

FAQs on 5-Day Collection and Delivery Service (Franked Mail Customers)

Q1. What are the changes to be expected?

A1. Mail collection and delivery service will cease on Saturdays.

The collection cut-off timings for posting boxes including posting of franked mails located at post offices will be extended for an hour on Fridays as follows:

	Current (Mondays - Saturdays)	With effect from 15 May 2010	
		Mondays - Thursdays	Fridays
Outside CBD	5 pm	5 pm	6 pm
Inside CBD	7 pm	7 pm	8 pm

Q2. When will this scheme be effective?

A2. This scheme will take effect on 15 May 2010.

Q3. Why is SingPost implementing a 5-day collection and delivery service?

A3. This change is made to increase productivity and in response to lifestyle changes (e.g. most companies being on 5-day work week) and declining posting trends. Globally, postal organisations are also moving towards 5-day collection and delivery mail services.

Q4. What services are affected?

A4. All mail services are affected.

- No delivery on Saturdays
- No collection of public mails on Saturdays
- No lodgements at SingPost's Bulk Mail Centre on Saturdays

Q5. Do you collect on public holidays?

A5. There is no collection on public holidays. This will remain unchanged.

Q6. If a franked mail customer lodges the franked mail on Friday, will the recipient receive it on Monday?

A6. Generally, if a franked mail customer lodges the franked mail before the cut-off time on Friday, his recipient will receive it on the next working day. If he sends the franked mail items after the cut-off time, his recipient will receive it on the following Tuesday.

Q7. What are the alternatives available for customers who wish to deliver a mail item on Saturday?

A7. Customers can use Speedpost service for urgent delivery on Saturday. They can contact our hotline at 1800- 2225777 to arrange for collection and delivery.

Q8. How much is the rebate given for franked mail?

A8. SingPost will give a 5% rebate (inclusive of existing 1% GST rebate) for franked mail customers.

Q9. When will the rebate be given for franked mail?

A9. Franked Mail rebate will take effect from 1 June 2010 for a period of 12 months till 31 May 2011.

Q10. How do Franked Mail customers claim their rebates?

A10. Franked Mail customers are required to submit the Posting Franking Docket on a monthly basis. The rebate will be reflected quarterly in the tax invoice issued by SingPost. SingPost will then issue a cheque payment.

Q11. Where can Franked Mail customers obtain the Posting Franking Docket?

A11. The Posting Franking Docket can be obtained from Post Office or download from: http://www.singpost.com/downloads/App_Forms/Postal_Franking_Docket.pdf.

Q12. Is the rebate applicable only to domestic Franked Mail postings?

A12. It is applicable to both domestic and overseas Franked Mail postings.