

## SERVICE AND RATE SCHEDULE

### DOMESTIC SERVICES

#### BASIC

**ONX - Overnight by 11H00** – Delivery by 11h00 the following working day, except for outlying areas which will be delivered during the course of the following working day. Very remote areas could take an additional 48 hours as some areas are only serviced twice a week. Same days, Early Bird & Saturday Services are also available to remote areas by Special Arrangement and will attract a Drive Away Surcharge.

**GEN - Domestic Airfreight** – 24/36 hours. Delivery will take place during the course of the following working day – time is not specified. Very remote areas could take an additional 48 hours as some areas are only serviced twice a week.

**ECC - Express Road Freight** – 36/48 hours. Deliveries normally take place in the afternoon - time is not specified. Very remote areas could take an additional 48 hours as some areas are only serviced twice a week.

**RDF - Road Freight** – 48/96 hours. Very remote areas could take an additional 48 hours as some areas are only serviced twice a week.

**IND - In City Delivery** (COASTAL BRANCHES) INM – INCITY MAIN (INLAND BRANCHES)– Delivery will take place the following morning by 11h00. Should you require a Local Same day Delivery the Incity surcharge will be applicable.

**ITR – Intercity Delivery** (ONLY APPLICABLE BETWEEN PRETORIA AND JOHANNESBURG) – refer to Incity service above

### SPECIAL SERVICES & SURCHARGES

#### **SAME DAY SERVICE – MAJOR CENTRES**

A same day, door-to-door, express service. The driver is despatched to collect your shipment immediately upon receiving your faxed/emailed or telephone collection instruction. The shipment is then taken by the driver to the airport and despatched on the next available flight. Delivery is affected within 90 minutes of the flight arrival. Telephonic proof of delivery is provided within 30 minutes of delivery. This service is available to all major centres serviced by a scheduled airline.

#### **IN CITY SAME DAY – MAJOR CENTRES**

A same day, door-to-door, express service within any major centre. e.g. Cape Town to Cape Town or Johannesburg to Johannesburg. The driver is despatched to collect the shipment immediately upon receiving your faxed/emailed or telephone collection instruction and delivered directly to the final destination within the central business area of the collection.

#### **EARLY BIRD**

This service guarantees an overnight delivery by 09H00 to a major centre. Please phone ACT for a special quote if the shipment needs to be delivered by 09H30 to a regional or remote area, or earlier than 09h00 to a major centre.

#### **SATURDAY DELIVERY**

This is available for express service deliveries to major centres. Collections and deliveries are done between 08H00 and 12H00 on Saturdays.

#### **AFTER HOURS**

This is available for express service deliveries to major centre. After hours surcharges are incurred during the following times:

Monday – Friday 18H00 – 06H00

Saturday from 1200 – 06H00 Monday

Note: Public Holidays are also classified as after hours

#### **FUEL SURCHARGE**

A fuel surcharge will be levied on all domestic and international consignments. This surcharge is based on the fluctuation of fuel prices, and ACT reserves the right to increase such surcharge without prior notice.

**SURCHARGES PER WAYBILL IN ADDITION TO THE BASIC TARIFF**

<b>SAME DAY</b>	R	Same day delivery between Major centres. Secondary areas by arrangement.
<b>EARLY BIRD</b>	R	Major Centres only, and only applicable on ONX consignments. Delivery by 09H00
<b>SATURDAY</b>	R	Delivery/ Collection in Major Centres before 12H00, only applicable on ONX consignments.
<b>AFTER HOURS</b>	R	Collection or delivery of parcels outside of normal working hours.
<b>SAMEDAY-IN-CITY</b>	R	<b>COASTAL</b> – Same day delivery within the same COASTAL city.
<b>SAMEDAY IN-CITY</b>	R	<b>JOHANNESBURG</b> – Same day delivery within the JOHANNESBURG CITY
<b>CONSULATE &amp; EMBASSY'S</b>	R	Delivery / Collection to any Consulate or Embassy.
<b>TENDERS</b>	R	Delivery / Collection to and from Tender point
<b>DRIVE-AWAY'S</b>	R	Per Kilometre driven, including return trip. (By arrangement only)
<b>TOWNSHIP DEL.</b>	R	Delivery / Collection to any Township
<b>MINES</b>	R	Delivery / Collection to any Mine
<b>FARMS</b>	R	Delivery / Collection to any Farms
<b>RETAIL CHAIN STORES</b>	R	Delivery / Collection to any chain stores where we are unable to do a front door delivery.



## INTERNATIONAL SERVICES

### **INTERNATIONAL DOCUMENTS**

A door-to-door service for time sensitive documents to more than 600 cities in over 125 countries worldwide. Delivery is achieved within 1 – 6 days depending on destination.

### **INTERNATIONAL NON DOCUMENTS**

A door-to-door service for time sensitive non-document consignments. All non-document shipments require customs documentation.

### **GLOBAL SAVER – INTERNATIONAL COURIER WHOLESALE SERVICE**

Provides a simple +10 kg door-to-door courier service. Using an established worldwide airline and distribution networks we are able to offer a premium service at competitive rates. Global Saver transit time is 1 – 8 working days.

### **INTERNATIONAL “SPECIAL” CONSIGNMENTS**

For “EXTREMELY URGENT” consignments that require special handling, package and/or direct routing to the destination country to meet your critical delivery deadline. These consignments must be advised prior to collection and additional charges will be incurred. Contact us on 021 951 2009 for assistance.

### **INTERNATIONAL DOOR TO AIRPORT AIRFREIGHT**

For heavier or bulkier consignments that are not time sensitive. Airfreight is a more cost effective alternative to courier for larger consignments. Transit times will be dependent upon destination and customs clearance. The airfreight tariff will be quoted per consignment dependent on weight, volume, value and destination. ACT offers both a DOOR TO AIRPORT airfreight service.

### **INTERNATIONAL ROAD FREIGHT**

Cross border road freight to neighbouring countries is a more cost effective alternative for heavier less time sensitive consignments. ACT provides a cross border service to: NAMIBIA, SWAZILAND, and BOTSWANA & LESOTHO. Transit times are again dependent upon final destination and customs clearance at destination. Tariffs for this service are available upon request.

## DEFINITIONS AND DESCRIPTIONS – ALL SERVICES

### **INTERNATIONAL DOCUMENTS**

Documents are defined as unbound printed-paper i.e. letters, reports, memos, proposals or similar paper based articles. There are no customs requirements for parcels containing documents only.

### **INTERNATIONAL NON DOCUMENTS/PARCELS**

Non-documents are defined as anything other than documents e.g. documents with photographs, X-rays, books, advertising material, samples, videos, spares. Etc. I.e. these shipments always have a commercial value and require customs documentation.

### **TRANSIT TIMES**

Transit times are reflected on the International Zone section of this proposal. These transit times are approximate delivery times. **Special arrangements can be made to meet critical deadlines.** Contact ACT for assistance.

### **WEIGHT RESTRICTIONS**

ACT will accept heavy shipments for International Courier provided that no single piece weighs more than 30 kilograms (*International Labour requirement*). (E.g. a shipment weighing 300 kilograms in total should be packaged to form at least 10 pieces). In the event that this is not possible please contact ACT WORLDWIDE COURIERS to make special arrangements.

### **WEIGHT CALCULATION**

**Volumetric or actual:** whichever is the greater. Consignments are taken up to the nearest 0.5 kilograms. Refer to the VOLUMETRIC CALCULATION section on the **GENERAL INFORMATION** for the conversion rates.



**DOCUMENTATION**

All non-document consignments require customs documentation. Please contact ACT for additional information on documentation required.

**TEMPORARY EXPORTS**

ACT must be advised of any goods that are being exported temporarily and which will subsequently be returned to the Republic of South Africa. I.e. goods being sent out of the country for repair or demonstration purposes that which will be returning to the Rand monetary area within a specified period. A DA65 will then be processed. Any identifiable markings or serial numbers must be listed on our accompanying **PRO FORMA invoice** and NEP form together with an ACT WORLDWIDE COURIERS air waybill.

**RESTRICTED/DANGEROUS GOODS SERVICE**

Any goods that are classified, as restricted or dangerous goods by IATA will NOT be permitted as a courier consignment. Goods of this nature MUST conform to IATA regulations and be packed in accordance with their rules and regulations. Any goods of this nature will be quoted per consignment.

**DANGEROUS GOODS**

It is the responsibility of the Shipper of goods to ensure that the consignment is not dangerous or hazardous for carriage by air. There are various international and domestic regulations governing the transportation of dangerous goods. Please ensure that your despatch staffs adhere to these regulations. Should there be any doubt as to whether your shipment will be classified as dangerous or hazardous or is a restricted article, please contact ACT. **Any goods classified as dangerous/hazardous for carriage by air must be brought to Act's attention.** Warning labels and declarations must accompany the goods and be packed in accordance with the applicable IATA regulations. **ACT will assist you should you require a special quote for packaging by an IATA registered packing company.** This will avoid potential delays prior to despatch. Rates for hazardous/dangerous goods will be quoted per shipment.

**PROHIBITED GOODS**

The following items are prohibited and will not be accepted as courier material:

- GOODS HAVING A DECLARED VALUE FOR CARRIAGE EXCEEDING RAND VALUE EQUIVALENT (US DOLLARS) 1000 PER GROSS KILOGRAM, DANGEROUS OR HAZARDOUS GOODS, FLAMMABLE OR TOXIC GOODS, VALUABLE JEWELLERY, DIAMONDS, GOLD, PRECIOUS STONES, WATCHES, FURS, MONEY (BANK NOTES), COINS, TRAVELLERS CHEQUES, FIREARMS (WEAPONRY AND OTHER WEAPONRY PARTS)
- FOODSTUFFS AND PERISHABLES, GAMBLING DEVICES, LIVE ANIMALS OR PLANTS, SEEDS

**RESTRICTED GOODS and GOODS REQUIRING SPECIAL PACKAGING**

Depending on destination, mode of transport and/or Customs imports restrictions, there are goods that are restricted and may require special packaging for carriage. – Please call ACT for special packaging.

- Alcohol - (Exemption Certification may be necessary)
- Limited to 30 litres of Wine, 2 litres of spirits.
- Cosmetics: - No alcohol based cosmetics, no flammable/aerosol cans
- Glass - Requires special packaging
- Prescriptions drugs - May be restricted in to the destination country
- Dry Ice - Limited quantities, for use in permitted perishable products
- Wooden carvings and frames - May require fumigation and crating into certain countries.

. Additional restrictions may apply to certain countries. Should you wish to send any of the above items, please contact us sot that we can arrange the correct mode of transport. Tariffs will be dependent on the commodity and final destination country