



Mailafrica Ltd – Bulk mail direct entry mail service to 13 countries in Africa

Established in 1990, Mailafrica provides a high quality direct entry postal service for printed matter and publications to the predominantly English – speaking countries in Africa.

We operate two distinct service levels;

1st Class (Airmail equivalent 7 -10 working days)

2nd Class (Standard/Airsaver or Airprint equivalent 14 – 21 working days)

All services provide a credible alternative to conventional PO/OE methods with a very competitive pricing structure.

Using experience gained in the courier industry and a knowledge of the local area we successfully started the first (alternative) direct postal service into Nigeria. Our service criteria was to provide;

FASTER SERVICE

LOWER PRICES

GREATER ACCOUNTABILITY

Over the years we have added several other countries in the West, East and Southern Africa all installed with the same quality controlled features.



MAILAFRICA 1ST CLASS

BOTSWANA, ETHIOPIA, GHANA, KENYA, MALAWI, MAURITIUS, NAMIBIA, NIGERIA,
SOUTH AFRICA, TANZANIA, UGANDA, ZAMBIA, ZIMBABWE

By providing regular despatches with on-board couriers via scheduled aircraft, we ensure the fastest possible direct entry service to these destinations.

For example : Material destined for Johannesburg collected on a Monday morning. Once processed with the appropriate postal markings on, the material would fly on Monday evening, arriving in Johannesburg on Tuesday morning. Following customs clearance (which is lodged prior to the flight landing) the material is check-weighed and entered into the domestic mail stream - the same day. Deliveries will start from Wednesday/Thursday to PO Boxes, depending on destination.

The transit times we target are within Royal Mail International's benchmark 'Priority' guidelines of 7-10 days. Our service schedule is designed around British Airways and other major airlines scheduled flights. This means that regardless of the time and day we collect material from our customers there is a flight within a short space of time (normally 24/48 hrs) which ensure a consistent delivery time - we do not delay or hold for consolidation.

MAILAFRICA 2nd CLASS

BOTSWANA, ETHIOPIA, GHANA, KENYA, MALAWI, MAURITIUS, NAMIBIA, NIGERIA,
SOUTH AFRICA, TANZANIA, UGANDA, ZAMBIA, ZIMBABWE

With the use of regular scheduled flights Mailafrica is able to offer an Airsaver/Standard type service which consistently performs well within R.M.I.'s 14 -21 day time parameter, but provides a very attractive cost-saving.

All 2nd class destinations are serviced a minimum of 2 times per week. Mail is inserted immediately into the domestic postal service for final delivery by the domestic PO.

BULK DELIVERIES

We can offer a service of Bulk deliveries of printed matter to most capital cities and in the case of South Africa, to most cities and towns in the country.

Please contact us for spot rates



QUALITY CONTROL

1) Receipt of material at our facility

Upon arrival, mail sacks are check-weighed by staff to ensure correct weights for each destination. Mail is then checked through to find mis-sorts before processing. Mis-sorts are returned to U.K. customers according to that customer's collection schedule, or in the case of U.S. clients will be on-forwarded through a local mail consolidator.

Mail is then processed by a team of sorters who are supervised at all times.

Markings are applied to each mail item, either in the form of labels for poly-wrapped items or if envelopes, items are stamped. Each customer has their own unique markings to maintain corporate identities. Logo's can be utilised and incorporated in return addresses.

2) Despatch of Flights

Once processed, Mail is despatched using scheduled courier or mail cargo services for 1st Class mail and cargo or mail mode for 2nd Class.

Agents are pre-alerted with all consignments and flight details by email to ensure flights are met correctly. Any short shipping is investigated and notified to Mail Africa where appropriate.

3) Receipt and Transferral at destination Airport

The flights are met by agents and mail is cleared through customs and transferred to the main Post Office in the gateway city. We are immediately informed of any short-landing or problem of any kind by our agent or the relevant PO. Any such information is relayed to customers.

Upon arrival at the Post Office mail is check-weighed and put into the postal system. No franking or stamping of items is generally necessary due to the postal markings which we apply here in the UK. These markings are authorised by the postal authorities. MailAfrica is generally the only organisation outside the country concerned allowed to apply this type of pre-franking. We hold deposits and bank guarantees with the PO's in Africa and postings are debited on our account.



4) Confirmation reports of each station

Detailed written reports showing date of flight arrival and date of despatch into the postal system are supplied on a regular basis by agents. Any non-controllable delays are obviously notified instantly by phone. All consignments are therefore traceable from receipt in Mailafrica's facility right through to the direct entry stage.

5) Flow of undeliverables

A service which is a particular feature of Mailafrica, is the prompt return to clients of any undeliverable mail, on a regular basis. This allows client's customers to update mailing lists in case of change of address, decease of consignee etc.

This is achieved by the used of a local PO box / Private bag address contained in the markings applied to each mail item. Mail can be returned to this address in the destination country. After collation mail is returned to Mailafrica, sorted by client name on the markings and despatched to the client.

6) Transit-Time Tests/Monthly Reports

Mailafrica conducts a major Transit Time Tests programme to constantly monitor performance. The results of these tests are communicated to customers in a quarterly bulletin which also details any flight delays or problems in the countries serviced that may affect delivery consistency

7) Security

Mailafrica is very sensitive to the matter of security.

Mail is processed upon receipt by staff who apply postal markings to mail, this is done one customer at a time to ensure there is no possibility of any mix up or overlap. Postal markings applied show the client's company name ensuring excellent corporate identity right through to delivery, and ensures integrity for returned undeliverables.

Mail is kept in our secure warehouse until despatch.

8) Staffing

Mailafrica was established in 1990, some of our staff have been with us almost since the start and the majority of staff have been here for several years. All new staff are cross trained and any additional help is closely supervised. We pride ourselves on our conscientious team, clients are always welcome to inspect our facility and meet our staff.