

# Sun Couriers



## FREQUENTLY ASKED *QUESTIONS*



**NATIONAL CONTACT NUMBER**

**0861 80 30 80**

**[www.sun.co.za](http://www.sun.co.za)**

# FAQ - Sun Couriers



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## I About UTi

### Who is your Holding company?

UTi Sun Couriers is a Division of UTi South Africa (Pty) Ltd, which forms part of the global organisation UTi Worldwide Inc. UTi Worldwide Inc. is a Nasdaq listed company under UTiW.

### What does UTi stand for?

Originally the company was called Union-Transport Incorporated (Inc.) It was felt the name did not adequately reflect all aspects of the business. It specifically failed to highlight the IT intellectual “supply chain” capability of the company.

### Who owns UTi?

UTi Worldwide Inc. listed on the Nasdaq in 2000 and is a public owned company.

Solutions  
that *Deliver*



## FAQ - Sun Couriers



### 2 UTI Products and Services

#### What does UTI Sun Couriers do?

Sun Couriers is Southern Africa's largest and most respected courier company. Founded in 1981, we have grown into a strong group of companies, specialising in the movement of envelopes, parcels and freight to and from any address in Southern Africa. We transport both documents and goods.

#### What are the different service levels I can use to send my package(s)?

**SAME DAY** - UTi Sun Couriers offers a same day service for time sensitive packages. Additional charges may apply.

**ECONOMY SERVICE** (road freight) - delivery within 1 - 3 days to hubs and additional delivery time required for branches and regional towns.

**EXPRESS** - delivery by 10H30 to hubs and additional delivery time required for branches and regional towns.

**SUNRISE OPTION** - delivery by 09H00 to hubs.

*Ask our National Contact Centre for delivery times to regional destinations.*

#### Do you do Saturday and public holiday deliveries?

Yes, to main hubs. Deliveries to other branches and/or regional towns require special arrangements and will incur additional charges.



### 3 Collections and Dispatch

#### How do I place a collection?

To place a collection, call the UTi National Contact Centre with your package(s) details or visit [www.sun.co.za](http://www.sun.co.za)

#### Who do I phone if I want a parcel collected?

Call the National Contact Centre 0861 80 30 80. Ask for a 'Route Guide' booklet, where information on all local client service centres are listed or visit our website; [www.sun.co.za](http://www.sun.co.za)

#### What information do I need when placing a collection?

The caller must have the following information on hand when booking a collection.

- ACCOUNT NUMBER (or cash collections can be arranged)
  - COLLECTION ADDRESS (physical not postal)
  - CONTACT PERSON/S
  - TIME PARCEL(S) WILL BE READY
  - TIME CLOSING
  - NUMBER OF SHIPMENTS AND DESTINATIONS
  - WEIGHT & DIMENSIONS OF SHIPMENTS
  - INSURANCE VALUE AND CONTENTS
- (refer to our Contract for Carriage for conditions - available on our website [www.sun.co.za](http://www.sun.co.za))



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### **What time must I phone to book a collection from a hub or branch?**

Collection cut off time is two hours from the time parcel(s) are ready during working hours. (Refer to our National Contact Centre for the branch cut off times).

### **What are the collection times from a hub or branch?**

Collection time will be dependant on when the parcel(s) are ready for collection. However, our drivers only collect in the afternoon at hubs or branches.

### **What time must I phone to book a collection from a regional town?**

Collection cut off times vary from town to town. (Contact our UTi National Contact Centre: 0861 80 30 80 for the regional town cut off times).

### **What are the collection times from a regional town?**

Collection times will vary from town to town. (Contact our UTi National Contact Centre: 0861 80 30 80 for the regional town cut off times).

### **Why can't your driver collect in the morning?**

The drivers do deliveries in the morning and collections in the afternoon. Special arrangements need to be made with the National Contact Centre if you require a morning collection.



**Can I drop my parcel off at the local UTi Sun Couriers branch?**

Yes, during office hours.

**If I drop my package off at the local UTi Sun Couriers branch, will I be charged less?**

Yes, the applicable collection fee will be deducted.

**Why do I need to stipulate all my packages and their destinations when placing a collection?**

This information helps speed up the driver's collection process and facilitates the billing process.

**What is the purpose of the reference number given to me when I place a collection?**

This enables you to call UTi Sun Couriers back and make changes to your collection details.

**Can the driver bring an open, flat bed or tail lift truck?**

Yes. However the collection needs to be placed 24 hours beforehand to ensure availability of this specialised vehicle.

**What must I do if I need you to collect with an empty truck?**

The collection needs to be placed 24 hours beforehand to ensure availability of the truck.







**CONTRACT FOR CARRIAGE / DISPATCH NOTE**

**UTI**  
Sun Couriers

UTI South Africa (Pty) Ltd  
151 UTI Sun Couriers  
PO Box 83, The Roads 0061  
Tel (012) 673-2000  
Reg. No. 2004/015747/07  
VAT Reg. No. 4780111177

**Sender's Details**

Company Name \_\_\_\_\_  
Address \_\_\_\_\_  
City / Town \_\_\_\_\_  
Contact \_\_\_\_\_  
Postal Code \_\_\_\_\_  
Phone \_\_\_\_\_

**Consignee's Details. Full Street Address Please**

Company Name \_\_\_\_\_  
Address \_\_\_\_\_  
City / Town \_\_\_\_\_  
Contact \_\_\_\_\_  
Postal Code \_\_\_\_\_  
Phone \_\_\_\_\_  
(Please Specify)

**ADDITIONAL TRACKING NUMBERS**

Mark Service Required

Same Day

Express

With Sunrise Option

With Saturday Service

Public Holiday Services

Economy

After Hours

From: Address and name of sender must be completed.

To: Address and name of receiver must be completed.

Select Service: Sameday, Express, or Economy. Note that Express pick ups on a Friday will be delivered on Monday. Emergency delivery use Saturday delivery. Additional charges apply. Make sure to mark the correct service required.

Tracking numbers of Multi Parcel Shipments. You must declare the first tracking number. It is not necessary to declare the other numbers, provided they are in sequence.

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Sender Reference No: This is the sender's own personalised reference that enables you to track your parcel on our web site [www.sun.co.za](http://www.sun.co.za).

Tick appropriate block, if the receiver is 3<sup>rd</sup> party (not you). State name.

Declare depot hand in, after hour delivery, or original POD required.

Valid account number.

Analysis Code: this is a unique number recorded in Sun Couriers' database that will assist with reconciling your account.

Sender signature.

Insurance: Goods are shipped at owner's risk subject to Contract for Carriage as per back of dispatch note.

The form is a shipping label with the following sections and fields:

- ACCOUNTS COPY** (Vertical text on the left)
- Destination Country**: South Africa, Botswana, Lesotho, Namibia, Swaziland, Other (Please Specify)
- Sender's Reference**: A grid of boxes for a personalised reference number.
- SPECIAL INSTRUCTIONS**: A section for additional notes.
- Bill Charges To Account No.**: A grid of boxes for account information.
- Analysis Code**: A grid of boxes for a unique tracking code.
- Sender Remains Liable For Unpaid Charges**: A checkbox.
- IF THIS SHIPMENT CONTAINS ANY DANGEROUS GOODS ALL REGULATIONS MUST BE COMPLIED WITH. THIS IS YOUR RESPONSIBILITY AS SHIPPER. (SEE CLAUSE 6 OVERLEAF).**
- IF YOU WISH UTI SUN COURIERS LIMITS ITS LIABILITY TO R 100.00 PER SHIPMENT FOR CARRIAGE OVERLEAF. (SEE CLAUSE 8.2 OVERLEAF).**
- IF YOU WISH UTI SUN COURIERS TO ACCEPT A HIGHER LIABILITY, THE VALUE OF THIS SHIPMENT MUST BE DECLARED IN THE SPACE PROVIDED. (SEE CLAUSES 8.2, 8.3 AND 8.4 OVERLEAF).**
- Bill To**: Sender, Consignee, Other (Name Please)
- If Consignee Or Other (Third Party) Is Billed**: A checkbox.
- After Hours**: A section for special delivery requests.
- BLAS Customers Lines**: A checkbox.
- Depot Hand In**: A checkbox.
- Insure Value For Loss or Damage**: A checkbox.
- Insure (Costs Incidental To Loss, Damage Or Delay)**: A checkbox.
- Original POD Required P.O. Box**: A checkbox.
- No. Of Parcels**: A field for the number of items.
- e-mail / Fax / Proof of Delivery**: A checkbox.
- e-mail Address / Fax Number**: A field for contact information.
- Dimensions In Centimetres**: A field for size.
- SENDER'S AUTHORISED SIGNATURE**: A line for the sender's signature.
- Mass (Kg)**: A field for weight.



In kilograms and not grams.

AC

e-mail / Fax / Proof of Delivery  NO. OF PARCELS (USE 4 DIGITS) D.E., R.3 PARCELS / B.N. OVERLEAF

e-mail Address / Fax Number

**No. Of Parcels**

**Dimensions in Centimetres**

NO. OF PARCELS

LENGTH

WIDTH

HEIGHT

**Mass (Kg)**

Received in Full By Consignee (unless endorsed)

Name of Receiver (PLEASE PRINT CLEARLY)

Date Received:

Time Received:

Received By UTI Name Of Courier

Signature

Date

Time

Cash Shipment Amount Received By Courier

Billing Other

Original POD Required P.O. Box

Origin Code

Destination Code

Please Sign Your Name:

UTI 1811 500 200 (11/03/07)

Complete number of parcels and weight. Please complete the dimensions L x W x H **In cm not mm.**

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### **Why must I complete the dispatch note when my client requests the collection?**

The dispatch note is a legal document and may only be completed by the sender. The onus for correct delivery lies with the sender.

### **How can I speed up my dispatching process?**

We have a number of electronic dispatching systems that facilitate a faster dispatch process. The right system for you will depend on your requirements and the number of parcels you dispatch on a monthly basis.

- **On-line shipping Solution (Genesis):** This solution offers cash or account clients the option of dispatching shipments from the Internet. No special hardware is required, only a small file needs to be downloaded to enable your system.
- **Client Dispatching Solution (Columbia):** is a complete shipment management solution with a direct connection to the UTi Sun Couriers Network. It provides extensive functionality that enables you to administer your shipping operations.



- **Integrated IT Solution (Copernicus):** is our most advanced solution, allowing you to have complete control over the dispatch process. You can use your own dispatch system to submit data to us, without recapturing it. It interfaces with existing CRM systems. This is an attractive option for high volume clients.

*For further information on these and other solutions, contact your UTi Sun Couriers sales executive, the National Contact Centre or visit [www.sun.co.za](http://www.sun.co.za)*

#### **Do you offer an online dispatch system?**

Yes, we offer an on-line dispatching solution. It is available to cash clients or clients who hold accounts with us. For further information contact your UTi Sun Couriers sales executive, our National Contact Centre or visit [www.sun.co.za](http://www.sun.co.za)

## **4 Insurance**

#### **Can I take insurance?**

Yes. Refer to the Contract for Carriage for details on insuring your goods or contact your sales executive or National Contact Centre for further information. You can also visit our website [www.sun.co.za](http://www.sun.co.za)

#### **Do you insure computers? (Desktop/laptops/servers)**

We insure desktops and servers. However, due to the high-risk nature of laptops, no insurance cover is provided.



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### 5 Packaging Requirements

#### **Why must I package my goods?**

This will ensure safe courier of the goods from origin to destination and avoid general handling damages.

#### **Do you provide packaging or do I need to use my own?**

Only Express Paks are provided. Any other packaging required is the responsibility of the client.

#### **Do you provide a fragile facility for fragile freight?**

Fragile goods will go through our normal freight handling process. We demarcate them with fragile stickers to make sure we take every precaution possible in ensuring they arrive at the destination in good order.

#### **Where can I get Express Paks, dispatch notes or tracking stickers from?**

When placing a collection, ask your Contact Centre for stationery. Drivers carry limited amounts of stationery. You can also order from our website [www.sun.co.za](http://www.sun.co.za)

#### **Why can't the driver give me my package weights and dimensions?**

The driver does not have the equipment to weigh and measure each package collected from each client.



## 6 International Shipping Requirements

### Can I send packages cross border?

Yes. Please contact the nearest International department to arrange the collection and delivery of your package(s). Contact the UTi National Contact Centre for information on 0861 80 30 80.

### What service levels can I expect for cross border deliveries?

EXPRESS - delivery by the following working day to main centres - subject to customs clearance.

ECONOMY SERVICE (ROAD FREIGHT) generally within 1-3 days to branches - subject to customs clearance. For more specific information, refer to UTi Route Guide.

### What documentation do I need when sending documents cross border or internationally?

Documents are envelopes that contain only paper and are less than 3 kilograms in weight. When shipping documents the original invoice is not required, only a correctly completed UTi Sun Couriers dispatch note.

### What documentation do I need when sending goods (non documents) cross border or internationally?

When sending packages that do not contain documents but goods, **original invoices** must accompany the goods. (Check Export documentation requirements). Examples of goods: Computer discs, Pamphlets.



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**Tax Invoices** are needed if goods are for sale and **Commercial Invoices** are needed if goods are not for sale.

***Export documentation requirements:***

- **Original invoice** required with the words TAX/VAT invoice stated in a prominent place. No copies will be accepted. (For all destinations)
- All invoices must have an invoice number (unique), date of issue, and the VAT registration number must appear on the invoice.
- The sender and consignee details must appear on the invoice, including full physical address and VAT number.
- The goods that are being sent need to be itemised on the invoice. Each item must have a separate value. The invoice must also have a total value (items on the invoice must not have zero values). **At no time must an invoice reflect a zero value.** Prices must be in South African currency (ZAR).
- The items sent must be described on the invoice in full (by its name e.g. printer). Neither serial numbers nor short codes will be accepted as a description for an item. Quantities and volumes must be specified.
- Consignments for Botswana or all other inter-continental destinations, with a value exceeding R50 000.00 require a F178. This is the sender's responsibility. (The form can be obtained from a bank, and must be bank stamped).



- A “Tax Invoice Reconciliation Sheet” is required if you send multiple invoice shipments. This is required to ensure accurate customs declarations. Copies are available from our UTi National Contact Centre: 0861 80 30 80 and website [www.sun.co.za](http://www.sun.co.za).
- Please be advised that no amendments are to be made to an invoice e.g. scratching out and re-writing of values. Any amendment on an invoice can cause delays. If changes need to be made, it is recommended that a new invoice is created.

An  
expansive  
efficient &  
*reliable network*



## FAQ - Sun Couriers

### 7 Exceptions

#### Do you transport guns?

No. We do not have a licence to transport weapons.

#### Do you deliver animals?

No. We do not move any living animals. We do not have the resources to transport animals humanely.

#### Do you transport dangerous goods?

No.

A woman with dark curly hair is looking down at a white sign she is holding. The sign features the UTi logo, which consists of a stylized 'U' made of three arrows pointing towards the center, followed by the letters 'UTi' in a bold, sans-serif font.

Delivering  
on our *Promises*



## 8 UTi Tracking and Proof of Delivery

### If I have a query about my package(s) who do I contact and what do I need?

Contact the National Contact Centre or visit our website [www.sun.co.za](http://www.sun.co.za) with the following information on hand:

- SHIPMENT NUMBER
- DATE OF DISPATCH
- CLIENT REFERENCE
- PARCEL TRACKING NUMBER
- THE ORIGIN AND DESTINATION (including the full physical address)

### Can I track my package or shipment on the Internet?

Yes, go to [www.sun.co.za](http://www.sun.co.za), Track a Parcel. You will need your package(s) parcel number or shipment number or sender reference number. If you do not have access to the Internet, contact the National Contact Centre and ask them to track your package(s) for you.

### Where can I get a proof of delivery?

We have a host of products that can facilitate the retrieval of confirmation and proof of delivery. These products cater for all types of clients and their needs. The options are:

- Proof of Delivery images can be received via Fax or E-mail.
- Proof of Delivery images can be provided monthly on a CD.
- You can retrieve your Proof of Deliveries via the website on [www.sun.co.za](http://www.sun.co.za)
- Our Client Dispatching Solution provides fast and efficient access to proof of deliveries.
- Our Integrated IT Solution provides all relevant Proof of Deliveries, available 24/7, if configured to host a Sun Couriers server at the client's site.

*For further information contact our National Contact Centre or your sales executive.*

## FAQ - Sun Couriers



### 9 Payment

#### What are your banking details?

Account Name: UTi Sun Couriers

Nedbank, Isando. Branch Code: 196142

Account Number: 1961259176

#### What do I do if I want to pay cash for a collection?

You need to contact the National Contact Centre with your package(s) details, including dimensions, weight, origin and destination for a precise quotation. Please ensure you have the correct amount of money ready when the driver comes to collect the parcel. We also accept cheques. They can be made out to: UTi Sun Couriers.

#### Can I make electronic payments instead of paying cash on collection of my package(s)?

Yes. Once you have received a quotation, record the reference number and fax through the deposit slip. The payment needs to be verified with the bank before the driver will do the collection.



**Can I use a 3rd party account number without quoting it?**

No. Collections will not be placed unless account numbers are quoted. You need to contact the 3rd party and arrange authorisation to utilise their account and account number. Our contact centres will not give out information regarding account numbers.

**Can I pay cash on delivery?**

No. Cash transactions require payment to take place prior to or at point of collection. The collection will not take place without payment.

**Do I pay for stationery?**

We provide documentation and express paks to our clients free of charge.



**This guide is an 'I am UTi' Initiative**

**Team Members: Shiraz Khan, Steven Thubane, Ayesha Patel, Eric Pale**

Tel: **0861 80 30 80**

Postal Address: **PO Box 63, The Reeds, 0061**

Website: **[www.sun.co.za](http://www.sun.co.za)**

Email: **[customerservice@sun.co.za](mailto:customerservice@sun.co.za)**

