



Corporate Mail Management (CMM) Service Terms & Conditions

1 DEFINITIONS

- (i) "BMPC" means SingPost's Bulk Mail and Parcel Centre at 10 Eunos Road 8, Singapore Post Centre (East Entrance – via 10 Eunos Road 5), Singapore 408600;
- (ii) "Customer" means the successful applicant of this Service; and
- (iii) "Service" means the corporate mail management service provided by SingPost whereby SingPost collects, on a fixed and/or ad-hoc basis, mail items which are pre-packed and sealed by the Corporate Customer in mailbags or in pallets and sent to SingPost for lodgement.

2 CUSTOMER'S RESPONSIBILITY

2.1 The Customer shall ensure that:

- 2.1.1 There is a credit account opened with SingPost to activate this Service.
- 2.1.2 Each mail item is packed in reasonably strong containers such as cases, mail bags or wrappings appropriate for its contents, so that the mail items cannot be removed from such cases, mail bags or wrappings without breaking any seal, or tearing or forcing the cases, mail bags, wrappings or two adhesive surfaces apart.
- 2.1.3 All mail items are adequately packed to protect the mail items against damage in the course of transition and in particular, but not limited to:
 - i) Any mail item which is of a fragile nature shall be packed in a container of sufficient strength and shall be surrounded with sufficient and suitable material such as bubble wrap to protect the mail item against the effect of any concussion, pressure and knocks normally exposed to the mail item(s) during transition, and for fragile mail items, it shall bear the words "FRAGILE HANDLE WITH CARE" written conspicuously in capital letters on the face of the cover above the address of the addressee;
 - ii) Any mail item which is likely to be damaged when bent shall be packed in a container of sufficient strength to prevent the mail item from being bent in transition, and the mail item shall bear the words, "DO NOT BEND" written conspicuously in capital letters on the face of the cover above the address of the addressee.
- 2.1.4 Mail item(s) lodged at BMPC or at any designated place should be packed using only SingPost's in-house mail bags. The Customer shall ensure that:
 - i) All mail bags are adequately tied with jute strings and that the mail items have been sorted, bagged and labeled according to SingPost's directions as notified from time to time.
 - ii) For all high security mail items, the mail bags should be adequately sealed with security seals.



- 2.1.5 All postings or deliveries must be accompanied with three copies of the waybill indicating the number of bags or receptacles to be collected or handed over. Customer must sign all copies of the waybill. One copy shall be retained by the customer and the others by the collection/delivery staff.
- 2.1.6 In the event that the Customer's postal supplies need to be replenished, the Customer shall arrange for the postal supplies to be delivered to them by completing and submitting the postal supply form online or in hard copy to SingPost at least 5 working days prior to the intended delivery date of such postal supplies, subject to stock availability and SingPost's written confirmation.

3. COLLECTION AND DELIVERY

- 3.1 Where the Service is to be provided on an ad hoc basis, the Customer shall be required to put in the request via the request form and such request form to be sent to the CMM section officer in charge at least two (2) working days in advance from the date of the collection. SingPost shall either (a) confirm its acceptance of the Customer's proposed collection dates and times or (b) propose alternative collection dates and times. SingPost and the Customer shall endeavour to agree on the collection dates and times failing which if no agreement can be reached, SingPost shall turn down the ad hoc collection request without assigning any reasons.
- 3.2 SingPost will notify the Customer of the collection or delivery time, if applicable.
- 3.3 There will be no collections and/or deliveries on Saturdays, Sundays and public holidays.
- 3.4 Mail bags must be ready for collection as soon as the collection driver arrived at the appointed point and time of collection.
- 3.5 Where the Service is to be provided on a fixed run basis, the Customer shall notify SingPost of its proposed collection dates and times, which shall be at least 2 weeks after the receipt by SingPost of such notification. SingPost shall (a) confirm its acceptance of the Customer's proposed collection dates and times; or (b) propose alternative collection dates and times and thereafter SingPost and the Customer shall endeavour to agree on the collection dates and times failing which if no agreement can be reached, SingPost shall turn down the fixed run request without assigning any reasons
- 3.6 SingPost may, in its absolute discretion, provide the Service notwithstanding that the Customer does not notify SingPost of its proposed collection dates and times in accordance with Clauses 3.1 or 3.5 (as the case may be) or if bags are not ready for collection at the appointed time and place of collection. In such events, all prevailing surcharges shall apply.
- 3.7 Surcharges shall also apply for collection of additional mail bags, additional weight of mail bags, carriage of other items other than mail bags, collection days and/or timings that are outside the agreed Service with the customers.
- 3.8 SingPost reserves the right not to accept the Service for those with residential addresses or where the locations pose logistical collection problems.



4 DISCREPANCIES IN QUANTITY

- 4.1 For lodgment of mail items, SingPost reserves the right to amend the posting docket(s) to reflect the actual quantity lodged with SingPost if the declared quantity on the posting docket differs from the actual quantity lodged by the Customer by more than 0.05% or 50 mail items, whichever is lower. The quantity in the posting docket as amended by SingPost shall be final and conclusive and binding on the Customer.
- 4.2 Should the declared quantity on the posting docket(s) differ by more than 0.05% or 50 mail items, SingPost may, at its discretion, either amend the posting docket pursuant to Clause 4.1 or attempt to contact the Customer to notify the Customer of the incorrect quantity on the posting docket(s) and take the Customer's instructions to either (i) amend the posting docket(s) to reflect the correct quantity or (ii) return the affected mail items to the Customer. If the Customer is not contactable, the mail items will be held till the next working day and prevailing storage fees may apply.
- 4.3 If the Customer cannot be contacted within two (2) working days from the date of the first attempt to contact the Customer, the mail items will be returned to the Customer at the next collection schedule. The prevailing ad hoc charges for the return of the mail items shall apply and be payable by the Customer.

5 LIMITATION OF LIABILITY

- 5.1 Subject to Clause 5.2, SingPost shall take all reasonable precautions to prevent unauthorized persons from having access to the mail item(s) and shall also take reasonable precautions against loss of or damage to the mail item(s).
- 5.2 Notwithstanding Clause 5.1 above:
 - 5.2.1 The liability of SingPost shall not in any event exceed the amount of postal charges paid or payable by the Customer in respect of the mail item(s) concerned for any loss or damage suffered by the Customer or by any third party which may result directly:
 - i) from any loss or damage to or delay in delivery, non-delivery or wrongful delivery of the mail item(s) unless caused or arising from any act of gross negligence or willful misconduct on the part of SingPost officers, employees or agents;
 - ii) from the services herein or from failure, wholly or in part, or for any delay whatsoever to provide the services unless caused or arising from any act of gross negligence or willful misconduct on the part of SingPost officers, employees or agents.
 - 5.2.2 Claims made pursuant to Clause 5.2.1 must be received by SingPost within seven (7) working days from the date of collection or lodgement of the mail item(s) concerned. Each claim shall be supported by such information which SingPost may require.
- 5.3 SingPost shall not in any case be liable for:
 - 5.3.1 Indirect or consequential loss or damage;
 - 5.3.2 Any loss of damage arising:



- i) from insufficient or improper packing or insufficient or inaccurate addressing or sorting of mail item(s);
- ii) from any loss of secrecy in communication arising from the use of the Service;
- iii) from the hazardous fragile or brittle nature of the mechanical derangement of the mail item(s);
- iv) from failure by the addressee to take delivery within a reasonable time; and
- v) from delay or confiscation by the authorities concerned as a result of the discovery of prohibited contents.

5.4 SingPost shall not be held liable to the Customer or any third party for any claims for any delay or damage arising from the course of actions taken from Clauses 4.1 to 4.3. In the event of any such claim, the Customer shall indemnify and keep indemnified SingPost in full respect of such claim.

6. RESTRICTED AREAS

- 6.1 The Service is provided only to locations within the main island of the Republic of Singapore (including Sentosa Island but excluding Jurong Island and the other off-shore islands).
- 6.2 The Service to locations situated within restricted areas (e.g. military camps) is subject to clearance and approval by the relevant authorities. Provision of the Service to restricted areas shall be subject to surcharges.

7. PROHIBITION

- 7.1 Any mail item, which possession or transmission prohibited by law, will not be accepted, such as explosive, poisons, flammable packages, radioactive material, compressed gas, corrosive, firearms and any mail item which by its nature or packing may expose officers of SingPost to injury or cause damage to other mail item(s).

8. CONSENT TO USE AND DISCLOSE CUSTOMER INFORMATION AND DATA

- 8.1 The Customer agrees that SingPost shall be entitled to use or disclose any information or data disclosed by the Customer 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 Customer is entitled to withdraw such consent in accordance with the procedure as prescribed by SingPost from time to time.



9 ENTIRE AGREEMENT

- 9.1 The Customer 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 Customer. The rights and protections conferred on SingPost under these Corporate Mail Management 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 Customer. In the event that any of these Corporate Mail Management Service Terms & Conditions are inconsistent with the SingPost General Terms & Conditions, these Corporate Mail Management Service Terms & Conditions set out herein shall prevail.
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