



Frequently Asked Questions on Tracked Letterbox from 9 October 2023

Tracked Letterbox Prepaid Label

1. What is Tracked Letterbox Prepaid Label?

The Tracked Letterbox Prepaid Label is a postage-paid label for you to send items directly to your recipient's letterbox. The Prepaid Label is a lot more convenient to use as it includes sufficient postage for your item(s) and you will not need to queue at the post office to weigh and determine the postage required. The Prepaid Label is most suitable for eCommerce sellers and SMEs who find calculating postage a hassle.

We have made it even better! With effect from 9 October 2023, the Prepaid Label offers a peace of mind for our customers as it now includes tracking for all items.

Note: Customers who are holding existing Prepaid Labels can continue to use the labels for mailing without any additional costs for Mail/Package, up to 324 x 229 x 65 mm (approx. A4 sized). Starting 9 October 2023, customers will be able to easily track their mail or packages through our website or mobile app.

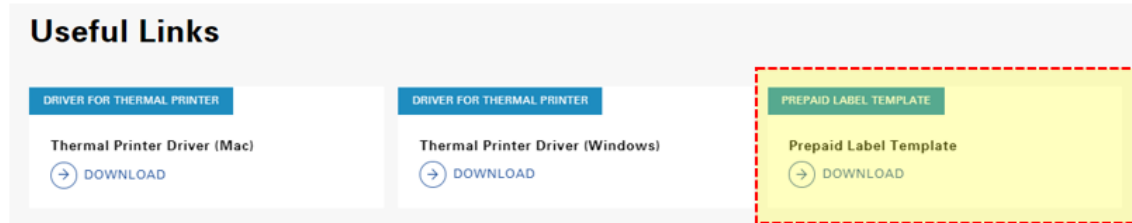
2. How does Prepaid Label works?



3. Is there a Prepaid Label template for bulk printing?



Yes, you can download the template via the SingPost website - <https://www.singpost.com/send-receive/sending-within-singapore/postage-paid-products/pre-paid-label>



4. Is the Prepaid Label adhesive?

Yes, it's adhesive. Simply peel off the label and paste onto packaging.

5. What's the purpose of the barcode on the Prepaid Label?

The purpose of the barcode is for tracking purposes. You can track your mail or packages through our website or mobile app.

6. Where can I purchase Prepaid Label?

Prepaid Label is available at any post office, online channels, vending machines at post offices and via Account Managers.

Price*	Channels
Single label at S\$2.00	Any post office
Pack of 20s at S\$40.00	Online channels (shop.singpost.com, Lazada, Shopee), vending machine at post office
Min. 100pcs (5 packs) at S\$200.00	Account Manager (applicable for corporate customer)

*All prices are inclusive of prevailing GST.

7. What is the difference between Prepaid Label, Stamps and Prepaid Packaging (like smartpac)?



Prepaid Label, Stamps and Prepaid Packaging (e.g. smartpac) are different methods of paying for postage when sending mail or packages.

	Prepaid Label	Stamps	Prepaid Packaging (e.g. smartpac)
Descriptions	Prepaid Label is an adhesive label with postage paid in advance for sending package.	Stamps are small adhesive labels that represent the payment of postage, in various postage values. Sender needs to affix the appropriate number of stamps to cover the postage.	Prepaid packaging refers to packaging with postage paid in advance. These packaging are ready to use – you just need to pack the contents, seal, and drop them into any posting box.
Max. Posting Weight	Up to 2kg	Mail: Up to 500g Package: Up to 2kg	No weight limit
Max. Posting Weight	Up to 324 x 229 x 65 mm	Up to 324 x 229 x 65 mm	Up to 324 x 229 x 65 mm
Delivery Standard	2 working days	1 to 2 working days	2 working days
Price*	S\$2.00 per label	Postage to be determined by size, weight, contents, destinations.	Smartpac Box: S\$3.20 Smartpac Small/Medium: S\$2.20

*All prices are inclusive of prevailing GST.

8. Can I affix the Prepaid Label onto used packaging?

You can reuse packaging if it is in good condition and meets the mailing requirements. Following these guidelines will help ensure smooth and accurate handling of your package during delivery.

- a. Ensure only one clear and legible recipient address and one sender address are indicated on the packaging to avoid any confusion during delivery.



- b. Make sure to remove or cover any previous shipping labels or markings to prevent any misdirection or delays in delivery.

9. Is there going to be new print for the Tracked Letterbox Prepaid Labels?

Yes, we will be printing new Tracked Letterbox Prepaid Labels once our existing stocks depleted. Regardless of the design, customer can continue to use the label for mailing and easily track their mail or package on our website or mobile app from 9 October 2023.

For our existing stocks, we will affix stickers onto the pack to show on the upgraded feature. Refer to below for the sample stickers, for reference.



10. Is there a set of expiration or validity period for the Prepaid Label?

No, just like smartpac, Prepaid Label doesn't have an expiration or validity period. Customers can keep using their current Prepaid Label without any top-up and can still enjoy its tracking capabilities, even when new designs are printed.