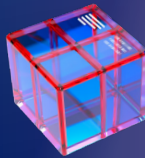
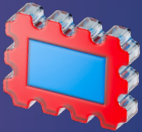




2026 | 2027



# POSTAL RATES BROCHURE



# 2026 / 2027

1 APR.26 - 31 MAR.27

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## MANDATE, REGULATION AND LICENSE

The South African Post Office SOC Limited was established on 1 October 1991 as a company in terms of the Companies Act, No. 61 of 1973. The State (Republic of South Africa), represented by the Minister of Communications and Digital Technologies, as the sole Shareholder.

### Regulation

The SA Post Office is mandated to provide postal services in accordance with the Postal Services act of 1998. This act provides for the regulation of postal services including its Universal Service Obligations (USO).

The regulator, ICASA (Independent Communications Authority of South Africa), issued a reserved postal services license to the SA Post Office in August 2001, enabling it to function as South Africa's postal services provider.

This license is valid for 25 years and is reviewed every three years regarding targets and performance. This license grants the SA Post Office exclusivity in reserved postal services, giving it a monopoly over items weighing less than 1 kg.

The SA Post Office is mandated to uphold specific standards and meet certain obligations. These include maintaining customer care standards, implementing the rollout of street addresses, and providing retail postal services in under-served areas, all while aligning with the government's developmental program for 2030.

The Postal Services Act of 1998 obligates the regulator, to protect the provision of the universal service on behalf of the Reserved Postal Services licensee, which is the SA Post Office. The Postal Services Act further requires ICASA to monitor the incumbent against 'anticompetitive' behaviour.

# 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.

[Click here to view list of prohibited items](#)

## IMPORTANT INFORMATION

### **LATE FEE:**

A late fee of R37.80 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 R7.10. Terms and conditions apply.

### **SMS TRACKING:**

SMS tracking on recorded items – Premium no 32932 fee is R1.70

### **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 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.

### **POSTAL REMITTANCE SERVICE OPTION**

Customers that send goods to countries that make use of the Postal Remittance Service Option, additional fees might be applicable.

### **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. Only Airmail service will be offered.

### **SURFACE MAIL:**

Outbound International Surface Mail is not available to all countries .Please enquire at the branch or sales office for more information.

### **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 liability surcharge and include fuel levy and VAT

# ORDINARY MAIL / FAST MAIL

## POSTED IN SOUTH AFRICA FOR DELIVERY IN SOUTH AFRICA

### DOMESTIC

#### ORDINARY MAIL

Ordinary mail refers to any form of written communication or other documents, articles, or objects that are addressed to a specific individual or address and are sent by means other than electronic methods. This category includes parcels, packages, wrappers, cylinders, or other items that meet the mass and size limitations outlined below.

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

#### OUT OF STANDARD

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

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

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

#### Rates for Domestic Letter Mail

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

| Type of mail                               | Ordinary mail | Fastmail |
|--|---------------|----------|
| <b>Customers' own envelope</b>             |               |          |
| Small (DL) maxi                            | R7.10         | R11.45   |
| Medium (B5)                                | R14.25        | R27.25   |
| Large (B4)                                 | R17.40        | R33.00   |
| <b>Customers' own postcard</b>             |               |          |
| Small (DL) maxi                            | R7.10         | R11.45   |
| Medium (B5)                                | R14.25        | R27.25   |
| Large (B4)                                 | R17.40        | R33.45   |
| <b>Cylinders / Rolled items</b>            |               |          |
| Cylinder / Rolled items (520mm x 70mm)     | R17.40        | R28.20   |
| Cylinder / Rolled items (620mm x 70mm)     | R30.90        | R33.45   |
| <b>Newspapers</b>                          |               |          |
| Rolled addressed newspapers (324mm x 70mm) | R9.45         | R27.25   |

## 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 **R37.80** 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.

### POSITION OF ADDRESS ON ENVELOPE

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

## POSTAGE INCLUDED ENVELOPES

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

| Type of envelope                                  | Size          | Price  |
|---|---------------|--------|
| <b>Ordinary Mail Postage - Included Envelopes</b> |               |        |
| C6 with and without window & self seal            | 162mm x 114mm | R7.50  |
| DL maxi with and without window and self seal     | 235mm x 120mm | R7.50  |
| B5 without window                                 | 250mm x 176mm | R16.25 |
| C4 without window                                 | 324mm x 229mm | R21.90 |
| Lettergram (Prefabricated)                        |               | R7.40  |
| <b>Fastmail Postage-Included Envelopes</b>        |               |        |
| DL maxi with and without window                   | 235mm x 120mm | R12.10 |
| B5 without window                                 | 250mm x 176mm | R29.30 |
| B4 without window                                 | 353mm x 250mm | R36.50 |
| C4 without window                                 | 324mm x 229mm | R34.30 |

### Postage included envelopes discount

| Postage included envelopes bought in bulk | Discount on postage      |
|---|--------------------------|
| 250 - 499                                 | 1%                       |
| 500 - 9 999                               | 2%                       |
| 10 000 - 19 999                           | 3%                       |
| 20 000 - 49 999                           | 4%                       |
| 50 000 upward                             | Consult Sales Department |

# 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  | R7.50           |
| Clients Own Postcard<br>(Postcard not included in the price)  | DL           | R7.10           |
|   | B5           | R14.25          |
|   | B4           | R17.40          |
| Change-of-address postcard<br>(postage included in the price) |              | R7.50           |

### Postage included postcards

| Postcards bought in bulk | Discount Given |
|--------------------------|----------------|
| 5 000 to 9 999           | 1.0%           |
| 10 000 to 14 999         | 1.5%           |
| 15 000 to 19 999         | 2.0%           |
| 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 0860 080 080.

### PRICES OF STAMP BOOKLETS AND STAMP ROLLS

| Item                            | Price    |
|---------------------------------|----------|
| Booklet of 10 stamps            | R71.00   |
| Boxes of 50 (500 stamps)        | R3550.00 |
| Boxes of 100 (1 000 stamps)     | R7100.00 |
| Roll of 100 (100 stamps)        | R710.00  |
| Rolls of 100(5) (500 stamps)    | R3550.00 |
| Rolls of 100(10) (1 000 stamps) | R7100.00 |

#### Volume variance discount on domestic stamp products

| Product                          | Discount |
|----------------------------------|----------|
| Boxes of 50 (500 stamps)         | 2%       |
| Boxes of 100 (1 000 stamps)      | 5%       |
| Rolls of 100 (5) (500 stamps)    | 2%       |
| Rolls of 100 (10) (1 000 stamps) | 5%       |

## 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   |
| Earlyworx 282 (Pty) Ltd           | (011) 886 0263   |

## FRANKING MACHINE LICENCE FEES

| Service  | Fee     |
|--|---------|
| New license  | R550.20 |
| Transfer of license  | R550.20 |
| Annual renewal   | R397.50 |
| <b>Spoiled impression fee (per 100 or portion thereof)</b> |         |
| Small DL maxi  | R62.70  |
| Medium B5  | R79.30  |
| Large B4   | R98.05  |

## DOMESTIC REGISTERED LETTER (insurance option suspended until further notice)

- The Registered Letter option can be used for letters that require a signature on delivery 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.

### 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 Team.

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

| Size        | Postage and Service Fee Included |
|-------------|----------------------------------|
| Small (DL)  | R49.55                           |
| Medium (B5) | R56.70                           |
| Large (B4)  | R59.85                           |

| Insurance Option Suspended until further notice | Fee     |
|---|---------|
| Compensation up to R100                         | Free    |
| Insurance up to R250                            | R34.60  |
| Up to R500                                      | R70.95  |
| Up to R1 000                                    | R142.60 |
| Up to R1500                                     | R212.30 |
| Up to R2 000                                    | R283.20 |

| Other Registered Letter Products  | Rate   |
|---|--------|
| <b>Postage included registered envelope</b><br>(235 x120mm), tamper resistant | R54.80 |
| Postage included registered envelope:   |        |
| <b>Documents only</b>   |        |
| DL 230 x 115mm, window  | R50.60 |
| DL 230 x 115mm, non-window  | R50.60 |
| Posted out of course fee  | R89.35 |
| Detailed proof of acceptance (acceptance slip)                                | Free   |
| Interception of registered letter   | R32.65 |
| Proof of delivery of a recorded article                                       | R75.70 |
| Advice of delivery (AR card)  | R15.35 |
| SMS tracking on recorded items - Premium no 32932                             | R1.70  |

## 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 with facilitating your messages and merchandise (goods). It provides a tailor-made physical or digital on-site presence to facilitate optimal decision support for communication and logistics needs:

- 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.

## DIRECT MAIL

### BUSINESS REPLY SERVICES (BRS)

With the BRS, businesses can offer their customers 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 that use this service for the first time have to apply for it using an application form. They also need to sign a BRS/Freepost address license agreement, which is available from their Regional Sales Office. The 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                   | R503.40                              |                                  |
| Annual renewal of licence     | R503.40                              |                                  |
| Envelope Size                 | Ordinary mail postage + handling fee | Fastmail: postage + handling fee |
| Small (DL)                    | R7.50                                | R12.10                           |
| Maxi Medium (B5)              | R14.45                               | R28.20                           |
| Large (B4)                    | R18.50                               | R33.45                           |
| <b>Cylinder</b>               |                                      |                                  |
| • 520mm length 70mm thickness | R18.50                               | R28.50                           |
| • 620mm length 70mm thickness | R32.10                               | R34.30                           |
| Parcels (excluding postage)   | R14.40                               | No Fastmail parcels              |

#### PRO RATA LICENCE FEE FOR NEW BUSINESS REPLY SERVICE APPLICATIONS.

April/May/June: R503.40  
July/Aug/Sep: R377.50

Oct/Nov/Dec: R251.70  
Jan/Feb/March: R125.80

# INFOMAIL

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

## TYPES OF INFOMAIL

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

## INFOMAIL RATES

| Type of mail                                      | Rates |
|---|-------|
| <b>Pamphlets</b>                                  |       |
| <b>Unenveloped</b>                                |       |
| <b>Local (in the same province)</b>               |       |
| Post Box or Private Bag                           | R0.45 |
| Street Delivery                                   | R0.45 |
| <b>National (between provinces)</b>               |       |
| Post Box or Private Bag                           | R0.55 |
| Street Delivery                                   | R0.75 |
| <b>Enveloped (previously Household Circular)</b>  |       |
| <b>Local (in the same province)</b>               |       |
| Post Box or Private Bag                           | R0.60 |
| Street Delivery                                   | R0.75 |
| <b>National (between provinces)</b>               |       |
| Post Box or Private Bag                           | R0.75 |
| Street Delivery                                   | R0.75 |
| <b>Brochures Local (in the same province)</b>     |       |
| Post Box or Private Bag                           | R0.55 |
| Street Delivery                                   | R0.55 |
| <b>National (between provinces)</b>               |       |
| Post Box or Private Bag                           | R0.65 |
| Street Delivery                                   | R0.75 |
| <b>Trade samples Local (in the same province)</b> |       |
| Post Box or Private Bag                           | R0.65 |
| Street Delivery                                   | R0.65 |
| <b>National (between provinces)</b>               |       |
| Post Box or Private Bag                           | R0.75 |
| Street Delivery                                   | R0.75 |
| <b>Community newspapers (unaddressed)</b>         |       |
| <b>Local (in the same province)</b>               |       |
| Post Box or Private Bag                           | R0.65 |
| Street Delivery                                   | R0.65 |
| <b>National (between provinces)</b>               |       |
| Post Box or Private Bag                           | R0.65 |
| Street Delivery                                   | R0.80 |

## 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 must be done quarterly (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 |
|---|---------------|
| <b>MAGMAIL (BULK MAIL ONLY)</b>   |               |
| Small (DL) maxi   | R5.80         |
| Medium (B5)   | R10.35        |
| Large (B4)  | R15.05        |
| <b>Note</b>   |               |
| Approval from the Regional Sales Office is required for Magmail.<br>Please address enquiries about this product to the Regional Sales Office.       |               |
| <b>RESPONSE MAIL (Bulk mail only)</b>   |               |
| Small (DL) maxi   | R5.95         |
| Medium (B5)   | R10.45        |
| Large (B4)  | R15.20        |
| <b>Note</b>   |               |
| Approval from the Regional Sales Office is required for response mail.<br>Please address enquiries about this product to the Regional Sales Office. |               |

## DOMESTIC PARCEL SERVICE

### ORDINARY PARCEL

An ordinary parcel is defined as any postal item that exceeds the dimensions of 353 x 250 x 30 mm or weighs more than 1kg. The maximum length for a parcel is 1 m, and the combined measurement of length and girth may not exceed 2 m. The domestic counter-to-counter parcel service (ordinary parcel) is the most economical way to send a parcel and is available at every 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 R7.10 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)                             | R88.45 for the first kg<br>R11.95 for each additional kg or part of a kg |
| *Cash-on-delivery (COD) charges (in addition to the parcel rate) | R35.70 per parcel  |
| Intercepting a parcel  | R54.95 per parcel  |
| Reducing or increasing the trade charge on a parcel              | R44.80 per parcel  |

## INTERNATIONAL MAIL

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

### TYPES OF INTERNATIONAL MAIL

| Type   | Description   |
|--|---|
| Aerograms                                      | Special prepaid airmail letters consisting of one lightweight folded sheet of paper that can be sealed. No enclosures are permitted.  |
| Postcards                                      | Cards used to post unenclosed messages and greetings.   |
| Small letters                                  | Private and business letters up to 50g and no bigger than 120 x 235 x 5mm.  |
| Medium letters                                 | Private and business letters up to 250g and no bigger than 250 x 176 x 10mm.  |
| Large letters                                  | Private and business letters up to 300g and no bigger than 353 x 250 x 30mm.  |
| Small packets                                  | For small quantities of low-mass goods under 2kg at a lower rate and with simpler customs declarations than for parcels.  |
| Parcels  | Used to post goods and material up to 30kg. The maximum mass differs from country to country.   |
| Registered mail                                | A separately streamed service with added security for letter post items ( Only for documents)   |
| Direct Publisher Bags ( Service not available) | Bags used for airmail or surface mail transport of printed matter to the same addressee at the same address.<br>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 **R55.80** and are available at Post Office branches.

## REGISTRATION

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

## CUSTOMS AND EXCHANGE CONTROL

### EXCHANGE CONTROL REGULATIONS

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

### CUSTOMS DECLARATIONS

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

| Article/contents category   | Customs documentation  |
|---|--|
| <b>Letters:</b> Letters not containing merchandise, aerograms, greeting cards and postcards | No customs documentation is required.  |
| Small packets weighing up to 2kg with contents <b>worth less</b> than R2 000                | Attach a fully completed CN22 form with the new UA tracking number                         |
| Small packets up to 2 kg with contents worth more than R2 000                               | Attach customs forms appropriate to the country of destination. Consult the list overleaf. |
| <b>Parcels</b><br>All parcels   | CN23, CP71 or PP4 as required for individual destinations. Consult the list overleaf.      |
| <b>Direct Publisher Bags ( M bags)<br/>Up to R2000 (Service not available)</b>              | Attach a fully completed CN22 sticker.   |
| <b>More than R2000 ( Service not available)</b>   | 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)                                 | R10.65           | R10.65            | N/A              | N/A               | 120 x 235mm   | No enclosures permitted | 10g          |              |
| Postcards (per item)                                 | R14.35           | R14.35            | R8.73            | R8.73             | 120 x 235mm   | Must not be enveloped   | 10g          |              |
| Small letters (per item)                             | R12.95           | R16.80            | R10.90           | R14.20            | 120 x 235mm   | 5mm                     | 50g          |              |
| Medium letters (per item)                            | R46.85           | R56.60            | R37.80           | R42.70            | 250 x 176mm   | 10mm                    | 250g         |              |
| Large letters (per item)                             | R72.80           | R95.95            | R59.55           | R64.00            | 353 x 250mm   | 30mm                    | 300g         |              |
| Small packets (per 100 g)                            | R41.25           | R72.60            | R31.95           | R37.35            | Length, width and depth combined may not exceed 900mm, and the greatest dimension may not exceed 600mm.** |                         | 2kg          |              |
| Direct publisher bags (per kg) Service not available | R156.75          | R448.50           | R78.15           | R75.90            | Length + girth may not exceed 2m, maximum length may not exceed 1,05m.                                    |                         | 20kg         |              |
| Registration fee (per item)                          | R67.15           | R67.15            | R67.15           | N/A               |   |                         |              |              |
| Express delivery fee (per item)                      | R75.90           | R75.90            | R75.90           | R75.90            |   |                         |              |              |
| International reply coupon                           | R55.80           | R55.80            | R55.80           | R55.80            |   |                         |              |              |

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

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

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

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

**NOTE 3:** Please enquire at the branch or our Regional sales Offices for the list of surface Mail countries available.

**NOTE 4:** Registered surface mail service from RSA to rest of the World has been terminated.

Register product, only to be used for documents.

Small parcels have a unique label with a "UA" prefix tracking number.

An additional fee of R67.15 per item for small parcels will be charged for tracking.

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

| PARCEL CHARGING ZONE |   | AIRMAIL         |                                    | 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.   | R264.45         | R8.05                              | R251.05         | R3.30                              |
| Zone B               | Angola, Lesotho, Madagascar, Mozambique, Réunion, Rwanda, Uganda, Zambia and Zimbabwe.  | R390.00         | R10.10                             | R390.00         | R6.25                              |
| Zone C               | Northern Africa and the Middle East. Major destinations in this zone include Israel, Nigeria and Ghana.   | R390.00         | R36.55                             | R362.95         | R10.10                             |
| Zone D               | Europe, Russian Federation and former USSR states. Major destinations in this zone include Austria, Germany, Great Britain, France, Italy, Netherlands and Switzerland. | R403.50         | R33.30                             | R380.90         | R7.10                              |
| Zone E               | Americas and the Caribbean (except Canada). Major destinations in this zone include the United States of America.   | R300.10         | R52.00                             | R300.10         | R11.25                             |
| Zone F               | Asia Pacific and Canada. Major destinations in this zone include Australia, Canada, China, Japan and New Zealand.   | R286.70         | R46.45                             | R280.40         | R7.10                              |

# 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 R84.30 is charged on all incoming parcels and R43.55 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 |
|--------------|-------|
| Afghanistan  | ROW F |
| Algeria      | ROW C |
| Albania      | ROW D |
| Angola       | SA B  |
| Andora       | ROW D |
| Antigua/Bar  | ROW E |
| Armenia      | ROW D |
| Argentina    | ROW E |
| Ascension    | ROW A |
| Austria      | ROW D |
| Australia    | ROW F |
| Azerbaijan   | ROW D |
| Azores       | ROW D |
| Bahamas      | ROW E |
| Bahrain      | ROW C |
| Bangladesh   | ROW F |
| Barbados     | ROW E |
| Belize       | ROW E |
| Belgium      | ROW D |
| Byelorussia  | ROW D |
| Benin        | ROW C |
| Bermuda      | ROW E |
| Bhutan       | ROW F |
| Bolivia      | ROW E |
| Bosnia       | ROW D |
| Botswana     | SA A  |
| Brazil       | ROW E |
| Bulgaria     | ROW D |
| Burundi      | SA C  |
| Burkina Faso | ROW C |
| Brunei/Dar   | ROW F |
| Cameroon     | ROW C |
| Cambodia     | ROW F |
| Canada       | ROW F |
| Cape Verde   | ROW C |

| Country           | Zones |
|-------------------|-------|
| Central Africa    | ROW C |
| Chad              | ROW C |
| Chile             | ROW E |
| China Peo. Rep.   | ROW F |
| Colombia          | ROW E |
| Comoros           | SA A  |
| Congo (DRC)       | SA C  |
| Congo (PR)        | SA C  |
| Costa Rica        | ROW E |
| Croatia           | ROW D |
| Cuba              | ROW E |
| Cyprus            | ROW D |
| Czech Rep         | ROW D |
| Denmark           | ROW D |
| Djibouti          | ROW C |
| Dodecanese Is.    | ROW D |
| Dominica          | ROW E |
| Dominican Rep.    | ROW E |
| Dubai             | ROW C |
| Ecuador           | ROW E |
| Egypt             | ROW C |
| El Salvador       | ROW E |
| Equatorial Guinea | ROW C |
| Estonia           | ROW D |
| Ethiopia          | ROW C |
| Fiji              | ROW F |
| Finland           | ROW D |
| France            | ROW D |
| French Guyana     | ROW E |
| Gabon             | SA C  |
| Gambia            | ROW C |
| Germany           | ROW D |
| Georgia           | ROW D |
| Ghana             | 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 |
| Philippines   | ROW   | F |
| Poland        | ROW   | D |
| Portugal      | ROW   | D |

| Country         | Zones                |   |
|-----------------|----------------------|---|
| 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 |
| Siera Leone     | ROW                  | C |
| Singapore       | ROW                  | F |
| Slovakia        | ROW                  | D |
| Slovenia        | ROW                  | D |
| Solomon Is      | ROW                  | F |
| Somalia         | Service<br>Suspended |   |
| Spain           | ROW                  | D |
| Sri Lanka       | ROW                  | F |
| St. Christopher | ROW                  | E |
| StHelena        | 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:**  
**Check at your local Post Office for documentation required for insured and COD parcels and for any country not shown.**

**Please enquire at the branch or our Regional Sales offices for the list of surface mail countries available.**

## 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.

- 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)**

## **CONTACT INTERNATIONAL MAIL CENTRE**

- 011 961 6000/08/16/17/75 or 011 961 6107
- 031 336 3712/3995
- 021 590 5716/5717/5718

| Country of destination   | Rate (500g (or part thereof)) | Per additional 500g (or part thereof) | Max weight (kg) |
|--------------------------|-------------------------------|---------------------------------------|-----------------|
| Afghanistan              | R646                          | R203                                  | 30              |
| Albania                  | R646                          | R132                                  | 30              |
| Algeria                  | R646                          | R132                                  | 30              |
| Angola                   | R380                          | R59                                   | 30              |
| Anguilla                 | R695                          | R203                                  | 30              |
| Antigua and Barbuda      | R695                          | R203                                  | 30              |
| Argentina                | R695                          | R203                                  | 30              |
| Armenia                  | R646                          | R178                                  | 30              |
| Aruba                    | R696                          | R203                                  | 30              |
| Australia                | R610                          | R178                                  | 30              |
| Austria                  | R696                          | R132                                  | 30              |
| Azerbaijan               | R646                          | R178                                  | 30              |
| Bahamas                  | R696                          | R203                                  | 30              |
| Bahrain                  | R633                          | R132                                  | 30              |
| Bangladesh               | R646                          | R132                                  | 30              |
| Barbados                 | R646                          | R178                                  | 30              |
| Belarus                  | R646                          | R132                                  | 30              |
| Belgium                  | R646                          | R132                                  | 30              |
| Belize                   | R696                          | R203                                  | 30              |
| Benin                    | R696                          | R178                                  | 30              |
| Bermuda                  | R696                          | R178                                  | 30              |
| Bhutan                   | R646                          | R132                                  | 30              |
| Bolivia                  | R696                          | R178                                  | 30              |
| Bosnia and Herzegovina   | R646                          | R132                                  | 30              |
| Botswana                 | R380                          | R59                                   | 30              |
| Brazil                   | R696                          | R178                                  | 30              |
| Brunei Darussalam        | R646                          | R132                                  | 30              |
| Bulgaria                 | R696                          | R173                                  | 30              |
| Burkina Faso             | R696                          | R178                                  | 30              |
| Burundi                  | R666                          | R48                                   | 30              |
| Cambodia                 | R646                          | R132                                  | 30              |
| Cameroon                 | R569                          | R89                                   | 30              |
| Canada                   | R696                          | R203                                  | 30              |
| Cape Verde               | R646                          | R178                                  | 30              |
| Cayman Islands           | R696                          | R203                                  | 30              |
| Central African Republic | R696                          | R203                                  | 30              |
| Chad                     | R696                          | R178                                  | 30              |
| Chile                    | R696                          | R203                                  | 30              |
| China, People's Rep      | R696                          | R203                                  | 30              |
| Colombia                 | R696                          | R203                                  | 30              |
| Comores                  | R646                          | R203                                  | 30              |
| Congo, DR                | R380                          | R59                                   | 30              |
| Congo, Rep of            | R696                          | R203                                  | 30              |
| Costa Rica               | R696                          | R203                                  | 30              |
| Croatia                  | R646                          | R132                                  | 30              |
| Cuba                     | R696                          | R178                                  | 30              |
| Cyprus                   | R646                          | R132                                  | 30              |
| Czech Rep                | R646                          | R132                                  | 30              |
| Denmark                  | R696                          | R132                                  | 30              |
| Djibouti                 | R696                          | R203                                  | 30              |
| Dominica                 | R696                          | R203                                  | 30              |
| Dominican Rep            | R696                          | R203                                  | 30              |
| Ecuador                  | R696                          | R203                                  | 30              |
| Egypt                    | R646                          | R132                                  | 30              |
| El Salvador              | R696                          | R203                                  | 30              |
| Equatorial Guinea        | R696                          | R178                                  | 30              |
| Eritrea                  | R696                          | R178                                  | 30              |
| Estonia                  | R696                          | R132                                  | 30              |
| Ethiopia                 | R696                          | R132                                  | 30              |
| Fiji                     | R696                          | R203                                  | 30              |
| Finland                  | R646                          | R132                                  | 30              |
| France                   | R646                          | R132                                  | 30              |
| French Polynesia         | R696                          | R203                                  | 30              |
| Gabon                    | R569                          | R59                                   | 30              |
| Gambia                   | R696                          | R203                                  | 30              |
| Georgia                  | R646                          | R178                                  | 30              |
| Germany                  | R696                          | R132                                  | 30              |
| Ghana                    | R621                          | R132                                  | 30              |
| Gibraltar                | R646                          | R132                                  | 30              |

| Country of destination | Rate (500g) (or part thereof) | Per additional 500g (or part thereof) | Max weight (kg) |
|------------------------|-------------------------------|---------------------------------------|-----------------|
| Great Britain          | R646                          | R132                                  | 30              |
| Greece                 | R646                          | R132                                  | 30              |
| Grenada                | R696                          | R203                                  | 30              |
| Guatemala              | R696                          | R203                                  | 30              |
| Guinea                 | R696                          | R178                                  | 30              |
| Guyana                 | R646                          | R178                                  | 30              |
| Haiti                  | R696                          | R203                                  | 30              |
| Honduras               | R696                          | R203                                  | 30              |
| Hong Kong              | R569                          | R178                                  | 30              |
| Hungary                | R646                          | R132                                  | 30              |
| Iceland                | R646                          | R132                                  | 30              |
| India                  | R569                          | R132                                  | 30              |
| Indonesia              | R646                          | R132                                  | 30              |
| Iran                   | R633                          | R178                                  | 30              |
| Iraq                   | R633                          | R178                                  | 30              |
| Ireland                | R696                          | R132                                  | 30              |
| Israel                 | R696                          | R178                                  | 30              |
| Italy                  | R646                          | R132                                  | 30              |
| Jamaica                | R696                          | R203                                  | 30              |
| Japan                  | R569                          | R178                                  | 30              |
| Jordan                 | R633                          | R132                                  | 30              |
| Kazakhstan             | R696                          | R178                                  | 30              |
| Kenya                  | R633                          | R59                                   | 30              |
| Kiribati               | R696                          | R203                                  | 30              |
| Korea, Rep of (South)  | R696                          | R178                                  | 30              |
| Kuwait                 | R646                          | R132                                  | 30              |
| Kyrgyzstan             | R696                          | R203                                  | 30              |
| Lao, People's Dem Rep  | R696                          | R203                                  | 30              |
| Latvia                 | R696                          | R132                                  | 30              |
| Lesotho                | R380                          | R59                                   | 30              |
| Liberia                | R696                          | R203                                  | 30              |
| Libya                  | R633                          | R178                                  | 30              |
| Lithuania              | R646                          | R132                                  | 30              |
| Luxembourg             | R646                          | R132                                  | 30              |
| Macao                  | R569                          | R178                                  | 30              |
| Macedonia              | R646                          | R178                                  | 30              |
| Madagascar             | R569                          | R59                                   | 30              |
| Malawi                 | R380                          | R59                                   | 30              |
| Malaysia               | R646                          | R132                                  | 30              |
| Maldives               | R646                          | R150                                  | 30              |
| Mali                   | R633                          | R178                                  | 30              |
| Malta                  | R646                          | R178                                  | 30              |
| Mauritania             | R633                          | R178                                  | 30              |
| Mauritius              | R380                          | R59                                   | 30              |
| Mexico                 | R696                          | R203                                  | 30              |
| Moldova                | R646                          | R178                                  | 30              |
| Mongolia               | R696                          | R203                                  | 30              |
| Montenegro             | R646                          | R178                                  | 30              |
| Morocco                | R633                          | R132                                  | 30              |
| Mozambique             | R380                          | R59                                   | 30              |
| Myanmar                | R696                          | R203                                  | 30              |
| Namibia                | R380                          | R59                                   | 30              |
| Nauru                  | R696                          | R203                                  | 30              |
| Nepal                  | R633                          | R132                                  | 30              |
| Netherlands (euro)     | R646                          | R132                                  | 30              |
| New Caledonia          | R696                          | R203                                  | 30              |
| New Zealand            | R610                          | R203                                  | 30              |
| Nicaragua              | R696                          | R203                                  | 30              |
| Niger                  | R633                          | R178                                  | 30              |
| Nigeria                | R569                          | R59                                   | 30              |
| Norway                 | R696                          | R132                                  | 30              |
| Oman                   | R646                          | R132                                  | 30              |
| Pakistan               | R569                          | R203                                  | 30              |
| Panama                 | R696                          | R203                                  | 30              |
| Papua New Guinea       | R696                          | R203                                  | 30              |
| Paraguay               | R696                          | R203                                  | 30              |
| Peru                   | R696                          | R203                                  | 30              |
| Philippines            | R646                          | R178                                  | 30              |

| Country of destination   | Rate (500g) (or part thereof) | Per additional 500g (or part thereof) | Max weight (kg) |
|--------------------------|-------------------------------|---------------------------------------|-----------------|
| Poland                   | R696                          | R132                                  | 30              |
| Portugal                 | R646                          | R132                                  | 30              |
| Qatar                    | R633                          | R132                                  | 30              |
| Romania                  | R646                          | R178                                  | 30              |
| Russia                   | R646                          | R178                                  | 30              |
| Rwanda                   | R569                          | R59                                   | 30              |
| Samoa (USA)              | R696                          | R178                                  | 30              |
| Sao Tome and Principe    | R696                          | R178                                  | 30              |
| Saudi Arabia             | R633                          | R132                                  | 30              |
| Senegal                  | R633                          | R178                                  | 30              |
| Serbia                   | R646                          | R178                                  | 30              |
| Seychelles               | R569                          | R59                                   | 30              |
| Sierra Leone             | R633                          | R203                                  | 30              |
| Singapore                | R646                          | R178                                  | 30              |
| Slovenia                 | R646                          | R178                                  | 30              |
| Solomon Islands          | R696                          | R203                                  | 30              |
| South Sudan              | R621                          | R59                                   | 30              |
| Spain                    | R646                          | R132                                  | 30              |
| Sri Lanka                | R646                          | R132                                  | 30              |
| St Christopher and Nevis | R696                          | R203                                  | 30              |
| St Lucia                 | R696                          | R203                                  | 30              |
| St Vincent and the Grena | R696                          | R203                                  | 30              |
| Sudan                    | R633                          | R178                                  | 30              |
| Suriname                 | R696                          | R178                                  | 30              |
| Swaziland                | R380                          | R59                                   | 30              |
| Sweden                   | R696                          | R132                                  | 30              |
| Switzerland              | R646                          | R132                                  | 30              |
| Syria                    | R696                          | R178                                  | 30              |
| Tajikistan               | R696                          | R203                                  | 30              |
| Tanzania                 | R380                          | R59                                   | 30              |
| Thailand                 | R646                          | R132                                  | 30              |
| Togo                     | R633                          | R203                                  | 30              |
| Trinidad and Tobago      | R696                          | R178                                  | 30              |
| Tunisia                  | R633                          | R178                                  | 30              |
| Turkey                   | R646                          | R178                                  | 30              |
| Turkmenistan             | R696                          | R203                                  | 30              |
| Turks and Caicos Islands | R696                          | R203                                  | 30              |
| Uganda                   | R621                          | R59                                   | 30              |
| Ukraine                  | R696                          | R178                                  | 30              |
| United Arab Emirates     | R646                          | R150                                  | 30              |
| Uruguay                  | R696                          | R178                                  | 30              |
| USA                      | R735                          | R178                                  | 30              |
| Uzbekistan               | R696                          | R203                                  | 30              |
| Vanuatu                  | R696                          | R203                                  | 30              |
| Venezuela                | R696                          | R203                                  | 30              |
| Vietnam                  | R696                          | R203                                  | 30              |
| Yemen                    | R696                          | R203                                  | 30              |
| Zambia                   | R380                          | R59                                   | 30              |
| Zimbabwe                 | R380                          | R59                                   | 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

A once off penalty of R40 on late payment is charged from 1st February 2026:

| Type                              | New Rate   |
|-----------------------------------|------------|
| Postboxes (second postal address) | R695,00 pa |

### PRIVATE BAGS

The rate for private bags is as follows:

|        | New Rate    |
|--------|-------------|
| Rental | R2760,00 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 | R440,00 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 | R2567,00 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 | R228,00  |

## PRIVATE BAGS

| Item                    | New rate |
|-------------------------|----------|
| Bag only (70cm x 40cm)  | R787.00  |
| Bag only (122cm x 66cm) | R916.00  |
| Lock with two keys      | R414.00  |
| Nameplates (set of two) | R373.00  |
| Chain (optional)        | R186.30  |

## 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    | R93.15   |
| Up to three months | R290.00  |
| Up to six months   | R580.00  |
| Up to 12 months    | R1160.00 |

## NB

**NEW RATES EFFECTIVE 01 JANUARY 2026 – 31 DECEMBER 2026**

## ELECTRONIC MAIL

Electronic Registered Messaging is the digital alternative to the Post Office's official Registered Mail as it conforms to the ECT ACT 25 of 2002, section 19(4) and provides the legal requirements for domicile delivery.

A digitally signed Delivery Certificate is provided for every delivered electronic SMS or email item.



**SIGN UP FOR FREE ON**  
<https://saporeg.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 |
|--|--------------------|-----------------|
| <b>500g</b>                            | <b>R77.20</b>      | <b>R85.80</b>   |
| <b>1kg</b>                             | <b>R84.55</b>      | <b>R94.39</b>   |
| Non-documents/parcels                  |                    |                 |
| 1kg                                    | R84.55             | R94.39          |
| 2kg                                    | R127.43            | R137.27         |
| 3kg                                    | R170.31            | R180.15         |
| 4kg                                    | R256.07            | R265.91         |
| 5kg                                    | R256.07            | R265.91         |
| 6kg                                    | R256.07            | R265.91         |
| 7kg                                    | R256.07            | R256.91         |
| 8kg                                    | R256.07            | R265.91         |
| 9kg                                    | R256.07            | R265.91         |
| 10kg                                   | R256.07            | R265.91         |
| 11kg                                   | R298.95            | R308.79         |
| 12kg                                   | R341.83            | R351.67         |
| 13kg                                   | R384.71            | R394.55         |
| 14kg                                   | R427.59            | R437.43         |
| 15kg                                   | R470.47            | R480.31         |
| 16kg                                   | R513.35            | R523.19         |
| 17kg                                   | R556.23            | R566.07         |
| 18kg                                   | R599.11            | R608.95         |
| 19kg                                   | R641.99            | R651.83         |
| 20kg                                   | R684.87            | R694.71         |
| 21kg                                   | R727.75            | R737.58         |
| 22kg                                   | R770.63            | R780.46         |
| 23kg                                   | R813.50            | R823.34         |
| 24kg                                   | R856.38            | R866.22         |
| 25kg                                   | R899.26            | R909.10         |
| 26kg                                   | R942.14            | R951.98         |
| 27kg                                   | R985.02            | R994.86         |
| 28kg                                   | R1027.90           | R1037.74        |
| 29kg                                   | R1070.78           | R1080.62        |
| 30kg                                   | R1113.66           | R1123.50        |
| Thereafter Per KG<br>(or part thereof) | <b>R42.88</b>      | <b>R42.88</b>   |

**\* ALL RATES ARE PER PARCEL, AND INCLUDE FUEL LEVY AND VAT, BUT EXCLUDES LIABILITY SURCHARGE. FUEL LEVY IS REVIEWED QUARTERLY.**

**NB: RATES EFFECTIVE 01 APRIL 2026 - 31 MARCH 2027**

| Value Added Services |         | Pre-Paid Packs/Stamps<br>- Counter to Counter only |         |
|----------------------|---------|--|---------|
| Same day Service     | R533.60 | 1kg Pre-paid pack & stamps                         | R67.32  |
| Saturday Service     | R320.14 | 2kg Pre-paid stamps                                | R101.46 |
| After Hours Service  | R426.91 | 5kg Pre-paid stamps                                | R203.88 |
| Early Bird           | R261.00 |  |         |

SSC Document Pack Counter R11.50

SSC Document Pack Door R11.50

#### SPEED SERVICES COURIERS RATES:

##### NOTE:

- All rates include 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 111 502 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. <b>Only applies to major centres.</b>  |
| Counter to P.O.Box, Private Bag. | From the Post Office counter to a nominated P.O.Box or Private Bag.   |
| Door-to-door                     | Collect from the sender's door for overnight delivery to the receiver's door by 10:30 the next morning.<br><b>Applies to major centres only</b>   |
| Same day courier                 | Door delivery on the same day as the collection. Collection from a Post Office or door. <b>This service is only available between major centres and is subject to flight availability.</b><br>Call 0860 111 502 |

|                       |   |
|-----------------------|---|
| Early bird            | From The Post office or door and delivered to the door by 09:00 the following morning. <b>This service is only available between major centres.</b>   |
| Saturday service      | Door collection or delivery between 09:00 - 12:00 on a Saturday. Items collected or handed in on Fridays will be delivered on Monday, unless this service is selected. <b>Please note Saturday service is available at certain major centres only.</b> Please enquire from our Call Centre 0860 111 502 |
| After hours           | Door collection or delivery after 18:00 weekdays and 12:00 Saturdays to 08:00 Mondays and Public Holidays. <b>This service is only available between major centres.</b>   |
| International Courier | Door delivery only to over 200 international destinations. Documents and parcels (non-documents) up to 20kg per item may be sent.   |

#### THE FOLLOWING ARE ACCEPTED:

C4 (324mm X 229mm) and B4 (358mm x 250mm) envelopes or Speed Services Couriers Document Packs for packaging, which are now available at the Post Office counters for only R10,95 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 <a href="http://www.speedservices.co.za">www.speedservices.co.za</a> or call our customer helpline 0860 111 502   |
| Insurance currently suspended | 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 111 502 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.

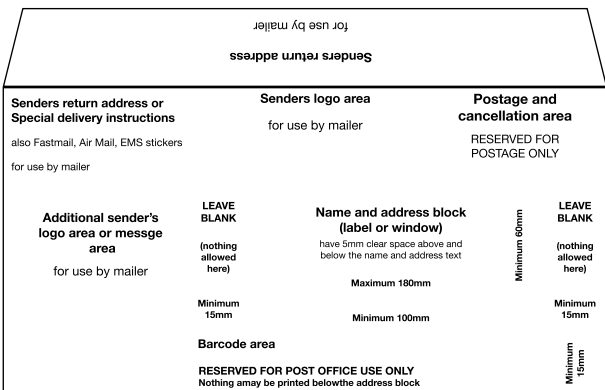
| OPERATING HOURS WITHIN WEEK (Call Centre) | HOURS         |
|---|---------------|
| Mondays - Friday                          | 07h30 - 17h00 |

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

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



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

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

|  |              |
|--|--------------|
| Speed Services<br>Contact Centre:        | 0860 111 502 |
| Post Box Enquiries                       | 0860 086 860 |
| Transport and<br>Logistics (bad driving) | 0800 118 331 |
| Docex                                    | 0861 335 544 |
| Postbank Contact Centre                  | 0800 535 455 |
| Telemarketing                            | 0860 080 080 |

**Complaints, Compliments 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:

| <b>Issue</b>                        | <b>E-mail address</b>                  |
|-------------------------------------|--|
| 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@post office.co.za       |
| System offline                      | off.line@postoffice.co.za              |
| Postboxes                           | postboxes@postoffice.co.za             |
| Customer service centre             | customer.service@postoffice.co.za      |
| Car licence and<br>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/Northern Cape   | (021) 590 5588           |
| Eastern Cape            | (041) 508 4219           |
| Kwazulu-Natal           | (031) 336 3586/3592      |
| Freestate and Northwest | (051) 402 4124           |
| Gauteng                 | (011) 495 0712/0540/0691 |
| Mpumalanga              | (013) 753 1560           |
| Limpopo                 | (015) 291 0413           |

or email: [sales@postoffice.co.za](mailto:sales@postoffice.co.za)

**The General Manager Sales**

SA Post Office  
PO Box 10000  
Pretoria  
0001