

1. Why is my package affixed with the “Insufficient Postage” label?

The postage paid for the package is insufficient. Packages with insufficient postage will not be delivered to recipients and will be returned to senders.

It is the sender’s responsibility to ensure that all packages posted bear sufficient postage. Please be reminded to pay the correct postage of \$1.55 in future to avoid non-delivery of your packages.

2. What should I do if I receive a package with the “Insufficient Postage” label?

You need to affix new postage stamps onto the package, in order to resend the package. The postage stamp(s) that were originally affixed on the package have been validated and cancelled hence they cannot be reused. Please refer to our postage calculator at <https://www.singpost.com/calculate-postage> to calculate the correct postage before sending out your package.

3. Can I reuse the stamps from my initial posting and top up the difference in the postage stamp(s)?

The postage stamp(s) that were originally affixed on the package have been validated and cancelled hence they cannot be reused. You need to affix new postage stamp(s) in order to post the package again.

4. Is it possible to get a refund for the postage of the returned package?

As delivery was made for the return, there will not be any refund for postage that was used.

5. Can I reuse the packaging, e.g. poly wrapper, carton box, etc, in my earlier posting?

You should not reuse the packaging as it has an insufficient postage label affixed on the packaging. Reusing the package will cause confusion for our staff and result in non-delivery of your packages.



6. Why should I include a return address?

All items should include a return address so that we can return items back to you if they cannot be delivered. Return addresses should be indicated at the back of the package.

7. How do I calculate the correct postage for my package?

In order to calculate the correct postage, you will need to consider factors such as the weight, dimensions, destination, and type of item (e.g. Mail or Package). You can refer to our postage rates calculator at <https://www.singpost.com/calculate-postage>, visit any post office for assistance.

8. What's the difference between Mail and Package?

	Mail	Package
Type		
Maximum Weight	≤ 500g	≤ 2kg
Maximum Dimension	324mm x 229mm x 65mm	324mm x 229mm x 65mm
Type of Delivery	Letterbox	Letterbox
Delivery Standards	1 to 2 working day	2 working days

9. Are there any guidelines to help me determine the correct postage?

Please visit <https://www.singpost.com/send-receive/sending-within-singapore/basic-services-local> to find out more about our postage rates.