



Frequently Asked Questions on Postal Rates Changes from 1 January 2026 (Franking Service)

General

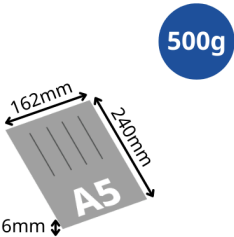
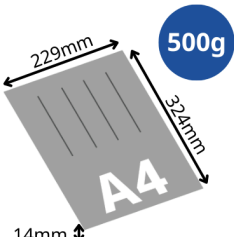
1. What are the changes?

SingPost will be increasing the rates for all regular domestic mail. This adjustment enables us to continue fulfilling our national postal mandate while advancing SingPost's transformation into a technology-driven logistics leader.

Effective 1 January 2026, rates for regular domestic mail will be raised by ten cents to S\$0.62 for Standard Regular and S\$0.90 for Standard Large mail.

SingPost remains committed to its mandate to deliver reliable, high-quality, and accessible postal services to every address in Singapore

For more details on the rate changes, please refer to www.singpost.com/ratechange2026.

Domestic Mail Rates			
Mail Type	Maximum Dimensions and Weight	Current Pricing Valid till 31 Dec 2025	New Pricing Effective 1 Jan 2026
Standard Regular Mail		\$0.52	\$0.62
Standard Large Mail		\$0.80	\$0.90

2. What are the services accepted for Franking from 1 January 2026?

Please refer below for the services accepted under Franking:

- Domestic Mail (Untracked/Registered)



- Tracked Letterbox
- International Mail
- Speedpost (Local)

All franked items which require tracking service must be handed over to SingPost's counter staff at the post office.

Note: SpeedPost International is not accepted under Franking. To send international packages, it is required to declare shipment and purchase shipping label on ezy2ship.

3. Can I still use the existing postage credit in my permit account?

Yes, you can continue to use your existing postage credit in your franking machine.

4. What happens if I franked the old postage value after 1 January 2026?

Please note that the new postage rates are effective from 1 January 2026. The new postage value and date impression must be accurate, legible, and complete.

The permit holder can still apply for a refund of franked labels that are incorrectly franked and not transmitted through the post, but it will be subjected to the conditions stated in the Service Terms & Conditions. Administrative charges apply upon approval.

5. My franking machine is still displaying the old postage rates. How do I update the rates accordingly?

Please contact your respective franking machine vendor to update the postage rates to ensure that it reflects the new rates. Kindly refer to the list of franking machine suppliers below.

iSpot Marketing Pte Ltd (Agent for Frama Sensonic / Frama EcoMail meters) Blk 150 MacPherson Road #05-01 Science Arts Building Singapore 348524 Tel no.: 6741 8018 Fax no.: 6741 8017 Email: email@ispot.marketing	Mail Expertize LLP (Agent for Francotyp-Postalia meters) 35 Kallang Pudding Road #07-04A Tong Lee Building Block A Singapore 349314 Tel no.: 6749 0601 Fax no.: 6749 0277 Email: info@mailexpertize.sg	Neosys Documail (S) Pte Ltd (Agent for Neopost meters) 66 Kallang Pudding Road #06-03 Hor Kew Business Centre Singapore 349324 Tel no.: 6345 9822 Fax no.: 6345 9022 Email: info_nds@neosys.com.sg
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6. What if I did not update the franking machine, how do I change the postage rates?

Please key in the correct postage amount in the franking machine to imprint the label required during the interim period before your franking machine gets updated. Meanwhile, do contact your respective franking machine vendor to update your machine as soon as possible.

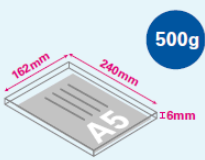
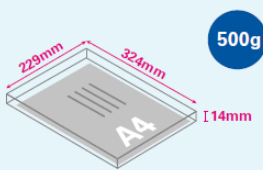
7. Where can I obtain the posting franking docket?

The monthly franking docket forms are obtainable from SingPost's website at <https://www.singpost.com/business/mail-solutions/mailling/franking-your-mail>.

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

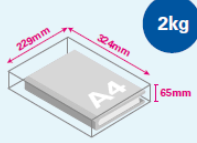
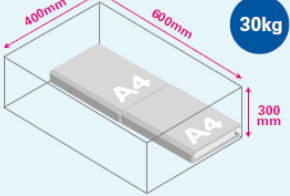


Mail refers to:

- Mail items in standard envelope sizes: A4, A5, A6 and DL or specified Standard Mail sizes.
- 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>

All rates are inclusive of prevailing GST.