



User Guide for SMS Mail Service

1. PPI Service Application

- 1.1 Apply for a new Postage Paid Impression (PPI) account for non-existing PPI user:
<http://www.singpost.com/delivery-solutions/bulk-mail-postage-paid-impression-ppi.html>
- 1.2 Ensure PPI logo specifications to appear on posting item and use PPI number allocated by SingPost

2. SMS Message Setup

- 2.1 Confirm the SMS text message content to be appearing on recipient’s mobile phone when item successfully delivered.

“Dear Customer, your SingPost item SP1234567891010101010 has been delivered to your letterbox. Please ignore this message if item has already been collected. For enquiries, please contact us at 1605”

3. Barcode Printing

- 3.1 Prepare barcode format require for item reference to be printed on mailing label
- 3.2 Use default item reference number (shaded column) provided by SingPost to prepare mailing list;

						SMS REFERENCE NUMBER (21 DIGITS)					
	Addressee Name	Address 1	Address 2	Country	Postcode	SMS Text	SMS Prefix Code	6 Digits PPI Number	SMS Message Type	Mobile Number	Item Reference Number
1	Phua Chu Kang	Block 311 Chua Chu Kang Road	#16-50	Singapore	899311	SMS	SP	002828	A	98400656	1234
2	XYZ	10 Eunos Road 8	#05-33	Singapore	408600	SMS	SP	002828	A	93338656	1235

3.3 Barcode specification:

Barcode Segments	Length	Description	Remarks
Prefix	2 characters	Key identifier for SMS Mail	“SP” – small packet delivery
PPI Number	6 numeric characters	PPI number issue by SingPost	Fill up the PPI number to 6 digits by adding “0” at the front. Example: “006012”
Mail Type	1 character	Mail type	Default value to “A”
Mobile Number	8 numeric characters	Recipient (addressee) Singapore mobile number. Example: 90115001	If there is no mobile printed within barcode, this field could be filling up by any values with first 2 characters started with “00”. Example: “00100001”
Running Number	4 numeric characters	Item reference number to make it unique within same recipient. Maintain by sender	




- 3.4 Barcode length = 21 alphanumeric characters
- 3.5 Barcode font types:
 - 3 of 9 (true type) <http://www.barcodesinc.com/free-barcode-font/> OR
 - IDAutomationHC39M (true type) <http://www.idautomation.com/fonts/free/>
- 3.6 Barcode font size: 12
- 3.7 Important to insert * at both starting and the end of the item numbers before printing the barcode. Example: *SP002828A984006561234*
- 3.8 Please ensure no spacing within the item number



4. Lodgments at Bulk Mail Centre (BMC)

- 4.1 Complete the pink posting docket and manifest for value item declaration documents for lodgment at BMC. The items lodgment and documents can be collected at the following BMC address:

 10 Eunos Road 5, #01-38
Singapore Post Centre (East Entrance)
Singapore 408600

 +65 6845 6651

- 4.2 BMC Operating Hours: Mondays to Fridays 9.00am to 6.00pm (closed on Public Holidays)
- 4.3 Proceed to Counter 12 for lodgment

5. Item Tracking

- 5.1 Logon to <http://www.singpost.com/> and select Track Item