

**Postage Paid Impression (PPI) Service Terms & Conditions**

**1 DEFINITIONS**

- (i) "BMC" means SingPost's Bulk Mail Centre at 10 Eunos Road 8, Singapore Post Centre (via East Entrance – 10 Eunos Road 5), Singapore 408600;
- (ii) "PPI Permit" means the postage paid impression permit issued by SingPost;
- (iii) "Permit Holder" means the successful applicant of the Service;
- (iv) "Service" means the postage paid impression service provided by SingPost which allows the mailing of large volume of homogeneous mail; and
- (v) "Working day" means Mondays to Fridays (excluding public holidays).

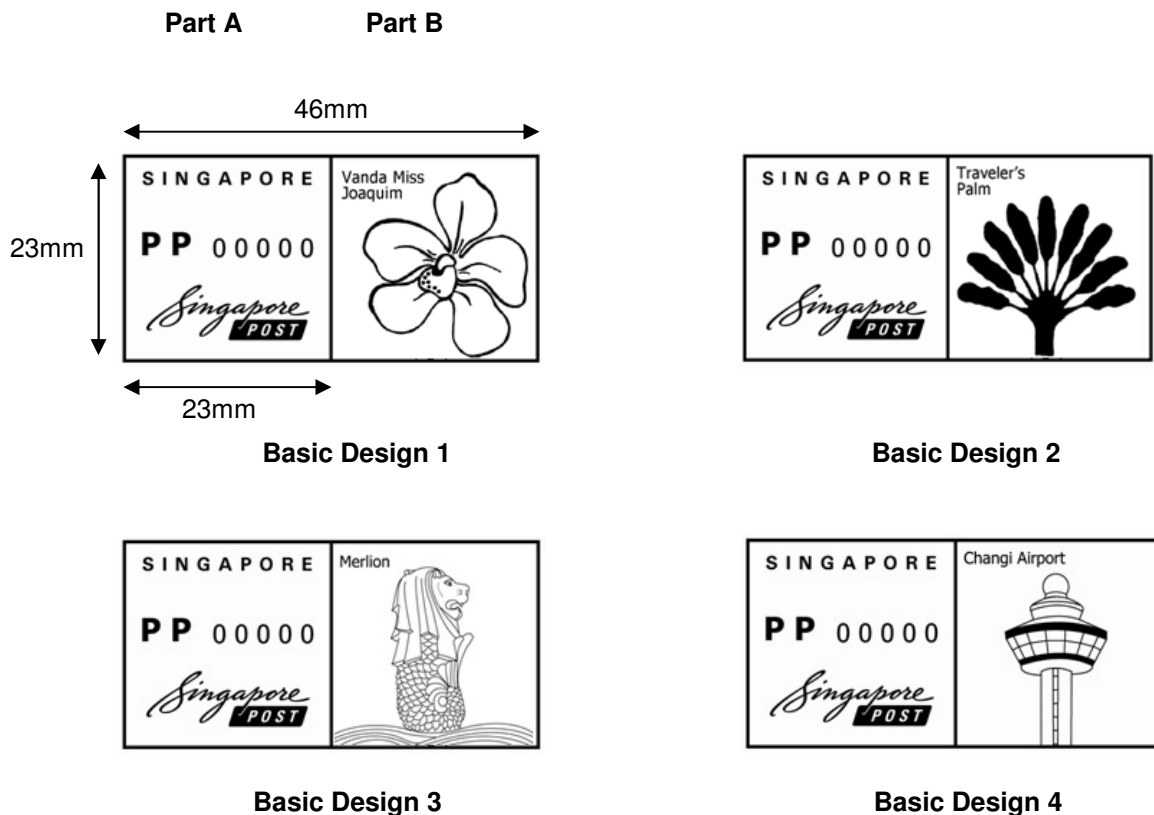
**2 BASIC PPI DESIGN**

2.1 The basic PPI design consists of two parts as shown below:

Part A: Mandatory to follow exactly as stated.

Part B: To use either one of the design, Vanda Miss Joaquim, Traveler's Palm, Merlion or Changi Airport

2.2 Illustration for Basic Designs



*(Illustrations shown above are drawn to scale)*



## 2.3 Specifications

### 2.3.1 PART A

Size	: 23mm (W) x 23mm (H)
Position	: Top right hand corner of mail piece
Font type and Font size (For Permit No.)	: Tahoma, 8 point
Font type and Font size (For PP)	: Tahoma, 10 point, Bold
Font type and Font size (For Singapore)	: Univers, 6 point, Bold
Dimension (Singapore Post logo)	: 20mm (L) x 7mm (W)
Positioning of PPI number	: To centralize the PPI number accordingly

### 2.3.2 PART B

Size	: 23mm (W) x 23mm (H)
Font type and Font size (For Vanda Miss Joaquim)	: Tahoma, 5 point

## 2.4 Printing Guidelines

2.4.1 One single solid colour of red, blue or black is allowed

2.4.2 Leave a clear 8mm space around the basic design

2.4.3 Gradation, multicoloured formats, outlines, decorative borders, shadowing are prohibited

2.4.4 Positioning of logo should be on the top right hand corner of mail piece

2.5 The Permit Holder has to submit three sample copies of the PPI envelopes by post or appointment for our approval before proceeding to print the PPI envelopes. SingPost's permission has also to be sought for any subsequent changes to this approved PPI envelope or for any newly designed PPI envelopes.

## 3 CUSTOMISATION DESIGN

3.1 The customised PPI design shall be confined within the **Right box** (or Part B) of the basic PPI design in the size as specified.

3.2 The Permit Holder using customised PPI design is required to pay a fee of Singapore Dollars One Thousand (S\$1,000/-)\* yearly per design. A postal bill will be sent to you upon the anniversary of the application.

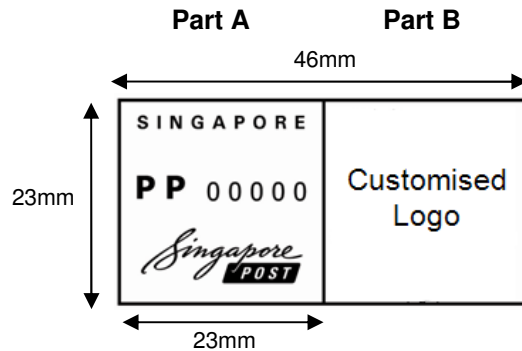
3.3 There will be no refund of the fee for any premature termination of the usage of the customised PPI design.

3.4 A surcharge of Singapore Cents One (S\$0.01/-)\* per piece (excluding the postage) will be levied on any customised PPI imprinted mail if they are posted after the termination of the customised PPI design service.

3.5 Only company logos or any other corporate icons, comic strips, sketches, images that are distinctly identifiable with the Permit Holder or the line of business of the Permit Holder may be used subject to the approval of SingPost. Messages or advertisements which may contravene the law or erode any moral values of society or which are against the interest of any third party, country or SingPost are not allowed. In addition, the messages or advertisement shall not contain or imply or suggest any of the following:

- i) anything illegal, offensive, insulting or immoral
- ii) anything dishonest, deceptive or unpatriotic
- iii) any religious or political content
- iv) any photograph of the living or dead persons

### 3.6 Illustration for Customised Design



(Illustration shown above is drawn to scale)

### 3.7 Specifications

- i) **PART A**  
Refer to Basic PPI Design (Specification; Part A)  
One single solid colour of red, blue or black is allowed
- ii) **PART B**  
Size : Not exceeding 27mm (W) x 23mm (H)  
Colour : Any Colour  
Design : With or Without solid outline; Border and shadowing is allowed

### 3.8 Printing Guidelines

- i) Leave a clear 8mm space around the customised design
- ii) Positioning of logo should be on the top right hand corner of mail piece

3.9 Applications to use the customised PPI design must be submitted to SingPost together with the artwork for approval and payment at least two weeks before commencement.

3.10 SingPost reserves the right to reject the application to use the customised PPI design without assigning any reason whatsoever and its decision shall be final.

3.11 SingPost reserves the right to terminate the use of the customised PPI design with no refund given at any time without any reasons being assigned, by giving two week's notice.

## 4 POSTING PROCEDURE

4.1 The PPI Permit issued should only be used for posting of PPI mail through the BMC.

4.2 The PPI Permit must be pre-printed on the envelopes, postcards etc. No rubber stamps with PPI Permit are to be used.

4.3 Postings can be made between the following hours:

Mondays to Fridays : 9.00 am to 6.00 pm

4.4 Each posting must be accompanied with 2 copies of the posting docket) which are available free of charge at the BMC. After verification, one copy will be returned to the customer for retention, either on the same day of posting or the next working day. The Permit Holder who requires an extra duplicate copy (or copies) of the docket(s) must submit the extra copy (copies) during lodgment of



the mail. SingPost reserves the right to impose a service fee for the provision of the service to endorse on the extra copy (copies) of docket(s).

4.5 Permit Holders **are required** to fill in all the following information in the posting dockets:

Both domestic and international mail

- i) Weight per item
- ii) No of articles
- iii) Total charges
- iv) Total quantity
- v) Permit Holder's Permit number, Name and Address and contact number
- vi) Date of posting
- vii) Type of services
- viii) Mode of payment
- ix) Mailing scheme
- x) Cheque number
- xi) Full Title of articles. For Annual report, the name of the company that owns the Annual Report must be indicated and for publications, the Mita permit number
- xii) Owner or source of mail

Additional information required for international mail

- i) Per kg rate where applicable
- ii) Transmission mode

4.6 The PPI Permit imprinted on the envelopes must correspond with the PPI Permit reflected on the posting docket.

4.7 Postage charges should be paid by means of cashier's order or cheque made out in favour of 'Singapore Post Limited' or cash before or at the time of posting of the mail.

4.8 Permit Holders are encouraged to barcode the addresses of their mail to enjoy the Domestic Bulk Mail Scheme. Please call the BMC at (65) 6845 6651 if you need any assistance in the barcoding implementation.

4.9 The mail in each posting must originate from the same sender. They must be arranged in the same direction and of uniform weight and size and should be firmly bundled in convenient bundles comprising 50, 100, 150 or 200 items in each bundle.

4.10 The weight of the mail declared on the posting docket for charging purpose, must be in accordance with the published weight steps.

4.11 For overseas mail, the mail must bear indication of category of service and mode of onward transmission on it (e.g. printed papers, small packet, Air or Sea). Airmail without any indication might be sent by surface mode to the overseas.

4.12 The size, addressing, formatting & prohibition shall be in accordance with the postal regulations and shall follow as closely as possible to the mail quality as indicated in our "Designing Quality Mail" guidebook (as maybe amended by SingPost from time to time). The guidebook is available free of charge at the BMC. Lodgers may seek the help of the staff if they are not sure of the proper packaging or addressing of the items.

## 5 CHARGES FOR BULK MAIL POSTING

5.1 The Domestic Bulk Mail and International Bulk Mail schemes are applicable.



- 5.2 Mail that failed to conform to the bagging and lodgment requirements or is lodged later than the timings stated above, an additional charge of Singapore Dollars Three Hundred (S\$300/-)\* or Singapore Cents One (S\$0.01)\* per piece, in addition to the late lodgment fee, whichever is higher.
- 5.3 Ad-hoc bulk mail posting after the BMC operating hours, (e.g. on Saturdays, Sundays and Public Holidays), is available upon application of **at least one working day** in writing to the Assistant Manager, BMC.
- 5.4 SingPost reserves the right not to accept or process any late lodgment mail that comes in more than one hour later than the published time. In such cases, the late lodgment fees and whatever additional charges will still be payable by the lodger.

**6 TYPES OF POSTING**

Type 1 Posting

- i) Domestic Mail Only
- ii) Machinable, Standard Regular/ Large, Non-machinable or manually sorted mail.
- iii) Subject to a maximum of **75,000 pieces per customer** and/or up to a **maximum of 150,000 pieces per day**.
- iv) Duplicate copy of the posting docket will be returned on the next working day.

Type 1 Posting Schedule Mondays - Fridays	
6.00 pm – 7.30 pm	\$300* or 1 cent* per piece, whichever is more
7.30 pm – 8.30 pm	\$600* or 1 cent* per piece, whichever is more
8.30 pm – 9.30 pm	\$1200* flat rate. For this posting, only a maximum of 10,000 items per lodgment per PPI Permit and/or up to a maximum of 20,000 items per day
Saturdays, Sundays & Public Holidays	
9.00 am – 12.00 pm	\$600* or 1 cent* per piece whichever is more
12.00 pm – 2.00 pm	\$1200* flat rate. For this posting, only a maximum of 10,000 items per lodgment per PPI Permit and/or up to a maximum of 20,000 items per day
2.00 pm – 3.00 pm	\$1800* flat rate. For this posting, only a maximum of 10,000 items per lodgment per PPI Permit and/or up to a maximum of 20,000 items per day

Type 2 Posting

- i) Domestic and International Mail
- ii) For international mail, items must be sorted, bagged and labelled to the country of destination. Mail will be processed and connected to departing flight by the next 1-2



working days from date of posting if there are scheduled flights and, in the event there are no scheduled flights, the next available flight within the week.

- iii) No limit on the quantity and type of mail posted.
- iv) Duplicate copy of the posting docket will be returned on the next working day.

<b>Type 2 Posting Schedule Mondays - Fridays</b>	
6.00 pm – 7.30 pm	\$150* or ½ cent* per piece, whichever is more
7.30 pm – 9.00 pm	\$200* or 1 cent* per piece, whichever is more
<b>Saturdays, Sundays &amp; Public Holidays</b>	
9.00 am – 12.00 pm	\$600* or 1 cent* per piece whichever is more
12.00 pm – 2.00 pm	\$1200* flat rate
2.00 pm – 3.00 pm	\$1800* flat rate

## 7 CHARGES FOR RETURN OF MIXED MAIL

- 7.1 If mail has been subsequently found to be mixed and is different from the category of mail that has been paid for at the BMC, the mixed mail will be returned to the Permit Holder at Singapore Dollars One (S\$1.00)\* per piece or a minimum of Singapore Dollars Twenty (S\$20.00)\*, whichever is greater. If the mail is to be re-posted, the underpaid postage for the relevant category of mail will have also to be paid (for example, mail is paid for under local postage but subsequently was found to contain international mail, the international mail will be returned to sender at stated charges). SingPost reserves the right to withdraw subsequent postings from the discounted Bulk Mail schemes.

## 8 CHARGES FOR MAIL WITH LESS THAN 300 PPI COPIES PER LODGMENT

- 8.1 A charge of Singapore Cents One (S\$0.01)\* handling fee is chargeable for per piece of mail lodged under the PPI Permit if the posting is less than three hundred (300) pieces of mail per lodgment per mail homogeneity and characteristics. Local and international mail of the same mail type characteristics cannot be combined. **SingPost will not accept any PPI mail posting below one hundred (100) pieces per mail homogeneity and characteristics per lodgment.**

## 9 UNAUTHORISED POSTING OF UNPAID PPI ITEMS

- 9.1 SingPost reserves the right not to deliver any letters or surcharge the addressee for any PPI mail posted not through the BMC. Any unpaid PPI mail could be forwarded but charged on delivery, i.e. fresh postage due plus a handling charge of Singapore Dollars One (S\$1.00)\* per item or at any such rate as may be determined by SingPost from time to time in Singapore. The unpaid item may be retrieved by the Permit Holder at a fee of Singapore Dollars Twenty Dollars (S\$20.00)\* per item or at any such rate as may be determined by SingPost. Such actions of SingPost shall be without prejudice to any other rights or remedies which SingPost may have.
- 9.2 For unpaid PPI mail that is posted by the Permit Holder’s customer, the Permit Holder has to undertake the responsibility to get the customer to contact SingPost. SingPost shall without being liable to the Permit Holder, whether in damages or otherwise, be entitled to dispose the unpaid mail



within seven (7) days from the date of the notification to the Permit Holder; if there is no written response from the Permit Holder or the Permit Holder's customer on the treatment of the unpaid mail.

## **10 CHANGE OF PARTICULARS**

- 10.1 Permit Holders have to inform SingPost in writing if there is a change to the Permit Holder addresses, contact person and company name.

## **11 REQUEST FOR DUPLICATE COPIES OF THE PPI POSTING DOCKETS**

- 11.1 Request for duplicate copies of the PPI posting dockets must be made in writing to SingPost. A search fee of Singapore Dollars Five (S\$5.00)\* per piece is payable for each duplicate copy of the docket.

## **12 CHEQUE PAYMENT, BILL ADJUSTMENT AND DORMANT ACCOUNTS**

- 12.1 SingPost reserves the right not to accept any company or personal cheque other than cashier's order for posting of PPI mail through the BMC. SingPost will impose an administrative charge of Singapore Dollars Thirty (S\$30.00)\* for each dishonoured cheque presented for payment.
- 12.2 Any request for adjustment of the billing invoice due to the incorrect PPI Permit being indicated on the PPI docket and hence resulted in the wrong amount or the wrong customer being billed; or any other adjustment due to the oversight by the Permit Holder or its assigned lodger, SingPost would levy an administrative fee of one percent (1%)\* of the total amount of bill to be adjusted or a minimum of Singapore Dollars Thirty(S\$30.00)\*, per bill adjustment, whichever is higher. This administrative fee would be payable by the Permit Holder or its assigned lodger who is accountable for the erroneous amount or PPI Permit being billed or any other erroneous adjustments. SingPost reserves the right not to adjust the bill without assigning any reason whatsoever and the Permit Holder whose account is being billed would still be accountable for any outstanding amount due or become due to SingPost.
- 12.3 SingPost will levy a non-refundable annual administrative fee of Singapore Dollars One Hundred and Twenty (S\$120.00)\* for any PPI Permit that is dormant or inactive (without any mail posting transactions) for continuous period of twelve (12) months or more. Permit Holders who applied before August 2001 are billed on January every year. Permit Holders who applied after August 2001 will be billed on their anniversary date of their application.

## **13 DOMESTIC AND INTERNATIONAL BULK MAIL SCHEMES**

- 13.1 For PPI postage discounts, Permit Holders are to refer to SingPost's "*Domestic Bulk Mail Scheme: Terms and Conditions*" and "*International Bulk Mail Scheme: Terms and Conditions*".

## **14 DELIVERY STANDARDS**

- 14.1 For mail posted within the BMC operating hours, the following delivery standards will apply:
- (a) Domestic letter: 98% of the mail lodged and addressed to Central Business District (CBD) and 95% of the mail lodged and addressed to outside the CBD will be delivered by the next working day.
  - (b) 95% of the Printed Papers lodged at the BMC during BMC operating hours and addressed to recipients within and outside CBD will be delivered within three (3) working days following the



date of posting (i.e. J + 3) for non-festive periods (May to November) and within five (5) working days following the date of posting (i.e. J + 5) for festive periods (December to February).

- (c) For Annual Report, 95% of the mail lodged at the BMC during BMC operating hours and addressed to recipients within and outside CBD will be delivered within five (5) working days following the date of posting (i.e. J + 5).
- (d) 95% of International Printed Papers and Small Packets lodged at BMC during BMC operating hours lodged will be processed and connected to departing flights by the next one (1) to two (2) working day(s) following the date of posting (i.e. J + 1 to 2) if there are schedule flights; and in the event there are no scheduled flights, the next available flight will apply.

*Note: "J" refers to the date of posting*

## **15 APPLICATION FOR THE USE OF PPI SERVICE**

- 15.1 SingPost may, upon receipt of the application and relevant supporting documents, issue the PPI Permit to a successful applicant, at its sole discretion.
- 15.2 The PPI Permit is not transferable.
- 15.3 Any person, firm, company or organization may apply for a PPI Permit from SingPost by completing and submitting an application form. For company, firm or organization applications, the submission of the latest copy of the Business Profile issued by The Accounting and Corporate Regulatory Authority of Singapore is necessary to be considered as a complete application.
- 15.4 Each Permit Holder will be issued with a unique PPI Permit number.
- 15.5 PPI Permit numbers are the property of SingPost and the Permit Holder has no property right to the PPI Permit number assigned. The Permit Holder may not allow any other person to use the PPI Permit number assigned to the Permit Holder by SingPost nor transfer or assign the same to any other person whomsoever.
- 15.6 The PPI Permit is only for regular posting of ordinary mail (exclude registered or insured) of up to 500 grams per item. Each posting must have a minimum of 300 items and items must be homogeneous in terms of size, weight, type, packaging and mail characteristics (such as return address, company name and logo, PPI Permit number or other identification marks of the Permit Holder). Local and international mail of the same mail type characteristics must not be combined to make up the 300 minimum copies per posting.
- 15.7 Items of different mail size and category, even though the two envelopes may have the same PPI Permit and physical mail characteristics, are not considered as homogeneous mail (for example a ISO C5 sized envelope cannot be combined with an ISO DL sized envelope, and Standard Large cannot be combined with Standard Regular and etc).

## **16 THE RIGHTS AND RESPONSIBILITIES OF SINGPOST**

- 16.1 SingPost reserves the right to immediately suspend, revoke or otherwise deal with the PPI Permit and/or to immediately suspend or terminate the Service if there is any breach by the Permit Holder of any of the terms and conditions herein and SingPost has given fourteen (14) days' notice of such breach and the Permit Holder has failed to rectify such breach within that time. Such action taken by SingPost shall be without prejudice to any other rights or remedies which SingPost may have.
- 16.2 Upon suspension or revocation of the PPI Permit and/or suspension or termination of the Service, the Permit Holder shall be liable to SingPost for all charges and fees due up to and including such





date. Upon payment by the Permit Holder of a non-refundable fee of Singapore Thirty Dollars (S\$30.00)\* and all outstanding such sums due and payable to SingPost, SingPost may in its absolute discretion restore the PPI Permit and these Postage Paid Impression Service Terms and Conditions shall continue to be in force.

- 16.3 Any PPI mail received by SingPost after the suspension or revocation of the PPI Permit or after suspension or termination of the Service would be treated as unpaid mail and charged on delivery, i.e. fresh postage due plus a handling charge of Singapore Dollars One (S\$1.00)\* per item or at any such rate as may be determined from time to time by SingPost. Such actions of SingPost shall be without prejudice to any other rights or remedies which SingPost may have.

## **17 LIMITATION OF LIABILITY**

- 17.1 The liability of SingPost for direct damages to the Permit Holder in contract, tort or otherwise (including any liability for negligence) arising by reason of or in connection with this contract is limited for any one incident or series of events arising from a single incident or common cause, and for all liability arising by reason of or in connection with these Postage Paid Impression Service Terms & Conditions to Singapore Five Thousand Dollars (S\$5,000.00).

## **18 ENTIRE AGREEMENT**

- 18.1 The Permit Holder shall be bound by and shall fully observe and comply with all the SingPost General Terms & Conditions as well as such other terms and conditions as may be agreed between SingPost and the Permit Holder. The rights and protections conferred on SingPost under these Postage Paid Impression Service Terms and Conditions shall be additional to the rights and protections conferred on SingPost under the SingPost General Terms & Conditions and any other terms and conditions as may be agreed between SingPost and the Permit Holder. In the event that any of these Postage Paid Impression Service Terms & Conditions are inconsistent with the SingPost General Terms & Conditions, these Postage Paid Impression Service Terms & Conditions set out herein shall prevail.

*\* All charges stated herein are exclusive of Goods and Services Taxes ("GST") and are subject to prevailing GST.*

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