



## Media Release

### **SingPost to implement cashless payment for GST and duties on items sent from overseas from 1 November 2021**

- ***SingPost will no longer collect cash-on-delivery of GST liable items***
- ***Customers to make GST and/or duty payments via SingPost mobile app, SAM kiosks before delivery***
- ***Cessation of self-collection of dutiable items sent via post or courier at SingPost Centre; items to be delivered to recipients upon payment of GST and duties***

**SINGAPORE, 1 October 2021** – As a part of its on-going efforts to improve customer experience, Singapore Post Limited (SingPost) is introducing cashless payment for GST and duties on taxable items sent from overseas via the postal service or Speedpost.

From 1 November 2021, recipients of items sent from overseas will be required to pay all duties and/or Goods and Service Tax (GST) due via the SingPost mobile app, SAM kiosks or at any post offices before delivery is made. Concurrently, SingPost will no longer collect cash payment for duty and/or GST from 1 November 2021 at time of delivery (by postmen, Speedpost parcel ambassador and/or appointed courier). GIRO settlement for registered corporate customers remains unchanged.

As with current Customs regulations, all goods such as new or used articles, online purchases and gifts imported by post are subject to payment of GST and/or duty.

GST relief is granted on goods imported by post, excluding alcohol and tobacco, with a total Cost, Insurance and Freight (CIF) value not exceeding S\$400. Goods with CIF exceeding S\$400 will have GST and/or duty levied for the entire value of the goods. Dutiable items such as alcohol and tobacco are subject to payment of GST and duty on the full value of the items, as well as any additional requirements as stipulated by Singapore Customs for the import of such items.

#### **Notification and payment of GST and duty through SingPost mobile app**

All customers are strongly encouraged to download the SingPost mobile app (<https://www.singpost.com/mobile-app-download>) to ensure a seamless, bona fide and fuss-free experience in receiving their items from overseas.

Upon receipt of taxable and/or dutiable items from overseas, SingPost will notify customers on GST payable items via a push notification on the SingPost mobile app as well as via SMS/email. Customers without a registered account on SingPost mobile app will be notified either via an SMS, email or a physical letter.



Recipients must make the payment within 14 calendar days from the date of notification. Once payment is received, SingPost will arrange for the item to be delivered within two to three working days.

If payment is not made by the due date, the item(s) will be returned to the sender.

Select recipients who are eligible for GST waivers should send a copy of the import permit of the items along with the tracking number of the shipment via email to SingPost at [oclgst@singpost.com](mailto:oclgst@singpost.com), before the items are released for delivery.

### **Closure of ICA Counter at SingPost Centre**

At present, customers receiving dutiable items from overseas must make GST and duty payment in person at the ICA Counter at SingPost Centre before collecting their items.

From 1 November 2021, customers will no longer need to pay and collect their items in person. Customers receiving dutiable items will be notified via the SingPost mobile app, SMS, email or letter to make the necessary payment before the items are delivered to the listed address.

With this change, the ICA Counter at SingPost Centre will be permanently closed from 1 December 2021.

Mr Robin Goh, Group Chief Brand & Communications Officer at SingPost said: "We have heard our customers' feedback on the current process on GST payments and we aim to enhance customer experience with the help of the SingPost mobile app.

"Singaporeans are now very savvy with mobile apps, and we see the SingPost mobile app as a critical enabler to help improve our customer's experience with their interactions with us. The GST and duty payment process change is one such example, and customers will not only be notified of GST and duty payable items, but also able to track their items and make the necessary payment all through a single app.

"Customers will no longer have to prepare cash payment and wait at home to pay for GST at the time of delivery of the taxable items, or come down to collect their dutiable items in person, thereby freeing up their time," Mr Goh added.

**Download the SingPost mobile app here:**



*Note to editors: more information will be made available on SingPost's website from 5 October 2021.*



- END -

**For media enquiries:**

Shannon Lim (Mr)

Email: [shannonlim@singpost.com](mailto:shannonlim@singpost.com)

**About Singapore Post Limited**

For more than 160 years, Singapore Post (SingPost), as the country's postal service provider, has been delivering trusted and reliable services to homes and businesses in Singapore. Today, SingPost is pioneering and leading in eCommerce logistics as well as providing innovative mail and logistics solutions in Singapore and around the world, with operations in 17 markets.

Building on its trusted communications through domestic and international postal services, SingPost is taking the lead in end-to-end integrated and digital mail solutions. The suite of SingPost eCommerce logistics solutions includes front end web management, warehousing and fulfilment, last mile delivery and international freight forwarding.