



SERVICE ABBREVIATIONS AND DEFINITIONS

Domestic Services within the limits of South Africa

ONX	Overnight Express by 11h00am. Delivery by 11h00 the following working day in major centres . Outlying areas will be delivered during the following working day . (48 hours area dependant).
ECC	Express road freight - 36/48 hours. Deliveries normally take place in the afternoon - time is not specified . This service is only available between Cape Town and Johannesburg .
RDF	Road Freight (Economy) - 48/96 hours.
IND/INM	In city delivery - normally following morning by 11h00 on weekdays.

Special Services and Surcharges*

SDX	Same day Services - Only available in Major Centres . Driver is despatched to collect your shipment immediately upon receiving verbal/emailed confirmation. The shipment is then taken by the driver to the airport and despatched on the next available cargo flight. Delivery is affected withing 90 minutes of the flight arrival. Whatsapp/SMS/Telephonic proof of delivery is provided within 30 minutes of the delivery.
INX	In city same day service - (Within the city limits) Driver is dispatched to collect your shipment immediately upon receiving verbal/emailed confirmation and delivered directly to the destination within the central business area of the collection.
EBD	Early Bird Delivery - Only available in Major Centres . This service guarantees an overnight delivery by 09h00am to a major area. Special arrangements need to be made with Customer Service for a regional or remote area.
SAT	Saturday Delivery - Only available in Major Centres . Collections and deliveries are done between 08h00am and 12h00 on Saturdays.

****Drive Aways to certain outlying/regional/remote areas can be requested from your contact person at ACT. Please ensure to obtain a quote before agreeing to the service.***



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International and Cross border Services

ECD/ICD	Import/Export Courier Document: A door-to-door services for time sensitive documents to more than 600 cities in over 125 countries worldwide. Delivery is normally achieved within 1 to 6 days depending on destination.
ECP/ICP	Import/Export Courier Parcel: A door-to-door services for time sensitive non- documents consignments . All non-document shipments require customs documentation, proforma invoice reflecting value for customs and description of contents.
IRF	International Road Freight: Cross border road freight to neighbouring countries is a more cost-effective alternative for heavier, less sensitive consignments.
TRANSIT TIMES	Transit times are reflected on the International Zone section of the proposal. These transit times are approximate delivery times. Special arrangements can be made to meet critical deadlines. Contact ACT for assistance.

ACT FULFILLMENT SERVICES



Storage	Safe, secure storage for products.
Order Packing	Unlike most other fulfillment centres, we are not in the business of saying 'no' to our customers. Whether you are looking to include a marketing insert within your customer's order, ribbons, tissue paper, and handwritten gift note, we will deliver the unboxing experience you and your customers will love.
Packaging	We will gladly assist with getting you the perfect fit packaging for your product.
API Integration	ACT Fulfillment make use of www.scrubbill.com for all API Integrations.

From holding the stock items, to receiving the order from online customer sales, to picking the items, packaging, and sending the order, ACT Fulfillment will take care of it all for you.



FAQ - Frequently Asked Questions

<p>What is the fuel surcharge?</p>	<p>This surcharge is in place to counter the fluctuation of fuel prices in South Africa. ACT reserves the right to increase / decrease such a surcharge without prior notice.</p>
<p>Does ACT have weight restrictions?</p>	<p>No weight restriction applies to Domestic Freight. International parcels going via air are subject to IATA regulations which limit the weigh to 30 kg per parcel. Oversize charges are levied country dependent. Please contact us to make special arrangements for large/awkward consignments or Truck collections.</p>
<p>What is considered a After Hour Service?</p>	<p>An after-hours surcharge incurs when a parcel gets collected/delivered: Monday to Friday - 18h00pm to 06h00am. Saturday from 12h00pm to 06h00am Monday. Public holidays will also incur a After Hours surcharge.</p>
<p>Does ACT have any cargo restrictions?</p> <p><i>*Please see the full list of restricted items @ www.myact.co.za.</i></p>	<p>Yes. ACT is unable to transport the following item examples:</p> <ul style="list-style-type: none"> • Dangerous/Hazardous Goods • Flammable or Toxic Goods • Valuable Jewellery • Diamonds/Gold/Precious Stones • Furs/Hides/Skins • Money/Coins • Firearms (Weaponry) • Live Animals/Stock • Cigarettes/Tobacco • Glass/Porcelain (glass products) • Explosives • Antiquities
<p>Can ACT pack/wrap my parcel?</p>	<p>Yes, by special arrangement. Our drivers do not go out with packaging in their vehicles; contact our Customer services well in advance so they can make arrangements with the driver and order your packaging.</p>
<p>How can I track my parcel?</p>	<p>Go directly to our website and click on the Track My Parcel Icon - www.act-logistics.co.za/www.myact.co.za If you wish to get a verbal confirmation, you can contact your Customer Service Representative directly.</p>
<p>Do I have to open an account to make use of your services?</p>	<p>Not at all. You are welcome to make use of our services on an adhoc basis or as required.</p>