

POSTAL RATES BROCHURE

2024 | 2025



2024 / 2025

1 APR.24 - 31 MAR.25

TABLE OF CONTENTS

Mandate, regulation and license	1
Dangerous and Prohibited goods	2
Important Information	3
Ordinary Mail / Fast Mail	4
Postage included envelopes	5
Postcards	6
Domestic Stamp Booklets and Rolls	7
Packaging Products	7
Franking Machines	7
Domestic Registered Letter with Insurance Option	8
Mailroom Management	9
Direct Mail	10
Business reply services	10
InfoMail	11
Response Mail / Magmail	13
Domestic Parcel Service	14
International Mail	15
Expedited Mail Service	21
Philatelic Products	25
Postboxes, private bags and accessories	25
Postbank	26
Speed Services Couriers	27
Tips to get your letter delivered on time, every time:	30
Contact information / Complaints and queries	31

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, is 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 Reserved Postal Services license to operate as South Africa's postal services provider was issued to the SA Post Office by the regulator in August 2001. This license is valid for 25 years and is reviewed every three years in terms of targets and performance. Through its license, the SA Post Office is afforded exclusivity of reserved postal services where it has monopoly over sub 1 kg items.

In terms of the mandate, the SA Post Office is also required to maintain certain standards and certain obligations which includes customer care standards, roll-out of street addresses and the provision of retail postal services in under-served areas whilst aligning with the government's developmental programme for 2030.

The Postal Services Act of 1998 obligates the Regulator, the Independent Communications Authority of South Africa (ICASA), to protect the provision of the universal service on behalf of the Reserved Postal Services licensee, namely 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 R33,60 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 R6,30

SMS TRACKING:

SMS tracking on recorded items – Premium no 32932 fee is R1,50

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 R74,90 is charged on all incoming parcels and R38,70 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 aRival 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	R6,30	R10,20
Medium (B5)	R12,65	R24,20
Large (B4)	R15,45	R29,30
Customers' own postcard		
Small (DL) maxi	R6,30	R10,20
Medium (B5)	R12,65	R24,20
Large (B4)	R15,45	R29,70
Cylinders / Rolled items		
Cylinder / Rolled items (520mm x 70mm)	R15,45	R25,05
Cylinder / Rolled items (620mm x 70mm)	R27,45	R29,70
Newspapers		
Rolled addressed newspapers (324mm x 70mm)	R8,40	R24,20

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 **R33,60** 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	R6,70
DL maxi with and without window and self seal	235mm x 120mm	R6,70
B5 without window	250mm x 176mm	R14,45
C4 without window	324mm x 229mm	R19,45
Lettergram (Prefabricated)		R6,60
Fastmail Postage-Included Envelopes		
DL maxi with and without window	235mm x 120mm	R10,75
B5 without window	250mm x 176mm	R26,05
B4 without window	353mm x 250mm	R32,45
C4 without window	324mm x 229mm	R30,45

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	R6,70
Clients Own Postcard (Postcard not included in the price)	DL	R6,30
	B5	R12,65
	B4	R15,45
Change-of-address postcard (postage included in the price)		R6,70

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	R63,00
Boxes of 50 (500 stamps)	R3150
Boxes of 100 (1 000 stamps)	R6300
Roll of 100 (100 stamps)	R630
Rolls of 100(5) (500 stamps)	R3150
Rolls of 100(10) (1 000 stamps)	R6300

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	R488,80
Transfer of license	R488,80
Annual renewal	R353,15
Spoiled impression fee (per 100 or portion thereof)	
Small DL maxi	R55,70
Medium B5	R70,45
Large B4	R87,10

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)	R44,00
Medium (B5)	R50,35
** Large (B4)	R53,15

Insurance Option Suspended until further notice	Fee
Compensation up to R100	Free
Insurance up to R250	R30,75
Up to R500	R63,05
Up to R1 000	R126,70
Up to R1500	R188,60
Up to R2 000	R251,60

Other Registered Letter Products	Rate
Postage included registered envelope (235 x120mm), tamper resistant	R48,70
Postage included registered envelope:	
Documents only	
DL 230 x 115mm, window	R44,95
DL 230 x 115mm, non-window	R44,95
Posted out of course fee	R79,40
Detailed proof of acceptance (acceptance slip)	Free
Interception of registered letter	R29,00
Proof of delivery of a recorded article	R67,25
Advice of delivery (AR card)	R13,65
SMS tracking on recorded items - Premium no 32932	R1,50

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	R447,20	
Annual renewal of licence	R447,20	
Envelope Size	Ordinary mail: postage + handling fee	Fastmail: postage + handling fee
Small (DL)	R6,70	R10,75
Maxi Medium (B5)	R12,85	R25,05
Large (B4)	R16,45	R29,70
Cylinder		
• 520mm length 70mm thickness	R16,45	R25,35
• 620mm length 70mm thickness	R28,50	R30,45
Parcels (excluding postage)	R12,80	No Fastmail parcels

PRO RATA LICENCE FEE FOR BUSINESS REPLY SERVICE

April/May/June R447,20 /

Oct/Nov/Dec R223,60

July/Aug/Sep: R335,40

Jan/Feb/March R111,80

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
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	0,40
Street Delivery	0,40
National (between provinces)	
Post Box or Private Bag	0,50
Street Delivery	0,70
Enveloped (previously Household Circular)	
Local (in the same province)	
Post Box or Private Bag	0,55
Street Delivery	0,70
National (between provinces)	
Post Box or Private Bag	0,70
Street Delivery	0,70
Brochures 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	0,70
Trade samples Local (in the same province)	
Post Box or Private Bag	0,60
Street Delivery	0,60
National (between provinces)	
Post Box or Private Bag	0,70
Street Delivery	0,70
Community newspapers (unaddressed)	
Local (in the same province)	
Post Box or Private Bag	0,60
Street Delivery	0,60
National (between provinces)	
Post Box or Private Bag	0,60
Street Delivery	0,75

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	R5,15
Medium (B5)	R9,20
Large (B4)	R13,35
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	R5,30
Medium (B5)	R9,30
Large (B4)	R13,50
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 R6,30 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)	R78,60 for the first kg R10,60 for each additional kg or part of a kg
*Cash-on-delivery (COD) charges (in addition to the parcel rate)	R31,75 per parcel
Intercepting a parcel	R48,85 per parcel
Reducing or increasing the trade charge on a parcel	R39,80 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.
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 **R49,60** 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)	R9,45	R9,45	N/A	N/A	120 x 235mm	No enclosures permitted	10g	
Postcards (per item)	R12,75	R12,75	R7,75	R7,75	120 x 235mm	Must not be enveloped	10g	
Small letters (per item)	R11,50	R14,90	R9,65	R12,60	120 x 235mm	5mm	50g	
Medium letters (per item)	R41,65	R50,30	R33,60	R37,95	250 x 176mm	10mm	250g	
Large letters (per item)	R64,65	R85,25	R52,90	R56,85	353 x 250mm	30mm	300g	
Small packets (per 100 g)	R36,65	R64,50	R28,35	R33,20	Length, width and depth combined may not exceed 900mm, and the greatest dimension may not exceed 600mm.**		2kg	
Direct publishers bags (per kg)	R139,25	R398,45	R69,45	R67,45	Length + girth may not exceed 2m, maximum length may not exceed 1,05m.		5kg***	20kg
Registration fee (per item)	R59,65	R59,65	R59,65	N/A				
Express delivery fee (per item)/M-Bag	R67,45	R67,45	R67,45	R67,45				
International reply coupon	R49,60	R49,60	R49,60	R49,60				

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.	R234,95	R7,15	R223,05	R2,95
Zone B	Angola, Lesotho, Madagascar, Mozambique, Réunion, Rwanda, Uganda, Zambia and Zimbabwe.	R346,45	R8,95	R346,45	R5,55
Zone C	Northern Africa and the Middle East. Major destinations in this zone include Israel, Nigeria and Ghana.	R346,45	R32,50	R322,45	R8,95
Zone D	Europe, Russian Federation and former USSR states. Major destinations in this zone include Austria, Germany, Great Britain, France, Italy, Netherlands and Switzerland.	R358,45	R29,60	R338,35	R6,30
Zone E	Americas and the Caribbean (except Canada). Major destinations in this zone include the United States of America.	R266,60	R46,20	R266,60	R10,00
Zone F	Asia Pacific and Canada. Major destinations in this zone include Australia, Canada, China, Japan and New Zealand.	R254,70	R41,25	R249,10	6,30

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 R74,90 is charged on all incoming parcels and R38,70 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
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 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:
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)

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	R574	R180	30
Albania	R574	R117	30
Algeria	R574	R117	30
Angola	R338	R53	30
Anguilla	R618	R180	30
Antigua and Barbuda	R618	R180	30
Argentina	R618	R180	20
Armenia	R574	R158	30
Aruba	R619	R180	20
Australia	R542	R158	30
Austria	R619	R117	30
Azerbaijan	R574	R158	30
Bahamas	R619	R180	30
Bahrain	R562	R117	30
Bangladesh	R574	R117	30
Barbados	R574	R158	30
Belarus	R574	R117	30
Belgium	R574	R117	30
Belize	R619	R180	30
Benin	R619	R158	30
Bermuda	R619	R158	30
Bhutan	R574	R117	30
Bolivia	R619	R158	30
Bosnia and Herzegovina	R574	R117	30
Botswana	R338	R53	30
Brazil	R619	R158	30
British Virgin Islands	R574	R118	30
Brunei Darussalam	R574	R117	30
Bulgaria	R619	R154	30
Burkina Faso	R619	R158	30
Burundi	R619	R158	30
Cambodia	R574	R117	30
Cameroon	R505	R79	30
Canada	R619	R180	30
Cape Verde	R574	R158	30
Cayman Islands	R619	R180	10
Central African Republic	R619	R180	30
Chad	R619	R158	30
Chile	R619	R180	30
China (Taiwan)	R619	R158	30
China, People's Rep	R619	R180	30
Colombia	R619	R180	30
Comores	R574	R180	30
Congo, DR	R338	R53	30
Congo, Rep of	R619	R180	30
Cook Islands	R619	R180	30
Cote d' Ivoire (Rep)	R574	R117	30
Costa Rica	R619	R180	30
Croatia	R574	R117	30
Cuba	R619	R158	30
Curacao	R618	R180	30
Cyprus	R574	R117	30
Czech Rep	R574	R117	30
Denmark	R619	R117	30
Djibouti	R619	R180	30
Dominica	R619	R180	20
Dominican Rep	R619	R180	30
East Timor	R608	R180	30
Ecuador	R619	R180	30
Egypt	R574	R117	30
El Salvador	R619	R180	30
Equatorial Guinea	R619	R158	30
Eritrea	R619	R158	30
Estonia	R619	R117	30
Ethiopia	R619	R117	30
Fiji	R619	R180	30
Finland	R574	R117	30
France	R574	R117	30
French Polynesia	R619	R180	30

Country of destination	Rate (500g) (or part thereof)	Per additional 500g (or part thereof)	Max weight (kg)
Gabon	R505	R53	30
Gambia	R619	R180	10
Georgia	R574	R158	30
Germany	R619	R117	30
Ghana	R552	R117	30
Gibraltar	R574	R117	20
Great Britain (United Kingdom)	R574	R117	30
Greece	R574	R117	30
Grenada	R619	R180	30
Guadeloupe	R619	R180	30
Guatemala	R619	R180	30
Guinea	R619	R158	30
Guyana	R574	R158	30
Haiti	R619	R180	30
Honduras	R619	R180	30
Hong Kong	R505	R158	30
Hungary	R574	R117	30
Iceland	R574	R117	30
India	R505	R117	30
Indonesia	R574	R117	30
Iran	R562	R158	30
Iraq	R562	R158	30
Ireland	R619	R117	30
Israel	R619	R158	30
Italy	R574	R117	30
Ivory Coast (Cote d'Ivoire)	R552	R117	30
Jamaica	R619	R180	30
Japan	R505	R158	30
Jersey	R574	R117	30
Jordan	R562	R117	30
Kazakhstan	R619	R158	30
Kenya	R562	R53	30
Kiribati	R619	R180	30
Korea , Rep of (South)	R619	R158	30
Kosovo	R574	R117	30
Kuwait	R574	R117	30
Kyrgyzstan	R619	R180	30
Lao, People's Dem Rep	R619	R180	30
Latvia	R619	R117	30
Lebanon	R618	R157	30
Lesotho	R338	R53	30
Liberia	R619	R180	30
Libya	R562	R158	30
Liechtenstein (Dispatch via Swiss Post)	R574	R117	30
Lithuania	R574	R117	30
Luxembourg	R574	R117	30
Macedonia	R574	R158	30
Madagascar	R505	R53	30
Malawi	R338	R53	30
Malaysia	R574	R117	30
Maldives	R574	R133	30
Mali	R562	R158	30
Malta	R574	R158	30
Martinique	R619	R180	30
Mauritania	R562	R158	30
Mauritius	R338	R53	30
Mexico	R619	R180	30
Moldova	R574	R158	30
Mongolia	R619	R180	20
Montenegro	R574	R158	30
Morocco	R562	R117	30
Mozambique	R338	R53	30
Myanmar	R619	R180	20
Namibia	R338	R53	30
Nauru	R619	R180	30
Nepal	R562	R117	30
Netherlands (euro)	R574	R117	30

Country of destination	Rate (500g (or part thereof))	Per additional 500g (or part thereof)	Max weight (kg)
New Caledonia	R619	R180	20
New Zealand	R542	R180	30
Nicaragua	R619	R180	30
Niger	R562	R158	30
Nigeria	R505	R53	30
Norway	R619	R117	30
Oman	R574	R117	30
Pakistan	R505	R180	30
Panama	R619	R180	30
Papua New Guinea	R619	R180	30
Paraguay	R619	R180	30
Peru	R619	R180	30
Philippines	R574	R158	30
Poland	R619	R117	20
Portugal	R574	R117	30
Puerto Rico	R619	R158	30
Qatar	R562	R117	30
Réunion	R505	R53	30
Romania	R574	R158	30
Russia	R574	R158	30
Rwanda	R505	R53	30
Samoa (Western)	R619	R180	30
San Marino (Dispatch via Italian Post)	R574	R117	30
Saudi Arabia	R562	R117	30
Senegal	R562	R158	30
Serbia	R574	R158	30
Seychelles	R505	R53	30
Sierra Leone	R562	R180	30
Singapore	R574	R158	30
Sint Maarten	R618	R180	30
Slovakia	R574	R157	30
Slovenia	R574	R158	30
Solomon Islands	R619	R180	30
Spain	R574	R117	30
Sri Lanka	R574	R117	30
St Christopher and Nevis	R619	R180	30
St Lucia	R619	R180	30
St Vincent and the Grena	R619	R180	30
Sudan	R562	R158	30
Suriname	R619	R158	30
Swaziland (eSwatini)	R338	R53	30
Sweden	R619	R117	30
Switzerland	R574	R117	30
Syria	R619	R158	20
Tajikistan	R619	R180	30
Tanzania	R338	R53	30
Thailand	R574	R117	30
Togo	R562	R180	30
Tonga	R618	R180	30
Trinidad and Tobago	R619	R158	20
Tunisia	R562	R158	30
Turkey	R574	R158	30
Turkmenistan	R619	R180	30
Turks and Caicos Islands	R619	R180	30
Tuvalu	R618	R180	30
Uganda	R552	R53	30
Ukraine	R619	R158	30
United Arab Emirates	R574	R133	30
Uruguay	R619	R158	30
USA	R653	R158	30
Uzbekistan	R619	R180	30
Vanuatu	R619	R180	30
Venezuela	R619	R180	30
Vietnam	R619	R180	30
Yemen	R619	R180	30
Zambia	R338	R53	30
Zimbabwe	R338	R53	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)	R670,00 pa
Key deposit (refundable)	R30,00

PRIVATE BAGS

The rate for private bags is as follows:

	New Rate
Rental	R2670,00 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	R425,00 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	R2480,00 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	R220,00each

PRIVATE BAGS

Item	New rate
Bag only (70cm x 40cm)	R760,00
Bag only (122cm x 66cm)	R885,00
Lock with two keys	R400,00
Nameplates (set of two)	R360,00
Chain (optional)	R180,00

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	R90,00
Up to three months	R280,00
Up to six months	R560,00
Up to 12 months	R1120,00

NB

NEW RATES EFFECTIVE 01 JANUARY 2024 – 31 DECEMBER 2024



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	R54,60	R60,68
1kg	R59,81	R66,76

Non-documents/parcels

1kg	R59,81	R66,76
2kg	R90,13	R97,09
3kg	R120,46	R127,42
4kg	R181,12	R188,08
5kg	R181,12	R188,08
6kg	R181,12	R188,08
7kg	R181,12	R188,08
8kg	R181,12	R188,08
9kg	R181,12	R188,08
10kg	R181,12	R188,08
11kg	R211,45	R218,41
12kg	R241,78	R248,74
13kg	R272,11	R279,07
14kg	R302,44	R309,40
15kg	R332,77	R339,73
16kg	R363,10	R370,06
17kg	R393,43	R400,39
18kg	R423,76	R430,71
19kg	R454,08	R461,04
20kg	R484,41	R491,37
21kg	R514,74	R521,70
22kg	R545,07	R552,03
23kg	R575,40	R582,36
24kg	R605,73	R612,69
25kg	R636,06	R643,02
26kg	R666,39	R673,35
27kg	R696,72	R703,68
28kg	R727,05	R734,01
29kg	R757,38	R764,34
30kg	R787,71	R794,67
Thereafter per kg (or part thereof)	R30,33	R30,33

VOLUMETRIC FACTOR IS 5000

Regional and remote surcharges service	1st Kg	Per kg thereafter
Remote add-ons/ zone 3	R64,53	R5,19
Regional add-ons/ zone 2	R23,31	R2,13

*** ALL RATES ARE PER PARCEL, AND EXCLUDE FUEL, LIABILITY SURCHARGE AND INCLUDES VAT. FUEL LEVY IS CHARGED AT 25,6%, AND REVIEWED QUARTERLY.**

NB: RATES EFFECTIVE 01 APRIL 2024 - 31 MARCH 2025

Value Added Services		Pre-Paid Packs/Stamps - Counter to Counter only	
Same day Service	R377,42	1kg Pre-paid pack & stamps	R59,81
Saturday Service	R226,44	2kg Pre-paid stamps	R90,13
After Hours Service	R301,96	5kg Pre-paid stamps	R181,12
Early Bird	R184,61		

SSC Document Pack Counter R10,95

SSC Document Pack Door R10,95

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 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. 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. Applies to major centres only
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 111 502

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 111 502
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 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 www.speedservices.co.za or call our customer helpline 0860 111 502
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 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.

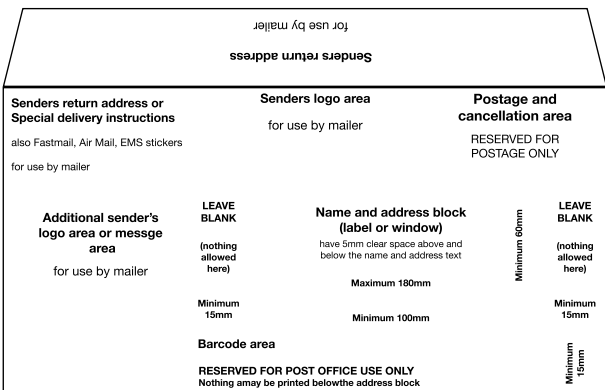
OPERATING HOURS WITHIN WEEK (Call Centre)	HOURS
Mondays - Friday	07h30 - 17h00

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
- 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 CORECTLY 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:

Customer Services Centre:	0860 111 502
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 complaints & enquiries only.

Issue	E-mail address
International parcels	international.parcels@postoffice.co.za
Postboxes	postboxes@postoffice.co.za
Postbank	postBank.enquiries@postoffice.co.za
Customer service centre	customer.service@postoffice.co.za customer.services@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:**

Customer Services Centre 0860 111 502
Post Box Enquiries 0860 086 860

Transport and 0800 118 331
Logistics (bad driving)

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 complaints and enquires only.

Issue	E-mail address
International parcels	international.parcels@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
	customer.services@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

**Call our Customer Care line: 0860 111 502 or
one of our Regional Sales Offices:**

Western Cape (021) 590 5553
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 10000
Pretoria
0001