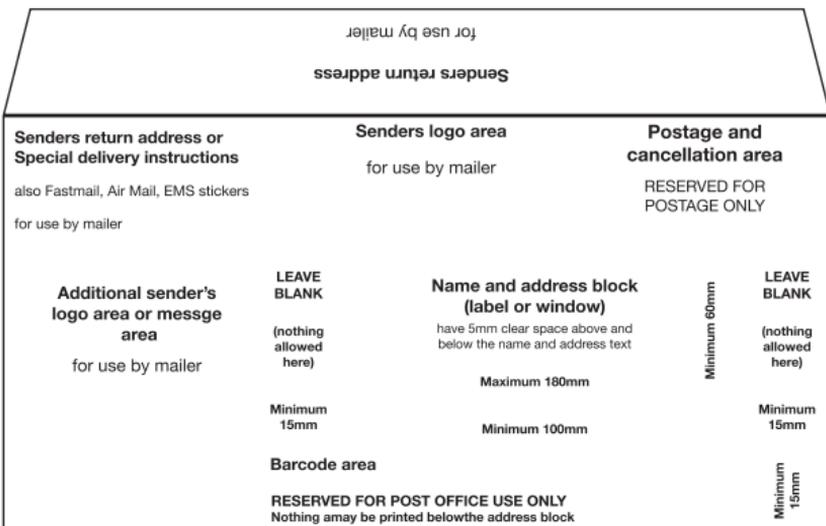
Country	Zone	Transit time (Working Days)	
		Docs	Non-docs
<b>Gateway City</b>			
<b>U</b>			
<b>US Virgin Islands</b> <i>Charlotte Amalie</i>	H	4-5	5-6
<b>Uzbekistan</b> <i>Tashkent</i>	G	5-6	6-7
<b>V</b>			
<b>Vanuatu</b> <i>Port-Villa</i>	H	3-4	4-5
<b>Vatican City</b> <i>(See Italy)</i>			
<b>Venezuela</b> <i>Caracas</i>	H	3-4	4-5
<b>Vietnam</b> <i>Hanoi</i>	G	3-4	4-5
<b>Virgin Islands (UK)</b> <i>(See British Virgin Islands)</i>			
<b>Virgin Islands (USA)</b> <i>(See US Virgin Islands)</i>			
<b>W</b>			
<b>Western Samoa</b> <i>Apia</i>	G	4-5	5-6
<b>Y</b>			
<b>Yemen</b> <i>Adem</i>	G	3-4	4-5
<b>Yugoslavia</b> <i>Belgrade</i>	G	5-6	6-7
<b>Z</b>			
<b>Zambia</b> <i>Lusaka</i>	C	1-2	2-3
<b>Zimbabwe</b> <i>Harare</i>	C	1-2	2-3

- Surcharge of R119,20 per consignment for outlying areas
- Transit times calculated in working days
- Times quoted Ex Johannesburg
- Add one day from post office and regions other than Gauteng
- Transit times calculated to major centres

## TIPS TO GET YOUR LETTER DELIVERED ON TIME, EVERY TIME:

- Ensure that the addresses are correct; check the spelling of surnames, street names and towns
- Ensure the address is written in black ink, write clearly and always include a postcode
- You can check postcodes on [www.postoffice.co.za](http://www.postoffice.co.za)
- Always include your own address on the back of the envelope
- Remember to put the correct postage on each mail item
- For overseas mail, make sure you allow at least four to five weeks delivery for sea and surface mail
- Airmail to all overseas countries should be posted at least ten days in advance
- Utilise Speed Services Couriers for all your overnight courier requirements
- Be aware of standard mail specifications and avoid sending oversized envelopes and parcels over 1kg via standard mail
- If you are unsure of what can or can't be sent via the normal postal service, call Customer Services on 0860 111 502 or visit your nearest Post Office for advice
- If you are expecting a parcel, ask the sender for the tracking number
- Remember that parcels need to be collected from your local Post Office counter, as they do not fit into a postbox
- Package parcels carefully – use a sturdy box with plenty of padding if sending a gift (Easypost boxes are on sale at Post Office branches)
- If you suspect tampering with your parcel, report it to the Crime Buster Hotline on 0800 020 070

### TIPS ON A CORRECTLY ADDRESSED ENVELOPE, SEE DIAGRAM:



**THE USE OF PRIVATE LOGO'S TO BE DONE IN CONSULTATION WITH THE REGIONAL SALES MANAGER.**

## CONTACT INFORMATION

For more information on different services. Call Customer

Care of different departments on:

Speed Services Contact Centre:	0860 023 133
Post Box Enquiries:	0860 086 860
Transport and Logistics (bad driving):	0800 118 331
Docex:	0861 335 544
Postbank Contact Centre:	0800 535 455
Telemarketing:	0860 080 080

## COMPLAINTS / QUERIES

**Please note: below addresses are intended for customer related enquiries only. Employees who have work related inquiries should follow internal processes and channels established for those purposes:**

Issue	E-mail address
International parcels	international.parcels@postoffice.co.za
Local parcels	local.parcels@postoffice.co.za
Mail delivery	mail.delivery@postoffice.co.za
Branch network	branch.problem@postoffice.co.za
System offline	off.line@postoffice.co.za
Postboxes	postboxes@postoffice.co.za
Postbank	postBank.enquiries@postoffice.co.za
Customer service centre	customer.service@postoffice.co.za
Car licence & account payments	payments@postoffice.co.za
Compliments	Compliments@postoffice.co.za

For more information on any of these products and services, call our Customer Care line: 0860 111 502 or one of our Regional Sales Offices:

<b>Western Cape</b>	(021) 590 3111
<b>Eastern Cape</b>	(041) 508 4223
<b>KwaZulu-Natal</b>	(031) 336 3582
<b>Central Province</b>	(051) 402 4011
<b>Witwatersrand</b>	(011) 495 0704
<b>Northern Region</b>	(012) 339 4122/3/4

or write to:

**The General Manager Sales**

SA Post Office  
PO Box 10 000  
Pretoria  
0001

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### Call Customer Care of different departments on:

Speed Services Contact Centre:	0860 023 133
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#### Issue

#### E-mail address

International parcels	international.parcels@postoffice.co.za
Local parcels	local.parcels@postoffice.co.za
Mail delivery	mail.delivery@postoffice.co.za
Branch network	branch.problem@postoffice.co.za
System offline	off.line@postoffice.co.za
Postboxes	postboxes@postoffice.co.za
Postbank	postbank.enquiries@postoffice.co.za
Customer service centre	customer.service@postoffice.co.za
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Witwatersrand	(011) 495 0704
Northern Region	(012) 339 4122/3/4

or write to:

### The General Manager Sales

SA Post Office  
PO Box 10000  
Pretoria  
0001