



dpd laser

Shipping Guidelines



Shipments from and to South Africa

As part of the DPDgroup, we have access to extensive ground and air networks, which means we can depend on our own network to supply reliable and competitively priced delivery services anywhere in the world.

We also have the expertise to help guide you through the Customs process. All shipments that cross international borders will involve Customs formalities which depends on whether you are exporting or importing documents with no commercial value or goods that have a commercial value. There may be additional documentary requirements based on the type and value of product as well as the country of destination.

DPD Laser International Service Offering

▪ What is Courier Express?

The courier express service is designed for sending important items anywhere in the world. It facilitates the door-to-door delivery of documents (non-declarable) and non-documents (declarable) outbound shipments internationally.

• Documents:

Our International Documents Express service is designed for the international delivery of documents. Documents are defined as unbound, loose paperwork and letters. These shipments do not require any supporting documents for export.

Shipments of this nature must be less than 3kg's in weight.

• Non-documents:

Our International Parcels Express service is designed for the international delivery of non-documents. These shipments require clearance through customs.

Shipments being exported, as courier should not exceed the maximum weight of 30kg's per parcel. Multiple shipments may be sent provided they are less than 30kgs per piece.

▪ What is International Airfreight?

Our International Airfreight service is for the sending of declarable heavier (>30kgs) or bulkier non-urgent shipments. We offer a door-to-door and door-to-terminal service, depending on destination and service availability.



▪ What is International Import Express?

Our International Import Express service is designed for the receiving of documents (non-declarable) and parcels (declarable) from other international origins. This service is a door-to-door delivery.

- Documents

Documents are defined as unbound, loose paperwork and letters. Additional documentation may not be required however may be applicable based on the size and weight of the shipment being imported.

- Non-documents

The department of Customs and Excise levy customs duties and VAT on the declarable items to the receiver if they are considered as high value. Should DPD Laser be responsible for the clearing process, there are clearing charges that would apply.

▪ What is Cross Border Road Freight?

DPD Laser's international Road Freight service is designed for the delivery of less urgent, heavier (>30kgs) and bulkier shipments into the neighbouring African countries. These countries include Botswana, Lesotho, Namibia, and Swaziland (Eswatini).

A road service to further destinations can be arranged on request.

South African Customs Clearing Processes

▪ What are the South African Customs Clearing Processes for non-document shipments?

All shipments crossing international borders must be cleared through Customs in the origin and destination country. Here, we are guided by SARS (The South African Revenue Services). It is important that we are in full compliance with all the requirements to avoid delays and possible penalties in the Customs Clearance process.

- All "non-document" export and import shipments must be accompanied with a **commercial invoice** (invoice must include a detailed description of all the items enclosed in the shipment as well as the value of each and every item) and a fully completed and signed **Clearing Instruction**. Additional documentation may be required based on a shipment's value, destination, and commodity.
- Companies importing / exporting are required to provide us with their importers or exporters code on the **Clearing Instruction**.
- Private Individuals importing or exporting are required to provide us with the **Clearing Instruction**. A South African ID Number, Passport Number or South African Tax Number is a mandatory field on the Clearing instruction. A copy of your South African ID must also be included. As a private individual, you are not able to import or export to

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Botswana, Lesotho, Namibia, and Swaziland (Eswatini), also known as BLNS. For movement between these countries, you are required to be registered with SARS and have your own Importers or Exporters code.

- All formal entries will be drafted by DPD Laser and submitted to SARS. Goods may only be released upon authorization from SARS.
- If goods are imported or exported on a temporary basis, it must be stipulated on the commercial invoice and clearing instruction as this requires an additional customs procedure and specific timelines are imposed depending on the destination country.

The DPD Laser internationals team are at your disposal for any assistance you require and are on stand-by to effectively guide you through the process.

▪ What are the SARS regulations on importing and exporting goods as an individual?

As a South African citizen, you are permitted to export and/or import as many shipments as you like, provided the consolidated value of these shipments are less than R150,000 per annum. A South African ID Number, Passport Number or South African Tax Number is a mandatory field on the Clearing instruction. A copy of your South African ID should also be included. An incomplete clearing instruction will cause delays in the clearing process.

Where shipments are being sent to/from Botswana, Lesotho, Namibia, and Swaziland (Eswatini), other known as BLNS, it is required that the individual must be registered with SARS and is issued with their own Exporters code to export to these countries.

▪ What are the SARS regulations on importing and exporting goods as a company?

Companies are required to register with SARS for exporting and importing of goods. Once registered, an exporter, and/or importer code will be issued by SARS and is a mandatory field on the clearing instruction. An incomplete clearing instruction will cause delays in the clearing process.

▪ What is a 'Clearing Instruction'?

It is mandatory for all importers and exporters to provide a completed clearing instruction for every formal clearance in terms of the customs and excise act 1964. The **clearing instruction** is a document to be completed by the exporter or importer for the clearing agent to process the clearance on their behalf. If DPD Laser is responsible for clearance on your import or export, this document can be downloaded under "International Delivery" on the DPD Laser website. This document provides DPD Laser with the necessary information to successfully export or import the parcel.

▪ What is a 'Commercial Invoice'?

The **commercial invoice** is a document between the supplier and the customer that clearly describes the sold goods, and the amount due by the customer. The commercial invoice is one of the crucial documents used by Customs in determining Customs duties.

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Trading as



The commercial invoice must be electronic - handwritten invoices will not be accepted. The invoice must be in English and if there are multiple items, all items must be listed, with a value against each item. Zero rates values are not accepted.

- **Why am I being charged duties and taxes by Customs for goods I have purchased and paid for online?**

Customs duties and taxes are typically not included in the price of the goods you purchase online, nor do they form part of the overall shipping costs you pay to the online retailer. Duties and taxes are imposed by the Customs authority of the relevant country of import/export and are payable prior to the release of the goods.

- **What is a low value import shipment?**

The low value threshold into South Africa is anything up to R499.00. Foreign value would be calculated on the rate of the exchange loaded onto the customs system for that specific date based on the arrival date. It is very important that the shipment is correctly defined as a low value shipment and that it has not been undervalued to avoid being stopped by customs.

- **What is a high value import shipment?**

Shipments valued from R500.00 and higher are considered high value shipments. All high value shipment packaging undergoes a quality check, and these particular shipments may be stopped for additional supporting documentation. The shipments can only be cleared and delivered once duties and vat, as well as local clearance charges are settled with the receiver. The customs requirements for high value shipments is based on whether the shipment is being delivered to a company or a private individual.

- **What are clearance charges?**

Customs clearance refers to the act of moving goods through customs for export or import into a country. Every country imposes import duties and taxes, however, there are specific clearance charges that may apply.

In the event of international import shipments into South Africa where DPD Laser is responsible for the clearance process, these charges would relate to services such as agency, handling, documentation fees and others depending on the nature of the shipment.

- **What does it mean for DPD Laser to be “Embargo Compliant”?**

DPD Laser is committed to conducting its services in line with all applicable Global laws and regulations as well as our Standard Terms and Conditions. Further to EC Regulations 2580/2001 and 881/2002 and other applicable country regulations, DPD Laser is required to verify its ability to transport all parcels leaving South Africa. This is done by automated screening of individual names and addresses; countries; companies or organizations for each and every parcel against binding trade sanctions, embargoes and other lists that

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are maintained by government departments worldwide pertaining to national and international regulations on import or export control, including any restrictive measure or embargo-imposed framework against terrorism, money laundering or comparable activities.

▪ What are restricted items?

Restricted Items, are items that either require special packaging, cannot be transported by an aircraft, or require a license or permit to be transported.

This includes:



- Liquids
- Anything Containing Glass
- Paintings / Picture Frames
- Personal Effects
- Laptops
- Lithium batteries
- Any Shipment that requires a Material Safety Data Sheet (MSDS)
- High Value Shipments
- Damaged Boxes

▪ What are prohibited items?

Prohibited items can be defined as :

- Dangerous
- Noxious
- Corrosive
- Flammable
- Explosive
- Any article or substance that is likely to cause injury, damage or infection to other property, life, or health
- Likely to encourage vermin
- Illegal or prohibited by law

***Refer to the below table:**


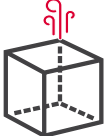






	Any item that does not have internal packaging to protect them
	Dangerous Goods: explosives; radioactive materials; firearms; any blade larger than 1.5m

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	Items without any packaging
	Dry Ice
	Any item declared hazardous
	Perishable foods
	Flammable materials: paint; adhesive; chemicals; solvents; gas; empty cylinders
	Human remains or body parts
	Live or dead animals
	Furniture

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Company Registration No. 2006/033353/07 • VAT Registration No. 4690235280











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	Illegal goods or substances prohibited by law
	Car Parts: engines, generators, gearboxes, or any part containing oil or petrol
	Money
	Large Domestic Appliances
	Pornographic Material
	Passports (unless being sent by an embassy to an embassy)
	Valuable cargo, jewelry, precious stones, or metals
	Refrigerated or temperature-controlled cargo

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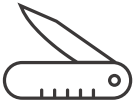


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	Liquids, or liquid inks. Some are classified as Hazardous. It is advisable to confirm with international customer services.
	Drugs with no prescription. Drugs with prescription is dependent on destination country. Advisable to confirm with international customer services.
	Blood samples
	Firearms, including parts of ammunition
	Weapons including antiques, swords, knives, and fake grenades