

RATES BROCHURE

2018/2019



2018 / 2019

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ORDINARY MAIL / FASTMAIL: DOMESTIC

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	
Cylinders / Rolled items	70	1kg	L 520 / 620	140 x 90
Rolled Addressed Newspapers	70	1kg	L 353	

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
Customers' own envelope		
Small (DL) maxi	R4,20	R6,85
Medium (B5)	R8,40	R16,15
Large (B4)	R10,30	R19,55
Customers' own postcard		
Small (DL) maxi	R4,45	R6,85
Medium (B5)	R8,40	R16,15
Large (B4)	R10,30	R19,55
Cylinders / Rolled items		
Cylinder / Rolled items (520mm x 70mm)	R10,30	R16,70
Cylinder / Rolled items (620mm x 70mm)	R18,30	R19,85
Newspapers		
Rolled addressed newspapers	R5,55	R16,15

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 R22.45, 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
Ordinary Mail postage - included envelopes		
C6 with and without window & self seal	162mm x 114mm	R4,45
DL maxi with and without window and self seal	235mm x 120mm	R4,45
B5 without window	250mm x 176mm	R9,65
C4 without window	324mm x 229mm	R12,90
Lettergram (Prefabricated)		R4,35
Fastmail postage-included envelopes		
DL maxi with and without window	235mm x 120mm	R7,15
B5 without window	250mm x 176mm	R17,35
B4 without window	353mm x 250mm	R21,60
C4 without window	324mm x 229mm	R20,35

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	R4,45
Other postcard (Postcard not included in the price)	DL	R4,20
	B5	R8,40
	B4	R10,30
Change-of-address postcard (postage included in the price)		R4,45

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	R42,00
Boxes of 50 (500 stamps)	R2100,15
Boxes of 100 (1 000 stamps)	R4200,30
Roll of 100 (100 stamps)	R420,00
Rolls of 100(5) (500 stamps)	R2100,15
Rolls of 100(10) (1 000 stamps)	R4200,30

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

Volume	Discount	Rate
Boxes of 50 (500 stamps)	2%	R2058,15
Boxes of 100 (1 000 stamps)	5%	R3990,30
Rolls of 100(5) (500 stamps)	2%	R2058,15
Rolls of 100(10) (1 000 stamps)	5%	R3990,30

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 9400/10
Earlyworx 282 (Pty) Ltd	(011) 886 0271

FRANKING MACHINE LICENCE FEES

Service	Fee
New licence	R326,50
Transfer of licence	R326,50
Annual renewal	R235,90
Spoiled impression fee (per 100 or portion thereof)	
Small DL maxi	
Medium B5	R37,20
Large B4	R47,05
	R58,15

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)	R29,40
Medium (B5)	R33,60
Large (B4)	R35,40

Item Value	Fee
Compensation up to R100.00	Free
Insurance up to R250.00	R20,55
Up to R500.00	R42,10
Up to R1 000.00	R84,65
Up to R1500.00	R125,95
Up to R2 000.00	R168,05

Other Registered Letter Products	Rate
Postage included registered envelope (235 x120mm), tamper resistant	R32,55
Postage included registered envelope: Documents only	
DL 230 x 115mm, window	R30,00
DL 230 x 115mm, non-window	R30,00
Posted out of course fee	R53,00
Detailed proof of acceptance (acceptance slip)	Free
Interception of registered letter	R19,55
Proof of delivery of a recorded article	R44,85
Advice of delivery (AR card)	R9,10
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 Office 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	R298.75	
Annual renewal of licence	R298.75	
Envelope Size	Ordinary mail: postage + handling fee	Fastmail: postage + handling fee
Small (DL)	R 4,45	R 7,15
Maxi Medium (B5)	R 8,60	R16,70
Large (B4)	R11,00	R19,85
Cylinder		
• 520mm length 70mm thickness	R11,00	R16,95
• 620mm length 70mm thickness	R19,05	R20,35
Parcels (excluding postage)	R 8,60	No Fastmail parcels

PRO RATA LICENCE FEE FOR BUSINESS REPLY SERVICE

April/May/June: R298,75 /
July/Aug/Sep: R224,10

Oct/Nov/Dec : R149,40 /
Jan/Feb/March : R74,70

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
4c	5 000 to 10 000
5c	10 001 to 20 000
7c	20 001 to 30 000
8c	30 001 to 40 000
12c	40 001 to 200 000
14c	200 001 to 400 000
18c	400 001 to 600 000
20c	600 001 to 800 000
25c	800 001 to 1 000 000
27c	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

NB: Please enquire at your regional Regional Sales Office.

TYPES OF INFOMAIL

Type	Description	Dimensions	Other conditions	Delivery
Pamphlet	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.
Brochure	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.
Community Newspapers	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.
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 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
Pamphlets	
Unenveloped	
Local (in the same province)	
Post Box or Private Bag	R0,20
Street Delivery	R0,20
National (between provinces)	
Post Box or Private Bag	R0,30
Street Delivery	R0,35
Enveloped (previously household circular)	
Local (in the same province)	
Post Box or Private Bag	R0,40
Street Delivery	R0,45
National (between provinces)	
Post Box or Private Bag	R0,50
Street Delivery	R0,50
Brochures	
Local (in the same province)	
Post Box or Private Bag	R0,30
Street Delivery	R0,30
National (between provinces)	
Post Box or Private Bag	R0,40
Street Delivery	R0,45
Trade samples	
Local (in the same province)	
Post Box or Private Bag	R0,35
Street Delivery	R0,40
National (between provinces)	
Post Box or Private Bag	R0,50
Street Delivery	R0,50
Community newspapers (unaddressed)	
Local (in the same province)	
Post Box or Private Bag	R0,35
Street Delivery	R0,40
National (between provinces)	
Post Box or Private Bag	R0,40
Street Delivery	R0,50

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 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 pre-requisite.
- Regional Sales Office 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
MAGMAIL (BULK MAIL ONLY)	
Small (DL) maxi	R3,45
Medium (B5)	R6,15
Large (B4)	R8,90
Note	
Approval from the Regional Client Services Officer is required for Magmail.	
Please address enquiries about this product to the Regional Direct Mail Centre.	
RESPONSE MAIL (Bulk mail only)	
Small (DL) maxi	R3,55
Medium (B5)	R6,20
Large (B4)	R9,00
Note	
Approval from the Regional Client Services Officer 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 width 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.

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 R4.20 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)	R52,50 for the first kg R7,05 for each additional kg or part of a kg
*Cash-on-delivery (COD) charges (in addition to the parcel rate)	R28,20 per parcel
Intercepting a parcel	R32,60 per parcel
Reducing or increasing the trade charge on a parcel	R26,60 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 R33,05 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
Letters and small packets: Letters not containing merchandise, aerograms, greeting cards and postcards	No customs documentation is required.
Small packets weighing up to 2kg with contents worth less 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.
Parcels All parcels	CN23, CP71 or PP4 as required for individual destinations. Consult the list overleaf.
Direct publisher's bags (M bags) 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)	R6,30	R6,30	N/A	N/A	120 x 235mm	No enclosures permitted	10g	
Postcards (per item)	R8,50	R8,50	R5,15	R5,15	120 x 235mm	Must not be enveloped	10g	
Small letters (per item)	R7,65	R9,85	R6,40	R8,35	120 x 235mm	5mm	50g	
Medium letters (per item)	R27,80	R33,60	R22,45	R25,30	250 x 176mm	10mm	250g	
Large letters (per item)	R43,20	R56,95	R35,30	R38,00	353 x 250mm	30mm	300g	
Small packets (per 100 g)	R24,45	R43,05	R18,90	R21,60	Length, width and depth combined may not exceed 900mm, and the greatest dimension may not exceed 600mm.**		2kg	
Direct publishers bags (per kg)	R93,00	R266,15	R46,40	N/A	Length + width may not exceed 2m, maximum length may not exceed 1,05m.		20kg	
Registration fee (per item)	R39,80	R39,80	R39,80	N/A				
Express delivery fee (per item)/M-Bag	R45,05	R45,05	R45,05	R45,05				
International reply coupon	R33,05	R33,05	R33,05	R33,05				

NOTE

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.

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, Swaziland, Ascension and St Helena.	R156,90	R4,80	R149,00	R1,95
Zone B	Angola, Lesotho, Madagascar, Mozambique, Réunion, Rwanda, Uganda, Zambia and Zimbabwe.	R231,40	R6,00	R231,40	R3,70
Zone C	Northern Africa and the Middle East. Major destinations in this zone include Israel, Nigeria and Ghana.	R231,40	R21,65	R215,40	R6,00
Zone D	Europe, Russian Federation and former USSR states. Major destinations in this zone include Austria, Germany, Great Britain, France, Italy, Netherlands and Switzerland.	R239,40	R19,75	R226,00	R4,20
Zone E	Americas and the Caribbean (except Canada). Major destinations in this zone include the United States of America.	R178,10	R30,85	R178,10	R6,70
Zone F	Asia Pacific and Canada. Major destinations in this zone include Australia, Canada, China, Japan and New Zealand.	R170,10	R27,50	R166,40	R4,20

An expanded list of the countries and their charging zones as per the 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 width 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 R50,10 is charged on all incoming parcels and R25,85 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 – CN23, Letter-CN22

Country	Zones		Custom Docs for parcels	Country	Zones		Custom Docs for parcels
	Letter	Parcel			Letter	Parcel	
Afghanistan	ROW	F	CN23 CP71	China Peo. Rep.	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 Rep.	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	Equatorial Guinea	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	E	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				
Chad	ROW	C	CN23 CP71				
Chile	ROW	E	CN23 CP71				

Country	Zones		Custom Docs for parcels
	Letter	Parcel	
Guinea Bissau	ROW	C	CN23 CP71
Guinea Rep	ROW	C	CN23 CP71
Guyana	ROW	E	PP4
Haiti	ROW	E	CN23 CP71
Hawaii	ROW	E	PP4
Honduras	ROW	E	CN23 CP71
Hong Kong	ROW	F	PP4
Hungary	ROW	D	CN23 CP71
Iceland	ROW	D	CN23 CP71
Indonesia	ROW	F	CN23 CP71
India	ROW	F	CN23 CP71
Iran	ROW	F	CN23 CP71
Iraq	ROW	F	CN23 CP71
Ireland	ROW	D	PP4
Israel	ROW	C	CN23 CP71
Italy	ROW	D	CN23 CP71
Ivory Coast	ROW	C	CN23 CP71
Jamaica	ROW	E	PP4
Japan	ROW	F	CN23 CP71
Jordan	ROW	C	CN23 CP71
Kazakhstan	ROW	D	CN23 CP71
Kenya	SA	A	PP4
Kiribati	ROW	F	PP4
Korea North	ROW	F	CN23 CP71
Korea South	ROW	F	CN23 CP71
Kuwait	ROW	C	CN23 CP71
Kyrgyzstan	ROW	D	CN23 CP71
Laos	ROW	F	CN23 CP71
Latvia	ROW	D	CN23 CP71
Lesotho	SA	B	PP4
Lebanon	ROW	C	CN23 CP71
Liberia	ROW	C	CN23 CP71
Libya	ROW	C	CN23 CP71
Liechtenstein	ROW	D	CN23 CP71
Lithuania	ROW	D	CN23 CP71
Luxembourg	ROW	D	CN23 CP71
Macao	ROW	F	PP4
Macedonia	ROW	D	CN23 CP71
Madagascar	SA	B	CN23 CP71
Malawi	SA	A	PP4
Mali	ROW	C	CN23 CP71
Malta	ROW	D	PP4
Malaysia	ROW	F	CN23 CP71
Maldives	ROW	F	CN23 CP71
Mauritius	SA	A	PP4
Mauritania	ROW	C	CN23 CP71
Mexico	ROW	E	PP4
Moldova	ROW	D	CN23 CP71
Monaco	ROW	D	CN23 CP71
Mongolia	ROW	F	CN23 CP71
Montenegro	ROW	D	CN23 CP71
Morocco	ROW	C	CN23 CP71
Mozambique	SA	B	PP4 + CP71
Myanmar	ROW	F	PP4
Namibia	SA	A	PP4
Nauru	ROW	F	PP4
Nepal	ROW	F	CN23 CP71
Netherlands	ROW	D	CN23 CP71
New Zealand	ROW	F	PP4
Nicaragua	ROW	E	CN23 CP71
Niger	ROW	C	CN23 CP71
Nigeria	ROW	C	PP4
Norway	ROW	D	CN23 CP71
Oman	ROW	C	PP4
Pakistan	ROW	F	CN23 CP71
Panama	ROW	E	CN23 CP71
Papua N G	ROW	F	PP4
Paraguay	ROW	E	CN23 CP71
Peru	ROW	E	CN23 CP71
Philippines	ROW	F	PP4

Country	Zones		Custom Docs for parcels
	Letter	Parcel	
Poland	ROW	D	CN23 CP71
Portugal	ROW	D	CN23 CP71
Qatar	ROW	C	PP4
Reunion	SA	B	CN23 CP71
Romania	ROW	D	CN23 CP71
Russia	ROW	D	CN23 CP71
Rwanda	SA	B	CN23 CP71
Samoa West	ROW	F	PP4
Sao Tome	ROW	C	CN23 CP71
Saudi Arabia	ROW	C	CN23 CP71
Senegal	ROW	C	CN23 CP71
Serbia	ROW	D	CN23 CP71
Seychelles	SA	A	PP4
Sierra Leone	ROW	C	PP4
Singapore	ROW	F	PP4
Slovakia	ROW	D	CN23 CP71
Slovenia	ROW	D	CN23 CP71
Solomon Is	ROW	F	PP4
Somalia	Service Suspended		
Spain	ROW	D	CN23 CP71
Sri Lanka	ROW	F	PP4
St. Christopher	ROW	E	PP4
StHelena	ROW	A	PP4
St. Vincent	ROW	E	PP4
Sudan	ROW	C	CN23 CP71
Suriname	ROW	E	CN23 CP71
Swaziland	SA	A	PP4
Sweden	ROW	D	CN23 CP71
Switzerland	ROW	D	CN23 CP71
Syria	ROW	C	CN23 CP71
Taiwan	ROW	F	CN23 CP71
Tajikistan	ROW	D	CN23 CP71
Tanzania	SA	A	CN23 CP71
Thailand	ROW	F	PP4
Togo	ROW	C	CN23 CP71
Tongo	ROW	F	PP4
Trinidad	ROW	E	PP4
Tunisia	ROW	C	CN23 CP71
Turkey	ROW	C	CN23 CP71
Turkmenistan	ROW	D	CN23 CP71
Tuvalu	ROW	F	PP4
Uganda	ROW	B	CN23 CP71
UAE	SA	C	PP4
Ukraine	ROW	D	CN23 CP71
UK	ROW	D	PP4
USA	ROW	E	PP4
Uruguay	ROW	E	CN23 CP71
Uzbekistan	ROW	D	CN23 CP71
Vanuatu	ROW	F	PP4
Vatican City	ROW	D	CN23 CP71
Venezuela	ROW	E	CN23 CP71
Vietnam	ROW	F	CN23 CP71
Virgin Is USA	ROW	E	PP4
Yemen	ROW	C	CN23 CP71
Yugoslavia	ROW	D	CN23 CP71
Zambia	SA	B	PP4
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 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
 - 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.

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
Afghanistan	R 409	R 128	30kg
Albania	R 409	R 84	30kg
Algeria	R 409	R 84	30kg
Angola	R 241	R 38	20kg
Anguilla	R 440	R 128	20kg
Antigua and Barbuda	R 440	R 128	30kg
Argentina	R 440	R 128	20kg
Armenia	R 409	R 112	30kg
Aruba	R 441	R 128	20kg
Australia	R 386	R 112	20kg
Austria	R 441	R 84	30kg
Azerbaijan	R 409	R 112	50kg
Bahamas	R 441	R 128	30kg
Bahrain	R 401	R 84	20kg
Bangladesh	R 409	R 84	30kg
Barbados	R 409	R 112	30kg
Belarus	R 409	R 84	30kg
Belgium	R 409	R 84	30kg
Belize	R 441	R 128	30kg
Benin	R 441	R 112	30kg
Bermuda	R 441	R 112	20kg
Bhutan	R 409	R 84	30kg
Bosnia and Herzegovina	R 409	R 84	30kg
Botswana	R 241	R 38	30kg
Brazil	R 441	R 112	30kg
Brunei Darussalam	R 409	R 84	30kg
Bulgaria	R 441	R 110	30kg
Burkina Faso	R 441	R 112	30kg
Cambodia	R 409	R 84	30kg
Cameroon	R 360	R 56	30kg
Canada	R 441	R 128	30kg
Cape Verde	R 409	R 112	30kg
Cayman Islands	R 441	R 128	10kg
Central African Republic	R 441	R 128	30kg
Chad	R 441	R 112	30kg
Chile	R 441	R 128	30kg
China (Taiwan)	R 441	R 112	30kg
China, People's Rep	R 441	R 128	30kg
Colombia	R 441	R 128	50kg
Comores	R 409	R 128	30kg
Congo, DR	R 241	R 38	30kg
Congo, Rep of	R 441	R 128	30kg
Costa Rica	R 441	R 128	30kg
Croatia	R 409	R 84	30kg
Cuba	R 441	R 112	10kg
Cyprus	R 409	R 84	30kg
Czech Rep	R 409	R 84	30kg
Denmark	R 441	R 84	30kg
Djibouti	R 441	R 128	30kg
Dominica	R 441	R 128	20kg
Dominican Rep	R 441	R 128	30kg
Ecuador	R 441	R 128	30kg
Egypt	R 409	R 84	30kg
El Salvador	R 441	R 128	30kg
Equatorial Guinea	R 441	R 112	20kg
Eritrea	R 441	R 112	30kg
Estonia	R 441	R 84	30kg
Ethiopia	R 441	R 84	30kg
Fiji	R 441	R 128	30kg
Finland	R 409	R 84	30kg
France	R 409	R 84	30kg
Gabon	R 360	R 38	30kg
Gambia	R 441	R 128	10kg
Georgia	R 409	R 112	30kg
Germany	R 441	R 84	30kg
Ghana	R 393	R 84	30kg
Gibraltar	R 409	R 84	30kg
Great Britain	R 409	R 84	30kg
Greece	R 409	R 84	30kg

Country of destination	Rate (500g) (or part thereof)	Per additional 500g (or part thereof)	Max weight
Grenada	R 441	R 128	30kg
Guinea	R 441	R 112	30kg
Guyana	R 409	R 112	30kg
Hong Kong	R 360	R 112	30kg
Hungary	R 409	R 84	30kg
Iceland	R 409	R 84	30kg
India	R 360	R 84	20kg
Indonesia	R 409	R 84	30kg
Iran	R 401	R 112	30kg
Ireland	R 441	R 84	30kg
Israel	R 441	R 112	35kg
Italy	R 409	R 84	30kg
Ivory Coast	R 393	R 84	30kg
Jamaica	R 441	R 128	30kg
Japan	R 360	R 112	20kg
Jordan	R 401	R 84	30kg
Kazakhstan	R 441	R 112	30kg
Kenya	R 401	R 38	30kg
Kiribati	R 441	R 128	30kg
Korea , Rep Of (South)	R 441	R 112	30kg
Kuwait	R 409	R 84	20kg
Kyrgyzstan	R 441	R 128	30kg
Lao, People's Dem Rep	R 441	R 128	30kg
Latvia	R 441	R 84	30kg
Lesotho	R 241	R 38	30kg
Liberia	R 441	R 128	30kg
Libya	R 401	R 112	30kg
Lithuania	R 409	R 84	30kg
Luxembourg	R 409	R 84	30kg
Macao	R 360	R 112	30kg
Macedonia	R 409	R 112	30kg
Madagascar	R 360	R 38	30kg
Malawi	R 241	R 38	20kg
Malaysia	R 409	R 84	30kg
Maldives	R 409	R 95	30kg
Mali	R 401	R 112	30kg
Malta	R 409	R 112	20kg
Mauritania	R 401	R 112	30kg
Mauritius	R 241	R 38	30kg
Mexico	R 441	R 128	30kg
Moldova	R 409	R 112	30kg
Mongolia	R 441	R 128	20kg
Montenegro	R 409	R 112	30kg
Morocco	R 401	R 84	30kg
Mozambique	R 241	R 38	30kg
Myanmar	R 441	R 128	20kg
Namibia	R 241	R 38	30kg
Netherlands	R 409	R 84	30kg
New Caledonia	R 441	R 128	20kg
New Zealand	R 386	R 128	30kg
Nicaragua	R 441	R 128	30kg
Niger	R 401	R 112	30kg
Nigeria	R 360	R 38	30kg
Norway	R 441	R 84	30kg
Pakistan	R 360	R 128	30kg
Panama	R 441	R 128	30kg
Papua New Guinea	R 441	R 128	30kg
Paraguay	R 441	R 128	30kg
Peru	R 441	R 128	30kg
Philippines	R 409	R 112	30kg

Country of destination	Rate (500g) (or part thereof)	Per additional 500g (or part thereof)	Max weight
Poland	R 441	R 84	20kg
Portugal	R 409	R 84	30kg
Qatar	R 401	R 84	30kg
Romania	R 409	R 112	30kg
Russia	R 409	R 112	30kg
Rwanda	R 360	R 38	30kg
Samoa (USA)	R 441	R 112	30kg
Saudi Arabia	R 401	R 84	30kg
Senegal	R 401	R 112	30kg
Serbia	R 409	R 112	30kg
Seychelles	R 360	R 38	30kg
Sierra Leone	R 401	R 128	30kg
Singapore	R 409	R 112	30kg
Slovenia	R 409	R 112	30kg
Solomon Islands	R 441	R 128	30kg
South Sudan	R 393	R 38	20kg
Spain	R 409	R 84	20kg
Sri Lanka	R 409	R 84	30kg
St Christopher and Nevis	R 441	R 128	30kg
St Lucia	R 441	R 128	30kg
St Vincent and the Grena	R 441	R 128	30kg
Sudan	R 401	R 112	30kg
Swaziland	R 241	R 38	30kg
Sweden	R 441	R 84	30kg
Switzerland	R 409	R 84	30kg
Syria	R 441	R 112	30kg
Tanzania	R 241	R 38	30kg
Thailand	R 409	R 84	30kg
Togo	R 401	R 128	30kg
Trinidad and Tobago	R 441	R 112	20kg
Tunisia	R 401	R 112	30kg
Turkey	R 409	R 112	30kg
Uganda	R 393	R 38	30kg
Ukraine	R 441	R 112	20kg
United Arab Emirates	R 409	R 95	30kg
Uruguay	R 441	R 112	30kg
USA	R 466	R 112	30kg
Uzbekistan	R 441	R 128	30kg
Vanuatu	R 441	R 128	20kg
Venezuela	R 441	R 128	30kg
Vietnam	R 441	R 128	30kg
Yemen	R 441	R 128	30kg
Zambia	R 241	R 38	30kg
Zimbabwe	R 241	R 38	30kg

SERVICE NOT AVAILABLE AT THE FOLLOWING COUNTRIES:

- | | | | |
|----|------------------|----|---------------------------------|
| 1 | Bolivia | 16 | Oman |
| 2 | Cook Islands | 17 | Palestine |
| 3 | East Timor | 18 | Puerto Rico |
| 4 | French Polynesia | 19 | Reunion |
| 5 | Guadalope | 20 | Suriname |
| 6 | Guatemala | 21 | Turkmenistan |
| 7 | Guinea Bissau | 22 | Turks and Caicos Islands |
| 8 | Haiti | 23 | Bonaire Saba and Sint Eustatius |
| 9 | Honduras | 24 | French Guiana |
| 10 | Iraq | 25 | Korea, PDR (North) |
| 11 | Kosovo | 26 | Liechtenstein |
| 12 | Martinique | 27 | Samoa (Western) |
| 13 | Monaco | 28 | San Marino |
| 14 | Nauru | 29 | Sao Tome and Principe |
| 15 | Nepal | 30 | Tajikistan |

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) 845-2801/13/15/2400
Fax number: 086 539 0232 or 086 539 7457
Website: www.postoffice.co.za

Buy postage stamps and philatelic products online at www.virtualpostoffice.co.za
Bulk orders are accepted and can also be paid via EFT.

RATES FOR POSTBOXES, PRIVATE BAGS AND ACCESSORIES

POSTBOXES

The rate for postboxes is as follows:

Type	New rate
Postboxes (second postal address)	R455,00 pa
Key deposit (refundable)	R30,00

PRIVATE BAGS

The rate for private bags is as follows:

Type	New rate
Rental	R1815,00 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	R275,00 pa

CLEARANCE OF PRIVATE LETTER BOXES

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

Type	New rate
Clearance	R1805,00 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	R150,00 each
Locks with two keys	R150,00 each

PRIVATE BAGS

Item	New rate
Bag only (70cm x 40cm)	R520,00
Bag only (122cm x 66cm)	R605,00
Lock with two keys	R270,00
Nameplates (set of two)	R245,00
Chain (optional)	R125,00

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	R65,00
Up to three months	R195,00
Up to six months	R390,00
Up to 12 months	R780,00

NB

NEW RATES EFFECTIVE 01 APRIL 2018 – 31 DECEMBER 2018.



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

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	R 71,40	R 79,35
1kg	R 78,20	R 87,30

Non-documents/parcels

1kg	R 78,20	R 87,30
2kg	R 117,90	R 126,95
3kg	R 157,55	R 166,60
4kg	R 197,20	R 206,25
5kg	R 235,75	R 244,80
6kg	R 275,40	R 284,50
7kg	R 315,10	R 324,15
8kg	R 353,65	R 362,70
9kg	R 393,30	R 402,35
10kg	R 432,95	R 442,00
11kg	R 471,50	R 480,55
12kg	R 511,15	R 520,25
13kg	R 550,85	R 559,90
14kg	R 589,40	R 598,45
15kg	R 629,05	R 638,10
16kg	R 668,70	R 677,80
17kg	R 707,25	R 716,30
18kg	R 746,90	R 756,00
19kg	R 786,60	R 795,65
20kg	R 825,15	R 834,20
21kg	R 864,80	R 873,85
22kg	R 904,45	R 913,50
23kg	R 943,00	R 952,10
24kg	R 982,70	R 991,75
25kg	R 1022,35	R 1031,40
26kg	R 1060,90	R 1069,95
27kg	R 1100,55	R 1109,60
28kg	R 1140,20	R 1149,30
29kg	R 1178,75	R 1187,85
30kg	R 1218,45	R 1227,50
Thereafter per kg (or part thereof)	R 39,65	R 39,65

ALL RATES EXCLUDE FUEL SURCHARGE, INSURANCE AND ARE VAT INCLUSIVE.

FUEL LEVY 25.6% FROM 1 APRIL 2018, REVIEWED QUARTERLY.

Value Added Services		Pre-Paid Packs/Stamps (Counter to Counter only)	
Same day Service	R 283,35	1kg Pre-paid pack & stamps	R 82,75
Saturday Service	R 170,00	2kg Pre-paid stamps	R 142,80
After Hours Service	R 226,70	5kg Pre-paid stamps	R 273,15
Early Bird	R 138,60		

SSC document pack counter R7.95

SSC document pack door R7.95

SPEED SERVICES COURIERS RATES:

NOTE:

- All rates exclude fuel surcharge, insurance 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. Only applies to major centres.
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. Only applies to major centres.
Same day courier	Door delivery on the same day as the collection. Collection from a Post Office or door. This service is only available between major centres and is subject to flight availability. Call 0860 023 133

Early bird	From The Post office or door and delivered to the door by 09:00 the following morning. This service is only available between major centres.
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. Please note Saturday service is available at certain major centres only. 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. This service is only available between major centres.
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 R7,95 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 www.speedservices.co.za 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 (Call Centre)	HOURS
Mondays - Friday	07:00 – 18:00

NB: Call centre not operational on weekends and public holidays.

INTERNATIONAL COURIER DOCUMENT EXPRESS

Mass (kg)	Zone A	Zone B	Zone C	Zone D	Zone E	Zone F	Zone G	Zone H
0,5	R239	R286	R325	R362	R414	R505	R616	R836
1,0	R333	R404	R572	R725	R836	R1 001	R1 223	R1 672
1,5	R427	R525	R861	R1 085	R1 253	R1 507	R1 839	R2 182
2,0	R620	R646	R1 147	R1 450	R1 672	R2 005	R2 451	R2 902
2,5	R567	R737	R1 433	R1 812	R2 088	R2 485	R3 006	R3 343
3,0	R614	R789	R1 719	R2 172	R2 510	R2 877	R3 356	R3 775
3,5	R658	R861	R1 911	R2 409	R2 786	R3 171	R3 738	R4 137
4,0	R713	R932	R2 024	R2 641	R3 065	R3 462	R4 125	R4 507
4,5	R759	R1 001	R2 133	R2 872	R3 343	R3 620	R4 344	R4 865
5,0	R804	R1 075	R2 239	R3 107	R3 624	R3 772	R4 566	R5 232
5,5	R853	R1 132	R2 288	R3 220	R3 767	R3 928	R4 791	R5 427
6,0	R902	R1 191	R2 334	R3 331	R3 913	R4 083	R5 015	R5 629
6,5	R947	R1 248	R2 382	R3 444	R4 058	R4 234	R5 235	R5 824
7,0	R996	R1 304	R2 429	R3 555	R4 204	R4 394	R5 459	R6 026
7,5	R1 043	R1 363	R2 478	R3 669	R4 347	R4 549	R5 629	R6 226
8,0	R1 085	R1 423	R2 525	R3 775	R4 497	R4 707	R5 802	R6 425
8,5	R1 134	R1 477	R2 569	R3 886	R4 640	R4 855	R5 969	R6 618
9,0	R1 188	R1 539	R2 616	R4 004	R4 783	R5 010	R6 135	R6 817
9,5	R1 230	R1 590	R2 663	R4 110	R4 931	R5 168	R6 305	R7 015
10,0	R1 280	R1 647	R2 710	R4 224	R5 072	R5 321	R6 477	R7 219

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	R427	R476	R587	R836	R893	R949	R1 114	R1 354
1.0	R520	R597	R883	R1 198	R1 309	R1 450	R1 731	R2 167
1.5	R614	R713	R1 172	R1 558	R1 731	R1 950	R2 337	R2 978
2.0	R713	R828	R1 472	R1 923	R2 143	R2 451	R2 959	R3 800
2.5	R759	R902	R1 756	R2 288	R2 557	R2 959	R3 560	R4 611
3.0	R804	R971	R1 933	R2 643	R2 961	R3 454	R4 179	R5 424
3.5	R853	R1 043	R2 113	R2 882	R3 257	R3 758	R4 593	R5 910
4.0	R902	R1 114	R2 296	R3 109	R3 538	R4 066	R5 010	R6 349
4.5	R947	R1 188	R2 392	R3 338	R3 814	R4 372	R5 427	R6 783
5.0	R996	R1 255	R2 478	R3 459	R4 093	R4 680	R5 848	R7 222
5.5	R1 043	R1 307	R2 540	R3 620	R4 293	R4 899	R6 130	R7 427
6.0	R1 085	R1 368	R2 606	R3 781	R4 483	R5 129	R6 403	R7 629
6.5	R1 134	R1 425	R2 658	R3 940	R4 680	R5 348	R6 684	R7 833
7.0	R1 188	R1 479	R2 707	R4 100	R4 872	R5 570	R6 968	R8 033
7.5	R1 230	R1 541	R2 762	R4 263	R5 069	R5 794	R7 239	R8 235
8.0	R1 280	R1 595	R2 811	R4 428	R5 267	R6 014	R7 523	R8 440
8.5	R1 317	R1 650	R2 865	R4 586	R5 459	R6 236	R7 695	R8 647
9.0	R1 349	R1 714	R2 912	R4 749	R5 651	R6 462	R7 870	R8 849
9.5	R1 383	R1 765	R2 966	R4 904	R5 848	R6 684	R8 045	R9 051
10.0	R1 420	R1 822	R3 015	R5 069	R6 046	R6 904	R8 223	R9 254

NOTE:

- All rates exclude fuel surcharge, insurance 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 450	R1 881	R3 060	R5 175	R6 169	R7 039	R8 396	R9 436
11.0	R1 484	R1 938	R3 104	R5 284	R6 297	R7 177	R8 568	R9 623
11.5	R1 516	R1 995	R3 149	R5 390	R6 425	R7 316	R8 743	R9 808
12.0	R1 553	R2 051	R3 188	R5 493	R6 549	R7 449	R8 916	R9 988
12.5	R1 588	R2 111	R3 232	R5 604	R6 677	R7 587	R9 096	R10 171
13.0	R1 620	R2 162	R3 274	R5 710	R6 800	R7 720	R9 268	R10 361
13.5	R1 654	R2 222	R3 321	R5 814	R6 928	R7 853	R9 436	R10 543
14.0	R1 689	R2 281	R3 358	R5 922	R7 049	R7 991	R9 614	R10 728
14.5	R1 726	R2 335	R3 403	R6 028	R7 177	R8 127	R9 786	R10 910
15.0	R1 760	R2 394	R3 444	R6 135	R7 306	R8 265	R9 961	R11 100
15.5	R1 793	R2 451	R3 489	R6 238	R7 429	R8 398	R10 136	R11 280
16.0	R1 825	R2 508	R3 528	R6 349	R7 557	R8 534	R10 309	R11 463
16.5	R1 862	R2 562	R3 575	R6 453	R7 680	R8 674	R10 486	R11 648
17.0	R1 896	R2 619	R3 617	R6 559	R7 809	R8 805	R10 659	R11 830
17.5	R1 933	R2 678	R3 659	R6 670	R7 937	R8 940	R10 817	R12 018
18.0	R1 965	R2 732	R3 701	R6 776	R8 060	R9 074	R10 972	R12 200
18.5	R1 997	R2 791	R3 745	R6 884	R8 188	R9 209	R11 127	R12 382
19.0	R2 032	R2 848	R3 790	R6 988	R8 309	R9 350	R11 280	R12 570
19.5	R2 069	R2 902	R3 829	R7 099	R8 437	R9 485	R11 433	R12 752
20.0	R2 101	R2 961	R3 871	R7 202	R8 561	R9 621	R11 589	R12 937

THEREAFTER PER 500G

Zone A	Zone B	Zone C	Zone D	Zone E	Zone F	Zone G	Zone H
R34	R40	R66	R93	R110	R119	R136	R170

Fuel levy 25,6% from 1 April 2018 – 31 March 2019.

All rates exclude fuel surcharge, insurance and are VAT inclusive.

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

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

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

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

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

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

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

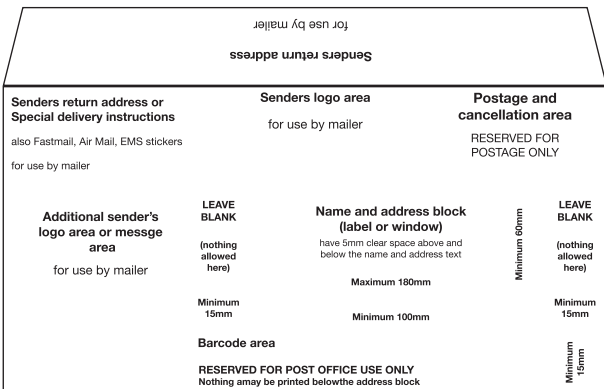
Country	Zone	Transit time (Working Days)	
		Docs	Non-docs
Gateway City			
U			
US Virgin Islands <i>Charlotte Amalie</i>	H	4-5	5-6
Uzbekistan <i>Tashkent</i>	G	5-6	6-7
V			
Vanuatu <i>Port-Villa</i>	H	3-4	4-5
Vatican City <i>(See Italy)</i>			
Venezuela <i>Caracas</i>	H	3-4	4-5
Vietnam <i>Hanoi</i>	G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

Western Cape	(021) 590 3111
Eastern Cape	(041) 508 4223
KwaZulu-Natal	(031) 336 3582
Central Province	(051) 402 4011
Witwatersrand	(011) 495 0704
Northern Region	(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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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	postboxesr@postoffice.co.za
Postbank	postbank.enquiries@postoffice.co.za
Customer service centre	customer.service@postoffice.co.za
Car licence and account payments	payments@postoffice.co.za
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or write to:

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SA Post Office
PO Box 10000
Pretoria
0001