

1. What is the eBDN and how can I benefit from this service?

The eBDN system

The electronic bulk mail delivery note system or the eBDN system was developed to support posting and payment of bulk mail by customers by electronifying the current paper-based (manual) bulk mail delivery note book.

Customers must post their bulk mail by accessing the eBDN website where digital certification exchange takes place and where they must complete the electronic bulk mail delivery note.

The eBDN is captured in the form of a sales order and the customers must then post their mail at the time and on the date as indicated on the sales order.

Customers can also view their eBDNs, invoices and statements. A payment facility (of consignment invoices) is also offered. This function will be available towards the end of 2003.

Benefits of using the eBDN system to you, our most valued customer

- The eBDN allows all bulk mail customers to post their mail in the comfort of their own premises in advance. This function also assists customers to plan their consignments in advance and to dispatch them electronically.
- The eBDN is available 24 hours a day, seven days a week.
- The eBDN caters for account postings as well as the posting of prepaid bulk mail items (such as franked mail and prepaid envelopes).
- The eBDN cannot be completed incorrectly as it is systems-driven and all rates, product codes, et cetera are kept in the customer master file.
- Customers are offered the added convenience of being able to quote (calculate their postal charges) before creating an order.
- Customers can be billed and invoiced electronically.
- Customers can view their eBDNs, invoices and statements, and pay for their bulk mail postings electronically.
- Customers can print as many copies of the eBDN as they prefer for their own administrative purposes (mail room, finance, et cetera) at their site.
- All transactions will be legal and valid and the system also offers restricted access to eBDNs.
- The system verifies the availability of credit.
- Where customers use mailing houses to administer their mail and consignments, the customer (originator of the mail) will still be able to view and pay for their electronic postings. Although credit card payment of bulk mail will be introduced first, an electronic fund transfer function will be introduced in the foreseeable future.
- Access is restricted (confidentiality) to eBDNs due to a secure connection between the customer and the Post Office.

2. Whom may I contact to tell me more about the service?

Please contact your regional sales manager at

- Western Cape (021) 590 5553
- Eastern Cape (041) 508 4223
- KwaZulu-Natal (031) 336 3582
- Central Provinces (051) 402 4011
- Witwatersrand (011) 495 0500
- Northern Region (012) 339 7144

3. How do I apply for the service?

Contact your regional sales manager (as in 2 above) or follow the [Getting Started](#) link.

4. What operating systems and browsers do the eBDN support?

Operating systems supported: Win98, WinNT and Win2000.

Browsers supported: IE 4.0 and higher, Netscape 4.0 and higher and AOL 4.0 and higher.

An Internet e-mail facility

5. What is the South African Post Office's position on privacy?

Does the South African Post Office guarantee security?

Based on the South African Post Office's *Service Disclosure Agreement*, our position is as follows:

"Any customer information and data entrusted to the South African Post Office and its affiliates are confidential. The South African Post Office will take the necessary and reasonable security measures to protect member security and confidentiality."

6. What help is available on line?

On-line help is available in the form of:

- Frequently Asked Questions – answers to your common questions about the eBDN
- A [Getting Started](#) Guide
- The Bulk Mail Guide
- The Product Guide

7. Whom do I call if I cannot find an answer to my question on line?

If on-line help is unable to answer your question, feel free to contact our Customer Information Centre on 0860 086 860 (shared call).

8. Are there additional costs to using the service?

No, the eBDN is offered to you free of charge by the South African Post Office. However, you will be charged additional costs should you register for the bill presentment and payment service.

Please also refer to www.postoffice.co.za for the latest postal rates.

9. What do I do when the Internet is off line?

- Contact your Internet service provider.
- Complete a bulk mail delivery note in the BDN book obtainable from the Post Office. Contact your regional sales manager (as in 2 above).

10. I can log on to the Internet, but cannot access the eBDN website.

- Contact your Internet service provider, or
- Should the eBDN website not be available, you can be assured that our Information Technology Division is attending to the problem, or
- Complete a bulk mail delivery note in the BDN book obtainable from the Post Office. Contact your regional sales manager (as in 2 above).

11. What is the minimum and maximum amounts or number of items I can complete per eBDN?

Refer to the Bulk Mail Guide.

12. What products do the Post Office offer?

Refer to the [Product Guide](#).

13. What are the rebate codes?

Refer to [Rebate Codes](#).

14. Can I post Securemail, Speed Services Couriers and Docex items on an eBDN?

No, you will only be able to post domestic Post Office items over the Internet.

15. What happens if I have incorrectly completed an eBDN and want to change it?

For example:

- The eBDN was completed and sent to the mail centre, but the consignment has changed.
- I have sent the incorrect consignment with an eBDN.
- I want to cancel an eBDN.

Please complete the form and mail it to the mail centre.

16. Can I track eBDN history?

Your eBDNs can be viewed through bill presentment. This function will be offered to you towards the end of 2003. However, you will not be able to track the status of your consignment once it has been accepted by the Post Office.

17. Will I receive confirmation of the delivery of an eBDN?

No, you will not receive confirmation of the delivery of your eBDN. You should also print your captured eBDN (in duplicate) before exiting the transaction. The first copy should be kept for your records and the second copy should accompany your consignment. You are, however, not limited to the number of copies you want to print.

18. What forms of payment can I use?

All current payment arrangements will be honoured. However, you will soon be offered the option to pay for your bulk mail consignments with a credit card through bill presentment and payment.

19. Can I open an account on line?

No, to open an account, please contact your regional sales manager.

20. What criteria should be met to qualify for opening a bulk mail account?

Customers who want to open a bulk mail account must post items of a minimum monetary value of R250 000 a year.

21. Whom do I contact to open a bulk mail account?

To open a bulk mail account, you must contact a Post Office regional sales office at one of the following telephone numbers:

- Western Cape (021) 590 5553
- Eastern Cape (041) 508 4223
- KwaZulu-Natal (031) 336 3582
- Central Provinces (051) 402 4011
- Witwatersrand (011) 495 0500
- Northern Region (012) 339 7144

22. How do I update my account information?

Please contact your regional Accounts Receivable Division

- Western Cape (021) 590 5628
- Eastern Cape (041) 508 4196
- KwaZulu-Natal (031) 336 3862
- Central Provinces (051) 402 4018

- Witwatersrand (011) 495 0645
- Northern Region (012) 338 4023

23. Will I keep the same account number as the one I am posting on currently?

Yes, you will keep your current account number.

24. What criteria should be met to qualify for postage rebates?

1. UNSORTED (ORDINARY) BULK MAIL

- The service is suitable for companies that want to post more than a 1 000 domestic letters of the same size and content.
- Mail will only be accepted if an official payment method is used, ie stamps, remote meter-setting franking machine mail, postage-paid and postage-included envelopes.
- Remote meter-setting mail may only be posted at designated offices.
- Mail paid for by all other payment methods may be posted at any post office/mail centre.
- Letters must be faced and tied in bundles when handed in over the counter.
- **No rebates are applicable.**
- **Volume variance discounts are applicable if the criteria for the relevant payment method are met.**

2. PRESORTED BULK MAIL

- The service is suitable for businesses that post large numbers of domestic letters. The minimum volume is 1 000 and more presorted articles per consignment.
- The items must meet the relevant criteria as described in the National Bulk Mail Service Guide.
- The following criteria must be met:

CRITERIA FOR PRESORTED BULK MAIL

- The minimum number of articles per consignment is 1 000.
- **Addresscheck scale 97-100 per cent.** Only grading certificates with correctness of addresses of 97-100 per cent will be accepted.

this may be done more frequently should the Post Office deem it necessary. Customers who have 10 000 or fewer records only need to have their database or address lists checked once a year.

used: Permit
Mail, postage-paid, postage-included envelopes and remote meter-setting franking machine mail. Envelopes with stamps on do not qualify for any rebates.

cent grading.

and character reader (OCR) mail.

- The database or address list must be rechecked every six months, but
- **Rebates apply if one of the following payment methods is used:**
- Rebates and discounts are paid only to customers with 97 – 100 per cent grading.
- Presorting rebates are granted on direct tray and direct bundle sorting optical character reader (OCR) mail.
- Rebates are subject to operational changes.
- Sorting criteria must be met.

a. **POSTING CRITERIA**

maintain their **97-100 per cent** correctness of addresses, they forfeit their rebates (for the mail that was disqualified).

must be identical in shape, size and mass category and the nature of the contents of the articles must be the same.

wording **Postage paid/Postage included and South Africa** in the upper right-hand corner of the envelopes or wrappers or must be franked by a franking machine.

accurate). However, a two per cent variance on same-mass postings are allowed if the income protection weighing practice is used. This is allowed if individual counting of consignments of letters is not practical.

the envelope.

- Mail must be posted on the date appearing in the stamp impression on

- to the sorting criteria.
 - Direct tray, direct bundle and OCR mail must be presented according
- not,
 - Consignments may not be combined, customer A and customer B may through a third party, for example a mailing house, post joint consignments.
- mail note
 - An official correctly completed bulk mail delivery note or electronic bulk must accompany mail with every truck load/consignment/delivery/posting.
- rebates are claimed.
 - The address list certificate must accompany the consignment if
- mail post
 - Consignments must be handed in at mail centres or at designated bulk offices during normal office hours or as specially arranged.
- place.
 - The bulk mail consignment must be handed in at the same time and
- inspection test (posting, quality, quantity, and Address check test).
 - Each consignment must pass the Post Office Income Protection
- agreement.
 - Payment must be made with every transaction in terms of the
- customers who
 - All debts must be settled in full on due dates without exception and are behind on their payments will forfeit their rebates. The payment for a month's posting is due within seven days of receipt of the monthly statement.

b. **SORTING CRITERIA**

1. Direct destination tray

- letters in a full tray must not to be bundled. Letters in the tray must face the same way.
 - The contents per tray must be destined for one postcode only. The
- the direct destination standard tray is full. A tray is full if a flat hand can just be inserted at one end of the tray. Residue from trays should be made up in direct destination bundles, if possible, or posted as unsorted mail. (Unsorted mail will not qualify for any rebates.)
 - Rebates on direct destination standard trays can only be approved if
- and Trace
 - Trays, roll-tainers and minitainers must be clearly labelled with a Track label. For example **Direct tray sort (4240 Port Shepstone)**, the alpha code for Port Shepstone can also be used (POS).

• If there are enough trays for one postcode destination to fill a roll-tainer, these trays must be placed in a roll-tainer and the label on the roll-tainer must indicate the type of sort and final destination.

• If there are not enough trays with one postcode to fill a roll-tainer, these trays must be placed in a roll-tainer, together with other trays for the same sorting line. Each tray must be labelled according to its contents. The label on the roll-tainer must indicate the sorting line and the word **Mixed** must be written in the space for the final destination.

2. Direct destination bundle

• The contents per bundle must be destined for **one postcode** only. Direct destination standard DL bundles contain a number of postal articles for one postcode only. Standard (DL) letters must be sorted, faced up and tied in bundles of at least 10 letters.

• Rebates on direct destination standard trays containing bundles can only be approved if the direct destination standard tray is full. A tray is full if a flat hand can just be inserted at one end of the tray. Residue from trays should be made up as unsorted mail. No rebates are applicable to unsorted mail.

• Bundles for the same route/sorting line must be packed in a tray and labelled for the relevant route/sorting line/destination hub.

• DL standard letters for the same route/sorting line must be packed in a tray and labelled for the relevant route/sorting line/destination hub.

• Trays, roll-tainers and minitainers must be clearly labelled with a Track and Trace label. For example:

• Direct bundle sort (0157 Centurion Street) per bundle. Trays with various bundles must be labelled **Direct bundle sort (Mixed)**. These bundles will have to be subsorted by the Post Office and the direct destination bundle rebate per bundle will apply.

• If there are enough direct bundle sorts for a route/sorting line, the trays must be placed in a roll-tainer and the roll-tainer must be labelled **Direct bundle sort (Pretoria 1)**.

3. Optical character reader (OCR)

• OCR sorting entails the percentage acceptance rate the OCR machine is able to successfully code/sort from a given number of various prepaid, unsorted, postcoded postal articles prepared according to OCR specifications.

• OCR letters are a number of unsorted postal articles with various postcodes.

- OCR mail may only be handed in at the four mail centres [Tshwane Mail (Pretoria), Witspos, Durmail and Capemail] that have OCR machines and should be 95 per cent machine acceptable.

- Rebates on OCR standard trays can only be approved if the direct destination standard tray **contains DL letters and the tray** is full. A tray is full if a flat hand can just be inserted at one end of the tray. Residue from trays should be made up in direct destination bundles, if possible, or posted as unsorted mail. No rebates are applicable to unsorted mail.

- OCR letters may only have the following dimensions:

Size limitations

Type of letter product	Maximum thickness	Maximum mass	Maximum	Minimum
DL	5 mm	50 g	120 x 235 mm	90 x 140 mm

PRESORTED REBATE STRUCTURE

PRODUCT	DIRECT DESTINATION TRAY 97-100% Grading	DIRECT DESTINATION BUNDLE 97-100% Grading	OPTICAL CHARACTER READER (OCR) 97-100% Grading 95% Machine readable
Standard	R0,22	R0,17	R0,14
DL (Small)			
Nonstandard	R0,37	R0,27	R0,00
B5 (Medium)			
B4 (Large)			

25. What items are posted as bulk mail?

- Statement mail
- Subscription mail
- Promotional mail
- Advertising mail
- Magmail (Express Magmail)
- Competition mail
- Parcels

26. Who is the regional sales manager?

Western Cape	Shaun Povey	(021) 590 5553
Eastern Cape	Angelo Brooks	(041) 508 4223
KwaZulu-Natal	Kevin Davis	(031) 336 3582
Central Provinces	David Shoko	(051) 402 4011
Witwatersrand	Rosemarie Davie	(011) 495 0500
Northern Region	Khukhu Mogari-Lefafa	(012) 339 7144

27. When can I switch between mass step rates and size rates?

The customer will only be allowed to post at mass step rates if the customer is a current mass step agreement customer. Customers will be allowed to switch between mass and size rates.

28. How much must I spend a year to qualify for domestic letter postage discount?

The entry level for the 2003/2004 domestic letter postage discount is R500 000 a year (rebates and VAT excluded). Customers must have a grading of 97-100% correctness of addresses to qualify for the discount.

29. What is a bank guarantee?

A bank guarantee is a document provided by the customer's registered banker to bind itself as surety and co-principal debtor to the South African Post Office for the payment of all amounts due and payable or which may become due and payable by the customer for bulk posting, provided that the total amount to be recovered from the guarantee may not exceed the sum of the guarantee.

30. Why is a deposit or bank guarantee equivalent to six weeks' postings required?

The statement for the current month's posting is posted during the first week of the following month. On average, customers require one week to reconcile their accounts and as a result, payment is made during the second week of the following month.

Therefore, on the date immediately before the payment, an average of six weeks' mailings is outstanding.

31. Whom do I contact when I need to query my bulk mail account?

Contact you regional Accounts Receivable Division at:

- Western Cape Ulrich Zimri (021) 590 5628
- Eastern Cape Cedric Gezwint (041) 508 4196
- KwaZulu-Natal Naseema Modan (031) 336 3862
- Central Provinces Elise van Rensburg (051) 402 4018
- Witwatersrand Nomvula Nkosi (011) 495 0645

- Northern Region Claudette Shilote (012) 338 4023

32. What is a DC (digital certificate)?

Digital certificates are electronic files that act like a kind of online passport. They are issued by the Trust Center , a certificate authority (CA) of the South African Post Office, which verifies the identity of the certificate's holder. They are tamper-proof and cannot be forged. The encryption strength of the digital certificates issued by the Trust Centre is 512 byte. They use a private/public key technology; each key has a unique encryption code. No two keys are ever identical, which is why a key can be used to identify its owner. .

33. What is the purpose of digital certificates?

Digital Certificates has two functions:

They authenticate that their holders - people, web sites and even network resources such as routers - are truly who or what they claim to be.

They data exchange online from theft or tampering.

34. How do I obtain a digital certificate?

You can obtain a digital certificate by applying for one from our Technology Division. Call our Customer Support Desk on 0800-123-711 to log a call.

35. How do I install a DC?

A manual for the installation of the certificate is sent to each person receiving the digital certificate. Call our Customer Support Desk on 088 123 711 for more information.

36. What operating system should I be running to be able to install a digital certificate?

Windows 95 and higher.

37. I cannot log on to your secure site. What seems to be the problem?

You should be able to view our secure site from your PC. However, certain companies' block their employees' PC's from accessing secure sites completely while others block these sites during working hours. Depending on your company's policy you might have to put in a special request to make our secure site available to you for the purpose of lodging the eBDN's.

38. What is the encryption strength on your website?

The encryption strength on our website is 128 byte. This complies with SARS's requirements with regards to bill presentment

39. What are SARS's requirements wrt electronic tax invoices?

Please refer to the link below. <http://www.sars.gov.za>

The South African Post Office complies with SARS requirements as stipulated on the link above. Please also refer to point 32 (digital certificates).