



COMPANY PROFILE

YOUR LOGISTICS PARTNER

Our Story

Global Express is committed to offering its clients an extensive range of seamless high-quality Express Courier Services, offering fast and reliable door-to-door transportation of goods and information through its global network.

We facilitate a global network that provides clients with a one-stop-shop solution in Logistics, Express and Supply Chain Management by offering Domestic, International and Cross Border Services that are characterized by flexibility and can be customized to meet individual customer needs.

At Global Express, we believe that having the right networks and information in place is critical to the safety and efficient movement of your cargo. That is why we pride ourselves in the management of our Express Courier Channel – tracking all internal and external processes. We achieve this by using state of the art security systems and tracking devices to minimize any risk along the Express Courier Channel and ensure that movement of product is tracked and monitored at all times.

Customer service and delivery are the cornerstones to building relationships with our customers, and we strive to maintain a service level that stands out above the rest. We prioritize ongoing communication between ourselves and our clients and we pride ourselves on hands-on management to ensure the highest quality standards are maintained in our service to you.



Express Courier and Freight Services

Your precious cargo, your deadlines, your security concerns and your specific requirements all lie at the centre of what we do at Global Express. We understand that your needs may be driven by those of your clients' and that your timelines and demands are likely to vary from project to project. With an assortment of options that can be tailored to your convenience, Global Express guarantees you a trusted and cost-effective courier service to domestic, international and cross border destinations.

Domestic Services

Whether you require straight-forward express services, security services for precious cargo or even need to transport dangerous goods, we can easily accommodate you. We deliver what you need, where you need it and when you need it to get there quickly and safely. These are the domestic services we have on offer:

Same Day Express

Overnight Express

Next Day Express

Budget Service

City Express

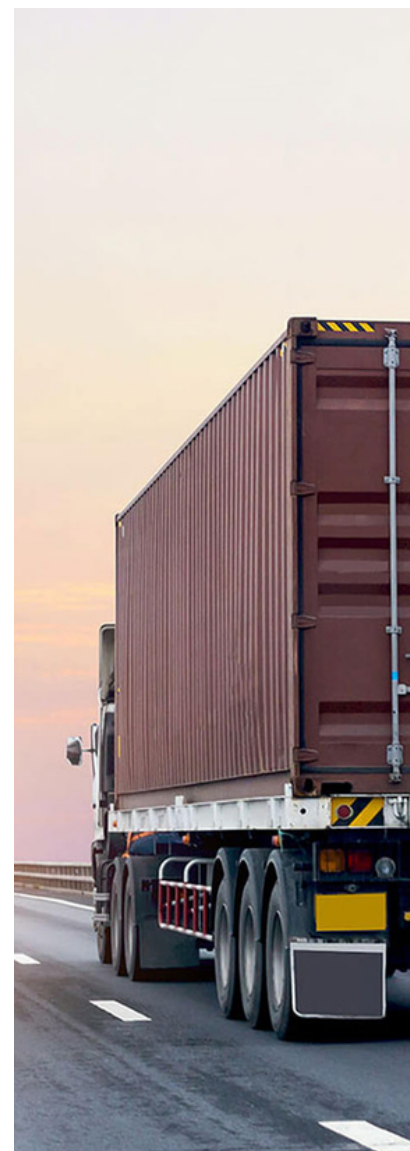
Regional Express

Sunrise Express

Weekend & Holiday Express

After Hours Collection & Delivery

Air Charter Services



International Services

Global Express provides customized air freight and sea freight solutions on a global scale. We are able to provide a door-to-door service for time-sensitive shipments to more than 500 cities in over 150 countries worldwide. We always aim to achieve a delivery time of 4 days and less. Our worldwide partnerships enhance our ability to constantly exceed our customers' expectations.

International “Special” Consignment

For extremely urgent consignments that require special handling and/or direct routing to the destination country to meet your critical delivery deadline. These consignments must be advised prior to collection and additional charges will be incurred. Contact the Global Express offices for details.

International Airfreight

For heavier or bulkier consignments that are not time-sensitive. Airfreight is a more cost-effective alternative to courier. Transit times will be dependent upon destination and customs clearance. The airfreight tariff will be quoted per consignment dependent on weight, volume, value and destination.

Import and Export

Collections in other countries can be arranged and charged to your local account.

International Freight Forwarding

Clients also have access to the comprehensive range of international freight forwarding services.



Customs Clearing

Local knowledge and good relationships developed through spotless track-records with all local customs offices is a key enabler for the seamless and on-time clearing of a client's cargo. Global Express leverages its expertise in all phases of freight transfer, to assist importers and exporters in clearing shipments through South African Customs. This includes accurately preparing customs documentation, arranging for governmental inspections, permits where necessary and payment of import duties and taxes.

Airfreight Forwarding

Global Express provides customized airfreight forwarding solutions on a global scale. Our worldwide partnerships with all major reputable airlines, enhances our ability to constantly exceed our customers' expectations.

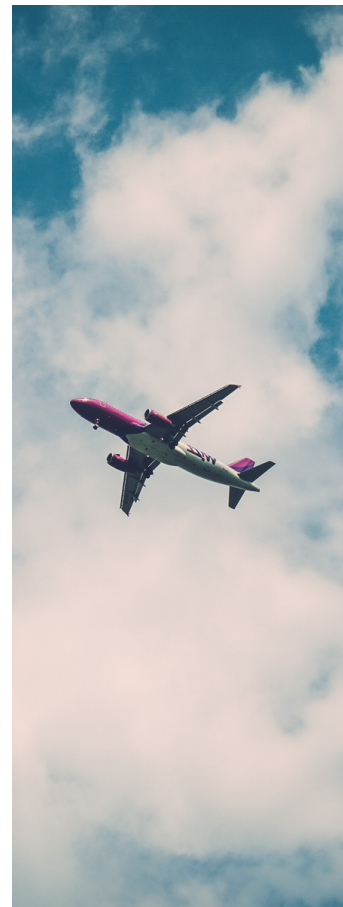
Customer Service

To ensure the highest of customer satisfaction, we provide our clients with the following services:

- 24-hour online access to all shipping information and documents
- Automated communication and document exchange, designed according to your specific requirements
- Online and mobile tracking and management of your shipment
- The exchange of courier channel information and client-specific reports, in any requested file format

Tracking and Proof of Delivery

Visit our website www.globalexpress.co.za and click on Online Services > Track Parcel. Enter the Waybill number and receive the current status on your shipment. Proof of delivery is available via our website, or via e-mail. We also include these details on the shipment reports.





Export Guidelines

Customs Clearance

At Global Express we have many valuable years of experience in the freight industry and are thus able to offer a professional personalized service to all of our clients on customs clearance and delivery of their cargo.

Cross Border Services

Customs regulations dictate transit times. Trucks are inspected at cross-border customs posts and any demurrage costs will be applied towards the client's account. We will ensure that the correct documentation is in place before transporting any goods to create a seamless experience for our clients. If we are not able to deliver to a specific address due to an anomaly, we will advise you prior to dispatch.

Ocean Freight

All shipments crossing international borders must be cleared through Customs in the destination country/territory prior to being delivered to the recipient. Unless a broker is specified, Global Express submits shipments to Customs and other regulatory agencies. If shipments are held by Customs because of incorrect or missing documentation we will first attempt to notify the recipient.

Road & Air Freight

We advise our clients to clearly state any items that are susceptible to damage as a result of any condition, such as a change in pressure or temperature so that we can take the necessary precautions when handling and storing these goods.

Dangerous Goods

It is the responsibility of the shipper of goods to ensure that the consignment is not dangerous or hazardous for carriage by air. There are various international and domestic regulations governing the transportation of dangerous goods. Please ensure that your dispatch staff adhere to these regulations. Should there be any doubt as to whether your shipment will be classified as dangerous or is a restricted article, please contact the Global Express Office.

Insurance

No shipments are insured unless a prior written agreement has been entered into and the premium charged has been paid by the consignor, this premium will be based on the value of the shipment as declared on the waybill.

Restrictions

Certain commodities are restricted as specified by the IATA Dangerous Goods Regulations. There are airline restrictions placed on certain goods because of their hazardous nature e.g. any flammable liquid, chemicals, blood, alcohol, fragrances etc. It is the responsibility of the sender to comply with these restricted goods' regulations and to please contact Global Express and advise us accordingly should you feel that the contents of your consignment may be restricted; as such consignments will not be accepted for carriage. For clarification of Dangerous Goods, please refer to IATA Dangerous Goods Regulations by contacting your local Global Express Office.

Contact

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