



Business Reply Service (BRS) Terms & Conditions

1 DEFINITIONS

- (i) "Service" means the Business Reply Service provided by SingPost for respondents to reply to senders of mail, without the need to affix postage stamps; and
- (ii) "Permit Holder" means the successful applicant of the Service;
- (iii) "The Permit" means the permit issued by SingPost to the Permit Holder for use of the Service; and
- (iv) "Working day" means Mondays to Fridays (excluding public holidays).

2 BRS SPECIFICATIONS

- 2.1 BRS mail may be in the form of envelopes, folders or cards. They must be printed according to the specifications stated at Clause 3 below except for BRS mail with destination country Japan, which shall be printed according to the specifications stated at Annex 1, which may be amended from time to time.
- 2.2 Permit Holders must adhere strictly to the stated BRS printing specifications.

3 SIZE, WEIGHT AND THICKNESS

	Height	Length	Weight	Thickness
Min	90mm	140mm	2g	0.2mm
Max	162mm	240mm	40g	6.0mm

- 3.1 Mail must be rectangular in shape, with the longer side at least 1.4 times longer than the shorter side.
- 3.2 The following sizes are to be used:
 - DL: 110mm x 220mm
 - C5: 162mm x 229mm

4 PAPER WEIGHT

- 4.1 Envelopes must be at least 80 g.
- 4.2 BRS in the form of folders are not recommended but if they are used, the folders must be at least 80g if it is double-folded, and 100g if single-folded. A higher postage rate will be chargeable for folders since they are classified as non-standard mail.
- 4.3 BRS in the form of cards should be at least 230g.

5 SEALING

- 5.1 The flap should be on the reverse (non-address) side for envelopes.



- 5.2 The mailers must be completely sealed on all sides and edges.
- 5.3 Spot sealing or stapling is not allowed. For folders, it is compulsory to indicate on the sealing flap: "Do not staple. Glue all sides firmly".
- 5.4 The side for addressing should not be glossy.
- 5.5 Glossy stickers are not allowed.

6 ENCLOSURE OF STIFF ITEMS

- 6.1 Stiff items such as bottle caps or metal covers are not allowed to be enclosed with the BRS mail.

7 COLOUR OF ENVELOPE

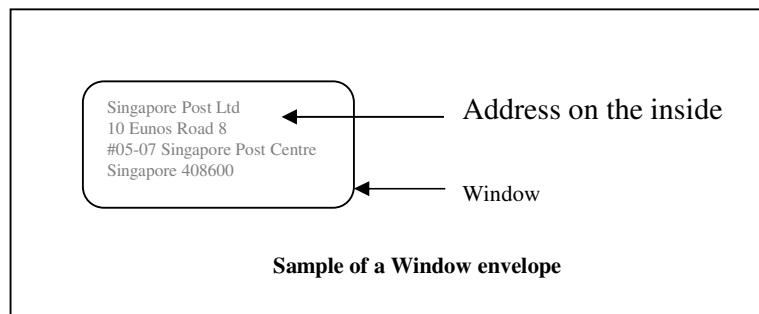
- 7.1 The envelope used must be of a light, white, cream or pastel colour.

8 TEXTURE OF PAPER

- 8.1 The paper used must be of a non-glossary texture paper material.

9 WINDOW ENVELOPE

- 9.1 For window envelopes, the Permit Holder's official address and name must be indicated on the inside flap of the window. The address should be visible in full from the exterior face of the window, as indicated in the diagram below.



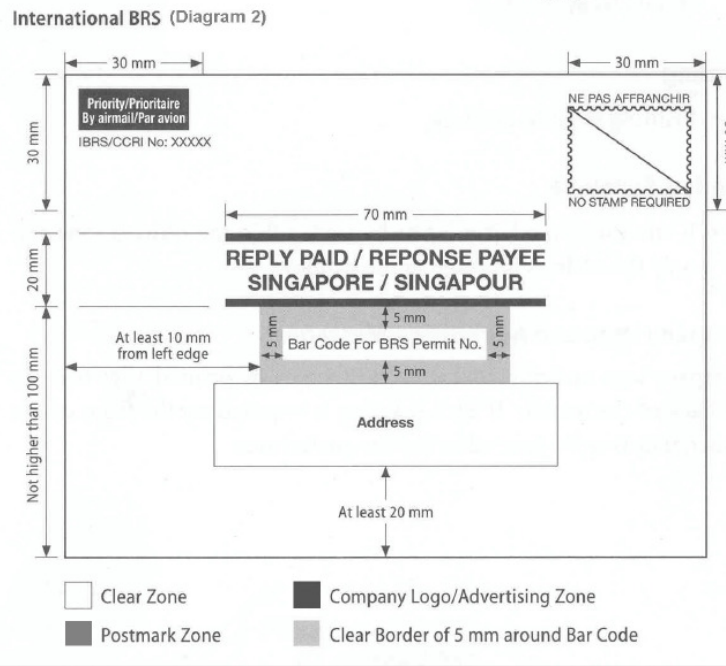
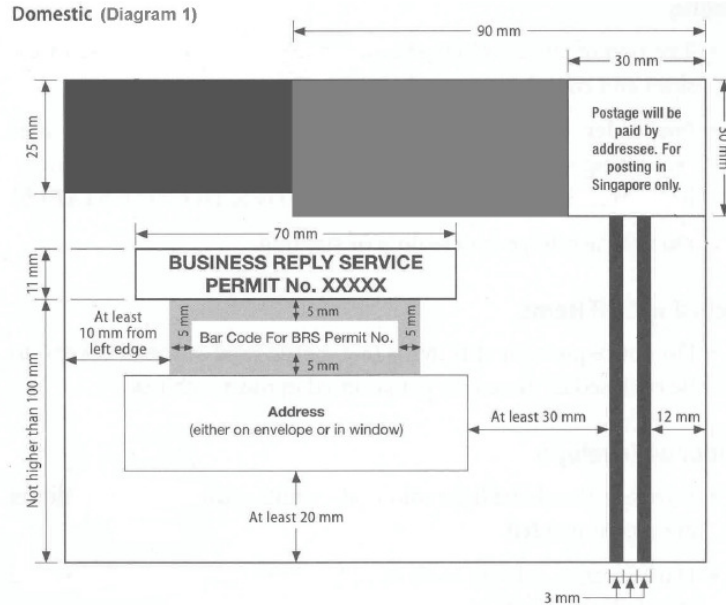
10 PRINTING LOCATIONS FOR BRS PERMIT NUMBER AND BARCODE

- 10.1 For local mail within Singapore
 - 10.1.1 The specified areas on the envelope for printing the 5-digit BRS permit number and barcode are shown in Diagram 1 below.
 - 10.1.2 If window envelopes are used, please ensure that only the address is visible in the window.
 - 10.1.3 The barcode and the two vertical bars must be printed in black, as indicated in Diagram 1 below.



10.2 For all other overseas mail

10.2.1 A separate format for all overseas BRS mail (known as the International BRS (IBRS)) must be used, as indicated in Diagram 2 below.



10.3 Advertising message & company logo

10.3.1 Advertising messages may be printed anywhere on the back of the BRS mailer.

10.3.2 If such printing is required on the front of the mailer, they may be printed on the top left area, as indicated in Diagram 1 above.



- 10.4 Please refer to Annex 1 for a list of countries which do not accept nor process International Business Reply Service mail.

11 RECOMMENDED BRS ENVELOPE MANUFACTURER

The list of SingPost recommended BRS enveloping manufacturers are as follows:

Besley and Pike (S) Pte Ltd

Tel 62650977

Fax 62654637

Min Hwa Envelope Manufacturing Pte Ltd

Tel 68619911

Fax 68632396

Nanyang Envelope Manufacturing Pte Ltd

Tel 67454413

Fax 67474859

Singapore Envelopes Co Pte Ltd

Tel 67477111

Fax 67478851

Sun Kee Envelopes (S) Pte Ltd

Tel 67436700

Fax 67436300

12 SAMPLE COPY FOR APPROVAL BEFORE USING THE PERMIT

- 12.1 Three (3) samples of the BRS mail must be submitted for verification and prior approval before the usage of the Permit. For BRS mail meant for all overseas countries, three (3) copies of the International Business Reply (IBRS) printing format must also be separately submitted for verification and prior approval. Any subsequent changes to the samples must be re-submitted to SingPost for approval.
- 12.2 BRS mail which do not comply with the formats indicated herein shall be treated as non-standard and unpaid mail and therefore, additional postage and charges will be payable to SingPost upon delivery, i.e. fresh postage due plus a handling charge of Singapore Dollar One (S\$1.00)* per item or at any such rate as may be determined from time to time by SingPost. Such actions of SingPost shall be without prejudice to any other rights or remedies which SingPost may have.

13 CUSTOMIZATION DESIGN

- 13.1 The customised BRS design shall be in accordance to the Regulations specified in Terms & Conditions for Customization Design for Business Reply Service (BRS), which is available upon request.
- 13.2 The Permit Holder using customised BRS design is required to pay a fee of Singapore Dollars One Thousand (S\$1,000.00)* upfront on an annual basis per design. An invoice will be sent to the Permit Holder upon the anniversary of each application.
- 13.3 There will be no refund of the fee already paid for any premature termination of the usage of the



customised BRS design.

- 13.4 A surcharge of Singapore Cents One (S\$0.01)* per piece (excluding postage) will be levied on any customised BRS imprinted mail if they are posted after the termination of the customised BRS design service.
- 13.5 Only company logos or any other corporate icons, comic strips, sketches, images that are distinctly identifiable with the Permit Holder or the business of the Permit Holder may be used, subject always to the approval of SingPost. Messages or advertisements which may contravene the law or erode any moral values of society or which are against the interest of any third party, country or SingPost are not allowed. In addition, the messages or advertisement shall not contain or imply or suggest any of the following:
- i) anything illegal, offensive, insulting or immoral
 - ii) anything dishonest, deceptive or unpatriotic
 - iii) any religious or political content
 - iv) any photograph of the living or dead persons
- 13.6 Applications to use the customized BRS design must be submitted to SingPost together with the artwork for approval and payment at least two (2) weeks before commencement of use.
- 13.7 SingPost reserves the right to reject the application to use the customised BRS design without assigning any reason whatsoever and its decision shall be final.
- 13.8 SingPost reserves the right to terminate the use of the customized BRS design with no refund given without any reasons being assigned, by giving two (2) weeks' prior written notice.

14 DELIVERY OF THE BRS

- 14.1 All BRS mail would be delivered only to the stated address (based on the original BRS application form or the latest written notification of a changed address by the Permit Holder) that corresponds with the BRS Permit number. The Permit Holder is not allowed to print more than one (1) address for each BRS Permit. SingPost shall deliver the BRS mail to the address as registered with SingPost. BRS mail may be delivered to the non-registered address upon payment of a surcharge of Singapore Dollar One (S\$1.00)* per piece in addition to the postage. If the Permit Holder requires the BRS mail to be sent to different addresses, then the Permit Holder must apply for different BRS Permits.
- 14.2 During delivery, two (2) copies of BRS delivery receipts will accompany the mailers. The delivery receipt will indicate the number of copies of BRS mailers delivered. The recipient of the BRS mail would have to acknowledge receipt of the BRS mail by signing and returning a copy of the BRS receipt immediately to SingPost upon receipt. The BRS recipient will retain one copy of the BRS receipt.
- 14.3 The delivery standard of BRS mail is two (2) working days from date of posting.

15 CHANGE OF ADDRESS AND BILLING

- 15.1 The Permit Holder must inform SingPost in writing if there is a change to the Permit Holder's billing address and/or delivery address.

16 MINIMUM NUMBER OF MAIL PER YEAR

- 16.1 SingPost may suspend or revoke the Permit if the Permit Holder has less than five hundred (500) BRS pieces of mail per year, unless the Permit Holder pays an account maintenance fee of



Singapore Dollars One Hundred and Fourteen and Cents Twenty Nine (S\$114.29)*.

- 16.2 If the account maintenance fee is not paid in full by its due date, the Permit shall be automatically revoked and the Service shall be automatically terminated.

17 REACTIVATION OF TERMINATED BRS PERMIT

- 17.1 A non-refundable fee of Singapore Dollars Thirty (S\$30.00)* is payable to reactivate any suspended or revoked BRS Permit and to reactivate the Service. Request for reactivation and payment of the fee must be made within fourteen (14) days of the suspension or revocation. Any reactivation is subject to SingPost's sole discretion.

18 REQUEST FOR DUPLICATE COPIES OF THE BRS DELIVERY RECEIPT

- 18.1 Request for duplicate copies of the BRS delivery receipt must be made in writing to SingPost within six (6) months from date of delivery. The Permit Holder shall pay a search fee of Singapore Dollars Five (S\$5.00)* per piece for each duplicate copy of the delivery receipt.

19 APPLICATION FOR BRS SERVICE

- 19.1 SingPost may, upon receipt of the application and relevant supporting documents, issue the Permit to a successful applicant, at its sole discretion.
- 19.2 The Permit is not transferable.
- 19.3 Any person, firm, company or organization may apply for a Permit from SingPost by completing and submitting an application form. For company, firm or organization applications, the submission of the latest copy of the Business Profile issued by The Accounting and Corporate Regulatory Authority of Singapore is necessary to be considered as a complete application.
- 19.4 Each Permit Holder will be issued with a unique BRS Permit number.
- 19.5 BRS Permit numbers are the property of SingPost and the Permit Holder has no property right to the BRS Permit number assigned. The Permit Holder may not allow any other person to use the BRS Permit number assigned to the Permit Holder by SingPost nor transfer or assign the same to any other person whomsoever.
- 19.6 Each BRS Permit number shall have only one address, as stated at the time of application or any other updates which are communicated in writing to SingPost. The Permit Holder shall print the registered name and address on all BRS mail.
- 19.7 The Permit Holder may use the BRS permit for Singapore and other overseas countries.
- 19.8 For each application, non-refundable fees of Singapore Dollars One Hundred and Fourteen and Cents Twenty-Nine (S\$114.29)* for account maintenance fee is payable.
- 19.9 The Permit Holder will be billed on a monthly basis the processing fee of Singapore Cents Five (S\$0.05)* plus the postage per piece of mail.

20 THE RIGHTS OF SINGPOST



- 20.1 SingPost reserves the right to immediately suspend, revoke or otherwise deal with the Permit and/or to immediately suspend or terminate the Service if there is any breach by the Permit Holder of any of the terms and conditions herein and SingPost has given fourteen (14) days' notice of such breach and the Permit Holder has failed to rectify such breach within that time.
- 20.2 Such action taken by SingPost shall be without prejudice to any other rights or remedies which SingPost may have.
- 20.3 Upon suspension or revocation of the Permit and/or suspension or termination of the Service, the Permit Holder shall be liable to SingPost for all charges and fees due up to and including such date. Upon payment by the Permit Holder of a non-refundable fee of Singapore Dollars Thirty (S\$30.00)* and all outstanding such sums due and payable to SingPost, SingPost may in its absolute discretion restore the Permit and these Business Reply Service Terms and Conditions shall continue to be in force.
- 20.4 Any BRS mail received by SingPost after the suspension or revocation of the Permit or after suspension or termination of the Service would be treated as unpaid mail and charged on delivery, i.e. fresh postage due plus a handling charge of Singapore Dollars One (S\$1.00)* per item or at any such rate as may be determined from time to time by SingPost. Such actions of SingPost shall be without prejudice to any other rights or remedies which SingPost may have.

21 LIMITATION OF LIABILITY

- 21.1 The liability of SingPost for direct damages to the Permit Holder in contract, tort or otherwise (including any liability for negligence) arising by reason of or in connection with this contract is limited for any one incident or series of events arising from a single incident or common cause, and for all liability arising by reason of or in connection with these Business Reply Service Terms and Conditions to Singapore Dollars Five Thousand (S\$5,000.00).

22 CONSENT TO USE AND DISCLOSE PERMIT HOLDER INFORMATION AND DATA

- 22.1 The Permit Holder agrees that SingPost shall be entitled to use or disclose any information or data disclosed by the Permit Holder in accordance with the SingPost General Terms & Conditions located at the SingPost website at <http://www.singpost.com> (or available from SingPost on written request). The Permit Holder is entitled to withdraw such consent in accordance with the procedure as prescribed by SingPost from time to time.

23 ENTIRE AGREEMENT

- 23.1 The Permit Holder shall be bound by and shall fully observe and comply with all the SingPost General Terms & Conditions as well as such other terms and conditions as may be agreed between SingPost and the Permit Holder. The rights and protections conferred on SingPost under these Business Reply Service Terms and Conditions shall be additional to the rights and protections conferred on SingPost under the SingPost General Terms & Conditions and any other terms and conditions as may be agreed between SingPost and the Permit Holder. In the event that any of these Business Reply Service Terms & Conditions are inconsistent with the SingPost General Terms & Conditions, these Business Reply Service Terms & Conditions set out herein shall prevail.

**All charges stated herein are exclusive of Goods and Services Taxes ("GST") and are subject to prevailing GST.*



ANNEX 1

International Business Reply Service

a) Japan

The Japanese postal administration's IBRS is currently restricted to items of the following dimensions:

Letters	length	140mm to 235mm, with a tolerance of 2mm
	Width	90mm to 120mm, with a tolerance of 2mm
	Thickness	up to 5mm, with a tolerance of 2mm
	Weight	up to 50g
Postcards	length	140mm to 148mm, with a tolerance of 2mm
	Width	90mm to 105mm, with a tolerance of 2mm

The Japanese postal administration do not accept IBRS items which do not meet and conform to the above-mentioned standards and shall treat such non-standard items as "unpaid items". Accordingly, the Permit Holder shall be responsible for all additional postage incurred as a result from using any non-standard IBRS.

b) List of countries that do not accept nor process International Business Reply Service mail:

(As of 15 February 2007)

Socialist Republic of Vietnam