

# The Courier Guy Prepaid One Rate National

Services & Rates: Effective 1 November 2021

## Contact details:

Share number: 0861 203 203  
Gauteng phone: 010 222 2300

## Address:

37 Malta Street  
Cosmo Business Park  
Malibongwe Drive, Kya Sands

## Additional notes & Client checklist:

### Cut-off times:

Client has been made aware of the following cut-off times:

Local Overnight Parcel	Mon-Fri	Notify by 14:00	Ready by 14:30
National Roadfreight	Mon-Fri	Notify by 14:00	Ready by 14:30
Internationals	Mon-Fri	Notify by 14:30	Ready by 15:00
Regional Area's	Mon-Fri	Please confirm by email	

Cut off times are the latest time for placing collections, **unless special arrangements have been made with our Operations staff.**

**Collection window:** The parcel must be available for collection for a time period of at least one and a half hours in order to ensure the driver does not miss the collection due to traffic or other collections in the same period.

Please note that due to other collections, a driver cannot be delayed for longer than 10 minutes at any collection.

### Training:

Client has been trained in the online collections procedure, online quote procedure, online track & trace procedure, and the online view waybill & charges procedure. A manual to the online services is available from - [http://thecourierguy.co.za/dnd/Online\\_Tutorial.pdf](http://thecourierguy.co.za/dnd/Online_Tutorial.pdf)  
Training on TCG Products / Services not required

\_\_\_\_\_  
Client Signature

### Communication:

Client has been made aware that all queries and communications are to be submitted to: [onlinejhb@thecourierguy.co.za](mailto:onlinejhb@thecourierguy.co.za)

Client has been made aware that no telephonic placing of collections, quotes, track and trace, or account queries is allowed - and that the accompanying rates are only valid for prepaid clients who adhere to this agreement.

### Route guide:

Client has been made aware of how to check place frequency, and that some area's may carry surcharges or require special arrangements.  
Client has been made aware that surcharges may depend on the routes (not places) and they should do a quote to confirm regional surcharges.

### Transit times:

Client has been made aware of transit times related to each service, and the additional transit time to regional areas.

Client has been made aware that Overnight deliveries, and business hours do not include Saturdays, Sundays, or public holidays - see Saturday / After hours / Public holiday surcharge.

### Insurance:

Insurance has been explained to the client - Insurance up to R1000 is included. Additional insurance is available at 2% of declared value above R1000 cover. Additional insurance must be ticked and a value declared on waybill to apply. Minimum excesses, T&C's apply. Insurance does not cover Glass items, Second hand items, Artwork, Ceramic, Porcelain, or Cosmetics. A correct packaging and shipment list can be viewed online at <https://www.thecourierguy.co.za/packaging-dos-donts/>

### Account:

Client has been made aware that after the initial deposit of R1150 was paid to activate their account, subsequent deposits of R1150 must be made to ensure continuous trading. Accounts that should drop below R115 will automatically not be able to trade until a sufficient payment is made and reflects in the account. Client is aware they may not operate under different accounts at different rates or conditions of use.

Date:

Client name:

Client signature:

Area Manager:

Area manager's signature:

**All prices are VAT exclusive.**



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## National services, Rates, and delivery times:

### Overnight Courier (OVN):

Main Areas:	Minimum charge	for	Rate per extra kg	Delivery time: Business hours
Bloemfontein	R 90	2 kg	R 40	Next Business Day
Cape Town	R 90	2 kg	R 40	Next Business Day
Durban	R 90	2 kg	R 40	Next Business Day
East London	R 90	2 kg	R 40	Next Business Day
George	R 90	2 kg	R 40	Next Business Day
Johannesburg	R 90	2 kg	R 40	Next Business Day
Kimberley	R 90	2 kg	R 40	Next Business Day
Ladysmith	R 90	2 kg	R 40	Next Business Day
Nelspruit	R 90	2 kg	R 40	Next Business Day
Polokwane	R 90	2 kg	R 40	Next Business Day
Port Elizabeth	R 90	2 kg	R 40	Next Business Day
Potchefstroom	R 90	2 kg	R 40	Next Business Day
Pretoria	R 90	2 kg	R 40	Next Business Day
Welkom	R 90	2 kg	R 40	Next Business Day
Witbank	R 90	2 kg	R 40	Next Business Day

### Important notes for National deliveries:

Collection must be placed by 14:00 and ready by 14:30.

There are no regional surcharges, however some selected towns may have surcharges, or require special trips to be arranged. Some towns are only serviced on certain days - information will appear next to the suburb; 1=MON / 2=TUES / 3=WED / 4=THURS / 5=FRI  
E.g. BEREAVILLE (R250 Surcharge) - a R250 surcharge above rate applies.  
E.g. NMWAMITHA (Special trip) - arrangements and quote required.  
E.g. THUTHUKANI (2 4) - serviced on Tuesday and Thursday.

### Volumetric:

Consignments are charged on the greater of the total actual mass or total volume for items per waybill. The formula for calculating volumetric mass per item is dimensions divided by volumetric factor:

Dimensions: Length cm x Width cm x Height cm  
Factor: ECO 4000 / OVN 5000

Type of service selected	Minimum Charge	Up to Kg	Rate per Kg thereafter	Service
Economy Road (0 to 5Kg) (ECO)	R 65.00	5	-	2-3 Days
Economy Road (6 to 10Kg) (ECO)	R 90.00	10		2-3 Days
Economy Road (11 to 25Kg) (ECO)	R 120.00	25	R 6.00	2-3 Days

PLEASE NOTE: 1-2 working days to be added onto transit times for Regional areas.

## Local services, Rates, and delivery times:

<b>Service: Local Overnight Parcel (LOX)</b>	<b>Jo'burg &amp; Pretoria, Vaal, Potchefstroom, Klerksdorp, Westonaria, Brits</b>
<b>Rate:</b> R85 for 30kg maximum, R3 per kg thereafter	Collection must be booked by 14:00, and ready by 14:30, to be delivered during the next business day.
<b>Service: Local Overnight Flyer (LOF)</b>	<b>Jo'burg &amp; Pretoria, Vaal, Potchefstroom, Klerksdorp, Westonaria, Brits</b>
<b>Rate:</b> R65 for 5kg's, R5 per kg thereafter	Collection must be booked by 14:00, and ready by 14:30, to be delivered during the next business day.

### Important notes for local deliveries:

**Area's:** For a local service to be available both the from AND to suburbs must be considered local suburbs of the same branch.  
To confirm whether specific suburbs are local please email [onlinejhb@thecourierguy.co.za](mailto:onlinejhb@thecourierguy.co.za) or use your customer login to do a quote.  
Local services are also available at other branches; e.g. Cape Town and Durban.  
**Townships** are not serviced as locals.

### Other services & surcharges:

Earlybird (Ensure delivery by 9:00)	R200
Saturday collection or delivery (between 8:00 & 11:00)	R450
After Hours or Public holiday collection or delivery	R600
Chainstore / Embassy collection or delivery	R450
Tender Documents	R100
Fuel	0%

### Insurance:

Insurance up to R1000 is included. Additional insurance is available at 2% of declared value above R1000 cover. Additional insurance must be ticked and a value declared on waybill to apply. Minimum excesses, T&C's apply.

### Additional Rates:

If the Ecommerce rates are signed in addition to other rates, or as an amendment to existing rates, the Domestic Roadfreight (ECO) and Local Overnight Parcel (LOX) costs for all waybills will be determined by the ecommerce rate.

**All prices are VAT exclusive.**

Date: \_\_\_\_\_ Client name: \_\_\_\_\_ Client signature: \_\_\_\_\_ Area Manager: \_\_\_\_\_ Area manager's signature: \_\_\_\_\_



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## Johannesburg local service areas:

# LOCAL

Services not available for townships

