



# **BUFFALO**®

We Deliver Hope



[WWW.BUFFALOEX.CO.ZA](http://WWW.BUFFALOEX.CO.ZA)



## **BUFFALO Couriers**

is a ChinAfrica Logistics provider, connecting marketplace retailers, industrial suppliers and manufacturers with SMEs, industrial clients and marketplace sellers.

### *Our values*

Customer Centricity | Integrity

Passion | Teamwork





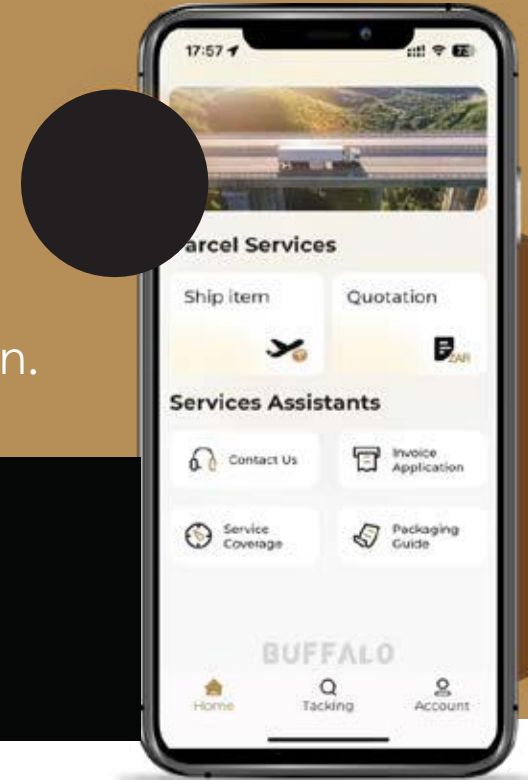
As a proudly South African online trade logistics service provider, **BUFFALO** provides cost-effective one-stop logistics and distribution services for local online retail trade in Southern Africa, as well as cross-border online trade between China and Africa. We offer the fastest and most direct channels of distribution for consumers across Africa and China, in an effort to grow the ecommerce market and deliver more orders to more people across Southern Africa.

## **BUFFALO SPECIALISES IN WORLD-CLASS SERVICE, DELIVERED LOCALLY:**

- International Shipping & Freight Consolidation
- Freight Forwarding & Clearing
- Overseas & Industrial Warehousing & Distribution
- eCommerce Fulfilment
- Courier Services
- Payment Services

# BUFFALO is changing the face of transportation and ecommerce in South Africa and beyond, offering fast, efficient and cost-effective Solutions

Through our professional knowledge and technical experience, BUFFALO understands the logistics needs of our customers. We offer every client a customised and optimal transportation solution that not only shortens the transportation time but reduces overheads and admin.



## Our Competitive Edge

- Self-operated warehousing and delivery network
- Extensive experience in local and global logistics and transportation
- Customised “one-stop” ChinAfrica Logistics solution
- Competitive and affordable log offerings
- Dedicated one-on-one customer service support
- Consistent and reliable service delivery
- Streamlined business processes



**35 000 m<sup>2</sup>**

Comprehensive  
storage area



**25 000 m<sup>2</sup>**

South Africa  
sorting center



**6 500 m<sup>2</sup>**

Bonded warehouse



**300**

Transport vehicles



## About Us

**BUFFALO Couriers first opened its doors in April 2017, as the local division of BUFFALO International,** and has seen significant growth in a short space of time. In October 2022, BUFFALO established its new sorting center to further enhance our logistics capabilities, enabling us to process orders more quickly and efficiently to provide our customers with a better service experience.





# THE FUTURE OF ECOMMERCE DELIVERY

Bringing global excellence to a local market, BUFFALO Couriers has played a significant role in aggressively advancing the South African ecommerce market, through providing clients exclusive access to:

- An information management system that's seamlessly connected with the local customs declaration system, banking system and a number of courier companies in South Africa
- Independent bonded warehouses, overseas warehouse and sorting warehouses.
- Fulfilment network with an established one-stop service from China to South Africa
- Cross-border e-commerce logistics and distribution system that is completely self-operated



United as one - together we grow





## Our Mission

We deliver hope by enabling meaningful opportunities for our customers, employees, shareholders and communities.

BUFFALO Couriers aims to deepen its online retail logistics services in South Africa and aspire to become an ecommerce supply chain group with global influence. Our goal is to expand the commodity retail business and help millions of South Africans to become new entrepreneurs.





## OUR CUSTOMERS COME FIRST.

Our customers are our most valuable asset, and our goal is to provide efficient and high-quality parcel shipping services. With our formidable team of proudly South African change-makers, we work closely with our partners in China to create a better, simplified customer experience and deliver excellence every time.



## **BUFFALO is an Authorised Economic Operator (AEO) by SARS.**

We firmly believe that, only by adhering to laws and regulations and conducting compliant operations, can we provide better services to our valued customers.



# Our Services

**BUFFALO** continuously strives for excellence through our extensive offering of distribution, transport and logistics services.

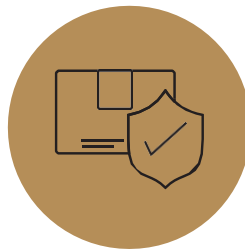
Through integrating self-built warehouses, a self-operated trunk line model, and a self-built information system, BUFFALO redefines efficiency and service excellence.



## WE SPECIALISE IN



International Shipping  
& Freight Consolidation



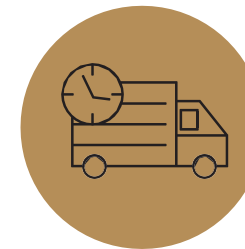
Freight Forwarding  
& Clearing



Overseas & Industrial  
Warehousing & Distribution



Ecommerce Fulfilment



Courier Services



Payment Services



# LOCAL SERVICES

Relying on our self-developed system, BUFFALO has built its own logistics network in South Africa to provide fast, reliable and affordable delivery services.

BUFFALO Couriers services all major regions of South Africa. Professional drivers, backed by effective customer support, ensures a high delivery rate, reliable timelines, competitively low costs, and high customer satisfaction.



Fast, reliable and  
affordable delivery

# LOCAL SERVICES

- Pick up from Johannesburg, Pretoria, Durban, Cape Town and Bloemfontein depots
- Nationwide door-to-door delivery, 24 hours a day
- Business-to-business delivery at highly competitive rates
- Business-to-customer delivery that's timeous and effective
- Dedicated customer service to assist with customer queries
- Delivery within 24 hours within the Greater Johannesburg region
- 2 to 4 days to all major centres and 3 to 5 days to all regional towns
- Local warehousing for ecommerce platforms and South African buyers

**#DidYouKnow BUFFALO handles more than 4.5 million customs declarations per year. We have the lowest inspection rate and the highest pass rate in the Johannesburg airport customs, and in 2022, BUFFALO ranked first in local customs clearance volume in South Africa.**





**LOCAL  
WAREHOUSING  
SERVICES**

**Now South African buyers and ecommerce businesses can centrally transport goods from all over China to BUFFALO's warehouse and directly to the customer's doorstep.**

BUFFALO Couriers is passionate about growing local ecommerce and opening new avenues of business to South African small businesses. That's why we are proud to offer local warehousing services through our new freight model:

- Let BUFFALO manage all warehousing, labour, hardware and software requirements
- Manage goods online through our warehousing management system
- Issue shipping instructions and let our team sort and pack customer orders
- Send the goods to customers through our door-to-door transport solutions
- Delivered directly to customers in South Africa by air, sea, land and other means

**BUFFALO Couriers offers a wide range of logistics and distribution solutions between China and South Africa, and across the broader African region.**

- Capacity to transport shipments of any size, even pallets or containers
- Ecommerce transport of international orders to customers' doorsteps
- Delivery in as little as 5 to 7 days from the warehouse
- Experienced customs clearance team ensures shipments are cleared on time



**BUFFALO SPECIALISES IN CUSTOMS CONSULTING SERVICES:**

- Customs Management
- Regulatory Interpretation and Consultation
- Compliance Assessment and Audit
- Customs Training and Education
- Tariff Courses



**Through global warehousing services, BUFFALO takes the hassle out of customs and cross-border sales, to encourage local ecommerce enterprises to go global.**

BUFFALO offers customised warehousing and distribution solutions for cross-border ecommerce businesses, through independent bonded warehouses, overseas warehouse and sorting warehouses. This enables export companies to send goods in batches to South African warehouses, to drive local sales and distribution, while providing local businesses with the tools and capabilities to take their offering to the global market.

- Exporters can directly ship goods locally through overseas warehouse
- Shortened delivery time and increased customer satisfaction
- Lowers barriers to customs clearance
- Batch transportation reduces overall distribution costs
- Customer returns and exchanges managed locally

**#DidYouKnow BUFFALO warehouses processes 20 000 orders per day, with a shipping time of less than 24 hours, and warehousing time of less than 48 hours.**

**GLOBAL  
WAREHOUSING  
SERVICES**

**SHEIN**

**JUMIA** 

**MENZIES**  
AVIATION

**PAXI**  
send | collect | return

 **Bidvest**

**SKYNET**  
WORLDWIDE EXPRESS

 **TITAN**  
AVIATION GROUP

**ANWEN**  
EXPRESS

*Our Clients*





# LET'S TALK BUSINESS



## **BUFFALO INTERNATIONAL PARCEL INQUIRY**

Tel: 010 510 9307

[support@buffaloex.com](mailto:support@buffaloex.com)



## **BUFFALO COURIERS & SALES**

Tel: 010 590 3190

[sales@buffaloex.co.za](mailto:sales@buffaloex.co.za)



## **PHYSICAL ADDRESS**

17 Winnipeg Street, Spartan,  
Kempton Park, 1619



# Our Clients:

To be the preferred ChinAfrica Logistics Brand by 2028.

