



Frequently Asked Questions on Postal Rates Changes from 9 October 2023

General

1. What are the changes?

Due to rapidly rising costs and declining mail volumes, SingPost is raising rates to maintain commercial viability so that we can continue delivering quality postal services for our customers.

Effective 9 October 2023,

- a. Streamlining weight steps for Mail category, delivery rates will be based on dimensions. Any item exceeding the stipulated dimensions will be treated as a package.
 - (i) Standard Regular (up to 240 x 162 x 6 mm), up to 500 g
 - (ii) Standard Large (up to 324 x 229 x 14 mm), up to 500 g
- b. Registered Service (Singapore) will resume as a sign-for doorstep service.
- c. Non-Standard Mail and Basic Package categories will be removed.
- d. Tracked Mail service will no longer be offered.
- e. Tracked Package service will be renamed as Tracked Letterbox and will accept both packages and mail.
- f. Basic Package Prepaid Label will be renamed as Tracked Letterbox Prepaid Label and offer trackability.

The changes that we are making will simplify the delivery rate structure for all domestic services and this includes the elimination of the weight criteria. Our aim is to make postal services more user-friendly, enhance the customer experience, and to provide greater convenience for our customers.

From 19 September 2023 to 8 October 2023, SingPost will temporarily suspend the sales of 1st and 2nd local Non-Value Indicator (NVI) stamps from all channels. SingPost would like to avoid situations where customers buy NVI stamps in bulk to stockpile or profiteer and avoid crowding in our post offices. 1st and 2nd local NVI stamps purchased before 9 October 2023 can still be used as postage for Standard Regular mail when the new rates are effective.

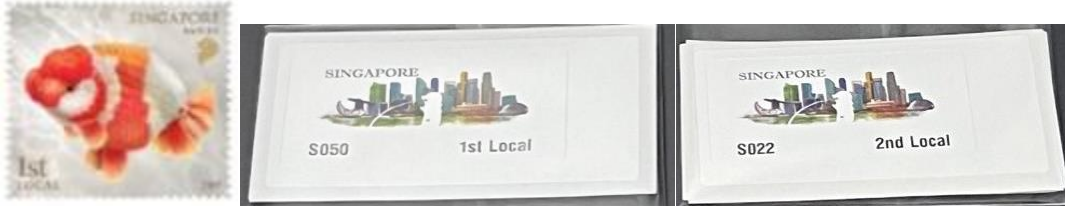
For more details on the rate changes, please refer to www.singpost.com/ratechange2023.

Local Non-Value Indicator (NVI) Stamp

1. What is Local Non-Value Indicator (NVI) stamp?

Local NVI stamps are stamps featuring a non-monetary face value, such as 1st and 2nd Local.

Examples of NVI stamps:



2. Why is SingPost suspending the sale of 1st and 2nd Local Non-Value Indicator (NVI) stamps?

SingPost will temporarily suspend the sale of 1st and 2nd Local NVI stamps from all sales channels from 19 September 2023 to 8 October 2023. SingPost would like to avoid situations where customers buy NVI stamps in bulk to stockpile or profiteer and avoid crowding in our post offices.

Stamps sold from 19 September 2023 to 8 October 2023 are in the denominations of 31 cents and 38 cents. SingPost recommends customers to purchase only what they need during this period before 9 October 2023, in order to avoid a situation where they need to top up postage when the new rates are effective.

3. I have some NVI stamps on hand, can I continue to use them for posting?

Yes, you can continue to use them for posting. Upon 9 October 2023, the NVI stamps will be valued at the prevailing postage rates.

4. What is the value of 2nd Local NVI stamps from 9 October 2023?

2nd Local NVI stamps will be valued at 51 cents from 9 October 2023.

5. I have some NVI stamps on hand, can I exchange for cash with SingPost?

Unfortunately, we do not allow for exchange/return of NVI stamps. NVI stamps can still be used for posting mail/packages at the prevailing postage rates when the new rates are effective.

6. How do I purchase stamp value with 31 cents or 38 cents to post mail/package between 19 September 2023 to 8 October 2023?

You can purchase stamps valued at 31 cents or 38 cents from any post office, SAM kiosk, SingPost's vending machines or shop.singpost.com.



7. What happens if I need to purchase stamps in bulk quantity?

You can purchase in bulk quantity via shop.singpost.com and we will deliver to you within 3 to 5 working days.

Stamps sold from now until 19 September 2023 to 8 October 2023 are in the denominations of 31 cents and 38 cents. SingPost recommends customers to purchase only what they need during this period before 9 October 2023, to avoid a situation where they need to top up postage when the new rates are effective.

8. What happens if I affix the wrong postage value?

Please approach our friendly Post Office Service Ambassadors if you need assistance in determining the postage required for your mail/package.

Registered Service (Singapore)

1. Why is SingPost raising the Registered Service (Singapore) fee?

The Registered Service (Singapore) is a premium doorstep delivery service like courier services with a sign-for service. We are adjusting the rates accordingly to better reflect the cost of providing the premium service. Most of our postal deliveries are now made to the letterbox since it is secure, more convenient, and optimises operational costs.

2. What is the difference between Registered Service (Singapore), Tracked Letterbox and Speedpost (Domestic)?

	Registered Service (Singapore)	Tracked Letterbox (Formerly Tracked Package)	Speedpost (Domestic)
Applicable For	Paper-based	Paper and Non Paper-based	Paper and Non Paper-based
Maximum Posting Dimensions	324 x 229 x 14 mm	324 x 229 x 65 mm	600 x 400 x 300 mm ¹
Maximum Posting Weight	500 g	2 kg	30 kg
Type of Delivery	Doorstep (Sign-for service)	Letterbox	Doorstep, Collection Point ²
Notification	No	Yes (SingPost Mobile App)	Yes (SingPost Mobile App)
Tracking	Yes	Yes	Yes
Compensation	No	Up to S\$10	Up to S\$150
Delivery Standards	2 working days	2 working days	Up to 1 working day (Depending on the service)
Fee	\$6.10 + prevailing postage rates	\$2.00	From S\$6.10

¹ Doorstep Delivery: Max length 1.5m, (L + 2W + 2H) must not exceed 3m. Collection Point Delivery: 420 (w) x 370 (h) x 610 (d) mm.



² Only applicable to Speedpost Standard Service

3. Why is the fee for Registered Service (Singapore) higher than International?

SingPost fulfils the end-to-end delivery of the Registered Service in Singapore, which includes the last mile doorstep delivery and sign-for service while for International Registered Service, SingPost only fulfils the first mile delivery in Singapore to hand over the item to overseas delivery partners. Doorstep delivery is a premium service as it is like that of a courier service delivery.

Non-Standard and Basic Package Category

1. Why are Non-Standard and Basic Package categories removed?

The changes that we are making will simplify the delivery rate structure for all domestic services. Our aim is to make postal services more user-friendly, enhance the customer experience, and to provide greater convenience for our customers.

2. With the removal of Non-Standard and Basic Package categories, what's the postage that I need to pay if my item exceeds the stipulated dimensions?

For items that exceed the stipulated dimensions, Tracked Letterbox service is applicable.

Tracked Letterbox service continues to provide tracking that is real-time and affordable for small mail/packages up to 2kg, and it is delivered directly to recipient's letterboxes.

You can conveniently track your mail/package on our website or mobile app. Recipients will be informed through push notifications via the SingPost Mobile App when the item has been successfully delivered to the letterbox within two working days.

3. I'm required to use Tracked Letterbox service due to the removal of Basic Package service. Can I still post it at any posting box?

You can post Tracked Letterbox items at any post office counters, POPStop or POPDrop (available at SingPost Center and Sengkang Post Office).

Tracked Letterbox and Registered Services items are required to be posted at post office counters, POPStop and POPDrop so that we can ensure they are properly scanned for acceptance and tracked for their delivery statuses.

Tracked Letterbox and Registered Services items posted in posting boxes cannot be scanned for acceptance, and hence will be treated as a Basic Mail category as they cannot be tracked.

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

Mail refers to:

- a. Mail items in standard envelope sizes: A4, A5, A6 and DL or specified Standard Mail sizes.
- b. Letters, postcards or mail items in card form, printed papers or paper-based items in a paper-based envelope.

	Basic Mail (Standard Regular)	Basic Mail (Standard Large)
	240 x 162 x 6 mm	324 x 229 x 14mm
Maximum Dimensions and Weight		

Package refers to:

- All mail items not meeting the Mail Conditions above-mentioned.
- Mail items in non-paper cover, e.g. plastic envelopes, pillowcase envelopes, etc.
- Mail items containing merchandise, non-paper based content, bulky items etc. E.g: SIM cards, clothes, CD-Rom, phone cases, hair accessories, product samples, etc.

	Package	Parcel
	324 x 229 x 65mm	600 x 400 x 300mm
Maximum Dimensions and Weight		
Ideal to fit items like...	<p>Apparel, books, fashion accessories, small tech gadgets & accessories, makeup & skin/body care products and many more!</p>	<p>Apparel, shoes, bag, tech gadgets, small electronics and many more!</p>



Tracked Mail / Tracked Letterbox

1. Why has Tracked Mail ceased?

SingPost is streamlining products to make our service offerings more user friendly and comprehensive for our customers.

2. What is Tracked Letterbox service?

The Tracked Package service has been renamed as Tracked Letterbox service. Other than also accepting mail, there is no change in service features and pricing.

Tracked Letterbox service continues to provide tracking that is real-time and affordable for small mail/packages up to 2kg, that is delivered directly to your letterboxes.

You can conveniently track your mail/package on our website or mobile app. Recipients will be informed through push notifications via the SingPost Mobile App when the item has been successfully delivered to the letterbox within two working days.

3. I've scheduled a Tracked Mail booking using ezy2ship, but I plan to post it on/after 9 October 2023. What will happen to this booking?

SingPost will fulfill all paid bookings made prior to 9 October 2023, even if deliveries are stipulated to be made on/after 9 October 2023.

Unpaid Tracked Mail bookings made before 9 October 2023 will be removed on 9 October 2023, and customers will have to make new bookings at the new prevailing rates.

4. I've scheduled a Tracked Mail booking using ezy2ship, but I plan to post it on/after 9 Oct 2023. Can I get a refund for the booking?

Full payment must be made upon booking confirmation. If you wish to get a refund, please proceed to any post office and our Postal Ambassadors will assist you.

Prepaid Label

1. What are the changes to Prepaid Label?

Prepaid Label will be renamed to Tracked Letterbox Prepaid Label, making it a trackable service and available at \$2.00 from 9 October 2023.

2. I have the existing stock of Prepaid Label on hand, can I continue to use it for posting?

You can continue to use your Prepaid Label for mailing without any additional costs for Mail/Package up to 324 x 229 x 65 mm (approx. A4 sized). Starting on 9 October 2023, you will be able to easily track your mail or package on our website or mobile app.



3. Where can I post items with Prepaid Label?

Like smartpac, SingPost's prepaid products can be posted at any posting box, POPStop or POPDrop (available at SingPost Centre and Sengkang Post Office).

Domestic Delivery Rate Increase Relief

1. What relief is SingPost giving for raising Domestic Delivery Rates?

SingPost is sending a booklet of 10 first local stamps to every residential household in Singapore. Each stamp is valued at the new Standard Regular rate of \$0.51, which will mitigate the postage increase for each household for at least a year.

2. What am I expected to receive?

You can expect to receive a stamp booklet with 10 adhesive first local stamps and information about the changes SingPost is making to domestic delivery rates.

3. When can I expect to receive the stamps booklet?

You can expect to receive the stamp booklet from October 2023 onwards and it will be sent to your letterbox.

All rates are inclusive of prevailing GST.