



**Domestic Bulk Mail (DBM) Scheme Terms & Conditions
on the use of Postage Paid Impression (PPI) Service**

- 1 Definitions:
 - (i) "BMC" means SingPost's Bulk Mail Centre at 10 Eunos Road 8, Singapore Post Centre (via East Entrance – 10 Eunos Road 5), Singapore 408600;
 - (ii) "PPI Permit Holder" means the successful applicant of the Postage Paid Impression (PPI) Service provided by SingPost; and
 - (iii) "Working day" means any day on Mondays to Fridays (excluding public holidays).
- 2 The Domestic Bulk Mail Scheme (DBM) is applicable for Postage Paid Impression (PPI) domestic ordinary letter and printed papers of above 1500 homogeneous copies per mail type per posting (excluding all registered mail and parcels).
- 3 Printed papers must have the indication "Printed Papers" on all envelopes or wrappers and it must be clearly indicated on the envelope or wrapper that it is printed in Singapore.
- 4 Items must be homogeneous in terms of size, type, packaging and other mail characteristics (such as the return address, company name or company mark, PPI permit number or other identification marks of the PPI Permit Holder). Items with different mail size and different mail category (even though the two types of envelopes may have the same PPI and/or physical mail characteristics), are not considered as homogeneous mail. For example, a ISO C5 sized envelope cannot be combined with an ISO DL sized envelope, and standard regular cannot be mixed with standard large and etc). The homogeneous mail may have different published weight steps. For instance, out of the 1501 pieces, 1000 pieces could be 20 g and another 500 pieces of 50g. Mail must be bundled, declared and presented for lodgment according to the Domestic Bulk Mail Scheme published weight steps.
- 5 The return address on the envelope must be a Singapore address.
- 6 Posting must be made under the Postage Paid Impression (PPI) service.
- 7 Each bundle of presorted mail must contain items for one postal code only. Sorting should be as follows:
 - a) For street address Sort the item according to the first 2 digits (i.e. 460078)
 - b) For PO Box address Sort the items according to the 3rd and 4th digit (i.e. sector code starting 4th digits (i.e. 901643 or 912305 with 90XXX or 91XXX)
- 8 Bags with at least 5 kilograms (kg) to a single postal sector must be bagged up and labelled according to the postal sector. Each bag must not exceed 20 kg. If bags are found to have been wrongly labelled or the bundles to have been mis-sorted to the wrong postal sector for more than 0.1 percent of the total quantity declared, the DBM Scheme will not apply and the Non-DBM rates shall apply. Sorted bundles that are not bagged up must have the letter "S" (measuring 15mm) rubber-stamped on top of each bundle.
- 9 The weight of the item to be declared on the posting docket for charging purposes, must be in accordance with the weight steps listed on the Domestic Bulk Mail Scheme.



- 10 Quality of mail, classes of mail (letter or printed papers), size of envelope used and quantity posted will determine the postage rate applicable for each posting.
- 11 The lodgment time that is stamped on the posting docket by SingPost's BMC time-stamping machines shall be deemed conclusive for the purposes of determining the early posting rates.
- 12 The PPI Permit Holder has to ensure that the full consignment of mail is presented together with the posting docket for posting to qualify for the early posting rates. If part of the consignment of mail as stated in the posting docket arrives at the BMC and/or an incomplete posting docket is presented to SingPost for acceptance within the early posting cut off timing, the early posting rates shall not apply.
- 13 Singapore Post's mail quality conditions are those that are listed in the latest version of "Designing Quality Mail" guide and any other mail quality conditions that will be stipulated from time to time.
- 14 Mail of different mail quality, even of the same mail characteristics cannot be combined and lodged as one single volume tier. For example, out of a posting of 4,500 pieces of 20 g mail of the same make up, PPI number and etc, if 2000 pieces has 6-digit postal code and 2500 pieces has 4-digit postal code, the mail must be declared in separate dockets as separate lodgments. The volume tier applicable for the 6-digit 2000 pieces is 2000 and the volume tier applicable for the 4-digit 2500 pieces is 2500.
- 15 The quantity, discounted postage rate and the appropriate mail quality level applicable for each posting will be determined by SingPost at the time of posting at the BMC. SingPost's decision of the rate payable is final and once the mailing has been verified, accepted and processed, the PPI Permit Holder is not allowed to claim for refunds on the basis that the quantity, weight or mail quality level has been wrongly applied.
- 16 For newly barcoded mail, PPI Permit Holders are required to send at least 500 pieces of sample mail to SingPost for testing. SingPost reserves the right not to give the discounted rates for barcoded mail that have not been sent for testing before posting.
- 17 Mail that is imported into Singapore for re-mailing in Singapore is not acceptable for posting under this scheme.
- 18 2 copies of the posting dockets must accompany each posting.
- 19 For Permit Holders on non-credit payment terms, the Permit Holder shall make payment via valid cheque or cash. If dishonored cheques were used, the discounted postage rates given for the consignment would be removed, and the discounted postage amount would be recoverable by SingPost by either deducting the amount from any monies due from or to become due from SingPost, or by reimbursement of the Permit Holder to SingPost of the full discounted amount via cash or cheque within 5 workings days, failing which SingPost reserves the right not to accept any further posting under the Domestic Bulk Mail Scheme.
- 20 The Permit Holder 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 Permit Holder. The rights and protections conferred on SingPost under these Domestic Bulk Mail Scheme Terms and 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 Permit Holder. In the event that any of these Domestic Bulk Mail Scheme Terms & Conditions are inconsistent with the SingPost General Terms & Conditions, these Domestic Bulk Mail Scheme Terms & Conditions set out herein shall prevail.