




Postage Rates and Mailing Guidelines



An illustration of a woman and a child standing in front of a grey mailbox. The woman, on the left, has brown hair and is wearing a green dress and white shoes. She is pointing towards the mailbox. The child, on the right, has brown hair and is wearing a red shirt and brown pants. The mailbox is a grid of grey compartments, with one compartment open, revealing a yellow envelope with a red stamp. A large blue speech bubble is positioned above the mailbox, containing text. The background is white with several colorful circles in shades of pink, orange, teal, and yellow.

Here is your guide
to posting letters and
small packets. Just follow
our simple guidelines to
ensure that your package
will be delivered to the
recipient.



LOCAL POSTAGE RATES (inclusive of 7% GST)

Postage Calculator is available on www.singpost.com and SingPost mobile app

Letters, Postcards¹, Printed Papers² and Packets/Packages

Weight-Step Up to	Standard Regular (C5, C6 & DL size envelope)	Standard Large (Up to C4 size envelope)	Non-Standard ³
20g	\$0.30	\$0.60	\$0.60
40g	\$0.37		\$0.90
100g		\$0.90	\$1.15
250g		\$1.15	\$1.70
500g		\$2.55	
1kg		\$3.35	
2kg			

Please refer to Appendix for information on mail sizes and conditions.



REGISTERED ARTICLE⁴

For Registered Article, an additional fee applies on top of the postage rate.

Destination	Registered Article Fee
Singapore	\$2.24
Other countries ⁴ (by Airmail only)	\$2.50



SURFACE MAIL RATES⁵

Destination	Weight-Step Up To (max weight: 2kg)	Letters & Printed Papers	Postcards ⁶
To all countries (except Malaysia & Brunei)	20g	\$0.50	\$0.30
	50g	\$0.70	
	100g	\$1.00	
	per additional 100g	\$1.00	



AIRMAIL RATES^{5,7}

NEW

Destination	Letters & Printed Papers ²		Small Packets ⁸		Postcards ⁶
	Weight-Step Up To (max weight: 2kg)	Postage Rate	Weight-Step Up To (max weight: 2kg)	Postage Rate	
Zone 1 Malaysia and Brunei	20g	\$0.50	100g	\$2.50	\$0.40
	50g	\$0.70	250g	\$3.90	
	100g	\$1.10	500g	\$5.20	
	per additional 100g	\$1.10	per additional 100g	\$1.10	
Zone 2 Countries in Asia & The Pacific (except Australia, Japan & New Zealand)	1 st 20g	\$0.70	100g	\$3.20	\$0.60
			250g	\$6.80	
	per additional 10g	\$0.25	500g	\$12.00	
			per additional 100g	\$2.50	
Zone 3 Countries in the rest of the world, including Australia, Japan, New Zealand, Africa, The Americas, Europe & The Middle East	1 st 20g	\$1.30	100g	\$4.70	\$0.60
			250g	\$9.85	
	per additional 10g	\$0.35	500g	\$17.00	
			per additional 100g	\$3.50	
Aerogrammes (to all countries except Malaysia & Brunei)	\$0.60				

All rates refer to Singapore Currency.

- Standard Mail Condition applies if mail items in card form or postcards do not exceed 240mm x 162mm with paper quality of at least 230gsm.
- Printed papers include annual reports, books, catalogues, direct mail, newspapers or periodicals.
- Packages that do not fit in the letterbox will be forwarded to a designated post office for collection.
- No detailed online tracking capability. Only selected countries can be tracked. For any loss of the Registered Article, the maximum liability of SingPost is limited to Singapore Dollars Sixty-Eight (S\$68.00) per article or the declared value of the item, whichever is lower.
- GST is not applicable for international mail rates.
- Letter rate applies if the postcard exceeds the maximum dimensions of 120mm x 235mm (for overseas posting only).
- To find out the postage rate of your destination, please refer to Postage Calculator which is available on www.singpost.com or SingPost mobile app.
- Small Packets are mail containing goods or merchandise that are up to 2kg in weight. The largest dimension should not exceed 600mm, with length, width and height combined not exceeding 900mm.

SingPost shall not be liable under any circumstances for paper-related items such as documents.



Service Standards for Local Delivery



- ① Letter mail* (maximum weight up to 500g):
 - a. Within CBD: 99% delivered by the next working day
 - b. Outside CBD: 98% delivered by the next working day
- ② Packets/ Packages/ Publications/ Others**:
 - a. 3 to 5 working days

* For ordinary letters posted before collection cut-off times, i.e. within CBD: Mon-Thu: 7pm; & Fri: 8pm; outside CBD: Mon-Thu: 5pm; & Fri: 6pm.

** Others include non-standard mail. Packages that do not fit in the letterbox will be forwarded to a designated post office for collection. Please refer to www.singpost.com for more details.



Other Mailing Info

Received mail not meant for you? Please drop it into the Returned Mail Letterbox or any posting box. If you know that the recipient has moved out, please strike off the front of the envelope and state the cause e.g. Recipient moved out.





Letters

2

Ensure mailing address is correct and complete in large font size (preferably font size 12).

1

Use good quality envelope size (DL, C4, C5 or C6); white or light in colour.

FRONT



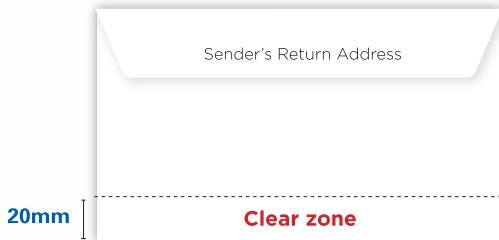
3

Affix sufficient postage; if more than one stamp is used, affix them horizontally.

4

Return address should be clearly written on the back of the envelope (at the top position).

BACK



5

Seal your letter with glue. **Do not** staple.

6

Avoid printing in colour or writing within the '**Clear Zone**' of the envelope.

WRITE ADDRESS RIGHT



Packaging

- 1 Use good quality packaging with cushioning materials such as bubble wrap, foam peanuts or waterproof paper to protect the contents.
- 2 Pack the items tightly to prevent shifting.
- 3 Always use tape designed for shipping. **Do not** use wrapping paper and string.
- 4 Use clear tape to secure carton boxes of all sizes. Seal your box with H-shape taping for maximum strength.



- Protect important documents such as certificates and photographs with our rigid envelope made of cardboard or roll it up in a mailing tube if it is larger than A4.

Need more packing solutions and size guide?

A wide range of materials is available at www.singpost.com/packingmaterials



SEAL IT RIGHT





Innovative Mail Services



A.M. Mail: Delivery by 11am

A.M. Mail is a postage-paid time-certain local delivery service to your letterbox or doorstep by 11am the next working day*.



Mail Retention: Safekeeping Your Mail

Mail Retention service will keep your mail safely at the post office while you are away.



Poly M: Letterbox Delivery

Poly M is a postage-paid local delivery service to your letterbox for items up to 1kg with free packaging.



Mail Redirection: Receive Mail at New Address

Mail Redirection allows your mail to be forwarded to your new address, giving you ample time to inform others that you have moved.



SmartPac: Doorstep Delivery

SmartPac is a postage-paid local delivery service to your doorstep for items up to 3kg with free packaging and online tracking.



P.O. Box: Your Private Mailbox

Located at Post Offices islandwide and with a unique and easy to remember address, P.O. Box offers you total convenience and security.



Sample Store: REDEEM. EXPERIENCE. SHARE. SHOP.

SampleStore.com is Singapore's leading online sampling platform that enables consumers to try and review products from over 400 brands ranging from beauty, F&B and lifestyle etc.



My Mail Box: Receiving Mail Without Disclosing Your Mailing Address

Give your online store or home business a professional mailing address while keeping your personal mailing address private.

*If posted by collection cut-off time.



24/7 Convenience



SAM: **Simplifying Lives Every Day**

Pay bills & fines, buy stamps and send money on-the-go at SAM kiosks, located islandwide! For more information, visit mysam.sg



ezy2ship.net: **Online Booking Portal for Your Shipment**

With just a few clicks, you can book local/international parcel and mail shipments. Make payment, print shipping labels and documents instantly.



POPStation: **Hassle-free Parcel Collection**

Enjoy the convenience of collecting, posting, renting or paying for your purchases any time at over 150 POPStations island wide.



SingPost Mobile: **Convenience At Your Fingertips**

Track your parcel, locate the nearest post office, calculate postage and more with the SingPost mobile app.

Place envelope below to check if it is standard size

Actual Size

Applicable only for local mail.

Standard Large Mail (Up to C4 Size Envelope)

Maximum Size : 324mm x 229mm
 Maximum Thickness : 14mm
 Maximum Weight : 500g

324mm (Length)

C4

229mm (Width)



Standard Regular Mail (C5, C6 and DL Size Envelope)

Maximum Size : 240mm x 162mm
 Maximum Thickness : 6mm
 Maximum Weight : 40g

229mm (Length)

C5

162mm (Width)



162mm (Length)

C6

114mm (Width)

220mm (Length)

DL

110mm (Width)

140mm (Length)

90mm (Width)

Minimum Size : 140mm x 90mm
 Minimum Thickness : 0.2mm
 Minimum Weight : 2g

Standard Mail Conditions

1. Mail items in standard envelope sizes: C4, C5, C6 and DL or specified Standard Mail sizes.
2. Letters, printed papers or paper-based items in a paper-based envelope.
3. Postcards or mail items in card form, not exceeding 240mm x 162mm with paper quality of at least 230gsm.
4. Mail items to be fully sealed on all sides.
5. Mail items to be in white, cream, pastel or light-colour.
6. Pressure-sealed and pagemail items.

Non-Standard Mail Conditions

1. All mail items not meeting the Standard Mail Conditions.
2. Mail items containing merchandise, plastic cards, non-paper based enclosures, bulky items, stapled items, metal, hard, inflexible or sharp objects, eg. paper clips, audio tapes, CD/VCD, etc.
3. Odd-shaped mail, eg. circular, triangular, in roll form, etc.
4. Mail items in non-paper cover, eg. plastic envelopes, pillow case envelopes, etc.
5. Mail set or mail with sprocket holes or computer printouts.
6. Mail items smaller than 140mm x 90mm x 0.2mm and lighter than 2g.
7. Mail items in envelope form larger than 324mm x 229mm and thicker than 14mm.
8. Mail items with watermark, dark intense colours, background design, patterning, embossing or security printing.
9. Mail Items / boxes / packages must not exceed the maximum dimension of 240mm (width) x 340mm (length) x 70mm (height) and weighing not more than 2kg.

• For mail item / box / package that is within 240mm (width) x 340mm (length) x 70mm (height) and a maximum limit of 900mm (length + width + height) with the greatest side not exceeding 600mm, postage rates will be charged at \$2.55 and \$3.35 for weight steps up to 1kg and 2kg respectively. If mail item exceeds 2kg, please refer to Speedpost islandwide rates.



www.singpost.com



1605

Singapore Post Limited (Reg. No. 199201623M)
10 Eunos Road 8, Singapore Post Centre, Singapore 408600