

RATES BROCHURE

2022 | 2023



2022 / 2023

1 APR. 22 - 31 MAR. 23

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DID YOU KNOW...

YOU ARE NOT ALLOWED TO POST THE FOLLOWING GOODS?

SCHEDULE OF DANGEROUS GOODS

- **Explosives** – Ammunition, fireworks, igniters.
- **Compressed Gas** – aerosol products, carbon dioxide gas, cigarette lighter, butane.
- **Flammable Liquids** – alcohol, flammable paint thinners, flammable varnish removers, turpentine, petroleum products, benzene.
- **Flammable Solids** – metallic magnesium, matches, zinc powder.
- **Oxidising material** – some adhesives, some bleaching powders, hair or textiles dyes made of organic peroxides, fiberglass repair kits, chlorine.
- **Poison including Drugs and Medicine** – although some are acceptable in prescription quantities, and non-infectious perishable biological substances are accepted when packed and transmitted appropriately

RADIOACTIVE MATERIAL

- **Corrosives** – corrosive cleaning liquid, paint or varnish removers, mercury filled thermometer
- **Miscellaneous** – magnetized materials, oiled paper, polymerisable materials

SCHEDULE OF PROHIBITED GOODS

Bank notes – including all South African notes of whatever issue or denomination, and the bank notes or currency notes of any other country.

- **Asbestos**
- Bees, leeches, silkworms or any other **animal** or **living organism**
- **Biological substances**, infectious or non infectious
- **Coins**
- **Firearms**, or parts thereof
- **Furs**
- **Human** or **animal remains**, including ashes
- **Ivory**
- Uninsured **Jewellery**
- **Perfumery Products**
- A film or publication which falls in **category XX** or **X18** in terms of the Films and Publications Act 65 of 1996 as amended
- Uninsured **Precious Metals**
- Uninsured **Precious Stones**, which means, all valuable natural mineral stones, silica or substances extracted from the group, whether in their natural state or refined, processed, set or treated and includes semi-precious stones and any other natural or synthetic mineral, stone, silica or substance whether in a natural state, cut or uncut, refined, processed, set or treated.

NOTE: Destination countries might have a different list, please verify with destination country what is permissible.

IMPORTANT INFORMATION

LATE FEE:

A late fee of R30.30 is charged for all mail accepted after closing time

EXCHANGE OF STAMP OR POSTAL STATIONERY:

Five percent of the value of the stamp/postal stationery will be charged with a minimum of R5.65

SMS TRACKING:

SMS tracking on recorded items – Premium no 32932 fee is R1.40

VALUE ADDED PARCEL SERVICE INSURANCE:

Suspended until further notice, service availability to be confirmed later in the year

Letter post products cannot be insured

NB: Please insure all parcels that contain valuable items. Where parcels are not insured, only postage will be refunded if the items were to be lost / damaged

REGISTRATION:

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

CUSTOMS & EXCHANGE CONTROL:

Exchange control regulations apply equally to postal items as they do to other exports. Generally, items worth more than R1000, 00 require specific exports documents to be completed. Details available at all post office branches

CUSTOMS DECLARATION:

The type and extend of customs declaration are regulated by the statutes of the Universal Postal Union and the requirement of destination countries.

CUSTOMS CLEARANCE (HANDLING FEE):

A customs clearance fee of R67,60 is charged on all incoming parcels and R34,90 on all other postal items. The fee is charged by the Post Office to cover costs incurred in clearing parcel/postal item on behalf of the addressee

INTERNATIONAL MAIL: REGISTERED SURFACE MAIL

Registered Surface Mail from RSA to Rest of the World has been terminated with the exception of Lesotho, eSwatini, Mozambique and Botswana in the 2019/20 period. Only Airmail service will be offered.

SURFACE MAIL:

Outbound Surface Mail (documents & parcels) destined to New Zealand has been discontinued as per the Universal Postal Union (UPU) Circular Notice, no 137, dated 01 October 2018. Only Airmail service will be offered.

Surface Mail has also been discontinued for Brazil and Canada for 2021/2022.

POSTBOX/PRIVATE BAG RATES:

Postbox and Private Bag rates are effective from 01 January – 31 December annually.

SPEED SERVICE COURIER PARCEL RATES:

All rates are per parcel, and exclude fuel, liability surcharge and includes VAT.

Fuel levy is charged at 25.6%, and reviewed quarterly, (applies to account customers)

ORDINARY MAIL / FAST MAIL

POSTED IN SOUTH AFRICA FOR DELIVERY IN SOUTH AFRICA

DOMESTIC

ORDINARY LETTER MAIL

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

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

FASTMAIL SERVICE

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

These standards do not include the day of posting.

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

OUT OF STANDARD

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

ARTICLES SMALLER THAN 90 MM X 140 MM

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

Rates for Domestic Letter Mail

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

Type of mail	Ordinary mail	Fastmail
Customers' own envelope		
Small (DL) maxi	R5,65	R9,20
Medium (B5)	R11,40	R21,85
Large (B4)	R13,95	R26,40
Customers' own postcard		
Small (DL) maxi	R5,65	R9,20
Medium (B5)	R11,40	R21,85
Large (B4)	R13,95	R26,40
Cylinders / Rolled items		
Cylinder / Rolled items (520mm x 70mm)	R13,95	R22,60
Cylinder / Rolled items (620mm x 70mm)	R24,75	R26,80
Newspapers		
Rolled addressed newspapers (324mm x 70mm)	R7,55	R21,85

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 **R30,30** is charged for all mail accepted after closing time.

RETURN POSTAL CHARGES

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

LETTER MEASURING INSTRUMENT

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

POSITION OF ADDRESS ON ENVELOPE

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

POSTAGE INCLUDED ENVELOPES

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

Type of envelope	Size	Price
Ordinary Mail Postage - Included Envelopes		
C6 with and without window & self seal	162mm x 114mm	R6,05
DL maxi with and without window and self seal	235mm x 120mm	R6,05
B5 without window	250mm x 176mm	R13,05
C4 without window	324mm x 229mm	R17,50
Lettergram (Prefabricated)		R5,95
Fastmail Postage-Included Envelopes		
DL maxi with and without window	235mm x 120mm	R9,70
B5 without window	250mm x 176mm	R23,50
B4 without window	353mm x 250mm	R29,25
C4 without window	324mm x 229mm	R27,45

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, pre-payment and service instructions/labels

POSTCARD POSTAGE AND POSTAGE-INCLUDED RATES

Type of postcard	Maximum size	Price / Postage
Postage-included postcard	235 x 120mm	R6,05
Clients Own Postcard (Postcard not included in the price)	DL	R5,65
	B5	R11,40
	B4	R13,95
Change-of-address postcard (postage included in the price)		R6,05

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	R56,60
Boxes of 50 (500 stamps)	R2830,75
Boxes of 100 (1 000 stamps)	R5661,45
Roll of 100 (100 stamps)	R566,05
Rolls of 100(5) (500 stamps)	R2830,75
Rolls of 100(10) (1 000 stamps)	R5661,45

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

Volume	Discount	Rate
Boxes of 50 (500 stamps)	2%	R2774,15
Boxes of 100 (1 000 stamps)	5%	R5378,40
Rolls of 100(5) (500 stamps)	2%	R2774,15
Rolls of 100(10) (1 000 stamps)	5%	R5378,40

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 (Pty) Ltd	(011) 516 9400/70
Earlyworx 282 (Pty) Ltd	(011) 886 0271

FRANKING MACHINE LICENCE FEES

Service	Fee
New license	R440,85
Transfer of license	R440,85
Annual renewal	R318,55
Spoiled impression fee (per 100 or portion thereof)	
Small DL maxi	R50,25
Medium B5	R63,55
Large B4	R78,55

DOMESTIC REGISTERED LETTER (Insurance option suspended until further notice)

- 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, (insurance suspended until further notice)
- Identification and signature on delivery
- Detailed proof of acceptance

OPTIONS AVAILABLE IN THE SERVICE

- Optional extra insurance up to R2000, (Insurance suspended until further notice)
- Proof of delivery
- Advice of delivery

INFORMATION

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

RATES FOR DOMESTIC REGISTERED LETTER, (Insurance suspended until further notice)

Size	Postage and Service Fee Included
Small (DL)	R39,70
Medium (B5)	R45,40
** Large (B4)	R47,80

Insurance Option Suspended until further notice	Fee
Compensation up to R100.00	Free
Insurance up to R250.00	R27,75
Up to R500.00	R56,85
Up to R1 000.00	R114,30
Up to R1500.00	R170,10
Up to R2 000.00	R226,95

Other Registered Letter Products	Rate
Postage included registered envelope (235 x120mm), tamper resistant	R43,90
Postage included registered envelope:	
Documents only	
DL 230 x 115mm, window	R40,55
DL 230 x 115mm, non-window	R40,55
Posted out of course fee	R71,60
Detailed proof of acceptance (acceptance slip)	Free
Interception of registered letter	R26,40
Proof of delivery of a recorded article	R60,65
Advice of delivery (AR card)	R12,30
SMS tracking on recorded items - Premium no 32932	R1,40

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 license agreement available from their Regional Sales Office. A BRS license/ Freepost address license expires annually on 31 March. Existing customers also have to renew their licenses annually.

- Customers can apply for a BRS license at their Regional Sales Office
- The Client Services Officer can provide the specifications for this service
- Before a license can be issued, printer's proofs of the postcard or envelope should be submitted to the Regional Sales Manager for approval
- An annual license 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

BUSINESS REPLY SERVICES

Service	Rate	
New licence	R403.35	
Annual renewal of licence	R403.35	
Envelope Size	Ordinary mail: postage + handling fee	Fastmail: postage + handling fee
Small (DL)	R 6,05	R 9,70
Maxi Medium (B5)	R11,60	R22,60
Large (B4)	R14,85	R26,80
Cylinder		
• 520mm length 70mm thickness	R14,85	R22,90
• 620mm length 70mm thickness	R25,70	R27,45
Parcels (excluding postage)	R11,55	No Fastmail parcels

PRO RATA LICENCE FEE FOR BUSINESS REPLY SERVICE

April/May/June: R403,35 /

Oct/Nov/Dec : R201,65 /

July/Aug/Sep: R302.50

Jan/Feb/March : R100,85

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 license number of one BRS customer) applies and is calculated as follows:

Discount per item	Number of BRS items delivered
5c	5 000 to 10 000
10c	10 001 to 20 000
10c	20 001 to 30 000
10c	30 001 to 40 000
15c	40 001 to 200 000
20c	200 001 to 400 000
25c	400 001 to 600 000
30c	600 001 to 800 000
35c	800 001 to 1 000 000
35c	1 000 001 and above

NOTE

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

INFOMAIL

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

TYPES OF INFOMAIL

Type	Description	Dimensions	Other conditions	Delivery
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	0,32
Street Delivery	0,32
National (between provinces)	
Post Box or Private Bag	0,40
Street Delivery	0,60
Enveloped (previously Household Circular)	
Local (in the same province)	
Post Box or Private Bag	0,50
Street Delivery	0,60
National (between provinces)	
Post Box or Private Bag	0,60
Street Delivery	0,60
Brochures Local (in the same province)	
Post Box or Private Bag	0,42
Street Delivery	0,42
National (between provinces)	
Post Box or Private Bag	0,50
Street Delivery	0,60
Trade samples Local (in the same province)	
Post Box or Private Bag	0,50
Street Delivery	0,50
National (between provinces)	
Post Box or Private Bag	0,60
Street Delivery	0,60
Community newspapers (unaddressed)	
Local (in the same province)	
Post Box or Private Bag	0,50
Street Delivery	0,50
National (between provinces)	
Post Box or Private Bag	0,50
Street Delivery	0,64

RESPONSE MAIL

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

- Response mail are addressed items of which the content is exclusively of an advertising nature.
- There are no limit to the number of items mailed per size category.
- Response mail may not contain any additional items related to previous business with the addressee, such as invoices and/or statements, etc.
- The mail packs may contain a response device approved by SAPO, eg. BRS or Freepost.
- Regional Sales must approve a sample of the proposed Response Mail item before posting.
- A complete sample, together with the official approval, must be presented to SAPO at point of lodgement.
- The envelopes must reflect a 'Permit mail' insignia as a postage indicator only.
- Approvals are once off and valid for 24 hours.

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

MAGMAIL

MagMail is a product specifically intended for the Publications industry.

- There are no limit to the number of items mailed per size category.
- The contents of Mag-mail items should include an addressed publication, magazine or newsletter consisting of news, opinions, illustrations, articles, editorials and advertising.
- Mag-mail items may too include the insertion of advertising inserts and/or onserts (eg. Books, lipgloss or sunglasses), in an attempt to increase readership and subsequent subscriptions.
- All Mag-mail outer envelopes, flysheets or wrappers must bear the approved Mag-mail logo.
- Regional Sales must approve a sample of the proposed Mag-mail item before posting.
- A complete sample, together with the official approval, must be presented to SAPO at point of lodgement.
- The envelopes, wrappers or flysheets must reflect a 'Permit mail' insignia as a postage indicator only.
- Approvals are valid for 1 year (01 April to 31st March).

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	R4,65
Medium (B5)	R8,30
Large (B4)	R12,05
Note	
Approval from the Regional Sales Office is required for Magmail. Please address enquiries about this product to the Regional Sales Office.	
RESPONSE MAIL (Bulk mail only)	
Small (DL) maxi	R4,75
Medium (B5)	R8,35
Large (B4)	R12,20
Note	
Approval from the Regional Sales Office is required for response mail. Please address enquiries about this product to the Regional Sales Office.	

DOMESTIC PARCEL SERVICE

ORDINARY PARCEL

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

VOLUMETRIC MASS

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

VALUE -ADDED PARCEL SERVICE, (Insurance suspended until further notice)

Insurance is available at a rate of 3% of the declared value to a maximum of R5 000 with a minimum of R5.35 per parcel.

NB: Please insure all parcels that contain valuable items. Where parcels are not insured, only postage will be refunded if the items were to be lost / damaged.

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)	R70,90 for the first kg R9,55 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	R44,05 per parcel
Reducing or increasing the trade charge on a parcel	R35,90 per parcel

INTERNATIONAL MAIL

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

TYPES OF INTERNATIONAL MAIL

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

VALUE-ADDED INTERNATIONAL MAIL SERVICES

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

INTERNATIONAL REPLY COUPONS

The international reply coupon service enables customers to 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 **R44,70** 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 (suspended until further notice)

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)	R8,50	R8,50	N/A	N/A	120 x 235mm	No enclosures permitted	10g	
Postcards (per item)	R11,50	R11,50	R7,00	R7,00	120 x 235mm	Must not be enveloped	10g	
Small letters (per item)	R10,35	R13,40	R8,70	R11,35	120 x 235mm	5mm	50g	
Medium letters (per item)	R37,60	R45,40	R30,30	R34,20	250 x 176mm	10mm	250g	
Large letters (per item)	R58,35	R76,90	R47,70	R51,30	353 x 250mm	30mm	300g	
Small packets (per 100 g)	R33,05	R58,20	R25,55	R29,25	Length, width and depth combined may not exceed 900mm, and the greatest dimension may not exceed 600mm.**		2kg	
Direct publishers bags (per kg)	R125,60	R359,40	R62,65	R60,85	Length + girth may not exceed 2m, maximum length may not exceed 1,05m.		5kg***	20kg
Registration fee (per item)	R53,80	R53,80	R53,80	N/A				
Express delivery fee (per item)/M-Bag	R60,85	R60,85	R60,85	R60,85				
International reply coupon	R44,70	R44,70	R44,70	R44,70				

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, eSwatini, 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.

exception of Lesotho, Swaziland (now known as Eswatini), Mozambique and Botswana in the 2019/20 control period. Only Airmail service will be offered.

NB: Surface Mail has also been discontinued for Brazil and Canada in the 2021/22 control period.

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

PARCEL RATES (ALL PRICES SHOWN IN RANDS)

PARCEL CHARGING ZONE		AIR MAIL		SURFACE MAIL	
	Zone coverage #	Rate per parcel	Plus rate per 100g or part thereof	Rate per parcel	Plus rate per 100g or part thereof
Zone A	Botswana, Comoros, Kenya, Namibia, Seychelles, eSwatini, Ascension and St Helena.	R211,90	R6,45	R201,15	R2,65
Zone B	Angola, Lesotho, Madagascar, Mozambique, Réunion, Rwanda, Uganda, Zambia and Zimbabwe.	R312,50	R8,10	R312,50	R5,00
Zone C	Northern Africa and the Middle East. Major destinations in this zone include Israel, Nigeria and Ghana.	R312,50	R29,30	R290,85	R8,10
Zone D	Europe, Russian Federation and former USSR states. Major destinations in this zone include Austria, Germany, Great Britain, France, Italy, Netherlands and Switzerland.	R323,30	R26,70	R305,15	R5,65
Zone E	Americas and the Caribbean (except Canada). Major destinations in this zone include the United States of America.	R240,45	R41,70	R240,45	R9,05
Zone F	Asia Pacific and Canada. Major destinations in this zone include Australia, Canada, China, Japan and New Zealand.	R229,70	R37,20	R224,65	R5,65

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 (suspended until further notice)

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 R67,60 is charged on all incoming parcels and R34,90 on all other postal items. This fee is charged by the Post Office to cover costs incurred in clearing the parcel/postal item on behalf of the addressee.

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

MORE DETAILS

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

CHARGING ZONES FOR LETTERS, PARCELS AND CUSTOMS DOCUMENTATION REQUIREMENTS:

- Parcels – CN23
- Letter-CN22

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

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

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

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

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

Surface Mail has also been discontinued for Brazil and Canada in the 2021/22 control period

EXPEDITED MAIL SERVICE (EMS)

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

Transit times (Monday to Friday):

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

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

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

DISCLAIMER:

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

OPTIONAL INSURANCE AT 3% OF VALUE, MAXIMUM UNSURED VALUE, R5000. (option suspended until further notice)

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

CONTACT INTERNATIONAL MAIL CENTRE

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

Country of destination	Rate (500g (or part thereof))	Per additional 500g (or part thereof)	Max weight (kg)
Afghanistan	R 510	R 160	30
Albania	R 510	R 104	30
Algeria	R 510	R 104	30
Angola	R 300	R 47	30
Anguilla	R 549	R 160	20
Argentina	R 549	R 160	20
Armenia	R 510	R 140	30
Aruba	R 549	R 160	20
Australia	R 481	R 140	30
Azerbaijan	R 510	R 140	30
Bahamas	R 549	R 160	30
Bahrain	R 499	R 104	30
Bangladesh	R 510	R 104	30
Barbados	R 510	R 140	30
Belarus	R 510	R 104	30
Belgium	R 510	R 104	30
Belize	R 549	R 160	30
Benin	R 549	R 140	30
Bermuda	R 549	R 140	20
Bhutan	R 510	R 104	30
Bosnia and Herzegovina	R 510	R 104	30
Botswana	R 300	R 47	30
Brazil	R 549	R 140	30
British Virgin Islands	R 510	R 105	30
Brunei Darussalam	R 510	R 104	30
Burkina Faso	R 549	R 140	30
Burundi	R 510	R 38	30
Cambodia	R 510	R 104	30
Cameroon	R 449	R 70	30
Canada	R 549	R 160	30
Cape Verde	R 510	R 140	30
Cayman Islands	R 549	R 160	10
Chad	R 549	R 140	30
Chile	R 549	R 160	30
Comores	R 549	R 140	30
China, People's Rep	R 549	R 160	30
Colombia	R 549	R 160	30
Comoros	R 510	R 160	30
Congo, DR	R 300	R 47	30
Congo, Rep of	R 549	R 160	30
Costa Rica	R 549	R 160	30
Cote d' Ivoire (Rep)	R 490	R 104	30
Croatia	R 510	R 104	30
Curacao	R 549	R 160	30
Cyprus	R 510	R 104	30
Czech Rep	R 510	R 104	30
Denmark	R 549	R 104	30
Djibouti	R 549	R 160	30
Dominican Rep	R 549	R 160	30
Egypt	R 510	R 104	30
El Salvador	R 549	R 160	30
Equatorial Guinea	R 549	R 140	20
Eritrea	R 549	R 140	30
Estonia	R 549	R 104	30
Ethiopia	R 549	R 104	30
Fiji	R 549	R 160	30
Finland	R 510	R 104	10
France	R 510	R 104	30
French Polynesia	R 549	R 160	30
Georgia	R 510	R 140	30
Germany	R 549	R 104	30
Ghana	R 490	R 104	30
Gibraltar	R 510	R 104	30
United Kingdom	R 510	R 104	20
Greece	R 510	R 104	30
Grenada	R 549	R 160	30
Guyana	R 510	R 140	30
Haiti	R 549	R 160	30

Country of destination	Rate (500g (or part thereof))	Per additional 500g (or part thereof)	Max weight (kg)
Hong Kong	R 449	R 140	30
Hungary	R 510	R 104	30
Iceland	R 510	R 104	30
India	R 449	R 104	30
Indonesia	R 510	R 104	30
Iran	R 499	R 140	30
Ireland	R 549	R 104	30
Israel	R 549	R 140	30
Italy	R 510	R 104	30
Jamaica	R 549	R 160	30
Japan	R 449	R 140	30
Jersey	R 510	R 104	30
Jordan	R 499	R 104	30
Kazakhstan	R 549	R 140	30
Kiribati	R 549	R 160	30
Korea , Rep of (South)	R 549	R 140	30
Kuwait	R 510	R 104	30
Kyrgyzstan	R 549	R 160	30
Lao, People's Dem Rep	R 549	R 160	30
Latvia	R 549	R 104	30
Lebanon	R 549	R 140	30
Lesotho	R 300	R 47	30
Liberia	R 549	R 160	30
Lithuania	R 510	R 104	30
Macao	R 449	R 140	30
Macedonia	R 510	R 140	30
Madagascar	R 449	R 47	30
Malawi	R 300	R 47	30
Malaysia	R 510	R 104	30
Maldives	R 510	R 119	30
Mali	R 499	R 140	30
Malta	R 510	R 140	30
Mauritania	R 499	R 140	30
Mauritius	R 300	R 47	30
Mexico	R 549	R 160	30
Moldova	R 510	R 140	30
Mongolia	R 549	R 160	30
Montenegro	R 510	R 140	30
Morocco	R 499	R 104	30
Mozambique	R 300	R 47	30
Myanmar	R 549	R 160	30
Namibia	R 300	R 47	30
Nauru	R 549	R 160	30
Nepal	R 499	R 104	30
Netherlands (euro)	R 510	R 104	30
New Caledonia	R 549	R 160	30
New Zealand	R 481	R 160	30
Nicaragua	R 549	R 160	30
Nigeria	R 449	R 47	20
Norway	R 549	R 104	30
Oman	R 510	R 104	30
Pakistan	R 449	R 160	30
Panama	R 549	R 160	30
Papua New Guinea	R 549	R 160	30
Paraguay	R 549	R 160	30
Peru	R 549	R 160	30
Philippines	R 510	R 140	30
Poland	R 549	R 104	30
Portugal	R 510	R 104	30
Qatar	R 499	R 104	30
Romania	R 510	R 140	30
Russia	R 510	R 140	30
Rwanda	R 449	R 47	30
Samoa (USA)	R 549	R 140	30
Saudi Arabia	R 499	R 104	30
Senegal	R 499	R 140	30
Serbia	R 510	R 140	30
Seychelles	R 449	R 47	30

Country of destination	Rate (500g (or part thereof))	Per additional 500g (or part thereof)	Max weight (kg)
Sierra Leone	R 499	R 160	30
Singapore	R 510	R 140	30
Sint Maarten	R 549	R 160	30
Slovakia	R 510	R 140	30
Slovenia	R 510	R 140	30
Solomon Islands	R 549	R 160	30
Spain	R 510	R 104	30
Sri Lanka	R 510	R 104	30
St Christopher and Nevis	R 549	R 160	30
St Lucia	R 549	R 160	30
St Vincent and the Grena	R 549	R 160	30
Sudan	R 499	R 140	30
Suriname	R 549	R 140	30
eSwatini	R 300	R 47	30
Sweden	R 549	R 104	30
Switzerland	R 510	R 104	30
Tanzania	R 300	R 47	30
Thailand	R 510	R 104	30
Togo	R 499	R 160	30
Tonga	R 549	R 160	30
Trinidad and Tobago	R 549	R 140	30
Tunisia	R 499	R 140	30
Turkey	R 510	R 140	30
Tuvalu	R 549	R 160	30
Uganda	R 490	R 47	30
United Arab Emirates	R 510	R 119	30
Uruguay	R 549	R 140	30
USA	R 580	R 140	30
Uzbekistan	R 549	R 160	30
Vanuatu	R 549	R 160	30
Venezuela	R 549	R 160	30
Vietnam	R 549	R 160	30
Zambia	R 300	R 47	30

PHILATELIC PRODUCTS

COMMEMORATIVE STAMPS

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

Postal address: Private Bag X505, Pretoria, 0001
E-mail: sa.stamps@postoffice.co.za
Telephone number: (012) 845-2801/2815
Fax number: 086 539 0232 / 086 539 7457
Website: www.postoffice.co.za

Bulk orders are accepted and can also be paid via EFT, order at sa.stamps@postoffice.co.za

POSTBOXES, PRIVATE BAGS AND ACCESSORIES

POSTBOXES

The rates for postboxes is as follows:

Type	New Rate
Postboxes (second postal address)	R620,00 pa
Key deposit (refundable)	R30,00

PRIVATE BAGS

The rate for private bags is as follows:

	New Rate
Rental	R2470,00 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 postbox	R395,00 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	R2300.00 pa

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

ACCESSORIES

The rates for accessories are as follows:

Item	New rate
New locks with two keys	R207,00 each

PRIVATE BAGS

Item	New rate
Bag only (70cm x 40cm)	R705,00
Bag only (122cm x 66cm)	R820,00
Lock with two keys	R370,00
Nameplates (set of two)	R335,00
Chain (optional)	R167,00

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	R85,00
Up to three months	R260,00
Up to six months	R520,00
Up to 12 months	R1040,00

NB

NEW RATES EFFECTIVE 01 JANUARY 2022 – 31 DECEMBER 2022.



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	R48,50	R53,90
1kg	R53,12	R59,30
Non-documents/parcels		
1kg	53,12	59,30
2kg	80,06	86,25
3kg	107,00	113,19
4kg	160,88	167,07
5kg	160,88	167,07
6kg	160,88	167,07
7kg	160,88	167,07
8kg	160,88	167,07
9kg	160,88	167,07
10kg	160,88	167,07
11kg	187,82	194,01
12kg	214,76	220,95
13kg	241,71	247,89
14kg	268,65	274,83
15kg	295,59	301,77
16kg	322,53	328,71
17kg	349,47	355,65
18kg	376,41	382,59
19kg	403,35	409,53
20kg	430,29	436,47
21kg	457,23	463,41
22kg	484,17	490,35
23kg	511,11	517,29
24kg	538,05	544,23
25kg	564,99	571,17
26kg	591,93	598,11
27kg	618,87	625,05
28kg	645,81	651,99
29kg	672,75	678,93
30kg	699,69	705,87
Thereafter per kg (or part thereof)	R26,94	R26,94

VOLUMETRIC FACTOR IS 5000

Regional and remote surcharges service	1st Kg	Per kg thereafter
Remote add-ons/ zone 3	R57,32	R4,61
Regional add-ons/ zone 2	R20,71	R1,89

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

FUEL 25.6%, REVIEWED QUARTERLY

RATES ARE EFFECTIVE 1 APRIL 2022 TILL 31 MARCH 2023

Value Added Services		Pre-Paid Packs/Stamps - Counter to Counter only	
Same day Service	R335,25	1kg Pre-paid pack & stamps	R53,12
Saturday Service	R201,14	2kg Pre-paid stamps	R80,06
After Hours Service	R268,22	5kg Pre-paid stamps	R160,88
Early Bird	R163,98		

SSC Document Pack Counter R9.88

SSC Document Pack Door R9.88

SPEED SERVICES COURIERS RATES:

NOTE:

- All rates exclude fuel surcharge and are VAT inclusive
- Maximum dimensions allowed for documents are 353mm x 250mm x 30mm
- Maximum mass allowed for documents is 1kg
- Fees are based on the greater of the actual mass or the volumetric mass (i.e. length by width by height, (cm) divided by 5000) are charged for non-documents (parcels)

NB: Optional liability cover, up to a maximum of R10 000 per parcel, is available at a premium of 3% of declared/insured value. This option does not apply to parcels containing documents. Please contact 0860 023 133 should you be in need of more coverage. (option suspended until further notice)

- 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 R9,88 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.

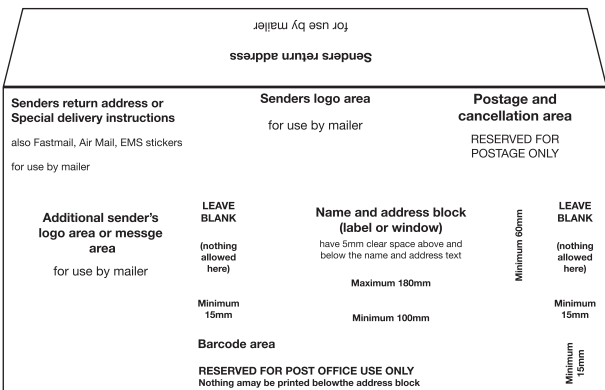
OPERATING HOURS WITHIN WEEK (Call Centre)	HOURS
Mondays - Friday	07:00 – 18:00

NB: Call centre not operational on weekends and public holidays

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 AND 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 4219
KwaZulu-Natal	(031) 336 3595
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

**For more information on different services
Call Customer Care of different departments on:**

Speed Services	0860 023 133
Contact Centre:	
Post Box Enquiries	0860 086 860
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Complaints and Queries

Please note: below addresses are intended for customer related enquires only. Employees who have work related enquiries 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 and account payments	payments@postoffice.co.za
Compliments	compliments@postoffice.co.za

For more information on any of these products and services

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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 10000
Pretoria
0001