



# Postal Rates

1 April 2012 - 31 March 2013



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# Ordinary Mail/Fastmail

## Domestic

(posted in South Africa for delivery in South Africa)

### 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 between major cities and towns and a three-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	
Cylinders/rolled items	70	1kg	520/620	140 x 90

<b>RATES FOR DOMESTIC LETTER MAIL</b> (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	R 2.65	R 4.30
Medium (B5)	R 5.30	R10.25
Large (B4)	R 6.60	R12.40
<b>Customers' own postcard</b>		
Small (DL) maxi	R 2.65	R 4.30
Medium (B5)	R 5.30	R10.25
Large (B4)	R 6.60	R12.40
<b>Cylinders/rolled items</b>		
Cylinder/rolled items (520 mm x 70 mm)*	R 6.60	R10.50
Cylinder/rolled items (620 mm x 70 mm)*	R11.60	R12.60
<b>Newspapers</b>		
Rolled addressed newspapers (324 mm length, 70 mm thickness)*	R 3.50	R10.25
* Maximum length and thickness		

## Payment methods

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

## Handing in

Permit mail and franking machine 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 R14.30 is charged for all mail accepted after closing time.

## 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 window	162mm x 114mm	R 2.85
C6 without window	162mm x 114mm	R 2.85
C6 with and without window (self-seal)	162mm x 114mm	R 2.85
DL maxi with window	235mm x 120mm	R 2.85
DL maxi without window	235mm x 120mm	R 2.85
DL maxi with and without window (self-seal)	235mm x 120mm	R 2.85
B5 without window	250mm x 176mm	R 6.10
C4 without window	324mm x 229mm	R 8.25
Lettergram (prefabricated)		R 2.75
<b>Fastmail postage-included envelopes</b>		
DL maxi without window	235mm x 120mm	R 4.60
DL maxi with window	235mm x 120mm	R 4.60
B5 without window	250mm x 176mm	R11.00
B4 without window	353mm x 250mm	R13.70
C4 without window	324mm x 229mm	R12.95

## Discount on postage-included envelopes

Volume	Discount
1 - 249 items	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	R2.85
Other postcard (Postcard not included in the price)	DL	R2.65
	B5	R5.30
	B4	R6.60
Change-of-address postcard (postage included in the price)		R2.85

## 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%

## Stamp booklets and stamp rolls (for standard domestic letter postage)

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	R26.50
Boxes of 50 (500 stamps)	R1325.00
Boxes of 100 (1 000 stamps)	R2650.00
Roll of 100 (100 stamps)	R265.00
Rolls of 100(5) (500 stamps)	R1325.00
Rolls of 100(10) (1 000 stamps)	R2650.00

Discount is granted when the below mentioned volumes of stamp booklets or rolls are bought.

Volume	Discount	Price
Boxes of 50 (500 stamps)	2%	R1298.50
Boxes of 100 (1 000 stamps)	5%	R2517.50
Rolls of 100(5) (500 stamps)	2%	R1298.50
Rolls of 100(10) (1 000 stamps)	5%	R2517.50

## 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	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	(011) 463 9042
Hasler Business Systems (Ascom/Hasler/Neopost)	(011) 787 5959
Pitney Bowes/SA (Pitney Bowes)	(011) 516 9400/10
FPSA (Francotyp)	(011) 793 1654

## Franking machine licence fees

Service	Fee
New licence	R207.20
Transfer of licence	R207.20
Annual renewal	R151.30
<b>Spoiled impression fee</b> per 100 or portion thereof	
Small DL maxi	R23.60
Medium B5	R29.80
Large B4	R37.00

## Business Reply Service (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 Manager, branch manager or the Internet. 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 local Post Office branch or Regional Sales Office.
- The Regional Sales Manager can provide the specifications for this service.
- The BRS/Freepost address application/renewal form, as well as the licence agreement form, can be viewed and downloaded from the Internet at [www.postoffice.co.za](http://www.postoffice.co.za)
- Before a licence can be issued, printer's proofs of the postcard or envelope should be submitted to the Regional Sales Manager for approval (printing specifications are available from the branch manager or the Regional Sales Office).
- 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 Service

Service	Rate	
New licence	R189.60	
Annual renewal of licence	R189.60	
Envelope Size	Ordinary mail: postage + handling fee	Fastmail: postage + handling fee
Small (DL) maxi	R 2.80	R 4.60
Medium (B5)	R 5.55	R10.50
Large (B4)	R 6.90	R12.60
Cylinder		
• 520 mm length 70 mm thickness	R 6.90	R10.70
• 620 mm length 70 mm thickness	R12.10	R12.95
Parcels (excluding postage)	R 5.55	No Fastmail parcels

## Pro Rata licence fee for Business Reply Service

April/May/June	July/Aug/Sep	Oct/Nov/Dec	Jan/Feb/March
R189.60	R142.20	R94.80	R47.40

## 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
3c	5 000 to 10 000
4c	10 001 to 20 000
6c	20 001 to 30 000
7c	30 001 to 40 000
10c	40 001 to 200 000
13c	200 001 to 400 000
16c	400 001 to 600 000
18c	600 001 to 800 000
23c	800 001 to 1 000 000
25c	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. 30 September. Failing to do so will result in the customer forfeiting the rebate for the relevant year.
- Contact your Regional Sales Manager to arrange for a refund.

## 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 Fastmail, Speed Services Couriers, Parcels or Securemail.

**This service is available in three envelope sizes:**

<b>Envelope</b>	<b>Size</b>
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.**

<b>Size</b>	<b>Postage and service fee included</b>
Small (DL) maxi	R18.65
Medium (B5)	R21.35
Large (B4)	R22.70

<b>Item value</b>	<b>Fee</b>
Compensation up to R100.00	Free
Insurance up to R250.00	R13.15
Up to R500.00	R26.75
Up to R1 000.00	R53.70
Up to R1500.00	R79.90
Up to R2 000.00	R106.70

<b>Other Registered Letter Products</b>	<b>Rate</b>
Postage included registered envelope (235 x120mm), tamper resistant	R20.70
Postage included registered envelope: Documents only	
DL 230 x 115mm, window	R19.10
DL 230 x 115mm, non-window	R19.10
Posted out of course fee	R33.60
Detailed proof of acceptance (acceptance slip)	Free
Interception of registered letter	R12.40
Proof of delivery of a recorded article	R28.40
Advice of delivery (AR card)	R5.80

## Info Mail

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 or branch office).

### TYPES OF INFOMAIL

Type	Description	Dimensions	Other conditions	Delivery
Pamphlet	Unenveloped, unaddressed information/advertising item comprising one sheet of paper folded to A5 size (210mm x 148mm).	The folded pamphlet may not be thicker than 2mm and may not weigh more than 50g.	If the information in the pamphlet is of a sensitive nature, the pamphlet must be placed in an envelope.	Local box delivery. Local street delivery. National box delivery. National street delivery.
Brochure	Unenveloped, unaddressed, rolled or folded information/advertising item. 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.
Unaddressed newspaper, eg local area 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.
Trade sample	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 packed 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.
Householder circular	The street delivery alternative for pamphlet and brochure distribution.	May not be bigger than 120mm x 235mm, may not weigh more than 50g and may not be thicker than 5mm.	The articles may be in partially and/or fully sealed envelopes or wrapping. Parcels do not form part of this service. The articles must be addressed to the box holder, householder or similar addressee with an indication that postage has been prepaid.	Local box delivery. Local street delivery. National box delivery. National street delivery.

## Info Mail rates

Type of mail	Rates
<b>Pamphlets</b> Local (in Post Office region) Postbox or private bag Street delivery  <b>National</b> Postbox or private bag Street delivery	  R0.10 R0.10  R0.15 R0.15
<b>Brochures</b> Local (in Post Office region) Postbox or private bag Street delivery  <b>National</b> Postbox or private bag Street delivery	  R0.15 R0.20  R0.25 R0.30
<b>Trade samples</b> Local (in Post Office region) Postbox or private bag Street delivery  <b>National</b> Postbox or private bag Street delivery	  R0.20 R0.20  R0.35 R0.35
<b>Household circulars</b> Local (in Post Office region) Postbox or private bag Street delivery  <b>National</b> Postbox or private bag Street delivery	  R0.25 R0.30  R0.35 R0.35
<b>Area newspapers</b> (unaddressed) Local (in Post Office region) Postbox or private bag Street delivery  <b>National</b> Postbox or private bag Street delivery	  R0.20 R0.20  R0.35 R0.35

# Domestic Bulk Mail

## Unsorted Bulk Mail

- This service is suitable for individuals and businesses that post 100 or more unsorted domestic articles at a time for delivery in South Africa.
- The mail must be handed in at a mail centre or designated Post Office counter (enquire at your Post Office Regional Sales Office or call the Customer Care Line).
- The articles must all bear an indication that postage has been prepaid (stamp, franking machine impression, Permit Mail Logo). **This is regardless of whether or not rebates are claimed.**
- The articles must all face one way and be tied in bundles. **Rebate is normally not granted on unsorted bulk mail, however,** optical character reader (OCR) rebates may apply if OCR facilities are available at the centre where the mail is handed in and certain requirements are met.

## Requirements for rebates on OCR-compliant unsorted Bulk Mail

- The mail may be handed in only at the major mail centres with Optical Character Reader facilities.
- The quality of the postcodes on the unsorted Bulk Mail must be such that it can be sorted successfully by the Optical Character Reader at the mail centre where it is handed in.  
For specifications contact your Regional Sales Manager.

## Pre-sorted Bulk Mail

- This service is suitable for businesses that post at least 1 000 pre-sorted articles at a time for delivery in South Africa.
- Rebate on the postage is granted (subject to operational changes) if the consignments meet the set criteria:
- The business' address list or database must be checked by Addresscheck and achieve a grading of 97 to 100 percent (enquire at your Post Office Regional Sales Office or call the Customer Care Line about Addresscheck).
- The checking must be done every six months or more frequently if the Post Office requires this.
- Customers who have 10 000 or fewer records in their database need to check their database only once a year.
- All official payment methods, except postage stamps, may be used - no rebate is granted on articles with postage stamps.
- The mail must be sorted in direct trays, direct bundles or qualify as OCR mail.
- The quantity stated must be correct.
- Franking machine mail must be posted on the date indicated on the franking machine impressions.
- Consignments may not be combined, e.g. customer A and customer B may not post joint consignments through a third party such as a mailing house.
- Consignments must be handed in at mail centres or designated Post Office Bulk Mail branches during normal business hours or by special arrangement.
- The entire consignment must be handed in at the same time and at the same place.
- An official, correctly completed Bulk Mail delivery note (e-BDN) must accompany every consignment.
- The Addresscheck grading certificate must accompany the consignment if rebate is claimed.

- Each consignment must pass the Post Office's revenue protection inspection (postage, quality, quantity and Addresscheck grading).

### Direct-destination tray

- The contents per tray must be destined for one postcode only.
- The letters in a full tray need not be bundled.
- The letters in a tray must all face the same way.
- Rebate is only granted on full trays. A tray is full if a flat hand can just be inserted at one end of the tray.
- Residue from full trays must be made up in Direct-destination bundles, if possible, or as unsorted mail.
- Roll-tainers and minitainers must all be clearly labelled with a Track and Trace label.
- If there are enough trays for one postcode destination, these trays must be placed in a roll-tainer and the label on the roll-tainer must indicate the type of sort and the final destination.
- If there are not enough trays for one postcode destination to fill a roll-tainer, these trays must be placed in a roll-tainer together with other trays for the same sorting line (please enquire at your Post Office Regional Sales Office or call the Customer Care Line for information about sorting lines).

### Direct-destination bundle

- Direct-destination bundles contain standard (DL) letters for only one postcode.
- Direct-bundle mail must be faced and tied in bundles of at least 10 letters.
- Residue from bundles must be made up as unsorted mail.
- Bundles for the same route or sorting line must be packed in a tray.
- Trays with bundles for various destinations must be marked Direct Bundle Sort (Mixed)
- Trays must be packed in roll-tainers.
- Roll-tainers must be clearly labelled with a Track and Trace label for the relevant route, sorting line or destination hub.
- If there are enough direct-bundle trays for a route or sorting line, the trays must be placed in a roll-tainer and the roll-tainer must be labelled Direct Bundle Sort.

### Rebates on Bulk Mail

Type of mail	Direct-destination tray 97-100% grading	Direct-destination bundle 97-100% grading	OCR-readable 97-100% grading
Standard DL maxi (small)	R0.24	R0.19	R0.15
Nonstandard B5 (medium) B4 (large)	R0.39	R0.29	N/A

## ADDRESSED ADVERTISING MAIL

Advertising mail is addressed mail in a minimum consignment of 1 000 articles per size and mass category, of which the content is exclusively of an advertising nature.

- Advertising mail may not include any additional items related to previous business with the addressee, such as invoices, monthly statements, etc.
- The mail must **contain a response device approved by the Post Office**, eg a Business Reply Service item, a Freepost address, an addressed response coupon or clear encouragement to reply to the offer by mail.
- The mail response options should be given the same prominence as the other means of response recommended.
- The Post Office's Regional Sales Office must approve the advertising mail before posting.
- A complete sample of the mailing and the official approval must be presented when the consignment is posted.

## ADDRESSED PROMOTIONAL MAIL

Promotional mail is addressed mail in a minimum consignment of 1 000 articles per size and mass category, of which the content is solely of a promotional nature.

- It includes teasers or advance mailings to warn a customer of the impending arrival of another advertising or promotional item.
- The same requirements as for advertising mail apply to promotional mail, except that a Business Reply Service is not a prerequisite.

## MAGMAIL

Magmail is addressed mail in a minimum consignment of 1 000 articles per size and mass category. The service is specifically intended for the newspaper and magazine industry.

- The contents of Magmail are publications or printed matter intended for public sale or distribution.
- The publication has to be printed at least quarterly, identified as a magazine or a newspaper and should consist of news, opinions, illustrations, articles, editorials and advertising.
- Magmail has a unique logo that sets it apart from the other services.
- Magmail items may only be handed in at hubs/mail centres as specified by the Regional Sales Manager before the cut-off times for acceptance of bulk mail.
- The logo must preferably be placed in the upper left-hand corner of the article on the opposite side of the Permit mail insignia and must not be closer than 15mm from the top and left-hand side.
- If the 'permit mail' insignia is placed in the left-hand corner, the Magmail logo must be in the opposite corner at the top.
- On a B4-size envelope, the logo must be 60mm x 80mm with the longest sides to the left and right of the logo.
- On a DL/B5-size envelope, the logo must be 25mm x 35mm with the same measurements from the top and left-hand side as for the other envelope sizes.

The following colours must be used for full-colour printing:

- Red: Pantone 485C (100% magenta, 91% yellow).
- Blue: Pantone 293C (100% cyan, 56% magenta).
- Black-and-white printing of the logo will also be allowed where the colour printing is replaced with 100% black.
- To qualify for the Magmail rate, all the envelopes/wrappers of items must bear the unique Magmail logo and a Permit Mail impression.
- The Regional Sales Office must approve all Magmail before posting.

## RATES FOR MAGMAIL AND ADVERTISING

Type of mail	Ordinary mail	Fastmail
Advertising mail/Magmail (bulk mail only) [min 1 000 items per category, per consignment] Small (DL) maxi Medium (B5) Large (B4)	R2.20 R3.75 R5.65	R 4.30 R10.20 R12.40
<b>Note</b> Approval from the Regional Sales Manager is required for Magmail. Please address enquiries about this product to the Regional Sales Manager.		
<b>RATES FOR ADDRESSED PROMOTIONAL MAIL</b> Addressed Promotional Mail APM (bulk mail only) [min 1 000 items per category, per consignment] Small (DL) maxi Medium (B5) Large (B4)	R2.30 R3.90 R5.70	N/A N/A N/A
<b>Note</b> Approval from the Regional Sales Manager is required for promotional mail. Please address enquiries about this product to the Regional Sales Manager.		

## DOMESTIC PARCEL SERVICE

### Econoparcel

An Econoparcel is a parcel that is not bigger than 458 x 324 x 100mm and does not weigh more than 1kg.

### 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. Customers can send parcels from any Post Office counter to any other Post Office counter in the country.

## Value-added parcel service

### Insurance

Insurance is available at a rate of 2% of the declared value to a maximum of R5 000.

### Cash on delivery (COD)

The COD option provides for money to be collected for the parcel on the customer's behalf.

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

Product	Rate
Ordinary parcel (counter to counter)	R33.35 for the first kg R 4.50 for each additional kg or part of a kg
Econoparcel	R20.40
Cash-on-delivery (COD) charges (in addition to the parcel rate)	R17.95 per parcel
Intercepting a parcel	R20.75 per parcel
Reducing or increasing the trade charge on a parcel	R16.80 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.
Direct publisher'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 pre-pay 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 R21.00 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 <b>worth more</b> 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, letter 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 postage, excluding the registration fee, is also payable.

## 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)	4.00	4.00			120 x 235mm	No enclosures permitted		10g
Postcards (per item)	5.40	5.40	3.30	3.30	120 x 235mm	Must not be enveloped		10g
Small letters (per item)	4.80	6.30	4.10	5.30	120 x 235mm		5mm	50g
Medium letters (per item)	17.70	21.25	14.30	16.10	250 x 176mm	10mm		250g
Large letters (per item)	27.50	36.10	22.40	24.15	353 x 250mm	30mm		300g
Small packets (per 100 g)	15.50	27.40	12.00	13.75	Length, width and depth combined may not exceed 900mm, and the greatest dimension may not exceed 600mm.**			2kg
Direct publishers bags (per kg)	59.00	168.90	29.50	35.40	Length + girth may not exceed 2m, maximum length may not exceed 1,05m.			5kg***
Registration fee (per item)	25.30	25.30	25.30	25.30				
Express delivery fee (per item)	28.65	28.65	28.65	28.65				
International reply coupon	21.00	21.00	21.00	21.00				

### Note

International letter post products have no insurance option and may only be registered.

\* Enquire at your Local Post Office store 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.

International mail, continued					
<b>Parcel rates (all prices shown in rands)</b>					
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, Swaziland, Ascension and St Helena.	99.60	3.00	94.55	1.20
Zone B	Angola, Lesotho, Madagascar, Mozambique, Réunion, Rwanda, Uganda, Zambia and Zimbabwe.	146.90	3.80	146.90	2.40
Zone C	Northern Africa and the Middle East. Major destinations in this zone include Israel, Nigeria and Ghana.	146.90	13.70	136.80	3.80
Zone D	Europe, Russian Federation and former USSR states. Major destinations in this zone include Austria, Germany, Great Britain, France, Italy, Netherlands and Switzerland.	151.95	12.50	143.55	2.70
Zone E	Americas and the Caribbean (except Canada). Major destinations in this zone include the United States of America.	113.10	19.55	113.10	4.30
Zone F	Asia Pacific and Canada. Major destinations in this zone include Australia, Canada, China, Japan and New Zealand.	108.00	17.50	105.65	2.65

# 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 – 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 R31.70 is charged on all incoming parcels and R15.85 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 for parcels

Country	Zones		Customs docs for parcels	Country	Zones		Customs docs for parcels
	Letter post	Parcel post			Letter post	Parcel post	
Afghanistan..	ROW	F	CN23 CP71	China Peo. Re	ROW	F	PP4
Algeria .....	ROW	C	CN23 CP71	Colombia....	ROW	E	CN23 CP71
Albania.....	ROW	D	CN23 CP71	Comoros....	SA	A	CN23 CP71
Angola.....	SA	B	CN23 CP71	Congo (DRC) .	SA	C	CN23 CP71
Andorra.....	ROW	D	CN23 CP71	Congo (PR) ..	SA	C	CN23 CP71
Antigua/Bar..	ROW	E	PP4	Costa Rica...	ROW	E	CN23 CP71
Armenia.....	ROW	D	CN23 CP71	Croatia.....	ROW	D	CN23 CP71
Argentina....	ROW	E	CN23 CP71	Cuba.....	ROW	E	CN23 CP71
Ascension...	ROW	A	PP4	Cyprus.....	ROW	D	PP4
Austria.....	ROW	D	CN23 CP71	Czech Rep....	ROW	D	CN23 CP71
Australia....	ROW	F	PP4	Denmark.....	ROW	D	CN23 CP71
Azerbaijan...	ROW	D	CN23 CP71	Djibouti.....	ROW	C	CN23 CP71
Azores.....	ROW	D	CN23 CP71	Dodecanese Is	ROW	D	CN23 CP71
Bahamas.....	ROW	E	PP4	Dominica....	ROW	E	PP4
Bahrain.....	ROW	C	PP4	Dominican R..	ROW	E	CN23 CP71
Bangladesh..	ROW	F	CN23 CP71	Dubai.....	ROW	C	PP4
Barbados....	ROW	E	CN23 CP71	Ecuador.....	ROW	E	CN23 CP71
Belize.....	ROW	E	PP4	Egypt.....	ROW	C	CN23 CP71
Belgium.....	ROW	D	CN23 CP71	El Salvador ..	ROW	E	CN23 CP71
Byelorussia..	ROW	D	CN23 CP71	Equator Gui..	ROW	C	CN23 CP71
Benin.....	ROW	C	CN23 CP71	Estonia.....	ROW	D	CN23 CP71
Bermuda.....	ROW	E	PP4	Ethiopia.....	ROW	C	CN23 CP71
Bhutan.....	ROW	F	CN23 CP71	Fiji.....	ROW	F	PP4
Bolivia.....	ROW	E	CN23 CP71	Finland.....	ROW	D	CN23 CP71
Bosnia.....	ROW	D	CN23 CP71	France.....	ROW	D	CN23 CP71
Botswana....	SA	A	PP4	French Guyana	ROW	E	CN23 CP71
Brazil.....	ROW	E	CN23 CP71	Gabon.....	SA	C	CN23 CP71
Bulgaria.....	ROW	D	CN23 CP71	Gambia.....	ROW	C	PP4
Burundi.....	SA	C	CN23 CP71	Germany.....	ROW	D	CN23 CP71
Burkina Faso	ROW	C	CN23 CP71	Georgia.....	ROW	D	CN23 CP71
Brunei/Dar..	ROW	F	PP4	Ghana.....	ROW		PP4
Cameroon...	ROW	C	CN23 CP71	Great Britain	ROW	D	PP4
Cambodia....	ROW	F	CN23 CP71	Greece.....	ROW	D	CN23 CP71
Canada.....	ROW	F	PP4	Grenada.....	ROW	E	PP4
Cape Verde ..	ROW	C	CN23 CP71	Guatemala...	ROW	E	CN23 CP71
Central Africa	ROW	C	CN23 CP71	Guinea Bissau	ROW	C	CN23 CP71
Chad.....	ROW	C	CN23 CP71	Guinea Rep ..	ROW	C	CN23 CP71
Chile.....	ROW	E	CN23 CP71	Guyana.....	ROW	E	PP4

Country	Zones		Customs docs for parcels		Country	Zones		Customs docs for parcels	
	Letter post	Parcel post				Letter post	Parcel post		
Haiti	ROW	E	CN23	CP71	Panama	ROW	E	CN23	CP71
Hawaii	ROW	E	PP4		Papua N G	ROW	F	PP4	
Honduras	ROW	E	CN23	CP71	Paraguay	ROW	E	CN23	CP71
Hong Kong	ROW	F	PP4		Peru	ROW	E	CN23	CP71
Hungary	ROW	D	CN23	CP71	Philippines	ROW	F	PP4	
Iceland	ROW	D	CN23	CP71	Poland	ROW	D	CN23	CP71
Indonesia	ROW	F	CN23	CP71	Portugal	ROW	D	CN23	CP71
India	ROW	F	CN23	CP71	Qatar	ROW	C	PP4	
Iran	ROW	F	CN23	CP71	Reunion	SA	B	CN23	CP71
Iraq	ROW	F	CN23	CP71	Romania	ROW	D	CN23	CP71
Ireland	ROW	D	PP4		Russia	ROW	D	CN23	CP71
Israel	ROW	C	CN23	CP71	Rwanda	SA	B	CN23	CP71
Italy	ROW	D	CN23	CP71	Samoa West	ROW	F	PP4	
Ivory Coast	ROW	C	CN23	CP71	Sao Tome	ROW	C	CN23	CP71
Jamaica	ROW	E	PP4		Saudi Arabia	ROW	C	CN23	CP71
Japan	ROW	F	CN23	CP71	Senegal	ROW	C	CN23	CP71
Jordan	ROW	C	CN23	CP71	Serbia	ROW	D	CN23	CP71
Kazakhstan	ROW	D	CN23	CP71	Seychelles	SA	A	PP4	
Kenya	SA	A	PP4		Sierra Leone	ROW	C	PP4	
Kiribati	ROW	F	PP4		Singapore	ROW	F	PP4	
Korea North	ROW	F	CN23	CP71	Slovakia	ROW	D	CN23	CP71
Korea South	ROW	F	CN23	CP71	Slovenia	ROW	D	CN23	CP71
Kuwait	ROW	C	CN23	CP71	Solomon Is.	ROW	F	PP4	
Kyrgyzstan	ROW	D	CN23	CP71	Somalia			Service suspended	
Laos	ROW	F	CN23	CP71	Spain	ROW	D	CN23	CP71
Latvia	ROW	D	CN23	CP71	Sri Lanka	ROW	F	PP4	
Lesotho	SA	B	PP4		St. Christopher	ROW	E	PP4	
Lebanon	ROW	C	CN23	CP71	St. Helena	ROW	A	PP4	
Liberia	ROW	C	CN23	CP71	St. Vincent	ROW	E	PP4	
Libya	ROW	C	CN23	CP71	Sudan	ROW	C	CN23	CP71
Liechtenstein	ROW	D	CN23	CP71	Suriname	ROW	E	CN23	CP71
Lithuania	ROW	D	CN23	CP71	Swaziland	SA	A	PP4	
Luxembourg	ROW	D	CN23	CP71	Sweden	ROW	D	CN23	CP71
Macao	ROW	F	PP4		Switzerland	ROW	D	CN23	CP71
Macedonia	ROW	D	CN23	CP71	Syria	ROW	C	CN23	CP71
Madagascar	SA	B	CN23	CP71	Taiwan	ROW	F	CN23	CP71
Malawi	SA	A	PP4		Tajikistan	ROW	D	CN23	CP71
Mali	ROW	C	CN23	CP71	Tanzania	SA	A	CN23	CP71
Malta	ROW	D	PP4		Thailand	ROW	F	PP4	
Malaysia	ROW	F	CN23	CP71	Togo	ROW	C	CN23	CP71
Maldives	ROW	F	CN23	CP71	Tonga	ROW	F	PP4	
Mauritius	SA	A	PP4		Trinidad	ROW	E	PP4	
Mauritania	ROW	C	CN23	CP71	Tunisia	ROW	C	CN23	CP71
Mexico	ROW	E	PP4		Turkey	ROW	C	CN23	CP71
Moldova	ROW	D	CN23	CP71	Turkmenistan	ROW	D	CN23	CP71
Monaco	ROW	D	CN23	CP71	Tuvalu	ROW	F	PP4	
Mongolia	ROW	F	CN23	CP71	Uganda	SA	B	CN23	CP71
Montenegro	ROW	D	CN23	CP71	UAE	ROW	C	PP4	
Morocco	ROW	C	CN23	CP71	Ukraine	ROW	D	CN23	CP71
Mozambique	SA	B	PP4 +	CP71	UK	ROW	D	PP4	
Myanmar	ROW	F	PP4		USA	ROW	E	PP4	
Namibia	SA	A	PP4		Uruguay	ROW	E	CN23	CP71
Nauru	ROW	F	PP4		Uzbekistan	ROW	D	CN23	CP71
Nepal	ROW	F	CN23	CP71	Vanuatu	ROW	F	PP4	
Netherlands	ROW	D	CN23	CP71	Vatican City	ROW	D	CN23	CP71
New Zealand	ROW	F	PP4		Venezuela	ROW	E	CN23	CP71
Nicaragua	ROW	E	CN23	CP71	Vietnam	ROW	F	CN23	CP71
Niger	ROW	C	CN23	CP71	Virgin Is USA	ROW	E	PP4	
Nigeria	ROW	C	PP4		Yemen	ROW	C	CN23	CP71
Norway	ROW	D	CN23	CP71	Yugoslavia	ROW	D	CN23	CP71
Oman	ROW	C	PP4		Zambia	SA	B	PP4	
Pakistan	ROW	F	CN23	CP71	Zimbabwe	SA	B	PP4	

These documentation requirements apply to ordinary air and surface parcels. 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 for the dispatch of urgent goods such as computer material, magnetic tapes, tender documents, business papers, merchandise and samples.

The Postal Service promises to deliver within the following transit times:

- 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 is 30kg per item.
- The items are trackable.
- Commercial documents must be clearly marked and be provided with an EMS waybill.
- The parcels must be correctly addressed to a street address and include a phone number.
- In the case of dutiable items, the recipient will be phoned to collect the items from the Post Office against positive identification. The items will be subject to customs inspections.
- Enquiries regarding an EMS parcel must be made within 90 days of posting.
- Senders will be held personally liable for any prohibited articles.
- Prohibited articles include:
  - Bank notes and coins
  - Arms and ammunition
  - Live animals and plants
  - Liquids
  - Narcotics
  - Jewellery 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.

### Disclaimer:

Items may be subjected to delay in the destination country due to customs inspection and any import-related formalities.

### Optional insurance at 2% of value, maximum insured value, R2000

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

### Contact International Mail Centre

011 961 6006/7/8/9/10 or 011 961 6200

031 336 3713/3993/3984

021 590 5715/5716/5718

<b>Country of destination</b>	<b>Rate (500g) (or part thereof)</b>	<b>Per additional 500g (or part thereof)</b>	<b>Max weight</b>
Afghanistan	<b>R 265</b>	R 83	30kg
Albania	<b>R 265</b>	R 54	30kg
Algeria	<b>R 265</b>	R 54	30kg
Angola	<b>R 156</b>	R 24	20kg
Anguilla	<b>R 286</b>	R 83	20kg
Antigua & Barbuda	<b>R 286</b>	R 83	30kg
Argentina	<b>R 286</b>	R 83	20kg
Armenia	<b>R 265</b>	R 73	30kg
Aruba	<b>R 286</b>	R 83	20kg
Australia	<b>R 250</b>	R 73	20kg
Austria	<b>R 286</b>	R 54	30kg
Azerbaijan	<b>R 265</b>	R 73	50kg
Bahamas	<b>R 286</b>	R 83	30kg
Bahrain	<b>R 260</b>	R 54	20kg
Bangladesh	<b>R 265</b>	R 54	30kg
Barbados	<b>R 265</b>	R 73	20kg
Belarus	<b>R 265</b>	R 54	20kg
Belgium	<b>R 265</b>	R 54	30kg
Belize	<b>R 286</b>	R 83	20kg
Benin	<b>R 286</b>	R 73	30kg
Bermuda	<b>R 286</b>	R 73	20kg
Bhutan	<b>R 265</b>	R 54	30kg
Bolivia	<b>R 286</b>	R 73	30kg
Bosnia & Herzegovina	<b>R 265</b>	R 54	30kg
Botswana	<b>R 156</b>	R 24	30kg
Brazil	<b>R 286</b>	R 73	30kg
Brunei Darussalam	<b>R 265</b>	R 54	10kg
Bulgaria	<b>R 286</b>	R 71	30kg
Burkina Faso	<b>R 286</b>	R 73	30kg
Burundi	<b>R 260</b>	R 24	20kg
Cambodia	<b>R 265</b>	R 54	30kg
Cameroon	<b>R 234</b>	R 36	20kg
Canada	<b>R 286</b>	R 83	30kg
Cape Verde	<b>R 265</b>	R 73	20kg
Cayman Islands	<b>R 286</b>	R 83	10kg
Central African Rep	<b>R 286</b>	R 83	30kg
Chad	<b>R 286</b>	R 73	30kg
Chile	<b>R 286</b>	R 83	20kg
China (Taiwan)	<b>R 286</b>	R 73	30kg
China, People's Rep	<b>R 286</b>	R 83	30kg
Colombia	<b>R 286</b>	R 83	50kg
Comores	<b>R 265</b>	R 83	30kg
Congo, DRC	<b>R 156</b>	R 24	30kg
Congo, Republic of	<b>R 286</b>	R 83	20kg
Cook Islands	<b>R 286</b>	R 83	20kg
Costa Rica	<b>R 286</b>	R 83	30kg
Croatia	<b>R 265</b>	R 54	30kg
Cuba	<b>R 286</b>	R 73	30kg
Cyprus	<b>R 265</b>	R 54	30kg
Czech Republic	<b>R 265</b>	R 54	30kg
Denmark	<b>R 286</b>	R 54	31.5kg
Djibouti	<b>R 286</b>	R 83	20kg
Dominica	<b>R 286</b>	R 83	20kg
Dominican Rep	<b>R 286</b>	R 83	30kg
East Timor	<b>R 281</b>	R 83	20kg
Ecuador	<b>R 286</b>	R 83	30kg
Egypt	<b>R 265</b>	R 54	20kg
El Salvador	<b>R 286</b>	R 83	30kg
Equatorial Guinea	<b>R 286</b>	R 73	20kg
Eritrea	<b>R 286</b>	R 73	30kg
Estonia	<b>R 286</b>	R 54	30kg
Ethiopia	<b>R 286</b>	R 54	30kg
Fiji	<b>R 286</b>	R 83	30kg
Finland	<b>R 265</b>	R 54	30kg
France	<b>R 265</b>	R 54	30kg
French Guiana	<b>R 286</b>	R 83	20kg
French Polynesia	<b>R 286</b>	R 83	30kg
Gabon	<b>R 234</b>	R 24	30kg
Gambia	<b>R 286</b>	R 83	20kg

<b>Country of destination</b>	<b>Rate (500g) (or part thereof)</b>	<b>Per additional 500g (or part thereof)</b>	<b>Max weight</b>
Georgia	<b>R 265</b>	R 73	30kg
Germany	<b>R 286</b>	R 54	30kg
Ghana	<b>R 255</b>	R 54	30kg
Gibraltar	<b>R 265</b>	R 54	30kg
Great Britain	<b>R 265</b>	R 54	30kg
Greece	<b>R 265</b>	R 54	30kg
Grenada	<b>R 286</b>	R 83	20kg
Guadeloupe	<b>R 286</b>	R 83	20kg
Guatemala	<b>R 286</b>	R 83	20kg
Guinea	<b>R 286</b>	R 73	30kg
Guinea-Bissau	<b>R 265</b>	R 73	20kg
Guyana	<b>R 265</b>	R 73	20kg
Haiti	<b>R 286</b>	R 83	30kg
Honduras	<b>R 286</b>	R 83	20kg
Hong Kong	<b>R 234</b>	R 73	30kg
Hungary	<b>R 265</b>	R 54	30kg
Iceland	<b>R 265</b>	R 54	20kg
India	<b>R 234</b>	R 54	35kg
Indonesia	<b>R 265</b>	R 54	30kg
Iran	<b>R 260</b>	R 73	20kg
Iraq	<b>R 260</b>	R 73	30kg
Ireland	<b>R 286</b>	R 54	30kg
Israel	<b>R 286</b>	R 73	20kg
Italy	<b>R 265</b>	R 54	30kg
Ivory Coast	<b>R 255</b>	R 54	30kg
Jamaica	<b>R 286</b>	R 83	20kg
Japan	<b>R 234</b>	R 73	30kg
Jordan	<b>R 260</b>	R 54	30kg
Kazakhstan	<b>R 286</b>	R 73	20kg
Kenya	<b>R 260</b>	R 24	31.5kg
Kiribati	<b>R 286</b>	R 83	25kg
Korea, Rep of (South)	<b>R 286</b>	R 73	20kg
Korea, PDR (North)	<b>R 286</b>	R 73	20kg
Kosovo	<b>R 265</b>	R 54	20kg
Kuwait	<b>R 265</b>	R 54	30kg
Kyrgyzstan	<b>R 286</b>	R 83	30kg
Laos	<b>R 286</b>	R 83	30kg
Latvia	<b>R 286</b>	R 54	30kg
Lesotho	<b>R 156</b>	R 24	30kg
Liberia	<b>R 286</b>	R 83	20kg
Libya	<b>R 260</b>	R 73	20kg
Liechtenstein	<b>R 265</b>	R 54	30kg
Lithuania	<b>R 265</b>	R 54	30kg
Luxembourg	<b>R 265</b>	R 54	31kg
Macao	<b>R 234</b>	R 73	31.5kg
Macedonia	<b>R 265</b>	R 73	20kg
Madagascar	<b>R 234</b>	R 24	30kg
Malawi	<b>R 156</b>	R 24	30kg
Malaysia	<b>R 265</b>	R 54	20kg
Maldives	<b>R 265</b>	R 62	30kg
Mali	<b>R 260</b>	R 73	20kg
Malta	<b>R 265</b>	R 73	20kg
Martinique	<b>R 286</b>	R 83	20kg
Mauritania	<b>R 260</b>	R 73	20kg
Mauritius	<b>R 156</b>	R 24	30kg
Mexico	<b>R 286</b>	R 83	20kg
Moldova	<b>R 265</b>	R 73	31.5kg
Monaco	<b>R 265</b>	R 54	30kg
Mongolia	<b>R 286</b>	R 83	30kg
Montenegro	<b>R 265</b>	<b>R 73</b>	<b>30kg</b>
Morocco	<b>R 260</b>	R 54	30kg
Mozambique	<b>R 156</b>	R 24	30kg
Myanmar	<b>R 286</b>	R 83	20kg
Namibia	<b>R 156</b>	R 24	30kg
Nauru	<b>R 286</b>	R 83	20kg
Nepal	<b>R 260</b>	R 54	20kg
Netherlands	<b>R 265</b>	R 54	30kg
Netherlands Antilles	<b>R 286</b>	R 83	30kg
New Caledonia	<b>R 286</b>	R 83	30kg

<b>Country of destination</b>	<b>Rate (500g) (or part thereof)</b>	<b>Per additional 500g (or part thereof)</b>	<b>Max weight</b>
New Zealand	<b>R 250</b>	R 83	30kg
Nicaragua	<b>R 286</b>	R 83	30kg
Niger	<b>R 260</b>	R 73	30kg
Nigeria	<b>R 234</b>	R 24	20kg
Norway	<b>R 286</b>	R 54	30kg
Oman	<b>R 265</b>	R 54	20kg
Pakistan	<b>R 234</b>	R 83	30kg
Panama	<b>R 286</b>	R 83	30kg
Papua New Guinea	<b>R 286</b>	R 83	20kg
Paraguay	<b>R 286</b>	R 83	25kg
Peru	<b>R 286</b>	R 83	30kg
Philippines	<b>R 265</b>	R 73	20kg
Poland	<b>R 286</b>	R 54	20kg
Portugal	<b>R 265</b>	R 54	30kg
Puerto Rico	<b>R 286</b>	R 73	30kg
Qatar	<b>R 260</b>	R 54	30kg
Réunion	<b>R 234</b>	R 24	20kg
Romania	<b>R 265</b>	R 73	31.5kg
Russia	<b>R 265</b>	R 73	30kg
Rwanda	<b>R 234</b>	R 24	30kg
Samoa (USA)	<b>R 286</b>	R 73	30kg
Samoa (Western)	<b>R 286</b>	R 83	20kg
San Marino	<b>R 265</b>	R 54	30kg
São Tomé & Príncipe	<b>R 286</b>	R 73	30kg
Saudi Arabia	<b>R 260</b>	R 54	30kg
Senegal	<b>R 260</b>	R 73	30kg
Serbia	<b>R 265</b>	R 73	30kg
Seychelles	<b>R 234</b>	R 24	30kg
Sierra Leone	<b>R 260</b>	R 83	30kg
Singapore	<b>R 265</b>	R 73	30kg
Slovakia	<b>R 265</b>	R 73	30kg
Slovenia	<b>R 265</b>	R 73	30kg
Solomon Islands	<b>R 286</b>	R 83	20kg
Somalia	<b>no service</b>	–	–
Spain	<b>R 265</b>	R 54	20kg
Sri Lanka	<b>R 265</b>	R 54	20kg
St Christopher & Nevis	<b>R 286</b>	R 83	30kg
St Lucia	<b>R 286</b>	R 83	30kg
St Vincent & Grenada	<b>R 286</b>	R 83	10kg
Sudan	<b>R 260</b>	R 73	30kg
Suriname	<b>R 286</b>	R 73	30kg
Swaziland	<b>R 156</b>	R 24	30kg
Sweden	<b>R 286</b>	R 54	30kg
Switzerland	<b>R 265</b>	R 54	30kg
Syria	<b>R 286</b>	R 73	20kg
Tajikistan	<b>R 286</b>	R 83	20kg
Tanzania	<b>R 156</b>	R 24	30kg
Thailand	<b>R 265</b>	R 54	30kg
Togo	<b>R 260</b>	R 83	30kg
Trinidad & Tobago	<b>R 286</b>	R 73	20kg
Tunisia	<b>R 260</b>	R 73	20kg
Turkey	<b>R 265</b>	R 73	30kg
Turkmenistan	<b>R 286</b>	R 83	20kg
Turks & Caicos Islands	<b>R 286</b>	R 83	10kg
Uganda	<b>R 255</b>	R 24	30kg
Ukraine	<b>R 286</b>	R 73	20kg
United Arab Emirates	<b>R 265</b>	R 62	31.5kg
Uruguay	<b>R 286</b>	R 73	30kg
USA	<b>R 302</b>	R 73	31.5kg
Uzbekistan	<b>R 286</b>	R 83	31kg
Vanuatu	<b>R 286</b>	R 83	25kg
Venezuela	<b>R 286</b>	R 83	30kg
Vietnam	<b>R 286</b>	R 83	30kg
Yemen	<b>R 286</b>	R 83	30kg
Zambia	<b>R 156</b>	R 24	30kg
Zimbabwe	<b>R 156</b>	R 24	20kg

# 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 (commemorative envelopes 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) 845-2814/5

Fax number: (012) 804-6745

Internet website: www.sapo.co.za

Buy your postage stamps online at [www.virtualpostoffice.co.za](http://www.virtualpostoffice.co.za)

## Rates for postboxes, private bags and accessories

### Postboxes

The rates for postboxes are as follows:

Type	New rate
Postboxes (second postal address)	R304.00 pa
Key deposit (refundable)	R30.00

### Private bags

The rate for private bags is as follows:

	New rate
Rental	R960.00 pa

### Concession for pensioners

If the pensioner...	Then the rental fee per annum is...
is older than 60 years, earns less than R15 000 per annum and holds a Postbank account	R152.00 pa
is older than 60 years, earns less than R15 000 per annum and does not have a Postbank account	R182.00 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	R780.00 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	R91.00 each
Locks with two keys	R91.00 each

## Private bags

Item	New rate
Bag only (70cm x 40cm)	R330.00
Bag only (122cm x 66cm)	R370.00
Lock with two keys	R150.00
Nameplates (set of two)	R135.00
Chain (optional)	R 51.00

## 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	R 39.75
Up to three months	R 119.25
Up to six months	R238.50
Up to 12 months	R535.00

## NB

New rates effective 01 January 2012 – 31 December 2012.



A member of the Post Office group

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.

### Speed Services Couriers: 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.

DOCUMENTS		
MASS	COUNTER TO	
	COUNTER	DOOR
500g	54.40	93.50
1kg	67.00	100.00

NON DOCUMENTS/PARCELS		
1kg	77.10	112.00
2kg	107.60	127.80
3kg	131.10	157.70
4kg	164.60	183.60
5kg	197.10	210.50
6kg	225.80	239.20
7kg	254.50	267.90
8kg	283.20	296.60
9kg	311.90	325.30
10kg	340.60	354.00
11kg	369.30	382.70
12kg	398.00	411.40
13kg	426.70	440.10
14kg	455.40	468.80
15kg	484.10	497.50
16kg	512.80	526.20
17kg	541.50	554.90
18kg	570.20	583.60
19kg	598.90	612.30
20kg	627.60	641.00
21kg	656.30	669.70
22kg	685.00	698.40
23kg	713.70	727.10
24kg	742.40	755.80
25kg	771.10	784.50
26kg	799.80	813.20
27kg	828.50	841.90
28kg	857.20	870.60
29kg	885.90	899.30
30kg	914.60	928.00
Thereafter per kg (or part thereof)		<b>R28.70</b>

VALUE ADDED SERVICES	
Same day Service	R 598.60
Saturday Service	R 194.00
After Hours Service	R 343.20
Early Bird	R 112.10

PRE-PAID PACKS/STAMPS	
1kg Pre-paid pack & stamps	R 65.90
2kg Pre-paid stamps	R 96.00
5kg Pre-paid stamps	R 183.80
COUNTER TO COUNTER	

SSC Document pack counter	R 4.00
SSC Document pack door	R 4.00

**All rates exclude fuel surcharge and are VAT inclusive.  
Fuel levy 15,5% from 1 April 2012.  
Rates are rounded off to the nearest 10c.**

### 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).
- 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 delivery	From a Post Office branch, for overnight delivery to the receiver's postbox, private bag or a counter at a particular Post Office branch.
Counter-to-door delivery	From a Post Office branch, for door delivery by 10:30 the next morning.
Door-to-counter delivery	Collected from the sender's door for overnight delivery to a Post Office counter, the receiver's postbox or private bag.
Door-to-door delivery	Collected from the sender's door for overnight delivery to the receiver's door by 10:30 the following morning.
Same day courier service	Door delivery on the same day as the collection. Collection from a Post Office or a sender's door. This service is only available between major centres and is subject to flight availability.

Early bird delivery	From a Post Office or a sender's door and delivered to the receiver's door by 09:00 the following morning. This service is only available in major centres.
Saturday service	Door collection or delivery between 09:00 and 12:00 on a Saturday. Unless Saturday Service is specifically selected, items handed in on Friday will be delivered on Monday.
After hours	Door deliveries or collections after 18:00 on weekdays, 12:00 on Saturdays to 08:00 Mondays and public holidays. This service is only available in major centres.

**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 R4.00 each.

**Additional domestic services**

Track and Trace	All recorded and courier items are computer coded and tracked to their destinations. A unique bar code number is all that is required to trace an item through our system. This unique code appears on the customer's portion of the Track and Trace label issued when the item is handed in at a Post Office counter or collected at your door.
Insurance and liability cover	While every care is taken during handling and transport of goods, all items are subject to Speed Services Couriers' trading conditions. Maximum liability is limited. In the event of loss or damage due to negligence on the part of Speed Services Couriers, liability is limited to a maximum of R50.00 (fifty rand) per consignment. Additional liability cover is available at nominal premiums.
Proof of delivery	Proof of delivery is available from Speed Services Couriers' Helpline: 086 023 133 consultants, who will provide telephonic or hard copy confirmation of time, date and receiver's details. No proof of delivery is available for postbox 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.

INTERNATIONAL COURIER DOCUMENT EXPRESS								
Mass (kg)	Zone A	Zone B	Zone C	Zone D	Zone E	Zone F	Zone G	Zone H
0.5	R 163	R 195	R 222	R 247	R 282	R 344	R 419	R 570
1.0	R 227	R 275	R 390	R 494	R 570	R 682	R 833	R 1,139
1.5	R 291	R 359	R 586	R 740	R 853	R 1,026	R 1,253	R 1,487
2.0	R 354	R 440	R 781	R 988	R 1,139	R 1,366	R 1,670	R 1,977
2.5	R 386	R 502	R 976	R 1,235	R 1,423	R 1,693	R 2,048	R 2,278
3.0	R 418	R 538	R 1,171	R 1,481	R 1,711	R 1,960	R 2,286	R 2,572
3.5	R 449	R 585	R 1,302	R 1,630	R 1,898	R 2,160	R 2,547	R 2,819
4.0	R 485	R 634	R 1,379	R 1,799	R 2,088	R 2,358	R 2,810	R 3,071
4.5	R 517	R 682	R 1,453	R 1,957	R 2,278	R 2,466	R 2,959	R 3,314
5.0	R 548	R 732	R 1,525	R 2,117	R 2,470	R 2,570	R 3,110	R 3,565
5.5	R 581	R 771	R 1,559	R 2,194	R 2,566	R 2,676	R 3,264	R 3,697
6.0	R 615	R 811	R 1,590	R 2,269	R 2,666	R 2,781	R 3,417	R 3,835
6.5	R 645	R 850	R 1,623	R 2,347	R 2,766	R 2,884	R 3,566	R 3,967
7.0	R 679	R 889	R 1,655	R 2,422	R 2,863	R 2,993	R 3,718	R 4,106
7.5	R 711	R 929	R 1,688	R 2,500	R 2,961	R 3,099	R 3,835	R 4,241
8.0	R 740	R 970	R 1,720	R 2,572	R 3,064	R 3,207	R 3,952	R 4,378
8.5	R 773	R 1,006	R 1,750	R 2,647	R 3,162	R 3,307	R 4,066	R 4,508
9.0	R 810	R 1,048	R 1,782	R 2,728	R 3,259	R 3,413	R 4,179	R 4,645
9.5	R 838	R 1,084	R 1,814	R 2,800	R 3,359	R 3,521	R 4,295	R 4,780
10.0	R 872	R 1,122	R 1,846	R 2,877	R 3,455	R 3,626	R 4,413	R 4,918

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	R 291	R 325	R 400	R 570	R 608	R 647	R 759	R 922
1.0	R 354	R 407	R 600	R 815	R 892	R 988	R 1,178	R 1,477
1.5	R 418	R 485	R 798	R 1,062	R 1,179	R 1,329	R 1,592	R 2,029
2.0	R 485	R 564	R 1,003	R 1,310	R 1,460	R 1,670	R 2,016	R 2,589
2.5	R 517	R 615	R 1,196	R 1,559	R 1,742	R 2,016	R 2,246	R 3,141
3.0	R 548	R 662	R 1,317	R 1,801	R 2,017	R 2,354	R 2,847	R 3,696
3.5	R 581	R 711	R 1,440	R 1,964	R 2,219	R 2,560	R 3,129	R 4,026
4.0	R 615	R 759	R 1,564	R 2,118	R 2,411	R 2,770	R 3,414	R 4,325
4.5	R 645	R 810	R 1,629	R 2,274	R 2,599	R 2,978	R 3,697	R 4,621
5.0	R 679	R 855	R 1,688	R 2,357	R 2,788	R 3,188	R 3,984	R 4,920
5.5	R 711	R 890	R 1,730	R 2,466	R 2,925	R 3,337	R 4,176	R 5,059
6.0	R 740	R 932	R 1,776	R 2,576	R 3,054	R 3,495	R 4,362	R 5,197
6.5	R 773	R 971	R 1,811	R 2,684	R 3,188	R 3,643	R 4,554	R 5,337
7.0	R 810	R 1,008	R 1,844	R 2,793	R 3,319	R 3,795	R 4,748	R 5,471
7.5	R 838	R 1,051	R 1,881	R 2,904	R 3,454	R 3,948	R 4,932	R 5,611
8.0	R 872	R 1,087	R 1,915	R 3,018	R 3,588	R 4,096	R 5,125	R 5,750
8.5	R 896	R 1,123	R 1,952	R 3,124	R 3,719	R 4,248	R 5,243	R 5,891
9.0	R 919	R 1,167	R 1,984	R 3,235	R 3,850	R 4,403	R 5,362	R 6,029
9.5	R 942	R 1,203	R 2,021	R 3,340	R 3,984	R 4,554	R 5,481	R 6,167
10.0	R 968	R 1,241	R 2,054	R 3,454	R 4,119	R 4,703	R 5,602	R 6,304

**Note:**

All rates exclude fuel surcharge and are VAT inclusive.

Street address only, no PO Box addresses.

Part kg will be charged at the next half – kg.

Volumetric charge greater of actual mass or  $L \times H \times W \text{ (cm)}/5000$ .

Add one working day from Post Office.

Add one working day for outlying areas.

**INTERNATIONAL COURIER PARCEL EXPRESS cont.**

<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>
10.5	R 988	R 1,282	R 2,085	R 3,526	R 4,203	R 4,796	R 5,721	R 6,429
11.0	R 1,011	R 1,320	R 2,115	R 3,600	R 4,290	R 4,890	R 5,837	R 6,556
11.5	R 1,033	R 1,359	R 2,145	R 3,672	R 4,378	R 4,984	R 5,957	R 6,682
12.0	R 1,058	R 1,398	R 2,173	R 3,743	R 4,462	R 5,074	R 6,074	R 6,805
12.5	R 1,082	R 1,438	R 2,202	R 3,818	R 4,549	R 5,169	R 6,196	R 6,929
13.0	R 1,104	R 1,473	R 2,230	R 3,891	R 4,633	R 5,259	R 6,314	R 7,058
13.5	R 1,126	R 1,514	R 2,263	R 3,961	R 4,720	R 5,350	R 6,429	R 7,183
14.0	R 1,151	R 1,554	R 2,289	R 4,035	R 4,803	R 5,444	R 6,550	R 7,309
14.5	R 1,176	R 1,591	R 2,318	R 4,107	R 4,890	R 5,537	R 6,667	R 7,433
15.0	R 1,199	R 1,631	R 2,347	R 4,179	R 4,977	R 5,631	R 6,786	R 7,562
15.5	R 1,221	R 1,670	R 2,377	R 4,250	R 5,061	R 5,721	R 6,906	R 7,685
16.0	R 1,243	R 1,707	R 2,404	R 4,325	R 5,149	R 5,814	R 7,023	R 7,809
16.5	R 1,268	R 1,745	R 2,436	R 4,396	R 5,233	R 5,910	R 7,144	R 7,935
17.0	R 1,292	R 1,784	R 2,463	R 4,469	R 5,320	R 5,999	R 7,262	R 8,059
17.5	R 1,318	R 1,825	R 2,493	R 4,544	R 5,407	R 6,091	R 7,369	R 8,187
18.0	R 1,339	R 1,862	R 2,521	R 4,617	R 5,491	R 6,181	R 7,476	R 8,311
18.5	R 1,361	R 1,901	R 2,552	R 4,689	R 5,579	R 6,274	R 7,581	R 8,436
19.0	R 1,384	R 1,941	R 2,581	R 4,761	R 5,661	R 6,370	R 7,685	R 8,564
19.5	R 1,409	R 1,977	R 2,609	R 4,836	R 5,748	R 6,462	R 7,789	R 8,688
20.0	R 1,431	R 2,017	R 2,637	R 4,907	R 5,832	R 6,555	R 7,895	R 8,814

**Thereafter per 500g**

<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>
R24	R27	R45	R64	R76	R81	R92	R116

**Fuel levy 15,5% from 1 April 2012.  
All rates exclude fuel surcharge.**

## 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)		Country	Zone	Transit time (Working days)	
		Docs	Non docs			Docs	Non docs
Gateway city				Gateway city			
<b>A</b>				<b>B</b>			
Afghanistan	H	3-4	4-5	Brunei	H	3-4	4-5
<i>Kabul</i>				<i>Bandar Seri Begawan</i>			
Albania	H	3-4	4-5	Bulgaria	G	3	4
<i>Tiran</i>				<i>Sofia</i>			
Algeria	G	3-4	4-5	Burkina Faso	H	4	5
<i>Algiers</i>				<i>Ouagadougou</i>			
American Samoa	H	3-4	4-5	Burundi	D	3-4	4-5
<i>Pago Pago</i>				<i>Bujumbura</i>			
Andorra	E	3	4	<b>C</b>			
<i>Andorra la Vella</i>				Cambodia	H	4	5
Angola	G	3-4	4-5	<i>Phnom Penh</i>			
<i>Luanda</i>				Cameroon	G	4	5
Anguilla	H	3-4	4-5	<i>Yaounde</i>			
<i>The Valley</i>				Canada	G	2-3	4-5
Antigua	H	3	4	<i>Ottawa</i>			
<i>St. Johns</i>				Canary Islands	G	3-4	3-4
Argentina	H	3	4	<i>Las Palmas</i>			
<i>Buenos Aires</i>				Cape Verde Islands	H	4	5
Armenia	G	3-4	4-5	<i>Praja</i>			
<i>Yerevan</i>				Caribbean Islands	H	4	5
Aruba	H	3-4	4-5	-			
<i>Oranjestad</i>				Cayman Islands	H	3	4
Australia	F	3-4	4	<i>George Town</i>			
<i>Canberra (Sydney)</i>				Central African Republic	H	3-4	4-5
Austria	F	2-3	3-4	<i>Bangui</i>			
<i>Vienna</i>				Chad	H	3-4	4-5
Azerbaijan	G	4-5	4-5	<i>N' Djamena</i>			
<i>Baku</i>				Channel Islands	E	2	3
Azores	H	4	5	Guernsey			
<i>Ponta Delgada</i>				Chile	H	3	4
<b>B</b>				<i>Santiago</i>			
Bahamas	H	3	4	China	G	4	4-5
<i>Nassau</i>				<i>Beijing</i>			
Bahrain	G	3	4	Colombia	H	3-4	4-5
<i>Manama</i>				<i>Bogotá</i>			
Bangladesh	H	3-4		Comores	H	3-4	4-5
<i>Dhaka</i>				<i>Moroni</i>			
Barbados	H	3	4	Congo	H	3-4	4-5
<i>Bridgetown</i>				<i>Brazzaville</i>			
Belarus	H	3-4	4-5	Congo DR	H	3-4	4-5
<i>Minsk</i>				<i>Kinshasa</i>			
Belgium	E	2-3	3	Cook Islands	H	4	5
<i>Brussels</i>				-			
Belize	H	3	4	Costa Rica	H	3	4
<i>Belmopan</i>				<i>San José</i>			
Benin	H	3	4	Croatia	G	3	4
<i>Porto Novo</i>				<i>Zagreb</i>			
Bermuda	H	3	4	Cuba	H	4-5	5-6
<i>Hamilton</i>				<i>Havana</i>			
Bhutan	H	4	5	Curacao	H	4	5
<i>Thimphu</i>				<i>Willemstad</i>			
Bolivia	H	3	4	Cyprus	E	3	4
<i>La Paz</i>				<i>Nicosia</i>			
Bonaire	H	4	5	Czech & Slovac	G	3-4	4-5
<i>Kralendijk</i>				<i>Prague</i>			
Botswana	A	1-2	2-3	<b>D</b>			
<i>Gaborone</i>				Denmark	F	2-3	3
Bosnia	G	3-4	4-5	<i>Copenhagen</i>			
<i>Sarajevo</i>				Djibouti	G	4	5
Brazil	G	3	4	<i>Djibouti</i>			
<i>Brasilia (Rio de Janeiro)</i>							
British Virgin Islands	H	4	5				
<i>Road Town</i>							

Country	Zone	Transit time (Working days)		Country	Zone	Transit time (Working days)	
		Docs	Non docs			Docs	Non docs
Gateway city				Gateway city			
<b>D</b>				<b>I</b>			
<b>Dominica</b>	H	3	4	<b>Iceland</b>	H	3	4
<i>Roseau</i>				<i>Reykjavik</i>			
<b>Dominican Republic</b>	H	3	4	<b>India</b>	G	3-4	4-5
<i>Santo Domingo</i>				<i>Delhi</i>			
<b>E</b>				<b>Indonesia</b>	G	3	4
<b>Ecuador</b>	H	3	4	<i>Jakarta</i>			
<i>Quito</i>				<b>Iran</b>	H	4-5	4-5
<b>Egypt</b>	G	3	4	<i>Tehran</i>			
<i>Cairo</i>				<b>Ireland</b>	E	2-3	3
<b>El Salvador</b>	H	3	4	<i>Dublin</i>			
<i>San Salvador</i>				<b>Israel</b>	F	2-3	4
<b>Equatorial Guinea</b>	H	5	6	<i>Jerusalem</i>			
<i>Malabo</i>				<b>Italy</b>	E	2-3	2-3
<b>Eritrea</b>	H	5	6	<i>Rome</i>			
<i>Asmara</i>				<b>Ivory Coast</b>	G	3	4
<b>Estonia</b>	H	3	4	<i>Abidjan</i>			
<i>Tallinn</i>				<b>J</b>			
<b>Ethiopia</b>	H	4	5	<b>Jamaica</b>	H	4	5
<i>Addis Ababa</i>				<i>Kingston</i>			
<b>F</b>				<b>Japan</b>	G	3-4	3-4
<b>Falkland Islands</b>	H	6	7	<i>Tokyo</i>			
<i>Stanley</i>				<b>Jersey</b>	E	4	5
<b>Faroe Islands</b>	H	6	7	-			
<i>Torshavn</i>				<b>Jordan</b>	H	2-3	3-4
<b>Fiji Islands</b>	H	4	5	<i>Amman</i>			
<i>Suva</i>				<b>K</b>			
<b>Finland</b>	F	2-3	3-4	<b>Kazakhstan</b>	G	4-5	4-5
<i>Helsinki</i>				<i>Astana</i>			
<b>France</b>	E	2-3	3	<b>Kenya</b>	C	1-2	2-3
<i>Paris</i>				<i>Nairobi</i>			
<b>French Guiana</b>	H	3-4	4-5	<b>Kiribati</b>	H	4	5
<i>Cayenne</i>				<i>Tarawa</i>			
<b>G</b>				<b>Kuwait</b>	G	3	4
<b>Gabon</b>	H	4	5	<i>Kuwait</i>			
<i>Libreville</i>				<b>Kyrgyzstan</b>	G	5	5
<b>Gambia</b>	G	4	5	<i>Bishkek</i>			
<i>Banjul</i>				<b>L</b>			
<b>Georgia</b>	G	3	4	<b>Laos</b>	H	5	6
<i>Tbilisi</i>				<i>Vientiane</i>			
<b>Germany</b>	F	2-3	2-3	<b>Latvia</b>	H	4-5	4-5
<i>Berlin</i>				<i>Riga</i>			
<b>Ghana</b>	G	3-4	4-5	<b>Lebanon</b>	F	3	4
<i>Accra</i>				<i>Beirut</i>			
<b>Gibraltar</b>	H	3	4	<b>Lesotho</b>	A	1	2
<i>Gibraltar</i>				<i>Maseru</i>			
<b>Greece</b>	E	2-3	3	<b>Liberia</b>	H	4	5
<i>Athens</i>				<i>Monrovia</i>			
<b>Greenland</b>	H	4	5	<b>Libya</b>	H	4-5	5-6
<i>Godthaab</i>				<i>Tripoli</i>			
<b>Grenada</b>	H	4	5	<b>Liechtenstein</b>	E	3-4	4
<i>St. George</i>				<i>Vaduz</i>			
<b>Guadeloupe</b>	H	4	5	<b>Lithuania</b>	H	3-4	4-5
<i>Pointe-a-Pitre</i>				<i>Vilnius</i>			
<b>Guam</b>	H	4	5	<b>Luxembourg</b>	E	2-3	3
<i>Hagatna</i>				<i>Luxembourg</i>			
<b>Guatemala</b>	H	4	5	<b>M</b>			
<i>Guatemala City</i>				<b>Macau</b>	F	3-4	4-5
<b>Guernsey</b>	E	4	5	<i>Macau</i>			
-				<b>Macedonia</b>	H	4	5
<b>Guinea</b>	H	4	5	<i>Skopje</i>			
<i>Conakry</i>				<b>Madagascar</b>	G	3	4
<b>Guinea-Bissau</b>	H	4	5	<i>Antananarivo</i>			
<i>Bissau</i>				<b>Madeira</b>	H	2-3	3-4
<b>Guyana</b>	H	4	5	<i>Funchal</i>			
-				<b>Malawi</b>	C	1-3	2-4
<b>H</b>				<i>Lilongwe</i>			
<b>Haiti</b>	H	3-4	4-5	<b>Malaysia</b>	F	3	4
<i>Port-au-Prince</i>				<i>Kuala Lumpur</i>			
<b>Honduras</b>	H	4	5	<b>Maldives</b>	H	3-4	4-5
<i>Tegucigalpa</i>				<i>Male</i>			
<b>Hong Kong</b>	F	3	4	<b>Mali</b>	G	4	5
<i>Kowloon</i>				<i>Bamako</i>			
<b>Hungary</b>	G	3	4	<b>Malta</b>	G	3	4
<i>Budapest</i>				<i>Valletta</i>			

Country	Zone	Transit time (Working days)		Country	Zone	Transit time (Working days)	
		Docs	Non docs			Docs	Non docs
Gateway city				Gateway city			
<b>M</b>				<b>Q</b>			
<b>Marshall Islands</b>	H	5	6	<b>Qatar</b>	G	3	4
<i>Majuro</i>				<i>Doha</i>			
<b>Martinique</b>	H	3	4	<b>R</b>			
<i>Fort-de-France</i>				<b>Réunion Island</b>	G	3	4
<b>Mauritania</b>	H	3-4	4-5	<i>St. Denis</i>			
<i>Nouakchott</i>				<b>Romania</b>	G	3	4
<b>Mauritius</b>	C	1-3	2-3	<i>Bucharest</i>			
<i>Port Louis</i>				<b>Russia</b>	G	3-4	4-5
<b>Mexico</b>	G	3	4	<i>Moscow</i>			
<i>Mexico City</i>				<b>Rwanda</b>	D	4	5
<b>Moldova</b>	H	3	4	<i>Kigali</i>			
<i>Chisinau</i>				<b>S</b>			
<b>Monaco</b>	E	2-3	3-4	<b>South Korea</b>	G	3-4	4-5
<i>Monte Carlo</i>				<i>Seoul</i>			
<b>Mongolia</b>	H	4	5	<b>San Marino</b>	E	3	4
<i>Ulan Bator</i>				<i>San Marino</i>			
<b>Montserrat</b>	H	3	4	<b>Sao Tomé &amp; Príncipe</b>	H	5	6
<i>Brades (Plymouth)</i>				<i>Sao Tomé</i>			
<b>Morocco</b>	H	3	4	<b>Saudi Arabia</b>	G	3	4
<i>Rabat</i>				<i>Riyadh</i>			
<b>Mozambique</b>	C	1-2	2-3	<b>Senegal</b>	G	4	5
<i>Maputo</i>				<i>Dakar</i>			
<b>Myanmar (Burma)</b>	H	4	5	<b>Seychelles</b>	H	4	5
<i>Rangoon</i>				<i>Victoria</i>			
<b>N</b>				<b>Sierra Leone</b>	H	4	5
<b>Namibia</b>	B	1-2	2-3	<i>Freetown</i>			
<i>Windhoek</i>				<b>Singapore</b>	F	3	4
<b>Nauru</b>	H	5	6	<i>Singapore</i>			
-				<b>Slovakia</b>	G	4	5
<b>Nepal</b>	H	4	5	<i>Bratislava</i>			
<i>Kathmandu</i>				<b>Slovenia</b>	G	4	5
<b>Netherlands</b>	E	2-3	2-3	<i>Ljubljana</i>			
<i>Amsterdam</i>				<b>Solomon Islands</b>	H	4	5
<b>Nevis</b>	H	3	4	<i>Honiara</i>			
<i>Willemstad</i>				<b>Somalia</b>	H	4	5
<b>New Caledonia</b>	G	4	5	<i>Mogadishu</i>			
<i>Nouméa</i>				<b>South Korea</b>	G	3-4	4-5
<b>New Zealand</b>	G	3-4	4-5	<i>Seoul</i>			
<i>Wellington</i>				<b>Spain</b>	E	2-3	3
<b>Nicaragua</b>	H	4	4-5	<i>Madrid</i>			
<i>Managua</i>				<b>Sri Lanka</b>	G	4	5
<b>Niger</b>	H	4	5	<i>Colombo</i>			
<i>Niamey</i>				<b>St. Barthelemy</b>	H	4	5
<b>Nigeria</b>	G	3-4	4-5	-			
<i>Lagos</i>				<b>St. Eustatius</b>	H	4	5
<b>Niue</b>	H	4	5	<i>Oranjestad</i>			
<i>Alofi</i>				<b>St. Kitts</b>	H	4	5
<b>Norway</b>	F	2-3	3-4	<i>Basseterre</i>			
<i>Oslo</i>				<b>St. Lucia</b>	H	4	5
<b>O</b>				<i>Castries</i>			
<b>Oman</b>	G	2	4	<b>St. Maarten</b>	H	4	5
<i>Muscat</i>				<i>Phillipsburg</i>			
<b>P</b>				<b>St. Vincent</b>	H	4	5
<b>Pakistan</b>	H	3	4	<i>Kingstown</i>			
<i>Islamabad</i>				<b>Sudan</b>	H	4	5
<b>Panama</b>	H	3	4	<i>Khartoum</i>			
<i>Panama City</i>				<b>Suriname</b>	H	3-4	4-5
<b>Papua New Guinea</b>	H	4	5	<i>Paramaribo</i>			
<i>Port Moresby</i>				<b>Swaziland</b>	A	1	2
<b>Paraguay</b>	H	3	4	<i>Mbabane</i>			
<i>Asunción</i>				<b>Sweden</b>	E	2-3	3
<b>Peru</b>	H	3	4	<i>Stockholm</i>			
<i>Lima</i>				<b>Switzerland</b>	F	2-3	
<b>Philippines</b>	G	3	4	<i>Berne</i>			
<i>Manila</i>				<b>Syria</b>	H	3	4
<b>Poland</b>	G	3	4	<i>Damascus</i>			
<i>Warsaw</i>				<b>T</b>			
<b>Portugal</b>	E	2-3	3	<b>Tahiti</b>	H	4	5
<i>Lisbon</i>				<i>Papeete</i>			
<b>Puerto Rico</b>	H	3	4	<b>Taiwan</b>	F	4	5
<i>San Juan</i>				<i>Taipei</i>			
				<b>Tajikistan</b>	G	4	5
				<i>Dushanbe</i>			

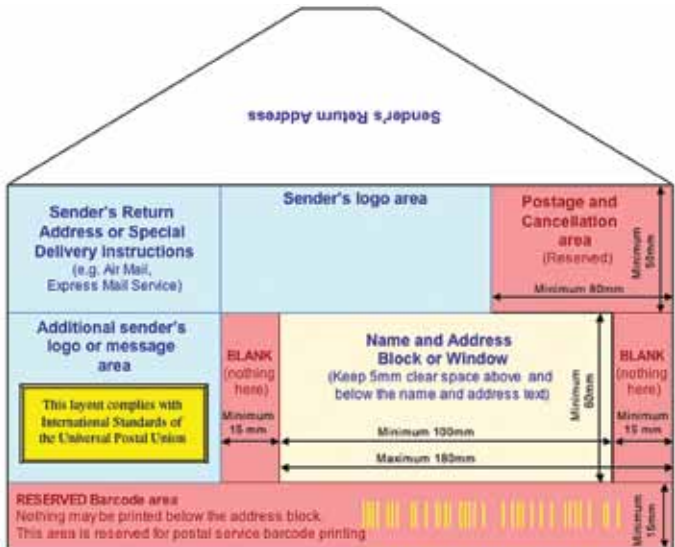
Country	Zone	Transit time (Working days)		Country	Zone	Transit time (Working days)	
		Docs	Non docs			Docs	Non docs
Gateway city				Gateway city			
<b>T</b>				<b>V</b>			
<b>Tanzania</b> <i>Dar Es Salaam</i>	D	2-3	3-4	<b>Vanuatu</b> <i>Port-Vila</i>	H	3	4
<b>Thailand</b> <i>Bangkok</i>	F	3	4	<b>Venezuela</b> <i>Caracas</i>	H	3	4
<b>Togo</b> <i>Lomé</i>	H	4	5	<b>Vietnam</b> <i>Hanoi</i>	G	3	4
<b>Tonga</b> <i>Tongatapu</i>	H	4	5	<b>W</b>			
<b>Trinidad &amp; Tobago</b> <i>Port of Spain</i>	H	4	5	<b>Western Samoa</b> <i>Apia</i>	G	4	4-5
<b>Tunisia</b> <i>Tunis</i>	H	3	4	<b>Y</b>			
<b>Turkey</b> <i>Ankara</i>	H	3	4	<b>Yemen</b> <i>Aden</i>	G	3	4
<b>Turkmenistan</b> <i>Ashkhabad</i>				<b>Yugoslavia</b> <i>Belgrade</i>	G	5	6
<b>Turks &amp; Caicos Islands</b> <i>Grand Turk (Clockburn T)</i>		4	5	<b>Z</b>			
<b>U</b>				<b>Zambia</b> <i>Lusaka</i>	C	1-2	2-3
<b>Uganda</b> <i>Kampala</i>	D	2-3	2-3	<b>Zimbabwe</b> <i>Harare</i>	C	1-2	2-3
<b>Ukraine</b> <i>Kiev</i>	G	3	4				
<b>United Arab Emirates</b> <i>Dubai</i>	G	3	3-4				
<b>United Kingdom</b> <i>London</i>	D	1-2	2-3				
<b>Uruguay</b> <i>Montevideo</i>	H	3	4				
<b>USA</b> <i>Washington DC</i>	G	2-3	3-4				
<b>Uzbekistan</b> <i>Tashkent</i>	G	4-5	4-5				

- Surcharge of R74.98 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 right stamp on each and every 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 logos to be done in consultation with the Regional Sales Manager.

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:

Western Cape  
(021) 590 5553

Eastern Cape  
(041) 508 4223

KwaZulu-Natal  
(031) 336 3582

Central Province  
(051) 402 4011

Witwatersrand  
(011) 495 0704

Northern Region  
(012) 339 7144

or write to:  
The General Manager Sales  
SA Post Office  
PO Box 10 000  
Pretoria  
0001