

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

This is to inform you that the postage paid for the package is insufficient. Please inform your sender immediately that they have sent you a package with insufficient postage. Senders need to pay the correct postage of \$2.00 in future to avoid non-delivery.



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

No action is required. However, you should contact the sender immediately and notify them that they have sent you a package with insufficient postage. We need your help to inform senders that they need to pay correct postage of \$2.00 to avoid non-delivery of your future packages.

**3. 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>, or visit any post office for assistance.

**4. 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 days	2 working days

**5. 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.