

## ACCESS TICKET

**Q What if a ticket is damaged and doesn't scan?**

**A** You would need to replace the ticket at the Zimborders Counter in the Freight Terminal Building. This is not an easy process so please look after your ticket.

**Q Can I use another ticket that I find?**

**A** A ticket is paired with a vehicle license plate AND/OR vehicle VIN number, so you cannot use another ticket. This will be verified through multiple checkpoints in the border. Please look after the access ticket a reprint does require a new process of vehicle ID.

**Q What if the printer does not print the ticket?**

**A** A truck will be able to enter the parking area and the truck driver will get his ticket at the ZIMBORDERS counter. You will need to present your vehicle papers and keys to prove that the vehicle is yours. You will receive a fiscalised receipt which can be used to claim VAT.

**Q What is the kiosk in the terminal building used for?**

**A** You can scan your ticket to determine where you are in the process and which government agencies you still need to visit to process relevant documentation.

**Q What if I get to the exit gate and my ticket is not accepted?**

**A** You will need to go back to the Terminal Building and scan your ticket to determine which agency needs to scan you ticket.  
If the ticket is damaged and won't scan, then you will need to get a new ticket at the Zimborders counters. In the extremely unlikely event that you can reach the exit without having been cleared throughout the other border processes, e.g., a ticket was swopped, or a process was bypassed, you will have to return to the freight terminal and go to the Zimborders counter to be advised on how to rectify.

**Q How do I know where my vehicle is in the process?**

**A** You can scan at any government agency or the information kiosk in the freight terminal building

**Q How will I know if I am cleared to go to the next step?**

**A** There is a LED screen overlooking the parking area which will call your vehicle out by registration number when it is ready to leave

## TOLL FEE & PAYMENT PROCESS

**Q When will the new border access fee become payable?**

**A** 6th October 2021

**Q Does the border access toll fee replace the Gate pass?**

**A** The border access toll fee does not replace the gate pass. The Gate Pass Fee is charged for using the bridge – known as the "Bridge Fee" this fee will still be charged by ZINARA. The border access toll fee is in addition to the gate pass

**Q Is the toll fee for two trips (return trip)**

**A** No. It is the cost for entering the border of Zimbabwe. The same fee is charged if you want to exit the border of Zimbabwe. It is a fee for one way only

**Q What are the payment options?**

**A**

- A. Prepaid Vouchers can be bought through Korridor. These can be handed in at the entry gatehouse.
- B. Cash payment can only be processed in the Freight Terminal, and you will have to queue to pay in the terminal.
- C. Local Vehicles (Vehicle/Horse Registered in Zimbabwe) can pay in USD/ZWL
- D. Foreign Vehicles (Vehicle/Horse Registered in country other than Zimbabwe) can only pay in USD

**Q Who is Korridor?**

**A** Korridor is a third party company that manages the prepaid voucher option for Zimborders. The company manages en route expenses. Please contact them directly <https://korridor.com/contactus/>  
Please note Korridor only takes USD.

**Q Can the USD \$100 tolls be paid in local Zim currency at the bank rate for Zimbabwean registered trucks which do not generate USD?**

**A** Zimbabwean registered vehicles can pay in USD or ZWL

**Q Can I pay cash for the fee?**

**A** Yes, if you want to pay cash, you mention it to the official at the entry gate who will then then issue a non-payment ticket. The driver will then have to present the non-payment ticket in the new Freight Terminal Building at the Zimborders counter by queuing at the cubicle and pay cash

## TOLL FEE & PAYMENT PROCESS

**Q Is VAT applicable to foreign registered vehicles?**

**A** Yes. VAT is required by law. It can be refunded at ZIMRA

**Q Is the border access fee a flat rate or does it fluctuate with the daily exchange rate?**

**A** The border access fee is USD based and does not change when paying in USD. Payment in other currencies is exchanged at the weekly rate published by Zimborders. Note that non USD can only be paid by Zimbabwe registered vehicles.

**Q What if the driver who wanted to pay using cash in the Terminal building, then decides to swipe, can he still do it in the Terminal Building?**

**A** Yes, credit card facilities will be available in the Terminal building.

**Q What is the procedure if a driver is required to swap a truck around i.e., a breakdown?**

**A** The Zimborders Fee is charged for every vehicle entering the border post. The replacement truck will have to enter, pay, and receive a new ticket. The new ticket will be used for further processing as the new horse.

**Q What if person enters the border site and doesn't pay the toll fee?**

**A** It will show up on the system at any Government Agency and the truck won't be able to leave the parking site. The System will call out a vehicles Registration Number on a screen overlooking the parking area only when all items have been paid and approved by all agencies.

**Q What if I have a prepaid voucher and it does not reflect on the system?**

**A** The driver will give the prepaid voucher to the official at the entry gate. If the prepaid voucher does not register, the vehicle will be issued a non-payment token and a driver will have to query the payment in the freight terminal at the ZIMBORDERS counter. You can also pay cash at the ZIMBORDERS counter in the Freight Terminal

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## ENTRY INTO BORDER POST

**Q** What if the boom does not open automatically at the entry gate?

**A** There are officials within the entry booths that can override entry booms, if necessary, with Supervisor Authentication. This process will carefully be audited

**Q** What if the vehicle does not have a license plate?

**A** If the vehicle has no number plate, the vehicle papers as well as the keys need to be presented as proof of ownership. The vehicle papers will need to be handed to the entry gate cashier and the vehicle VIN Number will be manually typed in by the entry gate cashier

**Q** What if the vehicle has a temporary license plate?

**A** If the vehicle has a temporary number plate the vehicle papers will need to be handed to the entry gate cashier and the vehicle Temp Number plate will be manually typed in by the entry gate cashier

**Q** Will there be only one entry and one exit gate?

**A** Yes. There is only 1 entry and exit gate per vehicle class. Freight has its own entry and exit. There is space allocated for a vehicle to turn-around at entry and exit gates if not allowed to proceed

**Q** Will there be a gate for only abnormal trucks?

**A** Yes, there is a separate entry lane for abnormal trucks which is 10m wide

**Q** Can the process be done when the driver is on the way or only when he arrives at the Border site?

**A** The runners can process as they currently do, but the ticket will need to be scanned at every government agency as this is for the movement of the vehicle through the site. All loads through ZIMRA and other government agencies can still be cleared online as it currently occurs.

## PARKING AREA

**Q** Will there be parking agents to ensure that trucks are parked correctly allowing other vehicles not to be blocked in

**A** Yes

**Q** Is there a maximum time frame that trucks are allowed to stay in the parking area?

**A** Vehicles that have completed all processes will be pushed to leave the first parking area if their stay is prolonged after all clearances have been met.

## PARKING AREA

- Q** How many vehicles can be accommodated in the Northbound Parking area
- A** The full parking area once completed will be able to accommodate 182 Trucks
- Q** Does the new system include CCTV to curb the theft of goods in the parking area
- A** The CCTV is controlled via ZRP Agency, the sites security is fully upgraded with CCTV.
- Q** Are there any penalties for overstaying at the border, if yes how much is that?
- A** Not in phase 1- any changes to this will be fully communicated

## GENERAL OPERATIONAL

- Q** Contact details for the Border helpdesk
- A** [helpdesk@zimborders.com](mailto:helpdesk@zimborders.com)
- Q** What happens if there is an overload of hazardous goods that cannot be subjected to load shifting?
- A** The normal process will take place that was subject to this in the past by VID agency. VID will deal with how such a vehicle will be handled or fined.
- Q** What is the process regarding empty vehicles
- A** The process for empty vehicles will be the same as it is with vehicles currently. Empty vehicles will still be required to pay the border access toll fee based on the classification of the vehicle. The Fee is based on Vehicle class and not based on the load
- Q** Is this Border now GEARED to become a ONE STOP BORDER or NOT?
- A** Not currently
- Q** Is there an alternative system if there is a power outage?
- A** The site is equipped with failover generators that can cater for the full site as well as UPS power in all Terminals to cater for the time until generation kicks in.  
The system can also function via mobile devices that have built in battery power as a failover.
- Q** After the boom gate, if there is a breakdown, how wide is the road to cater for another vehicle to bypass?
- A** Bypass routes from the exit of the parking area is 10m wide
- Q** Is the registration number on the "ticket" linked to the Zimra e-Manifest?
- A** No. There is no current integration of the SA and Zim systems