



TAKEALOT SHIPPING PROCEDURE GUIDE

THECOURIERGUY.CO.ZA



THE COUNTRY'S *FAVOURITE COURIER*

The Courier Guy is South Africa's leading courier service provider. With a track record spanning more than two decades, we pride ourselves on being able to handle just about any package and logistics requirement.

We're also one of Mzansi's most recognised brands with over 170 kiosks and 22 depots around the country, assisting thousands of businesses and individuals every single day in shipping their goods all over the land.

Add to this an extensive network of over 1100 pudo lockers (and counting) and you'll quickly discover there are very few places we don't reach.

A BRIGHT FUTURE

The Courier Guy has its roots firmly in South Africa and is committed to the country and its people.

We will continue expanding our kiosk and locker network to ensure as many as possible have access to our world-class technology and services.



HOW TO **OPEN AN ACCOUNT** WITH THE COURIER GUY

It's quick and easy – no paperwork needed!

Go to <https://portal.thecourierguy.co.za/register> and follow the **two** easy steps.

HOW TO USE OUR **PORTAL**

Here is a video to make the user experience easier:

<https://www.youtube.com/watch?v=6HLgEe-uWWw&t=5s>

User manual:

<https://www.shiplogic.com/tcgclient/>

RATES

THESE RATES ARE ONLY APPLICABLE WHEN SHIPPING TO A **TAKEALOT DC.** Please make sure you use the correct DC address or the rates will not be applicable.

TYPE OF SERVICE	MINIMUM CHARGE	UP TO (KG)	RATE PER KG thereafter	SERVICE
ECONOMY ROAD (ECO) 0 – 5kg	R66.38	5	–	2 – 3 days
ECONOMY ROAD (ECO) 6 – 15kg	R107.63	15	–	2 – 3 days
ECONOMY ROAD (ECO) 16 – 25kg	R145.13	25	R5.25	2 – 3 days

Please note: 1 – 2 working days to be added on to transit times for regional areas. **Prices exclude VAT.**

TRANSIT TIMES

ROAD FREIGHT	Major Centres	Place collection before 14:30 and have parcels ready by 15:00 (unless by other arrangement).	Delivery in 2 to 3 working days. Transit times vary by major centre.	Cheapest service for consignments exceeding 3kg. Applies to all consignments not time sensitive and too large to send overnight.
	Regional Areas	Collection times vary per route. Please confirm.	Delivery in 3 to 5 working days. Transit times vary by major centre.	

VOLUMETRIC

Consignments are charged on the greater between actual or volumetric mass:

The formula for calculating volumetric mass is as follows:

LENGTH (CM) X BREADTH (CM) X HEIGHT (CM)

ECO 4000 / OVN 5000

DROP OFF *LOCATIONS*

You can drop your shipments off at the following Kiosks in Cape Town and Johannesburg:

Cape Town King Air Industria, Pallotti Road, Matroosfontein | 021 380 0220

Johannesburg 37 Malta Road, Cosmo Business Park, Kya Sand | 010 222 2300

Process to drop off at one of The Courier Guy's Kiosks:

- Book your shipment online
(You can get the address from the Service Point Locator)
- Go to the selected Kiosk and provide them with your shipment reference.
- They will accept your shipment.
- That's it!

HOW TO **CREATE A SHIPMENT** ON OUR PORTAL

1. For single POs per waybill

On The Courier Guy Client Portal enter your Takealot PO number in the **‘search by reference’** field in the top left-hand corner of the screen.



This PO number will become your waybill number for this shipment allowing you to track the progress of it on our system.

Read the pop-up warning and click **‘Yes, create new shipment.’**

Reference could not be found



It seems that the reference you entered could not be found. Would you like to create a new shipment?

Cancel


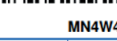
Yes, create a new shipment

When creating the new shipment, you will note a **‘customer reference’** block on the right-hand side. This is where you can add a unique reference allowing you to link back to your shipment and business.

		Worldwide Express We would love to handle your package		HEAD OFFICE: Sharecall No: PO BOX 532 Lanseria 1748 Fax: 086 643 3385 After Hours WhatsApp: 082 823 3254			
ACC NO: TCG002	WAYBILL NO: 85337416	CUSTOMER REF: 85337416	DATE: 2023-04-03	PARCELS 1	MASS 2	CH. MASS 2	ORIGIN JNB
Contact name: Genichia		Contact number: 0102222414		Company name: The Courier Guy		Contact number:	
Street address: 37 malta road cosmo business park		City: Kya Sands		Country: South Africa		Postal Code: 2163	
Special instructions:		FROM:		TO:		Special instructions: PO85337416	
PARCEL NO. 1	DESCRIPTION Flyer	WEIGHT 2.0 kg	DIMENSIONS 40.0 cm x 30.0 cm x 8.0 cm				
By virtue of the client's signature hereto, the client acknowledges having read, understood, and agreed to be bound by the standard conditions of carriage of The Courier Guy (Pty) Ltd., which standard conditions are annexed hereto.				LIABILITY COVER Y <input type="checkbox"/> N <input checked="" type="checkbox"/>		(ONLY DECLARE VALUE IF YES) DECLARED VALUE R	
CLIENT SIGNATURE (VERY IMPORTANT)		RECEIVED BY THE COURIER GUY (Pty) Ltd.:		RECEIVERS SIGNATURE: PRINT SURNAME AND INITIALS:		DATE:	
DATE:		TIME:		TIME:		TIME:	
				SERVICE LEVEL LOF		ROUTING CODE JTAL999 (M1)	

Create your shipment and use the default waybill number generated by The Courier Guy's portal. Please ensure all POs are visible and each shipping note is placed in its own individual waybill window. Always ensure items are packed individually as per PO inside the box – this is Takealot's procedure.

Once you have entered the delivery details, you **MUST** enter your Takealot PO number/s in the delivery instruction field. ***It's imperative this information is provided*** in order for Takealot to link your shipment back to you.

		Worldwide Express We would love to handle your package		HEAD OFFICE: PO BOX 532 Laneros 1740 Shoalwater No.1 0861 203 203 Fax: 086 543 3385 After Hours Whatsapp: 082 803 3234																															
ACC NO. TCG002		WAYBILL NO. MN4W4B		CUSTOMER REF: 8541755- 85416630, 85374071, 85416866,85411903		DATE 2023-04-03		PARCELS 1		MASS 2		CK. MASS 2		ORIGIN JNB		DEST. TAL JHB		OFFICE REFERENCE																	
Contact name: Genicia										Contact number: 0102222414																									
Company name: The Courier Guy										Company name: Takealot JHB																									
Street address: 37 malta road cosmo business park										Street address: Cnr Riverfields Blvd and First road																									
Kya Slands										Kampton Park																									
City: Johannesburg										City: Durban																									
Country: South Africa										Country: South Africa																									
Postal Code: 2163										Postal Code: 4619																									
Special instructions: <div style="border: 2px solid red; padding: 5px; display: inline-block;"> 8541755, 85416630, 85374071, 85416866,85411903 </div>																																			
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CLIENT SIGNATURE (VERY IMPORTANT)										RECEIVED BY THE COURIER GUY (Pty) Ltd. DATE: _____ TIME: _____																									
Guarantee that goods were received in good condition										RECEIVERS SIGNATURE: PRINT SUPPLIERS AND DETAILS:																									
DATE: _____										DATE: _____																									
TIME: _____										TIME: _____																									

Always ensure you link the correct waybill number on the Takealot portal to the relevant PO number.

INBOUND FLOW

Day 0: Order prep and PO generation.

Day 1: TCG collects from seller and delivers to local facility / seller drops off at local TCG facility.

Day 2: Express linehaul from local facility to Takealot DC.

Day 3: Offload at Takealot DC and prepare for delivery.



THE COURIER GUY AND YOUR BUSINESS

One Company. Multiple Solutions.

When it comes to business, we're the complete package.

Our large, national network of **22 depots** and **170 Kiosks** means we reach all corners of South Africa, while our pudo locker offering is a game changer from both a delivery and returns point of view.

Our Unique Owner/ Driver Model

We make use of an **owner/driver model for last-mile operations**. Not only does this provide employment for over 2000 drivers and vehicle owners, but it also means customers and drivers get to know each other, which builds trust.

Our sizeable fleet allows us to operate smaller, pre-determined routes, which improves quality of service with drivers extremely familiar with their areas.

pudo: A Business Transport Solution for Retailers and Evergreen Convenience for Individual Customers

pudo (short for 'pick up, drop off') is a network of some 1100 smart parcel lockers located all over South Africa.

Delivery to a pudo locker starts at just R50 (locker-to-locker) and is facilitated via the easy-to-use pudo app.

The pudo network is linked to The Courier Guy's world-class infrastructure, meaning experienced drivers and staff handle every single item.

All 170 Kiosks also double up as pudo lockers – if there isn't a locker in the vicinity a Kiosk can be used as a pickup or drop off point.





What Does This Mean for My Business?

pudo offers your customers flexibility as items can be collected anytime, with most pudo lockers located in areas that are safe and easily accessible 24/7. (Including garages and strip malls).

With the pudo/Kiosk hybrid model your business also has multiple options to facilitate consumer returns, drastically reducing the chances of a failed delivery.

Let's Talk



Whatever your needs, The Courier Guy has the solution. Contact us on **sales@thecourierguy.co.za** and let us put together a tailored logistics offering to fit your business's unique requirements.

THE COURIER GUY AT A GLANCE*



2 200+
DRIVERS

16.5
MILLION DELIVERIES
in 2022

22
DEPOTS
nationwide

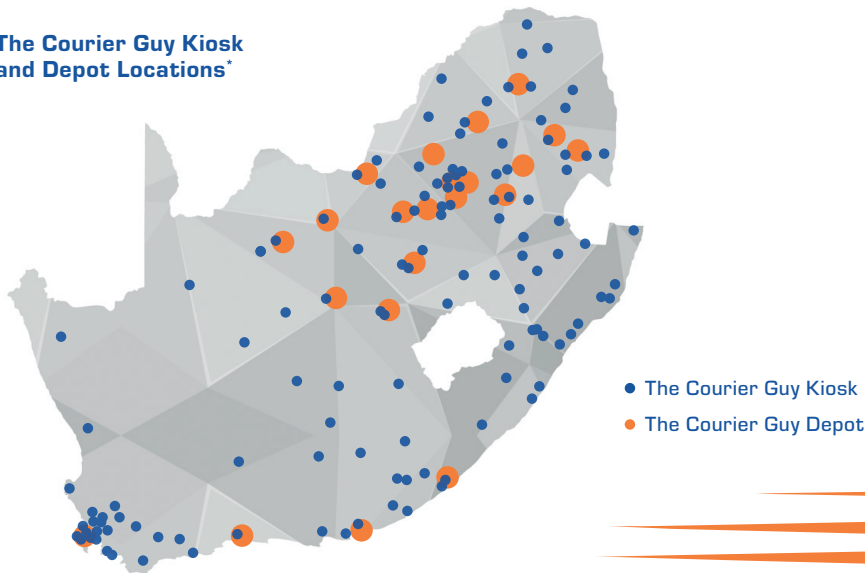
170
KIOSKS
nationwide

2 500+
EMPLOYEES

130 000+
TRADING
CLIENTS

1 100
PUDO LOCKERS
nationwide

**The Courier Guy Kiosk
and Depot Locations***



**As of August 2022*



***SERVICES* WE OFFER**

LOCAL SAMEDAY FLYER BAG

Parcel must fit inside a TCG flyer bag and be sealed (max. weight 5kg).

LOCAL OVERNIGHT FLYER BAG

Parcel must fit inside a TCG flyer bag and be correctly sealed. Subject to parcel being collected by 11am the same day (max. weight 5kg).

LOCAL SAMEDAY ECONOMY

Applies to all consignments which are not time sensitive and which may be too large to send express / airfreight.

SAMEDAY EXPRESS

Urgent consignments required at their destination on the same day as collection. Certain conditions apply.

OVERNIGHT COURIER

Delivery the next business day by 11am. Applies only to major centres (JHB, CT, DBN, PTA, GQA).

ECONOMY

Applies to consignments that are not time sensitive and too large to send express. Transit times vary from 36 - 120 hours.

International Services

Our international service is available from all Kiosks nationwide.

International Document Courier:

this applies to consignments containing documents. (max. weight 30kg.) Please liaise with us regarding collection times and the appropriate outbound flight.

International Airfreight: applies to larger consignments where tariffs quoted are inclusive of all charges except custom duty or tax payable at entry points. Please consult us for more detailed information.

Goods Importation: please contact us to arrange collection on your behalf.

Special Services*

- Weekend and public holiday deliveries
- Embassies and consulate services
- After hours delivery
- Tender services
- High-risk areas
- Hospitals
- Ecommerce
- Early bird

**Please contact us for personalised rates and more information regarding these services.*





OUR *TECHNOLOGY*

The Courier Guy makes use of the latest technology to ensure a seamless customer experience and maximum efficiency. Our support team is available to clients through multiple channels including:

- WhatsApp (24/7)
- Facebook
- Email
- Helpdesk
- Chat Bot

Our online portal empowers customers to manage their own account allowing them to book collection, request a quote, check the status of a parcel and make account payments.

Plugins

Our **Shopify** and **WooCommerce** plugins integrate seamlessly into your website allowing you to take your business offering to the next level.

Find them here:

apps.shopify.com/the-courier-guy

wordpress.org/plugins/the-courier-guy





Secure Delivery

When it comes to the handling of your packages, safety and transparency are at the very heart of what we do. That's why we make use of a **unique OTP system** in order to deliver your items securely and efficiently.

OTP benefits:

- Only the person who receives the OTP can take delivery of the parcel, reducing the risk of delivery to the incorrect person or wrong address.
- Every OTP is unique and can only be used once.
- Your OTP is also emailed to you in case you don't have your phone available.
- If the receiver is not available an OTP can be sent to another designated individual (i.e. a family member or colleague).
- You can locate where the driver inserted the pin with geolocation.
- Communication is also sent to the designated receiver informing them when the parcel is out for delivery and when the driver is 10 minutes away.
- You receive a confirmation email once the parcel has been received by the designated individual.
- It is completely contactless and utilises the latest in logistics technology.
- It is environmentally friendly, reducing the amount of paper used in the printing of waybills.



Fleet Security and Tracking



The Courier Guy's fleet is managed by **Cartrack Controller Online Services** located at The Courier Guy's head office in Johannesburg.



Video Footage



All company vehicles are under **24-hour video surveillance** including live streaming. This enables us to monitor our drivers in real time, giving us the potential to proactively manage any unforeseen situation.

All our premises are also under continuous video surveillance, meaning **your parcel is always being watched**. We constantly monitor business processes in order to ensure utmost accountability when it comes to the handling of your package.



PACKAGING & ESSENTIALS

The Courier Guy stocks a wide variety of essentials designed to make the sending of parcels as easy as possible. These include: boxes, pallet wrapping, flyers (free), stickers, padded envelopes, tape and other stationary items. These are available at all Courier Guy Kiosks.





OUR **AWARDS**

Over the past 20-plus years The Courier Guy has been recognised as a leader in the courier industry on numerous occasions. Here are some of our more recent accolades:

- **Top 3 Courier Companies:**
Sunday Times Top Brands 2019
- **Best Courier Company in Johannesburg:**
Best of Joburg 2019
- **Best Courier Company in KZN:**
Zululand Observer 2019 & 2021
- **Best Courier Company North West Province:** Klerksdorp News 2019
- **Best Courier Company in Gauteng:**
Beeld 2020
- **Best Courier Company Pretoria:**
Pretoria News 2020 & 2021
- **Best Courier Company Johannesburg:**
The Star 2020 & 2021
- **Best Courier Company:**
Best of Bloem 2022
- **Best Courier Company:**
Zululand Observer
Readers' Choice Awards 2023



WE WOULD LOVE TO HANDLE YOUR PACKAGE

support@thecourierguy.co.za | National Sharecall: 0861 203 203

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