Light Vehicle process to cross Beitbridge Border Post heading North into Zimbabwe

ZIM BORDERS

If you witness or experience anyone asking for bribes, etc., please report it on our Whistle Blowing App. Please be as specific as possible – describe the situation and the individuals/agency involved in detail (What/When/Who/How), date travelled and VRN.
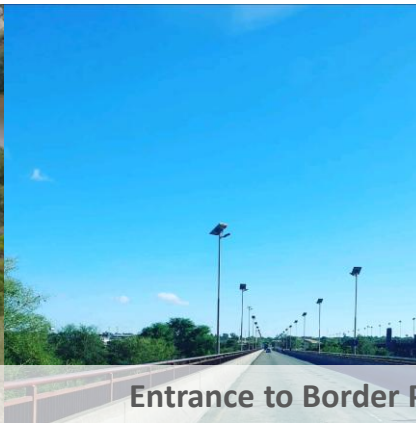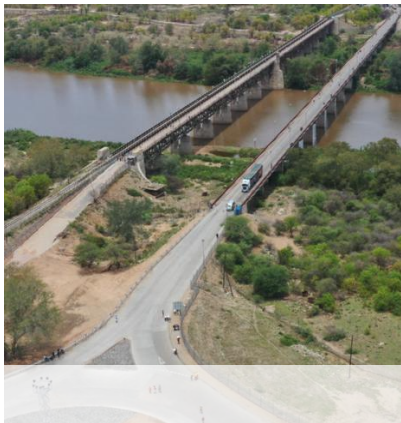
NB! apply for your vehicle Temporary Import Permit online, prior to your arrival at the border post:-

https://ecustoms.zimra.co.zw/etip/files/ApplyTIP.pdf

https://ecustoms.zimra.co.zw/etip/

Once you have crossed over the bridge and you enter the **Beitbridge Border Post** you will notice a board indicating Light Vehicles to procced to the right-hand lane (4th exit). During the busy season light vehicles may be directed to the bus section to alleviate congestion.

Entrance to Border Post

When you reach the **Light Vehicle Gatehouse** you will be issued with a parking coupon according to your vehicle's classification. Proceed to the Light Vehicle Terminal parking area.

Gatehouse

Park your vehicle and proceed to the **Light Vehicle Terminal Building entrance**.
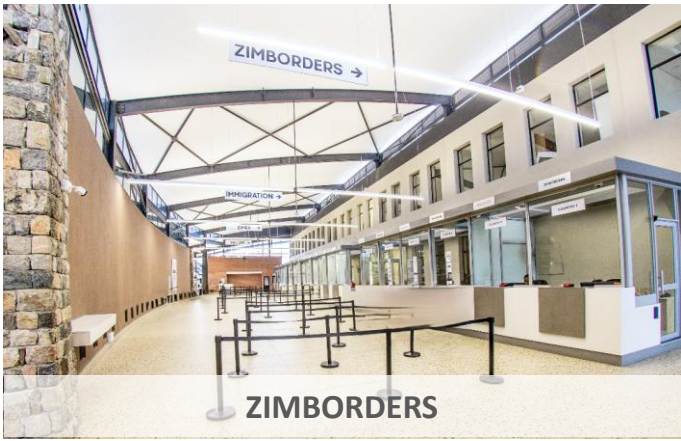

Parking Area

Terminal Building

Step 1

Once you have entered the building proceed to the **Zimborders Counter**. Hand in your parking coupon and purchase a paid access coupon. Refer to rate schedule: -

https://www.zimborders.com/wp-content/uploads/2024/02/toll-fees-2024.pdf

When you make a payment by handing in your parking coupon in exchange for paying for a paid access coupon, the system will automatically link both coupons.

NB! please keep your receipts from all the agencies, as well as your paid access coupon handy as it will be scanned at every point going forward. (Immigration, ZIMRA, ZINARA, ZRP and you will require it to exit the border).

ZIMBORDERS

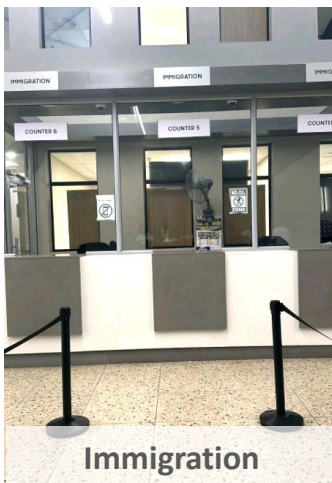**+27 72 533 7393**

If you experience poor customer service, incorrect change, etc., please do not hesitate to contact our WhatsApp Customer Care: -

Step 2

Proceed to the **Immigration Counter** to stamp your passport and have your paid access coupon scanned.

Immigration

1. Zimbabwean citizens, as well as travelers from select countries, can enter without obtaining a visa beforehand. Any declaration required before arrival can be pre-filled online. If you fall in the above category, you only require your passport to be stamped.

2. Category A - Visitors from the countries listed are not required to have a visa to travel to Zimbabwe. The entering declaration can be submitted online prior to travel. Category B - Visitors from the countries listed are not required to apply for a visa before travelling but will pay for and obtain a visa upon entering Zimbabwe. The entering declaration can be submitted online prior to travel. Category C - Visitors from the countries listed are required to pay for and obtain a visa before travelling to Zimbabwe.

3. If you fall under category B or C, you might be exempt from paying the visa, should you have a valid resident permit.

For reference to all the above, please visit:-

https://www.evisa.gov. zw/faq.html

https://www.zim.gov.zw/index.php/ en/news-room/latest-news/228-sectors/360-immigration-and-visas

Step 3

Proceed to the **ZIMRA Counter. ZIMRA counters 1-5**

3.1 Process TIP (Temporary Import Permit) for a foreign registered vehicle.
NB! apply for your vehicle Temporary Import Permit online, prior to your arrival at the border post.

https://ecustoms.zimra.co.zw/etip/

https://ecustoms.zimra.co.zw/etip/files/ApplyTIP.pdf

3.2 Make payment for Third Party Insurance, Carbon Tax Fee, Road Access Fee.
https://www.zimra.co.zw/news/2008:temporary-importation-for-visitors-vehicles

Travellers may also use the following email addresses for enquiries regarding processes at Beitbridge: Beitbridgeprivateimports@zimra.co.zw and Beitbridgeregionaloffice@zimra.co.zw

ZIMRA

FREE WiFi
to process TIP
Username: HELPDESK
Password : Obtain password at the ZIMRA counter

https://whistleblower. zimra.co.zw/

Should you face any challenges with accessing the platform, kindly send an e-mail to whistleblowing@zimra.co.zw or call 0242(774482/771883)

Step 4

Proceed to the **ZINARA Counter**. Pay the bridge fee and have your paid access coupon scanned.

ZINARA

Refer to tariff schedule: -

https://www.zinara.co.zw/tariffs

Step 5

(a) Complete the **ZIMRA Customs Declaration Form** (one form per passport, found on the counter next to the self-help tablet). You will hand this form in at the ZIMRA Container situated in the parking area.

Customs Declaration Form (Form 47)

Counter situated next to self-help tablet

https://www.zimra.co.zw/customs/customs-rebates/traveler-s-rebate

https://www.zimra.co.zw/customs/customs-clearance-procedures

Scan your paid access coupon at the **self-help tablet** to ensure that you have obtained the necessary approvals at all the agencies. If you require any assistance, please approach a Zimborders Customer Service Agent who will be present in the terminal building.

Self-Help Tablet

Zimborders Customer Service Agent

(b) Exit the terminal building and proceed to the parking area. Once in the parking area proceed to the **ZIMRA Container**. Hand ZIMRA the Customs Declaration Form for verification and as well as your paid access coupon.

ZIMRA

Step 6

Proceed to the **ZRP/CID Release Vehicle Container.**

ZRP

Police Clearance

Hand in your paid access coupon at the **ZRP/CID Release Vehicle Container** for vehicle verification. You will need to produce the following documents: -

1. Valid passport.
2. Certified copy of owner's identity document.
3. Original proof of registration of vehicle/trailer in the name of the driver (have a certified copy on hand), if it is registered in a 3rd party's name, a letter of authority in that person/company's name (e.g. company car, etc.)
4. An affidavit from the owner of the vehicle/trailer stating that you have permission to use the vehicle/trailer if not registered in your name.
5. If it is a financed vehicle, a letter from the bank is required (it must include dates of travel together with the vehicle license papers).
6. If it is paid up and not registered in your name yet, we recommend that you have it registered in your name prior to crossing the border, alternatively get a paid-up letter from the bank.
7. Letter from Insurance company confirming vehicle is insured.
8. Police Clearance from Country of origin of car or trailer (not applicable for SA registered vehicles)
9. 3rd party insurance – obtained at the ZIMRA counter in the terminal building at the border post.

Your paid access coupon will then be approved and scanned. Ensure your paid access coupon is handed back to you.

7.1 Proceed to **ZIMRA Counters 1-5**

If you are required to pay duties, please proceed back to the **ZIMRA Counter** in the terminal building where you paid your road access fee, TIP, etc, **ZIMRA counters 1-5** . Your duties will then be processed.

7.2 Proceed to **ZIMRA Counters 1-2**

Once processed, please proceed to the other **ZIMRA Counter ZIMRA counters 1-2** to make payment for your duties (if duties were paid for in advance, a receipt can be obtained from this counter)

ZIMRA Counters 1-5

ZIMRA Counters 1-2

Proceed to your vehicle. When your vehicle registration appears on the **overhead display screen** you may then proceed to the **parking exit boom** which will automatically open when you approach the boom. If the boom does not automatically open, you will need to manually scan your coupon. If your coupon still does not want to scan our Zimborders Customer Service Agent will assist you.

Overhead Display Screen   **Parking Exit Boom**   **Manual Scanner**

Follow the lane where the boom will open and then proceed to the **last exit gatehouse**. Hand in your paid access coupon and exit the border post.

Last Exit Gatehouse

Contact Us

Zimborders

📍 Maintenance Building
Beitbridge Border Post
Matabeleland South,
Zimbabwe

✉ info@zimborders.com

🟢 +27 72 533 7939

🌐 www.zimborders.com

Website	Whistle Blowing	WhatsApp	Facebook

SCAN ME

Zimbabwe Tourism Authority

📍 NSSA Building
1st Floor, Left Wing
Great North Road
Zimbabwe

✉ ztamasvingo@ztazim.co.zw

📞 +263 286232 3460/3

🌐 https://zimbabwetourism.net/contact-us/

REPORT FRAUD THEFT AND BRIBERY – BEITBRIDGE BORDERPOST

ZIM BORDERS

harassment
fraud
abuse
SAFETY
stealing
corruption
whistle BLOWING
discrimination
blackmail
non-compliance

Speak Up Against Corruption

LA FRONTIERE GROUP

Feel free to send your reports via this link:

https://www.app.faceup.com/c/ax6k1nux

SCAN ME

- Always provide information that is true.
- **NB: Be as specific as possible – describe the situation and the individuals involved in detail.**
  (What / When / Who / How)
- Attach any necessary evidence or attachments if needed.

You can also use the mobile application on <u>Google Play</u> and the <u>App Store</u>. **The access code** for sending a report is: **{i6xz4qgo62}**

You have a choice to remain anonymous and your information will be treated with strict confidentiality.

ZIM BORDERS

✓

Report was sent

* Very Important *

Safely download or save the code of your report, which will be displayed after sending the report. You will need this code to return to the report to communicate further should the need arise.

Download or copy and safely store this key. Without it, you won't be able to check the report and communicate further with your organisation!

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