

Preprocessing Service Terms & Conditions

1 DEFINITIONS

- (i) **"Cost Centre"** means the Customer's designated internal departments, divisions, or accounting codes to be invoiced for the Service;
- (ii) **"Customer"** means the successful applicant of the Service;
- (iii) **"Service"** means the preprocessing service provided by SingPost for postal related services such as sorting and weighing to determine the postage value prior to posting of Mail & Packages;
- (iv) **"Working Day"** means any day on Mondays to Fridays (excluding public holidays);
- (v) **"Mail & Packages"** means all paper and non-paper-based items, including Basic Mail, Tracked Letterbox, and Registered Service Items as defined herein, , posted through postal network for domestic and international delivery ;
- (vi) **"Basic Mail"** means all paper contents such as letters, postcards or mail items in card form, printed papers or paper-based items in a paper-based envelope but not limited to annual reports, direct mail, books, catalogues, newspapers and periodicals (with no commercial value for international posting);
- (vii) **"Tracked Letterbox"** means mail and packages must not exceed the maximum dimension of 324 x 229 x 65mm (length x width x height) and weighing not more than 2kg, for domestic posting only;
- (viii) **"Registered Service"** means the doorstep delivery for domestic untracked or international Basic Mail (by Airmail only), requiring the recipient's signature upon successful delivery. Registered Service is considered delivered when SingPost obtains a signature at the recipient's doorstep or, if doorstep delivery is unsuccessful, when the recipient collects the mail at the Post Office and provides a signature. For mail with a Privy Address, the service is considered complete upon delivery of the item to the designated storage facility;

2 DESCRIPTION OF SERVICE

2.1 Preprocessing

Mail & Packages will be sorted by size and weight and postage shall be charged accordingly. Mail size, weight and the postage payable will be recorded. Under international posting for Basic Mail, in addition to sorting by size and weight, the Mail & Packages will be sorted according to the published zones. Mail & Packages will be postmarked after the postage payable has been recorded.

2.2 Sorting to Cost Centre

Each Customer may designate up to thirty-five (35) Cost Centres to receive the Service. If the Customer designates more than thirty-five (35) Cost Centres, additional costs as determined by SingPost shall apply.

3. SCOPE OF SERVICE

- 3.1 SingPost reserves the right (a) not to provide the Service to any person who does not have an account with SingPost and (b) to impose charges for the return of any Mail which was received by SingPost from such person.
- 3.2 Homogeneous and non-homogenous mail may be posted under the Service.



- 3.3 Homogeneous mail refers to mail which shares similar characteristics in terms of:
- mode of conveyance (domestic, international outgoing and incoming);
 - weight (variation of weight-steps within each mail size is allowed);
 - mail size (Standard Regular, Standard Large or Packages (Domestic) - no combination across mail sizes);
 - mail type (Mail or Packages (Domestic));
 - packaging; and
 - physical features (such as return address, company name and logo or other identification marks on the mail piece).
- 3.4 In respect of homogeneous mail, SingPost reserves the right to reject or reschedule any unannounced posting by the Customer exceeding 1,500 pieces each day, unless prior written notice is provided and accepted by SingPost.
- 3.5 The Customer shall ensure that Mail posted under the Service shall comply with the mailing guidelines stated in the "Mail Quality Guide" on website at www.singpost.com/mailqualityguide. SingPost shall have the right to reject any Mail which does not comply with such mailing guidelines and any rejected Mail shall be returned to the Customer.
- 3.6 In addition to any rights under Clause 3.5, SingPost shall, subject to Clause 3.7, have the right to reject any Mail & Packages which is not meant to be lodged for posting under this Service (including but not limited to normal stamped mail and envelopes used for other services like Postage Paid Impression Permit, Postage Paid Envelope or Business Reply Service) ("**Other Mail**"). An additional fee, as determined by SingPost from time to time, will apply for returning Other Mail to the Customer.
- 3.7 In the event that SingPost does not reject any Other Mail that is posted under the Service, SingPost shall process such Other Mail in accordance with the relevant processes, and the Customer shall pay SingPost a surcharge of Singapore Dollar One (S\$1.00)* per piece for processing such Other Mail.

4. PREPROCESSING STANDARD

- 4.1 Under the Service, Mail & Packages shall be preprocessed within two (2) working days from the date SingPost receives the Mail from the Customer, subject to an aggregate processing capacity of 100,000 pieces per day across all customers. Mail & Packages shall be preprocessed in order of the date and time of lodgement. In the event aggregate lodgements across all customers exceed the 100,000-piece daily capacity, processing timelines shall automatically be extended on a first-come, first-served lodgement basis, and SingPost shall not be liable for any resulting delay.
- 4.2 The cut-off time for mail acceptance at preprocessing section is 3pm on any day between Monday and Friday.
- 4.3 The preprocessing standard in Clause 4.1 above is not inclusive of time taken for delivery of Mail & Packages. The delivery SLA will apply according to respective Mail & Packages service type.

5. VARIATION OF MAIL QUANTITY

- 5.1 SingPost may, in its absolute discretion, accept a margin variation of up to five per cent (5%) between the quantity set out in the corporate waybill and the actual pieces lodged. For variations exceeding 5%. SingPost reserves the right to requote fees, adjust processing timelines, or reject the posting



6. OPERATIONAL PROCEDURES FOR HAND-OVER OF MAIL & PACKAGES

6.1 Bundling and bagging

- 6.1.1 Mail & Packages must be securely tied in fixed quantities of 10 or 20 pieces per bundle, using sufficient strapping or rubber bands so that the Mail & Packages are held firmly upon handling. For Packages containing non-paper-based items, the items should be properly and securely packed to prevent displacement during handling.
- 6.1.2 Mail & Packages must be packed with the addresses facing the front of each bundle.
- 6.1.3 Mail & Packages must be sorted and bundled tightly according to the following categories.
 - Domestic Basic Mail
 - Domestic Tracked Letterbox and Registered Service
 - International Basic Mail
 - International Registered Service
- 6.1.4 The quantity for each category must be written clearly on top of each Mail & Packages bundle.
- 6.1.5 Mail & Packages enclosed in plastic wrapping must have a paper label pasted on the outside top right hand corner of the Mail & Packages for SingPost to apply the relevant postmark. Mail & Packages enclosed in plastic wrapping without the required paper label that is posted shall not be processed and shall be returned to the Customer within the next collection schedule, if available.
- 6.1.6 For Mail & Packages that are to be sorted and cost allocated to more than one (1) Cost Centre, the department name or Cost Centre must be clearly indicated on each Mail & Packages piece. If there are several pieces of Mail & Packages to be charged to the same Cost Centre, the Mail & Packages pieces are to be bundled together and the Cost Centre must be indicated on the top piece of the bundle.
- 6.1.7 During lodgement and processing, if there is no indication of the Cost Centre or if the indicated Cost Centre is unregistered on SingPost's system, the charges for the Service shall automatically be billed to the Customer's primary account.
- 6.1.8 The number of pieces for each service type under Mail & Packages ordinary must be clearly indicated in the corporate waybill.
- 6.1.9 Mail & Packages shall be bagged in separate bags according to the categories set out in Clause 6.1.3.
- 6.1.10 The total number of bags of Mail & Packages to be collected shall be indicated on the corporate waybill. The bags of Mail and the corporate waybill shall be handed over to SingPost at the time of collection of the Mail for preprocessing.
- 6.1.11 Mail & Packages bag labels must clearly indicate the name of the company and the category of Mail & Packages contained in the bag.
- 6.1.12 Each Mail & Packages bag shall not exceed 20kg in weight. For the avoidance of doubt, all the bags of Mail & Packages may be put into one big bag if the weight of such big bag does not exceed 20 kg.

6.2 Additional Procedures for preprocessing registered service

- 6.2.1 The Customer shall ensure that a registered article barcode is pasted onto each piece of registered mail that is lodged under this Service ("Registered Mail"). The Customer shall enclose a list of the addressees' names and addresses ("Registered Posting List") with the Registered Mail.



- 6.2.2 The total number of the addressees' names and addresses on the Registered Posting List must tally and must be identical to the physical number and addressing details of the Registered Mail to be posted.
- 6.2.3 The physical pieces of the Registered Mail MUST be arranged and bundled in the same sequential order of the name and address given in the Registered Posting List.
- 6.2.4 All Registered Mail must have the word "Registered" written clearly on its front cover.
- 6.2.5 For Advice of Delivery ("AR") service, an AR card must be pasted firmly to the back of the Registered Mail.
- 6.2.6 SingPost shall use commercially reasonable endeavours to record the barcode numbers (list of names and the corresponding addresses to be provided by Customer) of all the Registered Mail and send such list of barcode numbers to the Customer within three (3) to five (5) Working Days from the date of receipt of the Registered Mail by SingPost, or such other timeframe as SingPost may notify from time to time.

7. REQUEST FOR RETRIEVAL OF MAIL & PACKAGES AFTER POSTING

- 7.1 Upon receiving a written retrieval request after posting, SingPost shall use reasonable endeavours to retrieve the item, subject to a processing fee of Singapore Dollars Twenty (\$20.00) per Mail & Packages item regardless of retrieval success. Retrieved items must be collected at Singapore Post Centre within fourteen (14) Working Days, after which SingPost reserves the right to dispose of uncollected items.

8. NON-COMPLIANCE

- 8.1 Mail lodged without conforming to Clauses 2, 3, 4, 5 or 6 shall be returned to the Customer within the next collection schedule at the Customer's sole expense, subject to an administrative handling fee as determined by SingPost.
- 8.2 For the avoidance of doubt, the preprocessing standard set out in Clause 4 shall not apply to Mail & Packages :-
 - (a) the delivery or preprocessing of which is affected by any cause beyond SingPost's reasonable control, including seasonal volume surges, peak lodgement windows or IT system downtime and technical outages; and
 - (b) which is not posted in accordance with the posting, bagging and bundling requirements stated herein.

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 Preprocessing Service Terms & 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 Preprocessing Service Terms & Conditions are inconsistent with the SingPost General Terms & Conditions, these Preprocessing 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.*