

## SingPost introduces new package categories and adjusts postal products to meet eCommerce boom

- ***New postal services for packages to meet eCommerce demand: Basic Package and Tracked Package***
- ***Ordinary Mail renamed as Basic Mail and will only accept letters and printed papers up to 500g; No change in Basic Mail rates***
- ***Registered Service (Singapore) to be realigned – offered only to letters and printed papers weighing up to 500g***
- ***Revisions to international airmail rates and Registered Service (International) fees***
- ***All changes to take effect from 2 December 2019***

**SINGAPORE, 30 October 2019** – To meet the demands brought about by changes in Singapore's postal landscape, including the growth of eCommerce and falling mail volumes, Singapore Post Limited (SingPost) is adjusting some of its existing products and services with effect from 2 December 2019.

The adjustments, which follow a full review of SingPost's entire range of products and services, will enable SingPost to better serve the fast evolving needs of the local community and improve service standards.

As part of the adjustment, SingPost will introduce two new postal service categories – ***Basic Package*** and ***Tracked Package***.

SingPost will only accept letters and printed papers weighing up to 500g, under its ***Basic Mail*** (previously known as Ordinary Mail) service. Rates for ***Basic Mail*** remain unchanged. SingPost will also limit its ***Registered Service (Singapore)*** to letters and printed papers.

International airmail rates from Singapore will cost \$0.10 to \$0.20 more, depending on country zones, due to international settlement rate increases made annually by the Universal Postal Union (UPU)<sup>1</sup>.

### **New postal service categories for packages**

SingPost will introduce the new ***Basic Package*** and ***Tracked Package*** service categories from 2 December 2019, specifically for packages weighing up to 2kg. These packages will be delivered to the recipients' letterboxes.

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<sup>1</sup> The UPU is the United Nations agency that sets the rules for international mail services among its 192 member countries. The UPU international settlement rate system determines how much an originating postal operator pays the destination postal operator to cover the cost of delivery in the destination country.

The introduction of these new categories reflects the high demand for small package deliveries across Singapore, with a tracking option given to customers. Direct delivery to the letterbox means customers do not need to stay at home to receive their packages and will therefore reduce missed deliveries. This will also make the work of the postman more efficient, leading to improved service standards.

**Basic Package** is a basic letterbox package delivery service which will cost between \$0.90 and \$3.50. It does not offer customers any form of tracking or notification for their deliveries.

**Tracked Package** is an over-the-counter package delivery service, priced between \$3.20 and \$4.80, offering delivery progress tracking as well as notifications for the recipient. Customers will be kept updated on their package deliveries, which will be delivered directly to their letterboxes.

The new *Tracked Package* service is also lower in cost for heavier items compared to *Registered Service (Singapore)*, thereby offering consumers and businesses cost savings for a delivery service with value-added tracking service (See Appendix 1).

The detailed price chart for the new package services can be found in **Appendix 1**.

### **Renaming of Ordinary Mail to Basic Mail**

With the introduction of the *Basic Package* service, existing *Ordinary Mail* services will now be known as **Basic Mail** from 2 December 2019.

Under **Basic Mail**, the *Standard Regular*, *Standard Large* and *Non-Standard* categories will only accept letters and printed papers up to 500g. All other items, including merchandise and items between 501g and 2kg will be categorised under **Basic Package**. This is to streamline the definitions of mail and package items, and hence, increasing operational efficiency of workflows and deliveries.

There are no changes to the existing rates and delivery times for **Basic Mail** (up to 500g). The postage rates for **Basic Mail** (used to be known as *Ordinary Mail*) were last adjusted in 2014.

### **Changes to Registered Article Service in Singapore**

The *Registered Article* service within Singapore will be renamed as **Registered Service (Singapore)** from 2 December 2019. This optional sign-for service will only accept letters and printed papers, up to 500g.

This is to realign the intent of the service, originally designed to offer secure delivery and tracked receipt of important letters and documents. Due to its sign-for service, customers

have been using the *Registered Service (Singapore)* to send packages, which has put a strain on SingPost's Registered Service.

Following these adjustments, customers sending heavier items can now consider using the new *Tracked Package* for deliveries to the letterbox, or Speedpost courier services for doorstep deliveries.

The changes above are summarised in the chart below.

|                   | <br><b>BASIC MAIL</b><br><small>LETTERBOX</small>                                      |                |                                      | <br><b>BASIC PACKAGE</b><br><small>LETTERBOX</small> | <br><b>TRACKED PACKAGE</b><br><small>LETTERBOX</small> |
|-------------------|---|----------------|--------------------------------------|---|---|
|                   | Mail<br>(Letter / Postcard / Printed Paper)   |                |                                      |   |   |
|                   | Standard Regular  | Standard Large | Non-Standard                         |   |   |
| Weight            | ≤ 40g   | ≤ 500g         | ≤ 500g                               | ≤ 2kg   | ≤ 2kg   |
| Type of Delivery  | Letterbox   | Letterbox      | Letterbox                            | Letterbox   | Letterbox<br>(with Tracking)  |
| Delivery Standard | Letter / Postcard:<br>Next working day  |                | Letter / Postcard:<br>2 working days | 2 - 4<br>working days   | 2 - 4<br>working days   |
|                   | Printed Paper: 2 - 4 working days   |                |                                      |   |   |
| Optional Service  | <b>Registered Service (Singapore)</b><br><i>(optional sign-for service)</i><br><b>Delivery Standard: 2 working days</b><br><b>Fee: \$2.24 + prevailing postage rate</b> |                |                                      | N.A.  | N.A.  |

Please refer to **Appendix 1** for the detailed postal rates and maximum dimensions for each category.

### International airmail rates to go up

Postal operators have increased their international mail rates each year to mitigate their rising operating costs due to increasing international postal settlement rates. SingPost has been absorbing the yearly increase in payment made to foreign postal operators since 2014. In 2018, SingPost saw an increase in payments to foreign postal operators by more than 25 per cent, and projects that the payments will continue to increase each year.

SingPost will revise the following rates from 2 December 2019:

- Airmail rates for letters, printed papers and postcards will increase by \$0.20 for Zone 1 (Malaysia & Brunei) and \$0.10 for Zones 2 & 3 (all other countries).



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- Aerogramme rates will also increase by \$0.10 per piece.
- The *Registered Service (International)* fee will also be revised to \$3.60 up from the current \$2.50, in addition to the applicable postage fees.

These rate revisions will be paid to postal operators of destination countries, in response to the increase in charges for their delivery of postal items from Singapore.

International surface (sea/land) mail rates, as well as airmail rates for packages, will remain the same.

The new postage rates for international mail can be found in **Appendix 2**.

### **Re-focusing to meet customers' evolving needs**

Mr Vincent Phang, CEO for Postal Services and Singapore, said: "We are committed to keeping our postal service relevant in the eCommerce age to better serve the needs of our customers.

"We have conducted a thorough review of our postal operations and engaged customers to improve our service offerings and standards.

"Among the numerous feedback received, tracking and letterbox deliveries were preferred by customers as compared to waiting at home for doorstep deliveries. As such, the new *Tracked Package* service, in addition to the other new services introduced here are the natural next steps in the transformation of Singapore's postal services," Mr Phang added

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### **About Singapore Post Limited**

For more than 160 years, Singapore Post (SingPost), as the country's postal service provider, has been delivering trusted and reliable services to homes and businesses in Singapore. Today, SingPost is pioneering and leading in eCommerce logistics as well as providing innovative mail and logistics solutions in Singapore and around the world, with operations in 19 markets.



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Building on its trusted communications through domestic and international postal services, SingPost is taking the lead in end-to-end integrated and digital mail solutions. The suite of SingPost eCommerce logistics solutions includes front end web management, warehousing and fulfilment, last mile delivery and international freight forwarding.

## Appendix 1 – Domestic Postage Rates & Dimensions from 2 December 2019

### For Mail (no changes to rates):

| Item Type   | Mail<br>(Letter/Postcard/Printed Paper)              |  |              |
|---|--|--|--------------|
| Service Type  | Basic Mail   |  |              |
| Weight Step up to   | Standard Regular<br><i>(C5/C6/DL sized envelope)</i> | Standard Large<br><i>(up to C4 sized envelope)</i> | Non-standard |
| 20g   | \$0.30   | \$0.60   | \$0.60       |
| 40g   | \$0.37   |  |              |
| 100g  | -  |  | \$0.90       |
| 250g  | -  | \$0.90   | \$1.15       |
| 500g  | -  | \$1.15   | \$1.70       |
| Registered Service (Singapore) fee for delivery within Singapore* |  | Additional \$2.24 on top of applicable postage     |              |

\*Only applicable for Basic Mail services

| Item Type          | Mail<br>(Letter/Postcard/Printed Paper)              |  |                                      |
|--------------------|--|--|--------------------------------------|
| Service Type       | Basic Mail   |  |                                      |
| Category           | Standard Regular<br><i>(C5/C6/DL sized envelope)</i> | Standard Large<br><i>(up to C4 sized envelope)</i> | Non-standard                         |
| Weight limit       | ≤ 40g  | ≤ 500g   | ≤ 500g                               |
| Maximum dimensions | 240mm x 162mm x 6mm                                  | 324mm x 229mm x 14 mm                              | 340mm x 240mm x 70mm                 |
| Tracking           | No   | No   | No                                   |
| Type of Delivery   | Letterbox  | Letterbox  | Letterbox                            |
| Delivery standard  | Letter/Postcard:<br>Next working day                 | Letter/Postcard:<br>Next working day               | Letter/Postcard:<br>2 working days   |
|                    | Printed Paper:<br>2 – 4 working days                 | Printed Paper:<br>2 – 4 working days               | Printed Paper:<br>2 – 4 working days |

**For Packages (new service categories):**

| Item Type         | Package       |                 |
|-------------------|---------------|-----------------|
| Service Type      | Basic Package | Tracked Package |
| Weight Step up to |               |                 |
| 100g              | \$0.90        | \$3.20          |
| 250g              | \$1.40        |                 |
| 500g              | \$1.80        | \$3.80          |
| 1kg               | \$2.70        | \$4.20          |
| 2kg               | \$3.50        | \$4.80          |

| Item Type          | Package               |                       |
|--------------------|-----------------------|-----------------------|
| Service Type       | Basic Package         | Tracked Package       |
| Weight limit       | ≤ 2kg                 | ≤ 2kg                 |
| Maximum dimensions | 324mm x 229mm x 65 mm | 324mm x 229mm x 65 mm |
| Tracking           | No                    | Yes                   |
| Type of Delivery   | Letterbox             | Letterbox             |
| Delivery standard  | 2 – 4 working days    | 2 – 4 working days    |

**Comparison of new Tracked Package & existing Registered Article service rates**

|                   | Existing  | New  | Change         |
|-------------------|---|--|----------------|
| Service Type      | Ordinary Mail (Non-standard) + Registered Article fee | Tracked Package  |                |
| Weight Step up to | <i>Delivery to doorstep, sign-for service</i>         | <i>Delivery to letterbox, tracking capabilities and SMS notification upon delivery</i> |                |
| 40g               | \$2.84  | \$3.20   | +\$0.36 (+13%) |
| 100g              | \$3.14  | \$3.20   | +\$0.06 (+2%)  |
| 250g              | \$3.39  | \$3.20   | -\$0.19 (-6%)  |
| 500g              | \$3.94  | \$3.80   | -\$0.14 (-4%)  |
| 1kg               | \$4.79  | \$4.20   | -\$0.59 (-12%) |
| 2kg               | \$5.59  | \$4.80   | -\$0.79 (-14%) |

Cost savings on Tracked Package service for items above 100g

All rates are in Singapore Dollars and inclusive of GST.

Terms and conditions apply. Please refer to [www.singpost.com](http://www.singpost.com) for more details.

## Appendix 2 – Postage Rates for International Mail from 2 December 2019

### Airmail rates – Mail

| Service Type   | Mail (Letter/Printed Paper) |  | Postcard   |
|--|-----------------------------|--|--|
| Destination  | Weight-step up to (max 2kg) | New Postage Rate<br><i>(existing rate in brackets)</i> | New Postage Rate<br><i>(existing rate in brackets)</i> |
| <b>Zone 1</b><br>Malaysia & Brunei   | 20g                         | <b>\$0.70</b> (\$0.50)                                 | <b>\$0.60</b> (\$0.40)                                 |
|  | 50g                         | <b>\$0.90</b> (\$0.70)                                 |  |
|  | 100g                        | <b>\$1.30</b> (\$1.10)                                 |  |
|  | Each additional 100g        | \$1.10 (no change)                                     |  |
| <b>Zone 2</b><br>Countries in Asia & The Pacific (except Australia, Japan & New Zealand) | 1 <sup>st</sup> 20g         | <b>\$0.80</b> (\$0.70)                                 | <b>\$0.70</b> (\$0.60)                                 |
|  | Each additional 10g         | \$0.25 (no change)                                     |  |
| <b>Zone 3</b><br>Australia, Japan, New Zealand & rest of the world                       | 1 <sup>st</sup> 20g         | <b>\$1.40</b> (\$1.30)                                 | <b>\$0.70</b> (\$0.60)                                 |
|  | Each additional 10g         | \$0.35 (no change)                                     |  |
| Aerogrammes<br>(to all countries except Malaysia & Brunei)                               | <b>\$0.70</b> (\$0.60)      |  |  |

### Airmail rates – Package (no changes to rates)

| Service Type   | Package (Small Packet)      |                                 |
|--|-----------------------------|---------------------------------|
| Destination  | Weight-step up to (max 2kg) | Postage Rate <i>(no change)</i> |
| <b>Zone 1</b><br>Malaysia & Brunei   | 100g                        | \$2.50                          |
|  | 250g                        | \$3.90                          |
|  | 500g                        | \$5.20                          |
|  | Each additional 100g        | \$1.10                          |
| <b>Zone 2</b><br>Countries in Asia & The Pacific (except Australia, Japan & New Zealand) | 100g                        | \$3.20                          |
|  | 250g                        | \$6.80                          |
|  | 500g                        | \$12.00                         |
|  | Each additional 100g        | \$2.50                          |
| <b>Zone 3</b><br>Australia, Japan, New Zealand & rest of the world                       | 100g                        | \$4.70                          |
|  | 250g                        | \$9.85                          |
|  | 500g                        | \$17.00                         |
|  | Each additional 100g        | \$3.50                          |

**Registered Service (International) fee for airmail (mail and packages): additional \$3.60 (previously \$2.50), on top of applicable postage.**



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## Surface (sea/land) mail rates (no changes to rates)

| Destination                               | Weight-step up to (max 2kg) | Letter / Printed Paper | Postcard |
|---|-----------------------------|------------------------|----------|
| To all countries except Malaysia & Brunei | 20g                         | \$0.50                 | \$0.30   |
|   | 50g                         | \$0.70                 |          |
|   | 100g                        | \$1.00                 |          |
|   | Each additional 100g        | \$1.00                 |          |

All rates are in Singapore Dollars.

Terms and conditions apply. Please refer to [www.singpost.com](http://www.singpost.com) for more details.