

23 June 2023

South Africa Customs Clearance Delays

Dear Valued Customer,

We regret to inform you of delays in the clearance of goods by SARS (South African Revenue Service) for all imports into South Africa.

The delays are a result of technical issues with the Customs Processing Platform, in which submitted entries may not receive responses on clearance progress. The full extent of the system issue is not known at this point; however we can confirm that clearance confirmations are currently not being received from the SARS system. Unfortunately, at this stage we are unable to give specific timeline commitments on when shipments will be released by customs. We will continue to remain close to the situation and ensure shipments are processed as quickly as possible.

This issue does impact on all parcels inbound to South Africa, regardless of value or commodity. We are currently putting relevant contingencies in place for when the system is online again, in order to move cleared shipments to their final destination.

These delays are regrettable and we apologise for any inconvenience this may cause you.

We recommend that all customer check for updated tracking events on our website regularly to see the latest status of your shipment. Alternatively, you can reach out to our live chat team on www.aramex.co.za or www.aramexglobalshopper.com for more assistance.

We thank you for your patience and understanding.

Sincerely yours,



Hein Bruyins

Communication & Customer Experience Executive
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