

## Preprocessing Service Terms & Conditions

### 1 DEFINITIONS

- (i) **"Cost Centre"** means the Customer's entities to be invoiced for the Service;
- (ii) **"Customer"** means the successful applicant of the Service;
- (iii) **"Letters"** mean any communication in written form on any kind of physical medium to be conveyed and delivered (otherwise than electronically) to a particular addressee or address indicated by the sender on the letter itself or on its wrappings, and include a postal article containing such communication but excludes any book, catalogues, newspaper or periodical;
- (iv) **"Mail"** means Letters and Packets;
- (v) **"Non-Standard Mail"** means mail of non-standard dimensions or shape, including but not limited to the following:
  - (a) Mail item containing merchandise, plastic cards, bulky items, metal, hard, inflexible objects and sharp objects (e.g. audiotapes, CDs/VCDs/CD-Roms).
  - (b) Odd shaped mail (e.g. circular, triangle, in roll form).
  - (c) Mail item in non-paper cover (eg, plastic envelopes, pillow case envelopes).
  - (d) Mail set or Mail with sprocket holes or computer printout.
  - (e) Mail item smaller than 140mm (length) x 90mm (width) x 0.2mm (thickness) and lighter than 2g.
  - (f) Mail item larger than 324mm (length) x 229mm (width) x 14.0mm (thickness).
  - (g) Mail item with watermark, dark intense colours, background design, patterning embossing or security printing.
  - (h) Mail items / boxes / packages must not exceed the maximum dimensions of 190mm (width) x 300mm (depth) x 70mm (height) and weighing not more than 2kg.
- (vi) **"Packets"** mean mail containing products of the same nature that are up to 2 kg in weight whether dutiable or not;
- (vii) **"Service"** means the preprocessing service provided by SingPost for postal related services such as sorting and weighing to determine the postage value prior to posting of Mail;
- (viii) **"Standard Large Mail"** means Mail in an envelope up to C4 in size (ie: 229mm x 324mm) and which falls within the following restrictions:

Size	Width	Length	Thickness	Weight
Minimum	163mm	241mm	0.9mm	20g
Maximum	229mm	324mm	14.0mm	2kg

- (ix) **"Working Day"** means any day on Mondays to Fridays (excluding public holidays).

### 2 DESCRIPTION OF SERVICE

#### 2.1 Preprocessing

Mail will be sorted by size and weight and postage shall be charged accordingly. Mail size, weight and the postage payable will be recorded. For overseas Mail, in addition to sorting by size and weight, the Mail will be sorted according to the published zones. Mail will be postmarked after the postage payable has been recorded.



## 2.2 Sorting to Cost Centre

Each Customer may designate up to thirty-five (35) Cost Centres to receive the Service. If the Customer designates more than thirty-five (35) Cost Centres, additional costs may apply.

## 3 SCOPE OF SERVICE

3.1 SingPost reserves the right (a) not to provide the Service to any person who does not have an account with SingPost and (b) to impose charges for the return of any Mail which was received by SingPost from such person.

3.2 Homogeneous and non-homogenous mail may be posted under the Service.

3.3 Homogeneous mail refers to mail which shares similar characteristics in terms of:

- mode of conveyance (local, international outgoing and incoming);
- weight (variation of weight-steps within each mail size is allowed);
- mail size (Standard Regular, Standard Large or Non Standard - no combination across mail sizes);
- mail type (letters);
- packaging; and
- physical features (such as return address, company name and logo or other identification marks on the mail piece).

3.4 In respect of homogeneous mail, SingPost shall have the right to reject any posting by the Customer of more than 1,500 pieces each day.

3.5 The Customer shall ensure that Mail posted under the Service shall comply with the mailing guidelines stated in the "Mail Quality Guide" available at SingPost's Bulk Mail Centre or website at [www.singpost.com](http://www.singpost.com). SingPost shall have the right to reject any Mail which does not comply with such mailing guidelines and any rejected Mail shall be returned to the Customer.

3.6 In addition to any rights under Clause 3.5, SingPost shall, subject to Clause 3.7, have the right to reject any Mail which is not meant to be lodged for posting under this Service (including but not limited to normal stamped mail and envelopes used for other services like Postage Paid Impression Permit, Postage Paid Envelope or Business Reply Service) ("**Other Mail**").

3.7 In the event that SingPost does not reject any Other Mail that is posted under the Service, SingPost shall process such Other Mail in accordance with the relevant processes and the Customer shall pay SingPost a surcharge of Singapore Dollar One (S\$1.00)\* per piece for processing such Other Mail.

## 4 PREPROCESSING STANDARD

4.1 Under the Service, Mail shall be preprocessed within two (2) working days from the date SingPost receives the Mail from the Customer, save that the total number of Standard Large Mail and Non-Standard Mail that may be preprocessed daily is 100,000. Standard Large Mail and Non-Standard Mail shall be preprocessed in order of the date and time of lodgement. Such Mail shall be preprocessed within two (2) working days from the date SingPost commences preprocessing.

4.2 The cut-off time for mail acceptance at preprocessing section is 3pm on any day between Monday and Friday.

4.3 The preprocessing standard in Clause 4.1 above is not inclusive of time taken for delivery of Mail.



## **5 VARIATION OF MAIL QUANTITY**

- 5.1 SingPost may, in its absolute discretion, accept a margin variation of five per cent (5%) between the number of Mail pieces to be lodged as set out on the corporate waybill and the actual number of Mail pieces lodged.

## **6 OPERATIONAL PROCEDURES FOR HAND-OVER OF MAIL**

### **6.1 Bundling and bagging**

- 6.1.1 Mail must be securely tied in fixed bundles of 10 or 20 pieces per bundle, using sufficient strapping or rubber bands so that the Mail is held firmly upon handling.
- 6.1.2 Mail must be packed with the addresses facing the front of each bundle.
- 6.1.3 Mail must be sorted and bundled tightly according to the following categories.
- Local Ordinary
  - Local Registered
  - Overseas Air
  - Overseas Registered
- 6.1.4 The quantity for each category must be written clearly on top of each Mail bundle.
- 6.1.5 Mail enclosed in plastic wrapping must have a paper label pasted on the outside top right hand corner of the Mail for SingPost to apply the relevant postmark. Mail enclosed in plastic wrapping without the required paper label that is posted shall not be processed and shall be returned to the Customer within the next collection schedule, if available.
- 6.1.6 For Mail that is to be sorted and cost allocated to more than one (1) Cost Centre, the department name or Cost Centre must be clearly indicated on each Mail piece. If there are several pieces of Mail to be charged to the same Cost Centre, the Mail pieces are to be bundled together and the Cost Centre must be indicated on the top piece of the Mail bundle.
- 6.1.7 During lodgement and processing, if there is no indication of the Cost Centre to be issued an invoice for the Service or if the Cost Centre indicated on any Mail piece has not been registered on SingPost's system as a Cost Centre designated by the Customer, the charges for the Service shall not be charged to any Cost Centre.
- 6.1.8 The number of pieces of mail for ordinary, local registered, overseas ordinary and overseas registered must be clearly indicated on the corporate waybill.
- 6.1.9 Mail shall be bagged in separate bags according to the categories set out in Clause 6.1.3.
- 6.1.10 The total number of bags of Mail to be collected shall be indicated on the corporate waybill. The bags of Mail and the corporate waybill shall be handed over to SingPost at the time of collection of the Mail for preprocessing.
- 6.1.11 Mail bag labels must clearly indicate the name of the company and the category of Mail contained in the bag.
- 6.1.12 Each mail bag shall not exceed 20kg in weight. For the avoidance of doubt, all the bags of Mail may be put into one big bag if the weight of such big bag does not exceed 20 kg.

### **6.2 Additional Procedures for preprocessing registered mail**

- 6.2.1 The Customer shall ensure that a registered article barcode is pasted onto each piece of registered mail that is lodged under this Service ("**Registered Mail**"). The Customer shall enclose a list of the addressees' names and addresses ("**Registered Posting List**") with the Registered Mail.



- 6.2.2 The total number of the addressees' names and addresses on the Registered Posting List must tally and must be identical to the physical number and addressing details of the Registered Mail to be posted.
- 6.2.3 The physical pieces of the Registered Mail **MUST** be arranged and bundled in the same sequential order of the name and address given in the Registered Posting List.
- 6.2.4 All Registered Mail must have the word "Registered" written clearly on its front cover.
- 6.2.5 For Advice of Delivery ("AR") service, an AR card must be pasted firmly to the back of the Registered Mail.
- 6.2.6 SingPost shall record the barcode numbers (list of names and the corresponding addresses to be provided by Customer) of all the Registered Mail and send such list of barcode numbers to the Customer by ordinary mail within three (3) to five (5) Working Days from the date of receipt of the Registered Mail by SingPost.

## **7 REQUEST FOR RETRIEVAL OF MAIL AFTER POSTING**

- 7.1 Upon receiving a request for retrieval of Mail from the Customer after Mail has been posted, SingPost shall use reasonable endeavours to retrieve the Mail as soon as possible, subject to the Customer's agreement to pay a processing fee of Singapore Dollars Twenty (\$20.00) per Mail item for each successful retrieval and this fee shall be charged to the Customer's account with SingPost. The retrieved mail shall be collected by hand at the post office at Singapore Post Centre.

## **8 NON-COMPLIANCE**

- 8.1 Mail that is lodged with SingPost without conforming to the procedures set out under Clause 3, Clause 4 and Clause 6 shall be returned to the Customer within the next collection schedule, if available.
- 8.2 For the avoidance of doubt, the preprocessing standard set out in Clause 4 shall not apply to Mail:-
  - (a) the delivery of which is affected by any cause beyond SingPost's reasonable control; and
  - (b) which is not posted in accordance with the posting, bagging and bundling requirements stated herein.

## **9 ENTIRE AGREEMENT**

- 9.1 The Customer 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 Customer. The rights and protections conferred on SingPost under these Preprocessing Service Terms & 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 Customer. In the event that any of these Preprocessing Service Terms & Conditions are inconsistent with the SingPost General Terms & Conditions, these Preprocessing 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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