

Our Sustainability Manual

A guide towards sustainable eCommerce with uAfrica and Mielie Mailer



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Prologue: Plant or Plastic

It's difficult to get your head around the story of plastic. The facts and figures are so staggering they almost seem fantastical.

Can it really be true that half the plastic ever made has been produced since 2002? That, on average, we use a trillion plastic bags worldwide each year, for just 15 minutes? That nine million tons of plastic waste go into the oceans every year - the equivalent of a dump-truck load every minute? Or that plastic endures for at least 450 years, but likely forever?¹

The answer, unfortunately, is yes— those grim facts are all true. The good news is, solutions exist.

Humankind has been painstakingly slow to recognize that we are actually in the middle of a plastic pandemic. In the last 70-years, we became addicted to disposable packaging — as plastics became the lifeblood of a culture of speed, convenience, and disposability. Plastic-packaging now makes up 40% of plastic production.²

Now, when scientists go looking for this 'forever material', in an attempt to quantify its impact on the world, they find it everywhere. It's in the Arctic and the Antarctic. It's in the Himalayas and on top of Mount Kilimanjaro. It floats with the clouds and it's raining down on us.³

Will eliminating plastic fly-bags solve this crisis? Well, no. But it's an example of the kind of relatively easy action that every eCommerce company can take, and every person can demand. And when you put that together, it adds up to real change.

While climate activists and policymakers do what they can to move the needle, it's up to innovators and businesses like us to cure our consumption addiction with improved products and services that are less harmful. By empowering people to make better purchasing decisions—without sacrifice—we can make a difference.



We accept waste as a legitimate thing, a normal part of life, a consequence of doing stuff. We make stuff, there is waste. We use stuff, there is waste. We throw stuff away, it is waste. But the concept of waste is a human invention. Nature has no waste.

¹<https://www.nationalgeographic.com/environment/plastic-facts/>

²<https://www.nationalgeographic.com/news/2018/05/plastics-facts-infographics-ocean-pollution/>

³<https://advances.sciencemag.org/content/3/7/e1700782/>

⁴<https://www.weforum.org/agenda/2016/10/every-minute-one-garbage-truck-of-plastic-is-dumped-into-our-oceans/>

This is our Getting Started Guide

OR 'HOW TO SAVE THE WORLD, ONE DELIVERY AT A TIME'

Hey,

We just wanted to say thanks for joining us on this journey to be kinder to our planet. We are thrilled that you've chosen sustainable packaging solutions to power your eCommerce business. You're quite literally helping us 'save the world' with every eCommerce delivery you send out. That basically makes you a superhero. We can't promise you a blockbuster movie, but we can promise that you are genuinely making a difference.

This manual was designed and developed by uAfrica & Mielie Mailer to make your sign-up process as seamless and hassle-free as humanly possible.

This manual reads like a book, and we recommend that you don't skip ahead. It's also been crafted to be as engaging as the most intriguing novel and informational as the biggest encyclopedia (bold claims for a 'Getting Started Manual', we know).

Throughout this manual, you will find essays touching on climate change, the plastic-pollution and our beautiful planet. We also have a section explaining your impact in terms and scales you can actually get excited about.

To use this manual as effectively as possible we recommend that you set-up your account in real-time as you read it.

So grab a cup of tea or coffee, and let's get started.

From,

the uAfrica and Mielie Mailer teams.

Introduction: How this Works

If you're reading this manual, you probably have a good idea who uAfrica.com and Mielie Mailer are. But you might be wondering; "What does this partnership between uAfrica.com and Mielie Mailer mean for me, as a business?"

The answer to that question is quite simple: it means that we have removed, as much as possible, any barriers which stand in the way of your sustainable journey. Sustainability is a choice which we believe every business should prioritise.

Sustainability doesn't have to be unattainable. You can be environmentally conscious and responsible while creating a premium product for your customers to enjoy. We want to help you do it.

UAFRICA

uAfrica.com is a custom-built shipping solution that provides access to multiple South African couriers on one platform, and which gives merchants the ability to sell their goods across multiple platforms such as bidorbuy, Shopify, WooCommerce and PriceCheck.

You can read more about them in the Spotlight uAfrica Section:

SPOTLIGHT: UAFRICA

MIELIE MAILER

Mielie Mailer uses cutting edge technology to create sustainable alternatives to everyday products - most notably single-use plastics. Their first solution, a 100% home compostable fly-bag replaces those pesky single-use plastic bags which courier companies use to deliver your goods. Mielie Mailers are certified as home compostable and using them for any delivery contributes to tree planting initiatives and projects in Africa.

You can read more about them in the Spotlight: Mielie Mailer section.

SPOTLIGHT: MIELIE MAILER

This manual is the amalgamation of these two solutions. It begins by setting you up with a uAfrica.com account, before taking you through the process of ordering Mielie Mailers and shipping sustainably.

Terms You Need to Know

UAFRICA-SPECIFIC TERMS

The uAfrica website and platform uses terms specific to the courier and eCommerce industry. Some of these terms are defined below for ease of use:

Sender

The sender is the person who is shipping the parcel. Thus, sender address refers to the shipper's address and sender collection is the location from which the courier will pick up the parcel.

Fulfill

To fulfil an order refers to the steps involved in receiving, processing and delivering orders to customers. In the case of uAfrica, it will mean choosing a courier quote and specifying other details in order to get the order to the customer.

Shipping Label/Waybill

Also referred to as a Standard Paper Label in this document. It is a type of identification label that helps describe and specify what's inside a package, as well as the originating and destination addresses.

Manifest

It is a document listing all the shipping labels of the parcels that need to be collected by a courier on a specific day. Downloading and using a manifest means that the driver who is doing the collection will only need to sign one document, rather than the shipping label for each parcel.

Packing slip

A packing slip is a document that specifies all of the items that need to be included in the package to ensure that the customer receives their entire and correct order.

Collection instructions

These are instructions that you can include during order fulfilment that relate to the collection of packages. For example, Please collect from entrance 2 and ask for Jim.

Delivery instructions

These are instructions that you can include during order fulfilment that relate to the transport and delivery of packages. For example, Fragile. Please do not leave with security.

Multichannel

Multichannel is a feature on uAfrica that gives you the opportunity to sell your products on multiple websites, while syncing your orders to one central dashboard on uAfrica. We currently offer integrations for bidorbuy.co.za, Price-Check, WooCommerce and Shopify. It removes the hassle of having to update inventory on each individual channel.

Outstanding balance

In our billing terms, outstanding balance means that you are required to pay your shipping costs and does not refer to payment of the subscription fee.

MIELIE MAILER SPECIFIC TERMS

Document Protector

To fully grasp the positive impact you're having on planet Earth by using Mielie Mailers, here are some important terms you must know.

An attachable & clear plastic sleeve with self-adhesive. It is attached to boxes or Mielie Mailers to add a place for Shipping Labels to be inserted.

Fly-Bag

A single-use plastic bag which courier and delivery companies use to deliver most eCommerce goods. It is usually branded with said courier company's logo and has a place to attach a Shipping Label/Waybill.

Mielie Mailer

A sustainable replacement to single-use plastic fly-bags. Use them instead of the bags provided by your courier company. Mielie Mailers are 100% compostable and their use contributes to tree-planting projects in Africa.

Compostable

Mielie Mailers are internationally certified to disappear into nothing but water, carbon dioxide and nutrient rich humus, in as little as 6-months in your garden or pot-plant.

Carbon Negative Delivery

Every time a delivery is sent out using a Mielie Mailer, the carbon emissions (the pollution generated by the delivery vehicle) are offset by planting trees in Africa.

Sticker Label/Waybill

It is a type of identification label that helps describe and specify what's inside a package, as well as the originating and destination addresses, but in sticker form.

CONTENTS

Prologue: Plant or Plastic	ii
This is our Getting Started Guide	iv
Introduction: How this Works	v
Terms You Need to Know	vi
PART ONE - UAFRICA	1
Spotlight: uAfrica	1
Sign up for an account	3
Get Started	6
Set up your Account	7
Doing Well By Doing Good	11
Manage your Multichannel	13
Shipping	15
Using uAfrica	18
PART TWO - MIELIE MAILER	21
Spotlight: Mielie Mailer	21
Deliver with Mielie Mailer	23
Implement Green Shipping	27
Your Impact	29
PART THREE- PRINTER	31
Set-up your Printer	31
The Magic of Trees	35

Spotlights & Essays

Prologue: Plant or Plastic	ii
Spotlight: uAfrica	1
Doing Well By Doing Good	11
Spotlight: Mielie Mailer	21
Your Impact	29
The Magic of Trees	35

Part One

Spotlight: uAfrica

'We make change possible'

Spend more time on the things you love and let us simplify the things you don't.

uAfrica.com is a custom-built shipping solution that provides access to multiple South African couriers on one platform. It is also a multichannel solution, which gives merchants the ability to sell their goods across multiple platforms such as **bidorbuy, Shopify, WooCommerce** and **PriceCheck**.

We help hundreds of online merchants to streamline their order fulfillment and shipping processes everyday, allowing them to expand and grow their businesses without all of the hassle and administration.

We help people simplify their businesses, take the stress out of their lives, and make a positive change to their productivity, bottom-line and work-life balance.

But why us? Why uAfrica?

We are a small business ourselves, with our founders starting the company in the guest bedroom of their homes. We understand your drive, your mission and we believe in your goals. We know how important it is to have a team behind you, a support system to call when things don't go according to plan.

We understand the need to streamline things in life as much as possible, because we also realize the importance of time. Time means family and hobbies, fun and enjoyment.

We believe that a good, positive change in your business can cause a ripple effect of good, positive changes in your life.

Make the change. Try uAfrica.

uAfrica was created to save you time. Time to spend doing the things you love, with the people you love.



Photo by Taryn Elliott

¹<https://www.nationalgeographic.com/environment/plastic-facts/>

²<https://www.nationalgeographic.com/news/2018/05/plastics-facts-infographics-ocean-pollution/>

³<https://advances.sciencemag.org/content/3/7/e1700782/>

⁴<https://www.weforum.org/agenda/2016/10/every-minute-one-garbage-truck-of-plastic-is-dumped-into-our-oceans/>

Sign up for an account

Signing up for an account on uAfrica couldn't be easier. Visit the uAfrica website, complete the required fields on the registration page, which includes your business name, email address and phone number, and viola!

SIGN-UP

You will also need to create a password and agree to the Terms of Service, before you can register on uAfrica. Once you have created your account, you will receive an email confirmation with all your important information.

The best part is that all uAfrica accounts start as a thirty-day free trial. This gives you the flexibility and time to really explore the uAfrica platform to make sure that it is the right fit for your business before incurring any out of pocket expenses. It also gives you a chance to schedule a live demo of the platform with one of uAfrica's helpful customer success agents - something we routinely recommend.

uAfrica Shipping & Multichannel Demo - Registration:

REGISTER

WHAT IS THE 30-DAY FREE TRIAL?

The uAfrica 30-day free trial provides an excellent way to try out the system before you commit to it. Not only do you get to test the full functionality of uAfrica, but you get all of the benefits of our Gold plan (which is our most extensive plan). Features in your free-trial include:

- multiple sender addresses,
- excellent shipping rates and,
- ten user accounts.

WHAT MAKES OUR FREE TRIAL GREAT

Our 30-day free trial is actually better than just 'free'. Every user gets a shipping credit of R100.00 for free! This means you can send out your first shipment or two on uAfrica without having to spend a cent.

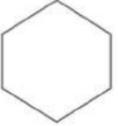
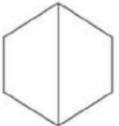
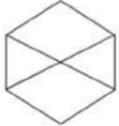
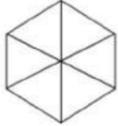
Only after you have used your free credit and reached your shipping limit will you be prompted to top-up your funds and make a payment.

During the 30-day free trial you can experiment, play and ship as much as you please. Once the thirty days have passed you will be prompted to pick a pricing plan.

WHAT DOES THE PRICING PLAN LOOK LIKE?

Simple, flexible, and predictable pricing. Find out which plan is best for you.

The subscription fee is charged above and beyond the shipping fees charged for each parcel that is being shipped. The shipping fees will be based on the plan you have subscribed to and the number of shipments conducted.

BLUE	BRONZE	SILVER	GOLD
			
R99 monthly subscription	R299 monthly subscription	R799 monthly subscription	R1999 monthly subscription
Up to 5% uAfrica shipping discount** ✓	Up to 10% uAfrica shipping discount** ✓	Up to 15% uAfrica shipping discount** ✓	Up to 20% uAfrica shipping discount** ✓
Up to 10,000 products ✓	Up to 25,000 products ✓	Up to 50,000 products ✓	Up to 100,000 products ✓
50 Orders per month ✓	250 Orders per month ✓	750 Orders per month ✓	2,000 Orders per month ✓
2 Sales channels ✓	3 Sales channels ✓	5 Sales channels ✓	10 Sales channels ✓
1 User account ✓	2 User accounts ✓	5 User accounts ✓	10 User accounts ✓

ALSO ON OFFER:

SHIPPING ONLY PLAN

Ship your first parcel in minutes with no monthly subscription charges. Shipments on the Shipping Only plan are charged at standard rates.

CUSTOM COURIER PLAN

Continue using your account with our integrated couriers, while making use of the uAfrica platform and all its benefits.

UAFRICA ENTERPRISE PLAN

Do you have higher sales volume or enterprise needs? Contact uAfrica for more information and pricing.

HOW DO THE PLANS COMPARE?

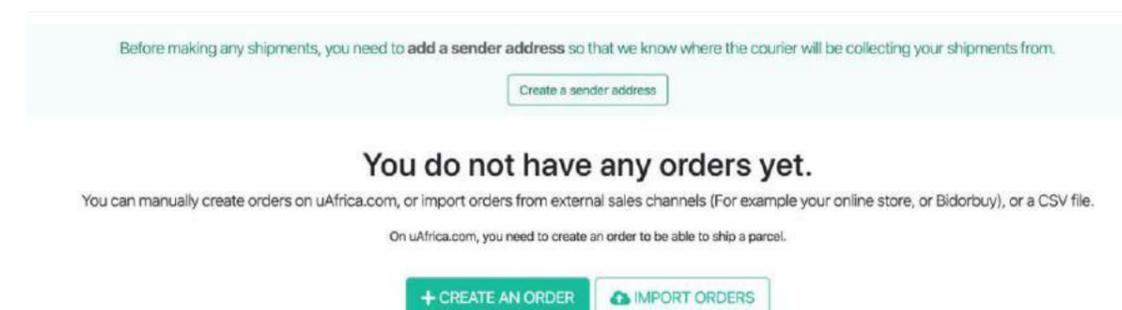
	Blue	Bronze	Silver	Gold
Monthly subscription	R99	R299	R799	R1999
Discount on uAfrica Shipping	5%	10%	15%	20%
Number of products synced between channels	up to 10 000	up to 25 000	up to 50 000	up to 100 000
Orders allowed to be created on uAfrica per month	50	250	750	2 000
Sales channels that can be synced to uAfrica	2	3	5	10
Number of user accounts	1	2	5	10
Shipping Features				
Real time rates from all of our courier partners	✓	✓	✓	✓
National delivery to anywhere in South Africa	✓	✓	✓	✓
Automated shipping labels	✓	✓	✓	✓
Automated sticker shipping labels - contact uAfrica to enable	✗	✗	✓	✓
Ship from multiple locations	✗	✗	✗	✓
Centralised order management	✓	✓	✓	✓
Ability to add shipping insurance*	✓	✓	✓	✓
Printing of packing slips	✓	✓	✓	✓
Bulk order fulfillment and shipping	✓	✓	✓	✓
Automated tracking emails	✓	✓	✓	✓
Custom courier accounts**	✓	✓	✓	✓
Shipping Zones for Shopify and bidorbuy	✓	✓	✓	✓
Multichannel Features				
<i>Products</i>				
Sync products from primary sales channel to secondary sales channels	✓	✓	✓	✓
Manage all products from a single sales channel	✓	✓	✓	✓
Use the rule engine to determine which products to push to sale channels	✓	✓	✓	✓
<i>Orders</i>				
Sync orders from your secondary sales channels to your primary sales channel	✓	✓	✓	✓
Manage your inventory from your primary sales channel	✓	✓	✓	✓

While the ability to use sticker shipping labels is usually only available for our Silver & Gold plan users, we've extended this offering to our Blue & Silver plans for an additional R100 p/m - to activate, please email support@uafrica.com and request this feature.

Part One Get Started

The uAfrica portal is intuitive and once you have logged into your newly created uAfrica account for the first time, the system will give you prompts to help you get started.

Here is a screenshot of how it should look upon login:



These prompts only generate for your first log-in. For all subsequent log-ins, you will be greeted by your uAfrica dashboard.

SET UP SENDER ADDRESS

The first prompt is to 'Create a Sender Address'. It's very important that you do this.

This is the address where the parcel will be sent from and consequently where couriers will come and pick up your parcels once you have created and fulfilled your orders.

You must complete every field. The address name is for your internal reference so pick something relevant and memorable, like Home or Office or anything else you will recognise later. Please make sure that all of the information is as accurate as possible.

Your sender address can be edited at a later stage. This is found on the Settings page and instructions on how to do this can be found in Shipping settings below.

CREATE AND FULFIL YOUR FIRST ORDER

After setting up your sender address, the system will inform you that you do not have any orders yet. From here you can either create a manual order or you can import your orders by installing a sales channel or importing them with a CSV file. Before you do any of that, read on.

Part One

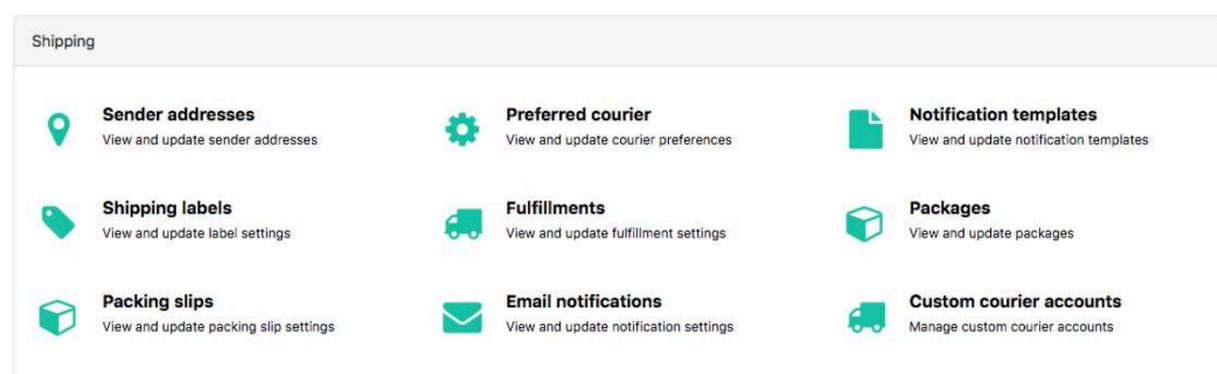
Set up your Account

One of uAfrica's best features is its customisation. Before you start shipping parcels, it is important to check your settings and make sure that everything is set up to your preferences. To access your settings:

1. Click on the arrow next to your account name.
2. From the dropdown menu select 'Settings'

You can manage all of your uAfrica settings from this page.

SHIPPING SETTINGS



Sender addresses

From here you can manage the addresses where you are shipping from. You can create a brand-new address, edit your existing address or delete it if necessary. It is a great idea to give your address(es) a name that is easy to recognise (Address Name). Examples of this could include *Home*, *Work* or *Factory*. This will help logistically when fulfilling orders.

It is also important to complete the *Advanced Settings* section. Here you can:

1. Edit your 'Shipping Label Email'. This is the email address to which newly generated shipping labels and packing slips will be sent after you have fulfilled orders. This is for internal use, not for customers.
2. Specify a 'Collect after this time' and a 'Collect before this time'. This creates a time frame during which couriers can collect parcels from your Sender Address(es).
3. Upload your company logo to add your brand to the generated shipping labels and packing slips.

Shipping Labels

After you've fulfilled an order, the system will generate an automated Standard Shipping Label or Sticker Shipping Label. You must print these to attach to your parcel.

IF USING THE STANDARD PAPER SHIPPING LABEL OPTION.

Make sure that you print four copies. You can do this any number of ways and can choose to make the labels A4, A5 or A6 in size.

Under this settings section you can:

- Set the size of paper you are printing on, i.e. the paper size you are feeding into your printer
- Set the size of the shipping label
- Determine the number of labels to generate.

For example: you can specify that your paper size is A4, but that you need four A6 shipping labels printed. This will then produce four shipping labels on one sheet of paper that you can cut before collection takes place.

You can also decide whether you want the order contents or email address displayed on your shipping labels. Lastly you can upload a logo which will appear on your shipping labels.

If you plan on using the Standard Paper Shipping Label option with your Mielie Mailers, then you will need to ask your courier to supply you with Document Protectors (the uAfrica Support Team can assist you with this) or purchase them directly from Mielie Mailer. All will be explained in the 'Deliver with Mielie Mailer' section.

IF USING THE STICKER SHIPPING LABEL OPTION.

With sticker waybills, the process becomes quicker and makes shipping big volumes a breeze. The process also becomes more environmentally friendly. This feature must be activated by the uAfrica team and requires a special printer. When using Sticker Shipping Labels, you only need to print one copy. The sticker is then stuck directly to your parcel. More information can be found in the 'Deliver with Mielie Mailer' and 'Set-up your Printer' sections.

HOW WILL YOU GET PROOF THAT THE PARCEL/S HAVE BEEN PICKED UP BY THE COURIER IF YOU DON'T HAVE FOUR WAYBILLS?

1. The sticker waybill system changes the process slightly: you will now need to download and print a manifest on uAfrica, containing all the UA numbers for the parcels being shipped.
2. When the driver comes to collect your parcel/s, he will now sign the manifest as proof of collection. Manifests ready for printing are found under the "Shipping" tab.

Packing slips

A packing slip is a document that specifies all of the items that need to be included in your customer's order for delivery. Packing slips are used to make sure you or your packer don't forget to pack an ordered item. They are usually not sent to customers.

Under this setting you can toggle between displaying or not displaying pictures of your products and the names of the vendors who make them on the packing slip.

Preferred Courier

Using this setting, you can choose which courier you would prefer to use by default, as well as your Preferred Service Level (Economy or Overnight Express). It is important that you choose one preferred courier if you like to fulfil orders in bulk, as it streamlines collections to just one courier company at one time.

If, for example, you select 'Cheapest', instead of a specific courier, the system will always choose the cheapest delivery option. If you then fulfill orders in bulk, multiple couriers may be selected to collect and fulfill your deliveries. This may complicate packing and collection from your Sender Address.

Lastly, uAfrica also allows the selection of an Alternative Courier and an Alternative Service Level should your preferred courier be unavailable.

Fulfillments

As you fulfil an order, you will receive real-time quotes from the couriers. The quotes are categorised into *Cheapest*, *Fastest* and *All*. You can decide what the default category should be by using this setting.

Email Notifications

This setting allows you to choose who will get notification emails from uAfrica for certain events. For example, you can decide that an email should be sent to a customer when their parcel is *In Transit*, but you can also choose to have the email sent to yourself instead of or in addition to. This setting can help you to completely customise your and your customer's experience.

If you're connected to Shopify, then an additional selection of notifications can be configured.

Lastly, if you have a MailGun account from which you would prefer to have these emails sent, you can use the *Advanced Settings* section to complete your MailGun API key and domain.

Notification Templates

Here you can edit the content of emails that you have configured to send to your customers as their parcel goes through the delivery process. You have the option to create entirely new emails, edit the HTML code of the uAfrica templates or leave them as is.

Note: the editing box recognizes HTML and plain text.

To add custom images, you will need to host the image on an online platform and insert the image into your email via an HTML readable link.

Imgur is a great place to host images for free.

Shipping Packages

During the order fulfilment process, you will need to specify the size of the parcel you are shipping. To get accurate quotes, you need to ensure that you provide the system with the actual weight, as well as the volumetric weight of the parcel. The courier will then charge you for the higher of the two. To determine how to accurately measure the size of your parcel, read more here

VISIT

To speed up this process, you can create ready-made Shipping Packages using this setting. For example: if you ship your parcels in three different sized boxes, you can add the dimensions of each box and create shipping packages. This means that you will no longer need to measure each box during order fulfilment – you will simply need to select the size of the box that was used and include the weight of each product you have packed inside.

FLEXIBLE PACKAGING

If you're using flexible packaging, i.e. Mielie Mailers, measure the dimensions of the fly-bag or Mielie Mailer after making sure you've wrapped it tightly around the product inside. Unlike boxes, a key benefit of using Mielie Mailers is that you will never be charged to 'ship air'. This is not only better for your bottom-line, but better for the planet too.

Businesses often end up spending more money than they need to on packaging because conventional designs often fail to deliver on efficiency.

For more information on how to measure your parcels correctly, have a look at this blog post on uAfrica.com: <https://www.uafrika.com/blog/measuring-the-size-of-parcels-accurately>

Custom courier accounts

If you have an existing account with one of the courier companies that are integrated with uAfrica (Courier It, The Courier Guy, Dawn Wing), you can continue to use that account in conjunction with uAfrica. For more information contact your courier company or the uAfrica support team.

Under this option, you will be billed directly by your courier company and all support will be handled directly through them.

Part One

Doing Well By Doing Good

Let's put aside the welfare of society and the planet for a minute and analyze the decision to go green purely through the lens of profit. Does choosing to conduct business in sustainable ways increase profits? It's not an outlook we're particularly fond of as we believe this paradigm of business is as outdated as it is dangerous. Regardless, the answer is yes.

Consumers are becoming more conscious of the impact of their purchasing decisions, and they want to know what the brands they like are doing to offset the impact of their operations.¹

These concerns are only set to grow more mainstream, as Millennials and Generation Z mature to make up the majority of the consumer market. These generations are characterized by their commitment to brands who have a positive social or environmental impact.²

60%³ of 18-24 year old shoppers, hope to exclusively shop with retailers offering sustainable delivery options, while 55%⁴ of survey respondents would pay extra for goods from companies that are committed to environmental responsibility.

Sustainable shipping not only increases brand loyalty and sales, but also improves efficiency. How and why we package goods the way we do is rarely questioned, and this has created some major inefficiencies.

Aside from the plastic and cardboard wrapping eCommerce products come in, there are the boxes, the labelling, the bags inside bags and the paper wrapping or the foam packaging meant to protect what's nestled inside. When ordering online, it's not unusual to end up with far more packaging than stuff, and the sheer amount of this cumulative waste, as a result, is staggering.

Not only is this unsustainable, it's also expensive. Businesses end up spending more money than they need to on more packaging than they need, all because conventional designs often fail to deliver on efficiency. Rethinking the way you deliver is not only a great opportunity to choose sustainability, but also reduce costs. The end result not only protects the environment – it saves you money.



62 percent of Generation Z, who will begin entering the workforce this year, prefer to buy from sustainable brands.⁵

Photo by Taryn Elliott

¹Shelton Group - Brands & Stands, 2018

²<https://clutch.co/pr-firms/resources/how-corporate-social-responsibility-influences-buying-decisions>

³Nielson, Consumers Who Care, August 2013

⁴Doddle YouGov research, March 2019

⁵The State of Consumer Spending: Gen Z Shoppers Demand Sustainable Retail

Part One

Manage your Multichannel

'Multichannel' offers you the opportunity to sell your products on multiple websites, while syncing your orders to one central dashboard on uAfrica.

Multichannel removes the hassle of having to update inventory on each individual channel. When an order is placed on a sales channel, the inventory is adjusted across all other channels, ensuring that you never sell anything you do not have in stock. Pretty cool, right?

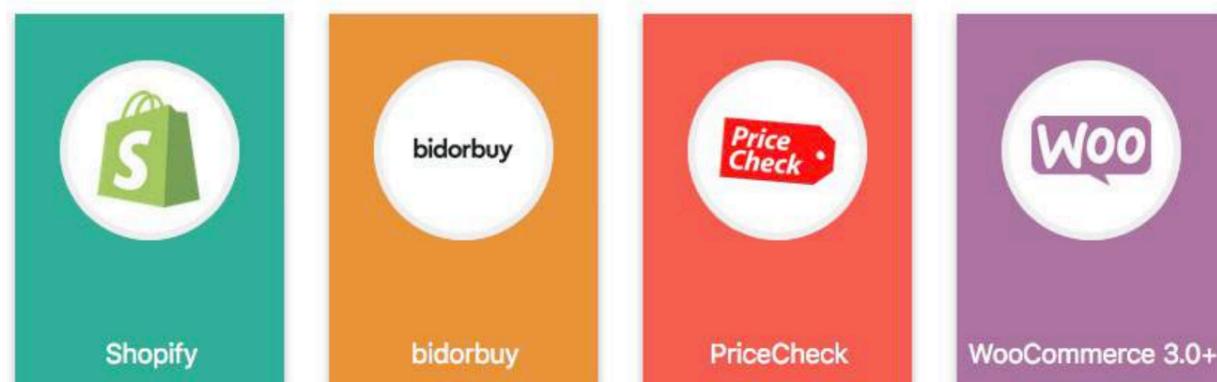
To illustrate: you have 100 items to sell and you list them on all four sales channels offered by uAfrica. If you then sell one on Shopify and one product on PriceCheck, your stock levels will update across all sales channels and there will now only be 98 products available for sale.

The websites supported with this level of integration are:

1. **Shopify**
2. **Bidorbuy**
3. **Price Check**
4. **Woo Commerce**

INSTALL A SALES CHANNEL

1. Log in to your uAfrica.com account and click on the *Sales Channel* tab.
2. Click on the specific Sales Channel you would like to add; the page should look like this:



3. Follow the prompts.

For more details on setting up each sales channel, head over to the Multichannel Help Page:

VISIT

Once the link is authorised with the appropriate channel(s), your products and existing orders from the last seven days will be imported into uAfrica automatically.

Note: If you are adding multiple channels to sync between, you need to set up 'Rules' to ensure that the syncing happens correctly.

RULES IN MULTICHANNEL

You can set up Rules to make sure that the correct products appear on your bidorbuy or Price-Check Sales Channels in the correct format. You must have a Primary Channel linked to uAfrica to do this.

Setting up Rules means that you can choose which products you'd like to sell on which platform and what information you'd like to communicate with each platform.

For more information on how to set up rules, go to the Multichannel help page.

VISIT

MULTICHANNEL SETTINGS

For the settings that relate to each specific Sales Channel, go to the *Sales Channel* tab and find the settings wheel in the corner of each Sales Channel block.

Here you can:

- test the communication between uAfrica and the channel,
- reauthorize the channel,
- synchronise products, or
- change the channel settings.

Every minute, one garbage truck of plastic is dumped into our oceans. If we carry on as usual, this is expected to increase to two per minute by 2030 and four per minute by 2050.¹

¹<https://www.weforum.org/agenda/2016/10/every-minute-one-garbage-truck-of-plastic-is-dumped-into-our-oceans/>

Part One

Shipping

The Shipping Zones feature allows you to offer your customers shipping rates based on their South African postal code. This feature can be used on bidorbuy and/or Shopify. With this feature enabled, your customers can enter their postal codes at checkout and the system will charge them a shipping fee based on that code.

SET UP YOUR SHIPPING ZONES

When you log into uAfrica, click on the *Shipping Zones* tab at the top of the screen. You will see a list of pre-populated rates. It is very important to note that these given rates are sample rates. They do not reflect the actual rates charged by our courier partners. Therefore, they need to be customised according to your own shipping costs, i.e. the costs calculated here, following these navigation 'breadcrumbs':

Set up your Shipping > Shipping Settings > Shipping Packages

If you do not change these, you might end up undercharging or overcharging your customers.

TO SET-UP YOU SHIPPING ZONES CORRECTLY, PLEASE FOLLOW THESE STEPS:

1. Create 'Service Levels'. You will find this in the secondary tab. Service Levels give your customers an indication of how long the goods will take to get to them (for example; economy, overnight or same day delivery).
2. Next you need to Activate your 'Origin Zone'. You will find this link (Zone) in the secondary tab. This is the zone where all your parcels are delivered from, i.e. your Warehouse or distribution centre.
3. Finally, you need to edit the 'Rates'. You will find this in the secondary tab. You can edit the minimum and maximum weight, the minimum and maximum order price and the shipping rate price. You can also assign the rate to a specific Service Level and Zone.

ENABLE SHIPPING ZONES ON BIDORBUY

To enable Shipping Zones on bidorbuy:

1. Install the bidorbuy channel under the tab 'Sales Channel'.
2. Next, click on the *Shipping Zones* tab and select the settings wheel (bottom left) for your bidorbuy channel
3. Make sure the bidorbuy channel is 'Enabled'. This will push your customised rates to bidorbuy.

ENABLE SHIPPING ZONES ON SHOPIFY

If you would like to use Shipping Zones on Shopify, you will need to have the 'Real-Time Carrier Rates' functionality activated on your Shopify plan.

This functionality is available to the 'Advanced' Shopify plan holders by default.

If you're not an 'Advanced' Shopify plan holder, you can add this functionality to your Shopify plan in one of two ways:

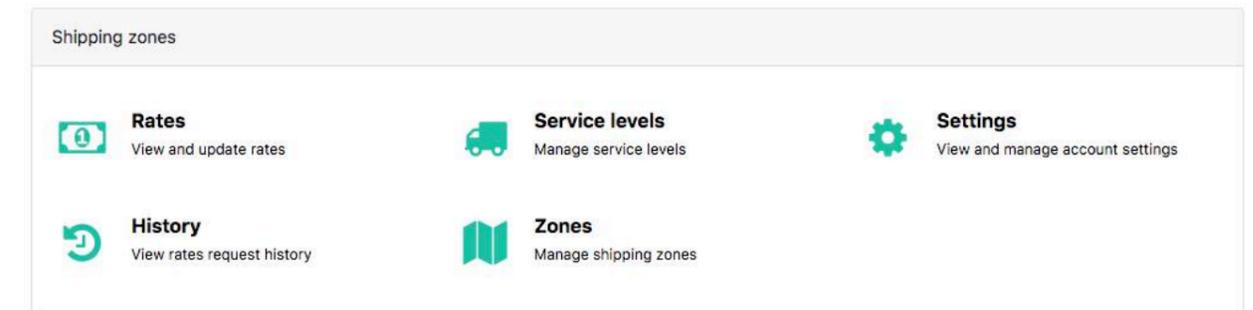
1. You can pay an additional USD\$20 per month for the functionality or,
2. You can lock into an annual Shopify subscription for your current subscription tier. Shopify will give you a 10% discount on your current subscription fee and add the carrier rates functionality for free.

Alternatively you can speak to the team at Shopify. They can be reached on (012) 940-1069 or by going to their support page.

This video tutorial will show you how to set up your Shipping Zones on uAfrica:

WATCH

SHIPPING SETTINGS



These settings are used to set up the Shipping Zones as explained above.

Rates

Your personalised shipping zones and rates are set up on this page. Here you can create new rates, edit existing rates, delete rates and even test them!

History

This setting allows you to see exactly when and where your Shipping Zones were used. Here you will be shown the date an order was placed, the value and weight of the order, the delivery address postal code, and the 'Shipping Zone' rate charged.

Service levels

This setting lets you specify which Service Levels are offered to your customers. Service levels give your customers an indication of how long the goods will take to get to them. This is completely customisable and at your discretion. You may create new service levels, edit existing ones and even delete them if necessary.

Zones

Here, you must make sure that your Activated Zone reflects where in South Africa you are based/ where your orders are sent from.

Settings

Before your customer sees a Shipping Rate at checkout on your store, the uAfrica system searches for the chosen products in your store and adds the relevant weight of each product to work out a 'total weight'. This 'total weight' is used to show your customer the appropriate shipping options and prices for them to select.

If you haven't specified your products' individual weights on your store, the system will use the default weight listed here instead.

After specifying the default item weight, you can choose which channels will have custom shipping zones enabled. This can be for your Shopify store, your bidorbuy account or both.

Part One Using uAfrica

Now that your uAfrica system has been set up and is ready to go, it's time to start shipping. To do this, you can either create an order manually or wait for an order to be placed through one of your Sales Channels.

CREATE A MANUAL ORDER

1. Log into uAfrica, click on the *Orders* tab at the top of the page and click on the *Create Order* button.
2. Click on the drop-down menu to choose the financial status of the order (Unpaid, Paid or Partially Paid). You can include an order reference here, but it is not necessary
3. Add the name, the cost and the weight of each item included in the order. Click the 'plus' icon to add additional items. Please make sure that you are as accurate as possible with the product weights. If these are not correct, the estimate you receive on uAfrica will not be reflective of the final charge you will receive from the courier.
4. Include the cost of shipping you are charging your customer.
5. In the column on the right, add your customer's name, email, phone number and shipping address. Alternatively, use the search bar above to look for a pre-existing customer.
6. Remember to add a separate billing address or select 'Same as shipping address'.
7. Click *Save Order*.
8. On the next page you will see the order details. Confirm that all of the information is correct and click on the *Fulfill* button.
9. On the fulfilment page, confirm the address you are shipping from and what the parcel dimensions are. Refresh the quotes if necessary and choose a courier option. You can add collection or delivery instructions, insurance and apply surcharges on this page as well.
10. Once you are satisfied, click *Fulfill and Ship*.
11. Once you have fulfilled the order, an automated shipping label of the order will automatically download or be available for download. This shipping label must be attached to your parcel upon collection.
12. If selected as a default Email Notification, an email with tracking details will be sent to your customer to inform them that their order has been fulfilled.
13. The courier company will be notified that the parcel(s) is/are ready for collection. They will then arrive at your Sender Address, within your pre-determined collection window.



"Trees are the most efficient carbon-capture machines on the planet."

FULLFILL AN EXISTING ORDER

1. Log into uAfrica, click on the 'Orders' tab at the top of the page and then select the order you would like to fulfill.
2. This will open the order details page, which gives additional order information and is where you can edit the customer's address.
3. If you are satisfied, click on the *Fulfill* button at the top of the page.
4. Follow the rest of the steps to fulfillment as above or as the previous section

This video tutorial shows you, step by step, how to fulfill orders on uAfrica:

WATCH

UTILISE THE 'SHIPPING' TAB

Use the 'Shipping' tab to keep track of your shipments and fulfillments. This tab deals primarily with fulfilled orders.

Shipments

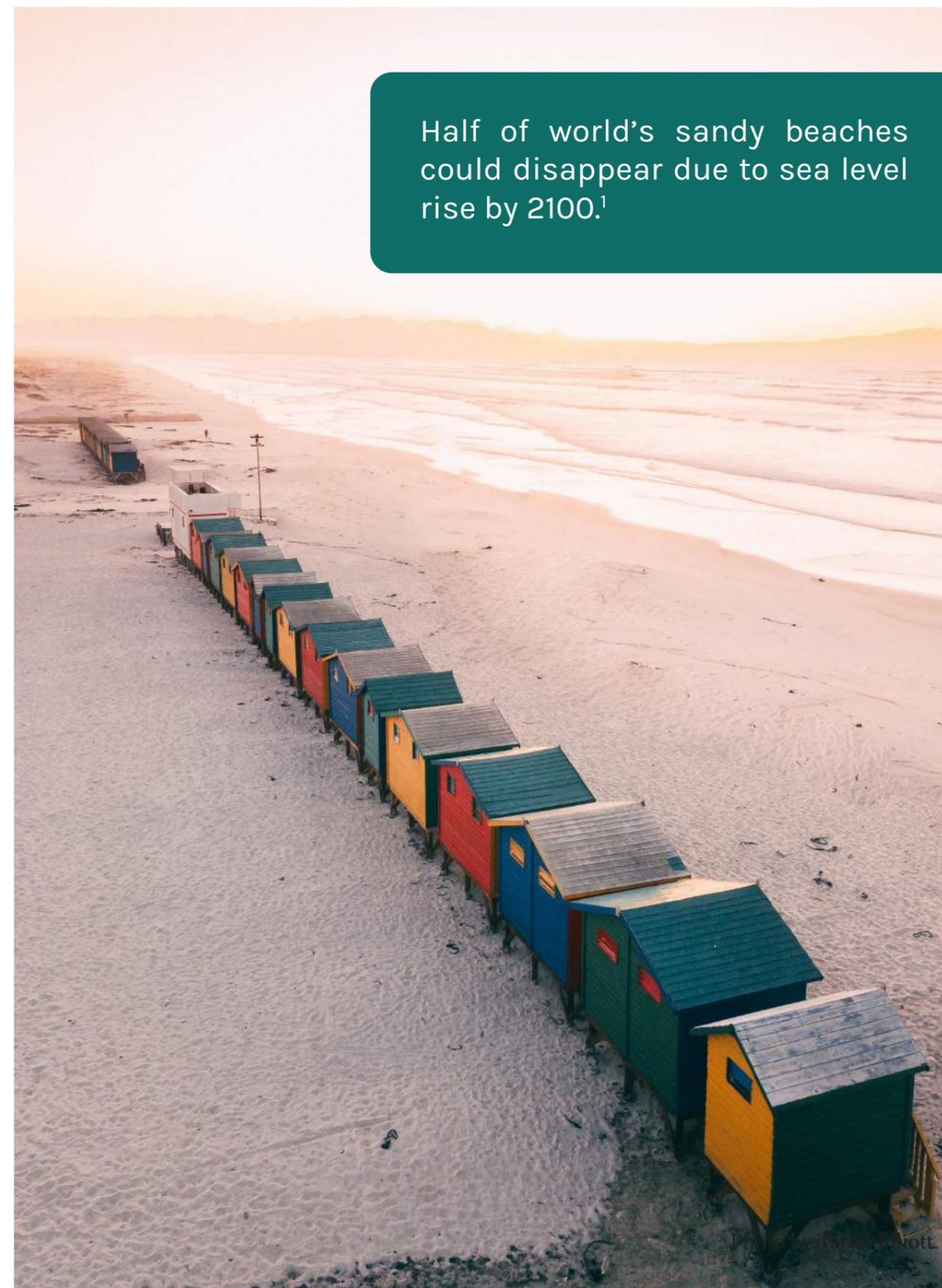
Here you will find a detailed summary of each of your shipments. This summary includes tracking information, the status of the shipment and other pertinent information.

Collection Requests

Here you will find all the collection requests that were sent to the courier(s) for all of your shipments. You will be able to access the courier's reference for your parcels, see the location for collection, and type and status of the request.

Manifest

This is a document listing all the shipping labels of the parcels that need to be collected by a specific courier on a specific day. For example, a manifest will be created if you have four orders that you've fulfilled with quotes from the same courier. Downloading and using one of these manifests means that the driver who is doing the collection will only need to sign one document, rather than the shipping label for each parcel.



Part Two

Spotlight: Mielie Mailer

We are going through a pretty radical change in societal norms and values. Right now plastic and climate change are public enemy number one and two.

For the last few years, there's been no bigger story in the packaging industry than the single-use plastic crisis.

Most plastic will not get recycled. It's the truth. Our current system is overburdened and ineffective, and packaging with flexible plastic or mixed materials will likely never make it through a recycling facility and will go straight to landfill or get burned.¹

Why start Mielie Mailer? Because at some point, you have to innovate yourself out of the situation. Our ultimate mission is to use nature to help save the world and create a better future today.

We are a solution-driven company - we identify needs and rapidly innovate and deploy resources to solve them. Our first solution, a plastic-alternative to traditional fly-bags has world-changing implications.



COMPOSTABLE PLASTIC

Our mailers are made from spoiled corn and PBAT. The plant materials used are sourced from sustainable grow areas where no forest or natural habitat was cleared. They meet American, European, International & Australian standards for domestic/home compostability.²

Find out more about our verification standards, by clicking on the logos below:



CARBON OFFSET

We could have stopped at plastic. We didn't. Every delivery in SA using our Mielie Mailer, removes more CO2 from the atmosphere than it creates, helping mitigate the effects of climate change.³

We believe that consumers and businesses want to change, but there can't be change if people don't have anything to change to. Powerful change only comes about with collaboration. So, let's collaborate.

To find out more about our tree-planting partner, click their logo below:



¹<https://advances.sciencemag.org/content/3/7/e1700782>
²<https://mieliemailer.com/pages/carbon-negative-delivery>
³<https://mieliemailer.com/pages/resources-citations-certifications>

Part Two

Deliver with Mielie Mailer

You're reading this *Getting Started Manual* because you've chosen to deliver your products in a more sustainable way. The partnership forged between uAfrica and Mielie Mailer is the best possible way to do this in South Africa.

Our partnership extends to a partnership with you. And as such, it requires something from you: the move to Mielie Mailer and sticker waybills (or alternatively Document Protectors). This will, in a small way, lessen the negative effects of waste in eCommerce.

As individual companies our impacts are small, but together our power is immense.

ORDER YOUR MIELIE MAILER

In case you're still not sure, a Mielie Mailer replaces the traditional single-use plastic fly-bag which eCommerce companies usually use to package goods for delivery.

We've made the process of ordering them as simple and intuitive as possible:

1. Visit the Mielie Mailer website

VISIT

2. Under 'Buy' select 'Mielie Mailer'
3. Choose your desired 'Size' and 'Quantity'
4. Select which extras you would like to add
 - a. Stickers (requires a printer, see below)
 - b. Document Protectors (see below)
5. Finally, click 'Checkout', fill in your details, make payment and voila, you're on your way to sustainable, plastic-free delivery.

If you're not sure what size to choose, check out our Size Guide:

SIZE GUIDE

ORDER ADD-ONS

Once you've ordered your Mielie Mailers, it is time to order your other goodies. Because Mielie Mailers don't come with traditional Document Protectors, you will need to use Sticker Labels in place of Standard Paper Labels. Below we have outlined which printer you will need to buy, where to buy it from, how to set it up for printing and finally where to procure your stickers from.

If, after reading this, using Mielie Mailers and sustainable delivery seems out of reach from a technical and financial standpoint - you can always opt to use Standard Paper Labels with an attached Document Protector instead of the Sticker Labels. While not a perfect solution, it enables you to begin using Mielie Mailers immediately and as a result begin contributing to tree-planting projects in Africa and the reduction of plastic waste in South Africa.

ORDER YOUR PRINTER

uAfrica & Mielie Mailer users are responsible for buying and installing their own printers.

We recommend using the Zebra GK420d printer and the subsequent 'Set-up your Printer' section is based on this model. However, any of the following printers can be used:

- QLn series
- ZT200 series
- ZT400 series
- ZD500 series
- ZD400 series
- LP2824+
- GK420
- GX420



1. Buy it Online

LOOT.CO.ZA

TAKEALOT

BIDORBUY

Note: if you order your printer with Loot.co.za, it will ship with an American charging adapter

2. Buy it from our preferred supplier

Our preferred supplier is Roan Systems. We recommend you contact Daniel Alberts:

- T: 0104927080
- M: 0823223784
- Email: daniel@roan.co.za

3. Rent-to-buy

For small businesses who can't afford to outlay the necessary capital for the printer, Mielie Mailer has created a rent-to-buy program. Businesses can choose 3, 6 or 12-month payment terms. Stock is limited and Mielie Mailer reserves the right to reject any application.

To apply for this program, please email hello@mieliemailer.com with the subject line 'Rent-to-buy'.

ORDER YOUR STICKERS

The Zebra Printer requires a specific sticker size and type to be used:

Type: B- XB-CON0001. THERMAL WAYBILL

Size: Outside - 150mm X 102mm
Inside peel section - 124mm x 84mm.

If you have an account with Dawnwing, you can ask them to send you the stickers for free - simply speak to your Account Manager. Alternatively, you can purchase stickers from uAfrica's preferred supplier: Forms Media (Contact number: 011 229 1374 Contact Person: Rocky Anderson)

Order your Document Protectors

As mentioned above, if the printer and sticker system is currently out of reach, this is your next best option.

You can purchase Document Protectors directly from Mielie Mailer, by including it as an 'Add-on' on the Mielie Mailer product page:

Alternatively, if you use uAfrica or one of uAfrica's affiliated courier companies (Dawnwing, The Courier Guy & Courier It), you can ask them to send you the Document Protectors for free - simply speak to your Account Manager.

PRODUCT PAGE

ONCE ATTACHED YOUR MIELIE MAILER WILL FUNCTION LIKE ANY FLY-BAG, SEE IMAGE BELOW:



Part Two

Implement Green Shipping

We're reaching a watershed moment in eCommerce fulfilment. Over three-quarters¹ of online shoppers say they're conscious of, or care deeply about the environment when thinking about how they receive their deliveries. One in seven shoppers² say that they take the environmental impact of different delivery options into consideration when they make their final purchase choice.

They are now looking to retailers to make changes to satisfy their intent towards shopping sustainably. And if that intent isn't satisfied by your company? 43%³ of consumers say they would shop with a competitor if they offered a greater range of sustainable delivery options.

That's why we have made sure using Mielie Mailers with uAfrica are easy to introduce into the fulfilment process and delivery cycle for any business.

Green shipping option (consumer cost)

The Nielsen Global Survey on Corporate Social Responsibility found that 55% of respondents would pay extra for goods from companies that are committed to environmental responsibility. 'Carbon-negative, plastic-free delivery' for an additional R5-R10 at checkout is very appealing to customers.

TO IMPLEMENT ON YOUR WEBSITE:

1. Add a new Delivery/Shipping option, priced at a slight premium.
2. Name it something descriptive such as 'Carbon-negative, plastic-free delivery'.
3. If your eCommerce platform allows, include a brief description and/or link to a page explaining what your sustainable shipping option actually means.

You can copy the contents of this page directly or alternatively link to it:

WHAT DOES SUSTAINABLE FULFILLMENT MEAN?

4. If you cannot add a description to your shipping option, consider including an explanation in your product description or adding it as a product variant

Green shipping option (business cost)

Alternatively, businesses can choose to absorb the additional costs. Many eCommerce stores do this to great branding & marketing success. The surprise & delight which a customer experiences when they realise their order was delivered sustainably is priceless.

When businesses choose to absorb the costs of sustainable delivery, it screams authenticity to customers, driving repeat purchases, word-of-mouth recommendations and brand awareness.

To implement on your website, follow the instructions above, but do not add a price premium.

¹Metapack: State of eCommerce Delivery 2018
^{2,3}Doddle YouGov research, March 2019

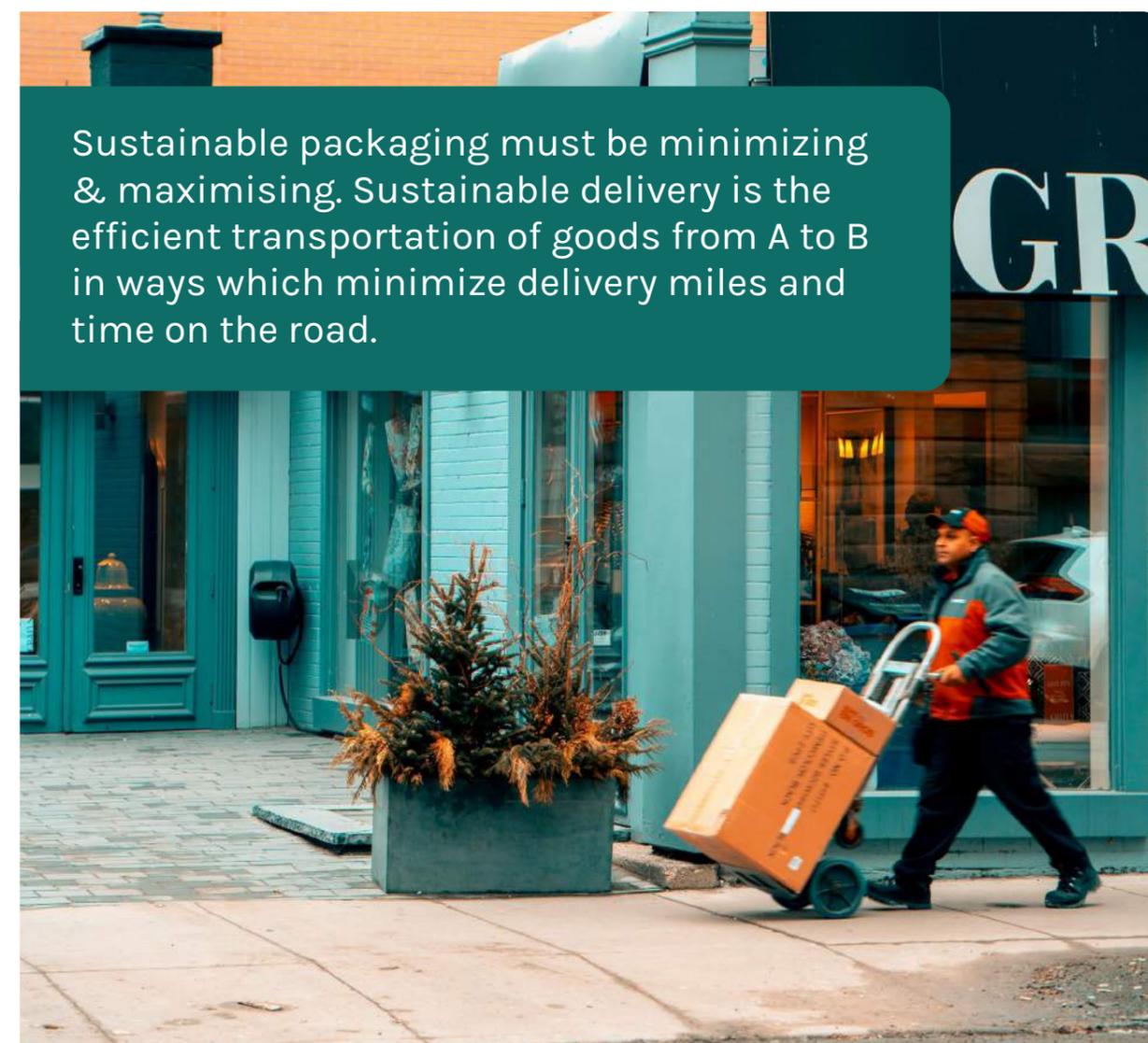
Add a Sustainability page

We also recommend adding a 'Sustainability' page to your site, which speaks to your commitment to the environment. Much like the 'About Us' page became essential to conveying an effective brand message on eCommerce stores a decade ago, so is the 'Sustainability' page today.

IF YOU'RE NOT SURE WHERE TO BEGIN, HERE IS SOME INSPO:

UAFRICA SUSTAINABILITY PAGE

MIELIE MAILER SUSTAINABILITY PAGE



¹<https://mieliemailer.com/blogs/mielie-magazine/what-does-sustainable-fulfillment-mean>

Part Two Your Impact

The environmental impact of choosing uAfrica & Mielie Mailer

The planetary, or even national, climate change challenges we face often seem insurmountable - a plastic-crisis of 100-million¹ single-use plastic bags used by couriers each year in South Africa and a pollution crisis of 18.4-billion² pollution-emitting kilometres travelled by couriers each year in South Africa.

But we are not powerless. We know that we may not change the world overnight, but we hope that we can take the first few steps. Our promise is bold: deliveries which do not hurt the Earth. This is how we quantify that 'hurt', or rather lack thereof:

6-MONTHS³

That's how long a Mielie Mailer takes to biodegrade into nothing but water, carbon-dioxide and nutrient rich organic matter. Compare this to estimates for how long plastic endures, which range from 450-years to forever.⁴

-30%⁵

Mielie Mailers produce 30% less carbon dioxide emissions during production compared to traditional fly-bags. So, before taking into account their compostable nature or the tree-planting we engage in, Mielie Mailers are 30% better for the planet. In real terms, a Mielie Mailer produces ~10grams⁶ fewer CO2 emissions when made.

+1.5KG CO2⁷

The amount of CO2 emitted during the delivery of a standard parcel in South Africa. When delivered in a Mielie Mailer using uAfrica, however, those emissions are tallied and then accounted for. For each gram emitted, we offset two. It's part of our carbon-negative delivery promise.⁸

0.44%⁹

Everytime a delivery is sent out in a Mielie Mailer using uAfrica, this is the portion of a tree which is funded for planting in Africa. These trees not only absorb CO2, but they also provide a host of other benefits¹⁰ to the local communities and environments they're planted in.

¹ estimated from Mielie Mailer customer data

² estimated from Mielie Mailer customer data

³Mielie Mailers are certified as home-compostable by BPI, TUV Austria and DIN. <https://mieliemailer.com/pages/resources-citations-certifications/>

⁴<https://www.nationalgeographic.com/environment/plastic-facts/>

⁵Mielie Mailers are made from 30% corn. Bio-based polymers derived from corn are carbon neutral by definition. <https://blogs.ei.columbia.edu/2017/12/13/the-truth-about-bioplastics/>

A NOTE ON TREES

Forest restoration and tree-planting has been quantitatively proven to be the best climate-change mitigation solution that exists.¹¹ Why is it so powerful? It is available right now, it is cost-effective and everyone can get involved. More importantly, it doesn't require government policy, or scientific innovation.

Tree planting, however, is only this powerful when done correctly, following certain principles and best practices. Below we outline the best-practices which every tree-planting project we donate to follow:

1. We empower local communities. Nurseries are created and managed by community members - they are set up in the area where the trees will eventually be planted.
2. Early growth is managed by these communities. We try to ensure a plant survival rate of more than 90%.
3. Trees planted are indigenous to the area, putting no strain on the local environment. They provide shelter to local wildlife, reduce soil erosion and naturally filter water.
4. We don't plant monocultures with an intention to harvest. Our trees are planted to mimic natural, organic forest growth as best as possible.
5. Local communities also act as custodians to these forests, ensuring, as far as possible, that trees don't fall prey to illegal deforestation and fires.



⁶<https://stopplastics.ca/carbon-footprint-plastic>

⁷based on calculations using Level 1 emission factors from the French Transport Code, following GHG Accounting best practices. <https://mieliemailer.com/pages/resources-citations-carbon-offset-and-compostable-materials>

⁸<https://mieliemailer.com/pages/carbon-negative-delivery>

⁹tree-planting projects undertaken by Tree Nation and independently audited by Plan Vivo

¹⁰<https://mieliemailer.com/pages/tree-nation-tree-planting-fight-climate-change>

¹¹<http://www.fieraboster.it/docs/BOSTER%202019/The-global-tree-restoration-potential.pdf>

Part Three

Set-up your Printer

To print shipping labels using your Zebra label printer the Label Printing feature has to be enabled on your uAfrica.com account.

Please phone uAfrica Support on +27 (0)12 940 1060 or email support@uafrica.com to make sure this feature is enabled on your account before proceeding with Setup & Installation.

REQUIREMENTS

1. Zebra Label Printer
2. Label Stickers
3. Zebra Browser Print application (Windows 7, Windows 10 or Mac OSX, Internet Explorer v11 or later, Chrome v51 or later, or Safari)

You can download the Zebra Browser Print application, here:

ZEBRA BROWSER PRINT APPLICATION

Once you have your printer, label stickers and have downloaded the Zebra Browser Print application, you can set-up and install your printer.

SET-UP & INSTALLATION

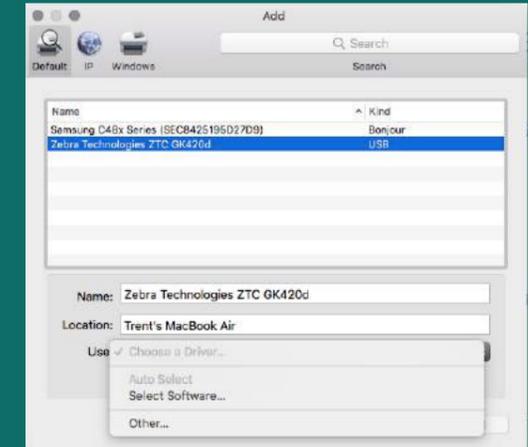
If you struggle to follow the instructions below, uAfrica can offer telephonic support to help you with installation of the Zebra GK420d printer.

1. Connect your printer to your Mac or PC using an USB cable and power it on. Windows/OSX will automatically install the required driver. No additional driver installation is required.

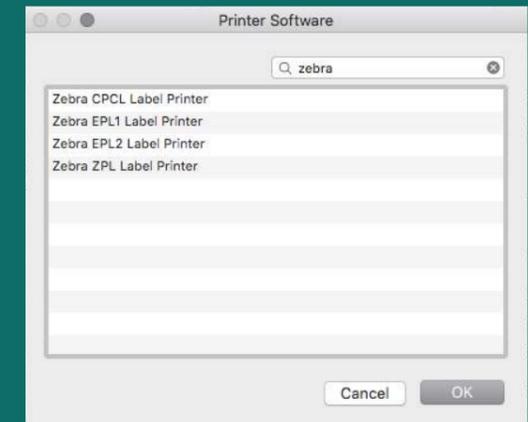
If, however, nothing is happening, please follow the instructions on the next page (Mac).

DRIVER INSTALLATION INSTRUCTIONS (MAC):

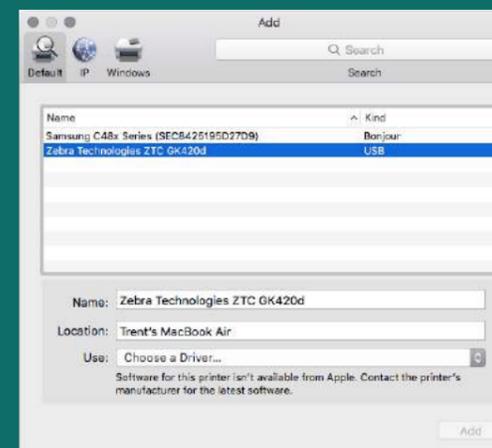
1. Make sure the Zebra GK420d printer is plugged into your USB port
2. Go to 'System Preferences' & select 'Printers & Scanners'
3. In the window on the right, click the '+' icon to add a new device
4. Select 'Zebra Technologies ZTC GK420d'
5. Click the drop-down arrows under the heading 'Use'
6. Select Zebra EPL2 Label Printer
7. Click 'OK'
8. Click 'Add'



6. Select Zebra EPL2 Label Printer



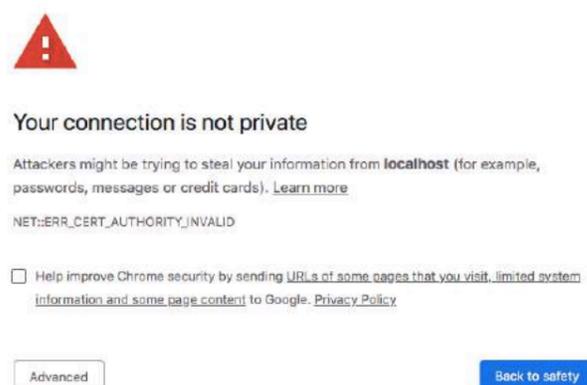
7. Click 'OK'
8. Click 'Add'



- If you haven't already, complete the Zebra Browser Print Application and complete the *Browser Print Request Form* and accept the *End User License Agreement*.

ZEBRA BROWSER PRINT APPLICATION

- Install Zebra Browser Print and run the application. When prompted, accept the *Browser Print End User License Agreement*.
- To enable secure communication between your printer and browser, a security exception needs to be added to your browser. When prompted, click OK.



- Depending on your browser (Chrome was used in this example) you will be shown a security warning. Click 'Advanced' and then click *Proceed to localhost*.
- If the exception was added successfully, you will see a message reading *SSL Certificate* has been accepted. Retry connection. When asked if *localhost* should be added to the accepted hosts list, click Yes.
- Open the *Zebra Browser Print* application. Then click *Settings*

For USB: Click the 'Change' button next to 'Default Devices.' Select your printer from the 'Device' list (it will have a nondescript number, ie: 28J104800645). In most cases your printer will be preselected. Click Set.

For LAN (if supported): Check the 'Broadcast Search' option and click the 'Change' button next to 'Default Devices.' Select your printer from the 'Device' list (ie: Wired(192.168.0.202)). In most cases your printer will be preselected. Click Set.

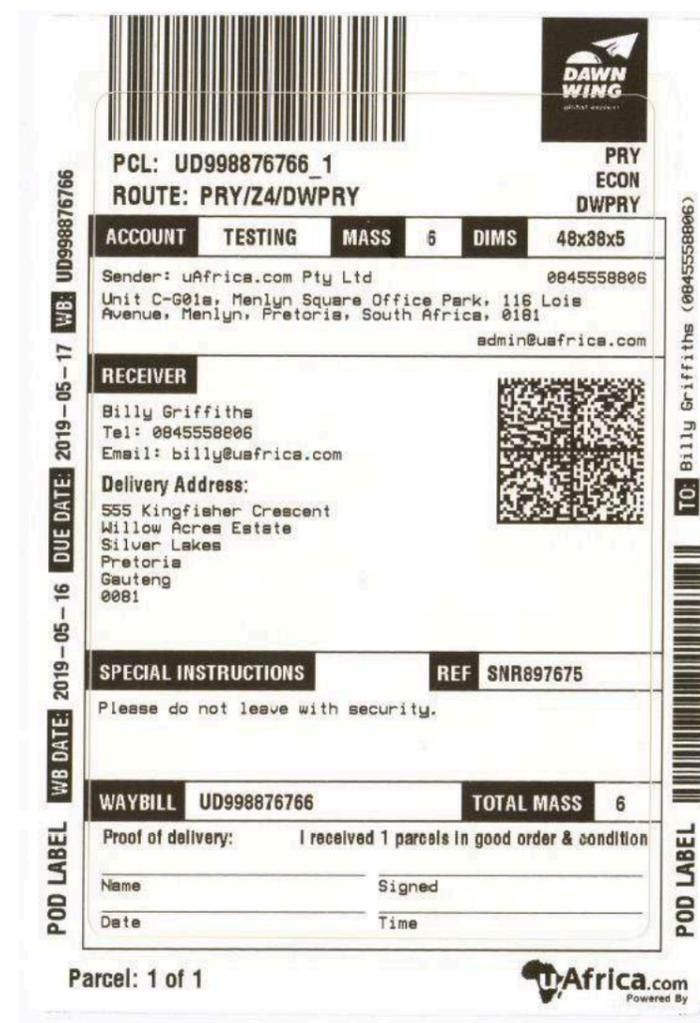
- To complete configuration, log into your uAfrica.com account and go to any previously fulfilled order.

Select *Print Label* from the shipping label dropdown. You will be asked to allow <https://www.uafrica.com>' access to the Zebra printer. Click Yes.

- After printing your first shipping label, you need to make sure that the alignment of the sticker is correct. Meaning that all the information is visible on the sticker and nothing is cutting off on the sides. If this is not the case then you will need to re-calibrate the label printer:

Hold down the feed button of the printer. The LED will begin to blink. Once it has blinked 4 times, let go of the button. The printer will then automatically feed a few stickers to calibrate and the alignment should be correct.

Your correctly configured stickers should look like this (Dawnwing is used in the example below):



PART THREE

The Magic of Trees

by Natasha Jebens

"The tree which moves some to tears of joy is in the eyes of others only a green thing which stands in the way. As a man is, so he sees." William Blake

As children, trees were a world of mystery and wonder. Human imagination would intertwine with the arboreal world so that they were never just trees. They were castles to climb, places to hide, to contemplate, where the fairies and elves held their secret meetings. These trees of our childhood were wise and secretive beings.

As a child, I was constantly swept up by the secret lives of the various trees in my garden. Hearing the rustling and swishing around me, as I nestled myself atop a yellowwood (which in my 6-year-old opinion, was the oldest and wisest tree that ever lived), I would sit and listen and wish, with all of my might, that I could understand the secrets they were sharing. I would press my ear against the trunk of my leafy friend as hard as I could, in the hope that I would hear a whisper and gain an understanding of what they were saying. I always assumed that these arboreal beings were sharing secrets and spreading knowledge through their leafy boughs, a silly childish notion, that couldn't be more correct.

Proven by Peter Wohlleben¹, my childhood heroes had really been communicating. Through a series of roots and complex fungal networks, trees can warn each other of disease or predator, they can let each other know when it is time to change their seasonal dressings and they can even mail nutrients to a sick comrade; just as one would send soup to a sick friend.

As humans, I can only hope that our communities will grow and take a page out of their leafy books. The interconnectedness of trees is still mysterious to many but trees never fail to be a wonder for all. One must never forget the roles that our arboreal allies play in making our world the kind of place where we want to live.

And so, I implore you to take a step or two, or even a full-blown adventure, into a forest and just stop and listen. Soak in the speckled ground, the whispers all around you, the calmness, and feel the interconnectedness, the community, and the unspoken bond that these giants have to each other and our souls.



¹The Hidden Life of Trees: What They Feel, How They Communicate – Discoveries from a Secret World. Book by Peter Wohlleben



FOR MORE INFORMATION:

support@uafrica.com
hello@mieliemailer.com