

SPEED SERVICES RATES

2023 | 2024



2023 / 2024

1 APR.23 - 31 MAR.24

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DID YOU KNOW...

YOU ARE NOT ALLOWED TO POST THE FOLLOWING GOODS?

SCHEDULE OF DANGEROUS GOODS

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

RADIOACTIVE MATERIAL

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

SCHEDULE OF PROHIBITED GOODS

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

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

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

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	R51,76	R57,52
1kg	R56,69	R63,28
Non-documents/parcels		
1kg	R56,69	R63,28
2kg	R85,44	R92,03
3kg	R114,18	R120,78
4kg	R171,68	R178,28
5kg	R171,68	R178,28
6kg	R171,68	R178,28
7kg	R171,68	R178,28
8kg	R171,68	R178,28
9kg	R171,68	R178,28
10kg	R171,68	R178,28
11kg	R200,43	R207,02
12kg	R229,18	R235,77
13kg	R257,92	R264,52
14kg	R286,67	R293,27
15kg	R315,42	R322,02
16kg	R344,17	R350,76
17kg	R372,92	R379,51
18kg	R401,66	R408,26
19kg	R430,41	R437,01
20kg	R459,16	R465,76
21kg	R487,91	R494,50
22kg	R516,66	R523,25
23kg	R545,40	R552,00
24kg	R574,15	R580,75
25kg	R602,90	R609,50
26kg	R631,65	R638,24
27kg	R660,40	R666,99
28kg	R689,14	R695,74
29kg	R717,89	R724,49
30kg	R746,64	R753,24
Thereafter per kg (or part thereof)	R28,75	R28,75

VOLUMETRIC FACTOR IS 5000

Regional and remote surcharges service	1st Kg	Per kg thereafter
Remote add-ons/ zone 3	R61,17	R4,92
Regional add-ons/ zone 2	R22,09	R2,02

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

FUEL 25.6%, REVIEWED QUARTERLY

RATES ARE EFFECTIVE 1 APRIL 2023 TILL 31 MARCH 2024

Value Added Services		Pre-Paid Packs/Stamps - Counter to Counter only	
Same day Service	R357,74	1kg Pre-paid pack & stamps	R 56,69
Saturday Service	R214,63	2kg Pre-paid stamps	R 85,44
After Hours Service	R286,22	5kg Pre-paid stamps	R 171,68
Early Bird	R174,99		

SSC Document Pack Counter R10,38

SSC Document Pack Door R10,38

SPEED SERVICES COURIERS RATES:

NOTE:

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

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

- Fuel levy is subject to change depending on the movement of the market

DOMESTIC OVERNIGHT SERVICE:

Overnight courier is available from and to Post Office stores nationwide and all major centres. Overnight delivery is affected by 10:30 the following morning and Early Bird by 09:00 the following morning. Early Bird door delivery is available in major centres only.

Counter to Counter	From Post office for overnight delivery to the receiver's nominated Post Office Counter. POD is available
Counter to Door	From Post Office counter to door delivery by 10:30 the next morning. Only applies to major centres.
Counter to P.O.Box, Private Bag.	From the Post Office counter to a nominated P.O.Box or Private Bag.
Door-to-door	Collect from the sender's door for overnight delivery to the receiver's door by 10:30 the next morning. Only applies to major centres.
Same day courier	Door delivery on the same day as the collection. Collection from a Post Office or door. This service is only available between major centres and is subject to flight availability. Call 0860 023 133

Early bird	From The Post office or door and delivered to the door by 09:00 the following morning. This service is only available between major centres.
Saturday service	Door collection or delivery between 09:00 - 12:00 on a Saturday. Items collected or handed in on Fridays will be delivered on Monday, unless this service is selected. Please note Saturday service is available at certain major centres only. Please enquire from our Call Centre 0860 023 133
After hours	Door collection or delivery after 18:00 weekdays and 12:00 Saturdays to 08:00 Mondays and Public Holidays. This service is only available between major centres.
International Courier	Door delivery only to over 200 international destinations. Documents and parcels (non-documents) up to 20kg per item may be sent.

THE FOLLOWING ARE ACCEPTED:

C4 (324mm X 229mm) and B4 (358mm x 250mm) envelopes or Speed Services Couriers Document Packs for packaging, which are now available at the Post Office counters for only R9,88 each.

ADDITIONAL DOMESTIC SERVICES

Track and Trace	All items, international and local, are computer coded and tracked throughout their destination. A unique barcode number is all that is required to trace an item through our system. Track and trace on www.speedservices.co.za or call our customer helpline 0860 023 133.
Insurance and liability	Are you sending valuable items? If it is a valuable item, please ensure that you insure your item. Optional liability cover, up to a maximum of R10 000 (ten thousand rand) per parcel, is available at a premium of 3% of the declared/insured value. Please consult with our tellers/sales department should you require a quote on insurance cover or contact our call centre on 0860 023 133 for more information.
Proof of delivery	A proof of delivery (POD) is available on our website and customer care helpline consultants, who will provide telephonic or hardcopy confirmation of time, date and receiver's details. No POD's are available for P.O.Box or Private Bag deliveries.

Speed Services Couriers

- Maximum dimensions allowed for documents are 353mm x 250mm x 30mm
- Maximum mass allowed for documents is 1kg.

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

NB: Call centre not operational on weekends and public holidays

CONTACT INFORMATION

For more information on different services. Call Customer

Care of different departments on:

Speed Services Contact Centre:	0860 023 133
Post Box Enquiries:	0860 086 860
Transport and Logistics (bad driving):	0800 118 331
Docex:	0861 335 544
Postbank Contact Centre:	0800 535 455
Telemarketing:	0860 080 080

COMPLAINTS AND QUERIES

Please note: below addresses are intended for customer related enquiries only. Employees who have work related inquiries should follow internal processes and channels established for those purposes:

Issue	E-mail address
International parcels	international.parcels@postoffice.co.za
Local parcels	local.parcels@postoffice.co.za
Mail delivery	mail.delivery@postoffice.co.za
Branch network	branch.problem@postoffice.co.za
System offline	off.line@postoffice.co.za
Postboxes	postboxes@postoffice.co.za
Postbank	postBank.enquiries@postoffice.co.za
Customer service centre	customer.service@postoffice.co.za
Car licence & account payments	payments@postoffice.co.za
Compliments	Compliments@postoffice.co.za

For more information on any of these products and services, call our Customer Care line: 0860 111 502 or one of our Regional Sales Offices:

Western Cape	(021) 590 3111
Eastern Cape	(041) 508 4219
KwaZulu-Natal	(031) 336 3595
Central Province	(051) 402 4011
Witwatersrand	(011) 495 0704
Northern Region	(012) 339 4122/3/4

or write to:

The General Manager Sales

SA Post Office
PO Box 10 000
Pretoria
0001

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Postbank Contact Centre	0800 535 455
Telemarketing	0860 080 080

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Issue	E-mail address
International parcels	international.parcels@postoffice.co.za
Local parcels	local.parcels@postoffice.co.za
Mail delivery	mail.delivery@postoffice.co.za
Branch network	branch.problem@postoffice.co.za
System offline	off.line@postoffice.co.za
Postboxes	postboxes@postoffice.co.za
Postbank	postbank.enquiries@postoffice.co.za
Customer service centre	customer.service@postoffice.co.za
Car licence and account payments	payments@postoffice.co.za
Compliments	compliments@postoffice.co.za

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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