

TITA LOGISTICS

Your Freight Partner and Beyond

TL-DOC-002

Border Rescue Emergency Guide

What to do when your shipment is held at any Zimbabwe border post — Beitbridge, Forbes, Chirundu, Plumtree, or any other. Follow this guide immediately. Every hour matters.

STEP 1 — CALL TITA LOGISTICS IMMEDIATELY

Do not attempt to negotiate with ZIMRA officers directly. Do not pay any unofficial fees. Call us first — we know every border post, every officer, and every resolution pathway.

24/7 Emergency Line

+263 773 429 237

WhatsApp also accepted
info@titalogistics.co.zw

STEP 2 — INFORMATION WE NEED FROM YOU

■ Border post name and exact location	e.g. Beitbridge — South Africa side or Zimbabwe side. Forbes — exact inspection bay. Chirundu — which lane.
■ Vehicle registration and driver name	Truck reg, trailer reg, and driver's full name and contact number.
■ ZIMRA reference number / notification	The number on any ZIMRA hold notice, query letter, or verbal instruction. Ask the ZIMRA officer for this.
■ Nature of the hold	What ZIMRA has told you: document query, undervaluation, physical examination, prohibited goods query, or other.
■ Cargo description	What is in the truck — general description, quantity, estimated value. Do not guess on HS codes, leave that to us.
■ Original documents on hand	List which original documents the driver has physically with them vs which are electronic/emailed.

STEP 3 — COMMON HOLD REASONS & WHAT WE DO

Hold Reason	What Typically Caused It	Our Intervention
Document Query (Form 21 / Invoice issue)	Missing signature, wrong HS code, value mismatch, or incorrect consignee name.	We identify the discrepancy, prepare a corrected document, and submit directly to the ZIMRA processing officer.
CBCA Inspection Required	Used goods, machinery, or second-hand vehicles without a pre-export CBCA certificate.	We coordinate with a CBCA-accredited inspector for rapid inspection and issuance. We manage the ZIMRA submission.
Undervaluation Query	ZIMRA believes the declared value is below market value and wants to reassess.	We present supporting evidence — market comparisons, manufacturer invoices, or bank transfer proof — and negotiate directly.
Prohibited / Restricted Goods	Goods requiring a permit that was not declared or is missing.	We determine the correct permit, contact the issuing ministry, and manage the release process.
Physical Examination Ordered	ZIMRA wants to physically inspect the cargo — random selection or targeted.	We attend the examination, ensure correct documentation is presented, and prevent unnecessary re-examination delays.

Duty Shortfall / Assessment Dispute	ZIMRA has assessed higher duties than calculated and is holding for payment.	We review the assessment, challenge errors formally, and where the assessment is correct, advise on immediate payment to release.
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STEP 4 — WHAT NOT TO DO

■	Do NOT pay unofficial fees or "facilitation" payments	This is bribery and creates serious legal exposure for you and your company. Call us instead.
■	Do NOT move the vehicle without ZIMRA written permission	Moving a held vehicle without authorisation is a criminal offence under the Customs & Excise Act.
■	Do NOT argue with ZIMRA officers	Escalating a dispute at the border makes resolution harder. Let us handle the professional engagement.
■	Do NOT use unregistered clearing agents at the border	Only ZIMRA-licensed agents can formally engage on your behalf. Verify agent credentials before using anyone.
■	Do NOT delay — call within the first hour	Most holds can be resolved in 4–8 hours if we engage immediately. After 24 hours, resolution becomes significantly more complex.

BORDER POST QUICK REFERENCE

Border Post	Route	Typical Clearance	Our Status
Beitbridge	Zimbabwe ↔ South Africa	4–24 hrs (can be 2–14 days without agent)	PRIMARY — 24/7 coverage
Forbes / Machipanda	Zimbabwe ↔ Mozambique (Beira)	4–12 hrs	ACTIVE coverage
Chirundu	Zimbabwe ↔ Zambia	4–16 hrs	ACTIVE coverage
Plumtree	Zimbabwe ↔ Botswana	2–8 hrs	ACTIVE coverage
Nyamapanda	Zimbabwe ↔ Mozambique (Tete)	4–12 hrs	ACTIVE coverage
Victoria Falls	Zimbabwe ↔ Zambia (Livingstone)	2–6 hrs	ACTIVE coverage