

SINGAPORE POST LIMITED

SGA

Basic Services			CARDIT	Carrier documents international transport – origin post	Yes
1	Maximum weight limit admitted		RESDIT	Response to a CARDIT – destination post	Yes
1.1	Surface parcels (kg)	30	6	Home delivery	
1.2	Air (or priority) parcels (kg)	30	6.1	Initial delivery attempt at physical delivery of parcels to addressee	Yes
2	Maximum size admitted		6.2	If initial delivery attempt unsuccessful, card left for addressee	Yes
2.1	Surface parcels		6.3	Addressee has option of paying taxes or duties and taking physical delivery of the item	Yes
2.1.1	2m x 2m x 2m (or 3m length & greatest circumference)	No	6.4	There are governmental or legally binding restrictions mean that there are certain limitations in implementing home delivery.	
2.1.2	1.5m x 1.5m x 1.5m (or 3m length & greatest circumference)	Yes	6.5	Nature of this governmental or legally binding restriction.	
2.1.3	1.05m x 1.05m x 1.05m (or 2m length & greatest circumference)	No	7	Signature of acceptance	
2.2	Air parcels		7.1	When a parcel is delivered or handed over	
2.2.1	2m x 2m x 2m (or 3m length & greatest circumference)	No	7.1.1	a signature of acceptance is obtained	No
2.2.2	1.5m x 1.5m x 1.5m (or 3m length & greatest circumference)	Yes	7.1.2	captured data from an identity card are registered	No
2.2.3	1.05m x 1.05m x 1.05m (or 2m length & greatest circumference)	No	7.1.3	another form of evidence of receipt is obtained	Yes
			7.1.4	Nature of this evidence	
				Photo proof of item delivered to the addressee.	
			7.2	Ordinary parcels	
			7.2.1	Signature of the addressee or his agent	No
			7.2.2	Signature of a de facto agent	No
			7.3	Insured parcels	
			7.3.1	Signature of the addressee or his agent	No
			7.3.2	Signature of a de facto agent	No
Supplementary services			Insured parcel service		
3	Cumbersome parcels admitted	No	8	Insured surface parcels admitted	Yes
Parcels service features			8.1	Maximum insured value for surface parcels (SDR)	2000
5	Electronic exchange of information		9	Insured air parcels admitted	Yes
5.1.1	Use a track and trace system	Yes	9.1	Maximum insured value for air parcels (SDR)	2000
5.1.2	Mandatory tracking events transmitted	Yes	9.2	Maximum insured value when the provisions of the Parcel Post Regulations are not applied	
EMC	Departure from outward office of exchange	Yes	10	Marking used for insured parcels	
EMD	Arrival at inward office of exchange	Yes	10.1	CP 74 pink label used	Yes
EMH	Attempted/Unsuccessful delivery	Yes	10.2	CP 73 label and pink "insured" label used	No
EMI	Final delivery	Yes	Cash-on-delivery service for parcel		
5.1.3	Optional tracking events transmitted		11.1	Acceptance of Cash-on-delivery (COD) service for parcels	
EMA	Posting/collection	Yes	11.1.1	outbound COD parcels	
EMB	Arrival at outward office of exchange	Yes	11.1.2	inbound COD parcels	No
EME	Held by Customs	Yes			
EMF	Out of Customs/Departure from inward office of exchange	Yes			
EMG	Arrival at delivery office	Yes			
EMJ	Arrival at transit office of exchange	Yes			
EMK	Departure from transit office of exchange	Yes			
5.1.4	Dispatch messages transmitted				
PREDES V 2.0	Pre-advice of international dispatch information - origin post	Yes			
RESDES V 1.1	Dispatch receipt information (response to a PREDES) – destination post	Yes			
5.1.5	Ready to start transmitting data to partners wishing to receive data	Yes			
5.1.6	Other messages transmitted				
PRECON	Pre-advice of international consignment – origin post	Yes			
RESCON	Response to a PRECON – destination post	Yes			

Express delivery service			Inbound parcels	No	
			Outbound parcels	No	
12	Express parcel delivery service provided	No	20.2	Insured parcels	
Parcels with advice of delivery			Inbound parcels	No	
			Outbound parcels	No	
13	Admission of advice of delivery for		Supplementary charges - Customs		
13.1	ordinary parcels	Yes	21	Non-dutiable parcels	
13.2	insured parcels	Yes	21.1	Threshold level below which parcels are free of customs duties and other taxes	Yes
Parcels for delivery free of charges and fees			21.2	Exemption threshold	
14	Parcels for delivery free of charges and fees admitted	No		Local currency	400 SGD
Fragile parcel				USD	
15	Fragile parcels admitted	Yes		Comments:	
Consignment service			22	Dutiable parcels	
16	Consignment service by bilateral agreements provided	Yes	22.1	Customs clearance fee collected for parcels subject to import customs clearance	Yes
Integrated logistics service			22.2	Amount of fee collected	
17	integrated logistics service by bilateral agreements provided	Yes		Local currency	10 SGD
Addresses for bilateral agreements				USD	
18	Contact details of the person responsible for questions concerning bilateral agreements			Comments:	
Name:	Mr CHNG David		23	Customs clearance fee collected for all items declared at customs	No
Function:	Assistant Vice President, International Affairs			Comments:	
Address:	10 Eunos Road 8 #07-31 Singapore Post Centre Singapore 408600		24	Administration fees collected for parcels subject to export customs clearance	No
Tel:	1: (+65)68456600 2: (+)			Comments:	
Fax:	(+65)68415141		Special charges - Storage		
E-mail:	kimyong@singpost.com		25	Storage charge collected on a parcel when it is kept beyond the prescribed period, or in the event of return to sender/redirection	No
Admissible radioactive material and infectious substances			Special delivery charges		
19	Radioactive materials admitted in		26	Delivery charges collected at the time of delivery in response to the advice of arrival	Yes
19.1	Air Parcels		26.1	Amount of charge	
		Inbound parcels		Local currency	
		Outbound parcels		SDR	
19.2	Insured parcels		Special charges – Poste restante		
		Inbound parcels	27	Poste restante service provided	Yes
		Outbound parcels	27.1	Amount of charge per parcel	
20	Infected substances admitted in				
20.1	Air Parcels				

Local currency					
SDR					
27.2	Basis for charge if not an amount per parcel				
Special provisions - Treatment of parcels wrongly accepted					
28	Parcels returned to sender		Yes		
Delivery areas					
29	Parcels delivered to				
29.1	all addresses		Yes		
29.2	specific areas only		No		
	Comments:				
Collection					
30	Collection of parcels at post offices provided for				
30.1	all addresses		Yes		
30.2	specific areas only		No		
	Comments:				
Delivery procedures for parcels for which customs duty and taxes are payable					
31	Procedure for parcels for which customs duty is payable				
31.1	Pick up of parcel at the customs office		No		
31.2	Addressee's address with collection of customs duties and taxes at the time of delivery		No		
31.3	Delivery to the addressee's address after payment of customs duties and taxes		Yes		
31.4	Over the counter at the local post office with immediate payment of customs duties and taxes		Yes		
31.5	Other				
Period of retention					
32	Period of retention for parcels				
32.1	Normal period		10 Day(s)		
32.2	Exceptional period		1 Month(s)		
33	Retention for parcels for which notice could not be sent or addressed to poste restante				
33.1	Normal period		10 Day(s)		
33.2	Exceptional period		1 Month(s)		
Parcels automatically retained					
34	A list of contact e-mail addresses for accounting and verification notes is temporarily being maintained and published outside the compendia; please refer to International Bureau circular 75/2020. The UPU contact person for any updates to this list is jean-marc.coeffic@upu.int.				
Office name:	Singapore Post Limited, Operations Worldwide Processing				
Name:	Mr				
Function:	Processing Postal Officer				
Address:	37 Greenwich Drive Block A Level 1 Singapore 533864				
Tel:	1: (+65)68456688 2: (+)				
Fax:	(+65)63862207				
E-Mail:	worldwideservices@singpost.com				
Requests for withdrawal from the post or alteration, or correction of address					
35	Requests for withdrawal from the post		No	accepted	
Special provisions - Force majeure					
36	Liability admitted in cases of force majeure		No		
36.1	Liability admitted for insured parcels on board ships or aircraft used by designated operators		No		
36.2	Addressee/sender's reservations admitted at the time of delivery		No		
Special provisions - Customs declarations					
37	Number of CN 23 customs declarations required for inbound parcels		1		
37.1	Number of CN 23 customs declarations required for parcels in transit				
37.2	Languages in which CN 23 customs declarations can be completed			English	
Special provisions - Method of dispatching accompanying documents					
38	Documents affixed to the relevant parcels		Yes		
38.1	Documents attached to the parcels bill		No		
Service to customers					
39	On-line tracking provided		Yes		
39.1	Web site address to access information			http://www.speedpost.com.sg	
39.2	Languages in which track and trace information is available			English	

SINGAPORE POST LIMITED

SGA

Service to designated operators

40. User of the Internet-based Inquiry System (IBIS) Yes

40.1 Details of office(s) responsible for handling parcel post inquiries

Office name: Singapore Post Limited, Parcel Enquiry Department

Name: Mr

Function: Contact Centre, Customer Service

Address: 10 Eunos Road 8
#07-31 Singapore Post Centre
Singapore 408600

Tel: 1: (+65)62295992
2: (+)

Fax: (+)

E-Mail: parcel@singpost.com

Hours of service and days(s) on which the inquiry service is operating

Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	09:00-12:00	12:01-17:00
Tuesday	09:00-12:00	12:01-17:00
Wednesday	09:00-12:00	12:01-17:00
Thursday	09:00-12:00	12:01-17:00
Friday	09:00-12:00	12:01-17:00
Saturday	09:00-12:00	-
Sunday	-	-

Languages English Malay, Mandarin

National Holidays

41.1 National holidays

National holiday in 2022

Month	Day(s)	National Holidays - Description
January	1	New Year's Day
February	1	Chinese New Year
February	2	Chinese New Year
April	15	Good Friday
May	1	Labour Day
May	2	Holiday observed for Labour Day that falls on Sunday, May 1st
May	3	Hari Raya Puasa
May	15	Vesak Day
May	16	Holiday observed for Vesak Day that falls on Sunday, May 15th
July	10	Hari Raya Haji
July	11	Holiday observed for Hari Raya Haji that falls on Sunday, July 10th
August	9	National Day

October	24	Deepavali
December	25	Christmas Day
December	26	Holiday observed for Christmas Day that falls on Sunday, December 25th

National holiday in 2023

Month	Day(s)	National Holidays - Description
January	1	New Year's Day
January	2	Holiday observed for New Year's Day that falls on Sunday, January 1st
January	22	Chinese New Year
January	23	Chinese New Year
January	24	Holiday observed for Chinese New Year that falls on Sunday, January 22nd
April	7	Good Friday
April	22	Hari Raya Puasa
May	1	Labour Day
June	2	Vesak Day
June	29	Hari Raya Haji
August	9	National Day
November	12	Deepavali
November	13	Holiday observed for Deepavali that falls on Sunday, November 12th
December	25	Christmas Day

Regional Holidays

41.2 Regional holidays

Regional holiday in

Month	Day(s)	Regional/Local Holidays – Localities and description
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Cancellation of fees

42 Fees cancelled when they concern

42.1	parcels returned to sender	Yes
42.2	parcels redirected to a third party	No
42.3	parcels abandoned by the sender	Yes
42.4	parcels lost or destroyed	Yes
42.5	parcels rifled or damaged	No

Redirection within the country of destination

43.1	Redirection done without a request from the sender or addressee	No
43.2	Redirection fee charged	No
43.3	Amount of redirection fee (SDR)	

Comments:

Date of last update : 24.11.2022

Miscellaneous provisions – operation of the parcel service

44.1	Postal parcel services operated by the designated postal operator	Yes
44.2	Postal parcel services operated by a transport company or companies	No
44.3	Service provided throughout the country	Yes

Postcodes	Localities

Office(s) of exchange handling parcels**45 Details of office(s) of exchange responsible for handling parcel post**

Office name: Singapore
 IMPC code: SGSINA
 Name: Mr
 Function: Operations Worldwide Processing, Processing Postal Officer
 Address: 37 Greenwich Drive
 Block A Level 1
 Singapore 533864
 Tel: 1: (+65)68456688
 2: (+)
 Fax: (+65)63862207
 E-Mail: worldwideservices@singpost.com

Hours of service and days(s) on which the OE is operating

Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	09:00-12:00	12:01-17:30
Tuesday	09:00-12:00	12:01-17:30
Wednesday	09:00-12:00	12:01-17:30
Thursday	09:00-12:00	12:01-17:30
Friday	09:00-12:00	12:01-17:30
Saturday	09:00-12:00	12:01-15:00
Sunday	-	-

Observations/Comments

Office name: Singapore SAL
 IMPC code: SGSINK
 Name: Mr
 Function: Operations Worldwide Processing, Processing Postal Officer
 Address: 37 Greenwich Drive
 Block A Level 1
 Singapore 533864
 Tel: 1: (+65)68456688
 2: (+)
 Fax: (+65)63862207
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Thursday	09:00-12:00	12:01-17:30
Friday	09:00-12:00	12:01-17:30
Saturday	09:00-12:00	12:01-15:00
Sunday	-	-

Observations/Comments

Office name: Singapore Surface
 IMPC code: SGSINL
 Name: Mr
 Function: Operations Worldwide Processing, Processing Postal Officer
 Address: 37 Greenwich Drive
 Block A Level 1
 Singapore 533864
 Tel: 1: (+65)68456688
 2: (+)
 Fax: (+65)63862207
 E-Mail: worldwideservices@singpost.com

Hours of service and days(s) on which the OE is operating

Opening Hours (Local)

Day	Opening hours 1	Opening hours 2
Monday	09:00-12:00	12:01-17:30
Tuesday	09:00-12:00	12:01-17:30
Wednesday	09:00-12:00	12:01-17:30
Thursday	09:00-12:00	12:01-17:30
Friday	09:00-12:00	12:01-17:30
Saturday	09:00-12:00	12:01-15:00
Sunday	-	-

Observations/Comments

Delivery standards

46-47 See the annexes.

Barcode

48 Barcode sample used on all outward international postal parcels.



CR 900015013 SG

Parcel delivery standards - Air parcel

OE Name SINGAPORE
 IMPC Code SGSINA
 Tel (+65)68456688
 Fax (+65)67471007
 Hours of operation Mon - Fri: 09.00–17.45; Sat: 09.00–15.00; Sunday: Closed
 From the airport of destination to the addressee

<i>Arrival at the airport</i>		<i>Days of delivery by zone</i>		
Day	Time	Zone 1	Zone 2	Zone 3
Monday	00:00 - 11:00	Thursday	---	---
Monday	11:01 - 23:59	Friday	---	---
Tuesday	00:00 - 11:00	Friday	---	---
Tuesday	11:01 - 23:59	Saturday	---	---
Wednesday	00:00 - 11:00	Saturday	---	---
Wednesday	11:01 - 23:59	Monday	---	---
Thursday	00:00 - 11:00	Monday	---	---
Thursday	11:01 - 23:59	Tuesday	---	---
Friday	00:00 - 11:00	Tuesday	---	---
Friday	11:01 - 23:59	Wednesday	---	---
Saturday	00:00 - 11:00	Wednesday	---	---
Saturday	11:01 - 23:59	Thursday	---	---
Sunday	00:00 - 23:59	Thursday	---	---

Definition of zones

Zone 1:

Postcodes	Cities
000000 - 999999	Entire Country [Delivery may be earlier than the specified day stated above. Delivery network operates 5-day week].

Zone 2:

Postcodes	Cities

Zone 3:

Postcodes	Cities

Arrival at office of exchange: 1100 hrs

Customs clearance times:

Items subject to customs duty:

Approximately 0.5 day (Customs clearance for dutiable items will be subjected to the permit and duties payment imposed by Customs)

Items not subject to customs duty:

Approximately 2 hours

Comments:

For items subject to customs duties, the addressees are notified through SingPost mobile app and/or notification letter sent by Post.

For non-dutiable items, delivery will be door-to-door unless customers specify self-collection from post office.

Delivery of parcel items to the following areas is subject to delay:

Restricted areas like the Airport, Free Trade Zone in Changi Airfreight Centre, Jurong Port, PSA Wharves, Military facilities, etc.

There is no delivery service to off-shore islands except Sentosa and Jurong Islands.

Parcel delivery standards - Surface parcel

OE Name SINGAPORE SURFACE
 IMPC Code SGSINL
 Tel (+65)68456688
 Fax (+65)67471007
 Hours of operation Mon - Fri: 09.00–17.45; Sat: 09.00–15.00; Sun: Closed
 From the airport/port/office of exchange of destination to the addressee

<i>Arrival at the airport</i>		<i>Days of delivery by zone</i>		
Day	Time	Zone 1	Zone 2	Zone 3
Monday	00:00 - 11:00	Friday	---	---
Monday	11:01 - 23:59	Saturday	---	---
Tuesday	00:00 - 11:00	Saturday	---	---
Tuesday	11:01 - 23:59	Monday	---	---
Wednesday	00:00 - 11:00	Monday	---	---
Wednesday	11:01 - 23:59	Tuesday	---	---
Thursday	00:00 - 11:00	Tuesday	---	---
Thursday	11:01 - 23:59	Wednesday	---	---
Friday	00:00 - 11:00	Wednesday	---	---
Friday	11:01 - 23:59	Thursday	---	---
Saturday	00:00 - 11:00	Thursday	---	---
Saturday	11:01 - 23:59	Friday	---	---
Sunday	00:00 - 23:59	Friday	---	---

Definition of zones

Zone 1:

Postcodes	Cities
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Zone 2:

Postcodes	Cities

Zone 3:

Postcodes	Cities

Arrival at office of exchange: 1100 hrs

Customs clearance times:

Items subject to customs duty:

Approximately 0.5 day (Customs clearance for dutiable items will be subjected to the permit and duties payment imposed by Customs)

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Last validation date: Da V2 01/02/2021