



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

**1 QUALIFYING CONDITIONS**

- 1.1 The International Bulk Mail (“IBM”) scheme is applicable for the posting of **Printed Papers** of up to 2 kg per piece to overseas using Postage Paid Impression (PPI) service. The minimum lodgment per mail type and per transmission mode is **500 pieces**.
- 1.2 This scheme only applies to Printed Papers originally generated and sourced in Singapore. All outgoing Letters and Remail Items are excluded.

For the purpose of this scheme:

- (a) “BM1500 Countries” refer to homogenous mail of 1,500 pieces or more to each of the following countries: South Korea, Australia, Japan, Germany and United Kingdom, and any other countries as indicated by SingPost. SingPost reserves the right to amend from time to time, the countries designated as BM1500 Countries.
- (b) "Letters" means 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 includes a postal article containing such communication, but excludes any book, catalogue, newspaper or periodical.
- (c) “Printed Papers” mean homogeneous mail which includes Direct Mail, Annual Reports, Books, Catalogues, Newspapers or Periodicals.
- Direct Mail:  
A mail consisting solely of advertising, marketing or publicity material and comprising an identical message (except for the addressee’s name, address and identifying number and other modifications which do not alter the nature of the message) which is sent to more than one addressee, to be conveyed and delivered at the address indicated by the sender on the mailer itself or on its wrapping
  - Annual Report:  
Periodical published at regular intervals by a company to inform its shareholders or customers of its financial performance or related corporate entities of the company
  - Book:  
A written or printed work with pages bound along one side including (but not limited to) a work intended for publication and a bound set of blank sheets for writing or drawing in
  - Catalogue:  
Catalogue of goods, services or other items which invite purchase from its recipients
  - Newspaper:  
Includes a newspaper as defined in the Newspaper and Printing Presses act. The Newspaper and Printing Presses Acts (Cap206) defines newspaper as “any publication containing news, intelligence, reports of occurrences, or any remarks, observations or comments, in relation to



such news, intelligence, reports of occurrences, or to any other matter of public interest, printed in any language and published for sale or free distribution at regular intervals or otherwise, but does not include any publication published by or for the Government”

- Periodical:  
Publications with fixed titles that are published at regular intervals. It will normally have the following:

- Local MICA Number [M(CA (P) No. 018/08/12006)]
- International ISSN Number [ISSN 0882-4657]
- Issue Number (No. 6/07)
- Issue month (May/Jul 07)

(d) “Remail Items” refer to Printed Papers that originate and/or are collected from overseas for remailing to overseas.

(e) “Working Day” means Mondays to Fridays (excluding public holidays).

1.3 All mail lodged under this IBM scheme must be imprinted with PPI Permit Holder's Permit Number on the right hand top corner of each mail and lodged to SingPost at Bulk Mail Centre (“BMC”), 10 Eunos Road 5, #01-38 SingPost Centre (East Entrance), Singapore 408600 during the BMC operating hours.

1.4 Lodgment must be accompanied by posting dockets (International).

1.5 Printed Papers must be **homogeneous** in terms of:

- category of mail (Eg: Direct Mail, Publications, Annual Reports)
- size (Eg: A4, C5)
- titles
- packaging
- mail characteristics (such as return address, company name and logo, PPI Permit Number or other identification marks of the PPI Permit Holder and mode of transmission)

1.6 Notwithstanding anything in the **Terms & Conditions for PPI Service**, there must be a minimum of 500 pieces or more per lodgment and per transmission mode to anywhere in the world outside Singapore (excluding all registered articles, insured articles and parcels). In the event that in one lodgment, the mail qualifies as mailing to a BM1500 Country and it is combined with non-BM1500 Country, the latter will still enjoy IBM rates.

*To illustrate this:*

*Posting of 10,000 pieces to Japan and 100 pieces to Malaysia:*

*Items to Japan will be charged at BM1500 rates, where as items to Malaysia will be charged at IBM rates.*

The posting declaration shall be completed in accordance with Clause 4.3.

1.7 Local and international mail cannot be combined. For international mailing, modes of transmission (air & sea), titles (for Printed Papers), product nature (for Small Packets) and mailing schemes (Eg: Direct Entry & IBM) cannot be combined to make up the minimum pieces per lodgment.



## 2 INTERNATIONAL MAIL DELIVERY SINGPOST QUALITY OF SERVICE (SQoS)

2.1 For the avoidance of doubt, the SQoS shall not apply to items where:

- (a) their delivery is affected by any cause beyond SingPost's reasonable control pursuant to Clause 8 of **Terms & Conditions for PPI Service**.
- (b) they are not lodged in accordance with the posting, processing and bagging requirements as stated herein and/or in the **Terms & Conditions for PPI Service, PPI Specification** and these Terms & Conditions.

2.2 SingPost shall convey and deliver all Printed Papers lodged at the BMC according the delivery standards as follows:

Printed Papers dispatched by air service:

95% of Printed Papers lodged at BMC during BMC operating hours lodged will be processed and connected to departing flights by the next 1-2 Working Day(s) following the date of posting (i.e. J +1-2) if there are scheduled flights; and in the event that there are no scheduled flights, then, to the next available flight.

For the purpose of this clause, "J" refers to the date of posting.

2.3 All Printed Papers lodged after BMC operating hours will be treated as lodged on the next Working Day. The delivery standards stated at Clause 2.2 shall apply from the next Working Day after the late lodgment.

## 3 MAIL PRESENTATION

3.1 The PPI Permit Number imprinted on the envelopes, carrier sheet, polywrap cover or label must correspond with the PPI Permit Number reflected on the posting docket.

3.2 Printed Papers must indicate "Printed Papers" on all envelopes or wrappers.

3.3 A Singapore PPI design and a Singapore return address are to appear on every mail piece.

3.4 The mode of transmission (air or sea) is to be clearly indicated on each mail piece.

## 4 DECLARATION OF POSTING DOCKET

4.1 Where the mail contains **less than 200 items** for each destination, the mail must be declared by zones (A,B,C,R,S,T) with details of the weight per item, total number of items, and total weight.

For example, if there are 140 pieces to China (Zone C) & 90 pieces to India (Zone C), they are to be declared together as 230 items to Zone C.

4.2 Where the mail contains **200 or more items** for each destination, the mail must be declared by destinations with details of the weight per item, total number of items, and total weight.

4.3 For lodgments that combine BM1500 Countries and other countries, such mail are to be declared in one posting docket as one lodgment for the non-BM1500 Countries to enjoy IBM rates.



(Refer to Clause 1.6 for illustration)

- 4.4 For per piece rate pricing (i.e. up to and including 50 grams category for Printed Papers), the PPI Permit Holder has to declare the weight per item on the posting docket. The weight of the item to be declared must be in accordance with the weight steps set out under the IBM Scheme (i.e. 20 g, 30 g, 40 g and 50 g).
- 4.5 For per kilogram rate pricing (i.e. more than 50 grams category for Printed Papers and all Small Packets), the weight of the item to be declared must be in accordance with the weight steps set out under the IBM Scheme (i.e. for Printed Papers, >50 g, >100 g and >300 g, and for Small Packets, ≤50g and >50g). For all BM1500 Countries items, the average weight of the mail per destination must be declared. The bag weight must also be included in the declaration of "Total Chargeable Weight", and the total weight charged for the lodgement shall be rounded up to the nearest 100 grams for each destination or zone.

## 5 BAGGING REQUIREMENTS

- 5.1 Mail to any single destination with the same weight step and which exceeds 5 kilograms must be bagged separately, with the name of the country and office of exchange (if relevant) clearly indicated.
- 5.2 Each bag must contain **only one weight step**.

### For Printed Papers

For example, if there are 500 pieces to be sent to Malaysia, 200 pieces of which are 20 grams and 300 pieces of which are 30 grams, then, the pieces comprising each of the two weight steps must be bagged in two separate bags. The maximum weight per bag is 20 kilograms.

- 5.3 All mail within each bag should be of same weight, size, category, mode of transmission and title.
- 5.4 For mail with less than 5 kilograms to a single destination, the bundles of mail can be combined with all destinations within each respective zone. An indicator "Mixed" must be stated on the bag label(s). E.g.: "Zone C – Mixed"
- 5.5 **Mailing to BM1500 Countries must be separately bagged per transmission mode per country and tagged with a violet bag label.**
- 5.6 Mail must be sorted and bundled firmly in pieces of 50, 100, 150 or 200 pieces and arranged with the address side up so that the delivery address and PPI Permit are facing the front of the bundles.
- 5.7 The mail should be sorted to the office of exchange, where applicable. A copy of the airmail circulation list for bagging to each office of exchange is available at BMC.
- 5.8 Posting dockets, neck labels, violet labels for BM1500 Countries and mail bags can be obtained from the BMC.

## 6 MAIL VERIFICATION

- 6.1 SingPost shall be entitled in its absolute discretion at any time to carry out any sampling and checking of the mail handed over by the PPI Permit Holder against the posting docket details declared by the PPI Permit Holder for verification purposes, including but not limited to verification that the correct postage is



calculated; that the posting docket declaration is accurate and complete; and that the PPI Permit Holder has complied with all of its obligations under these Terms & Conditions.

- 6.2 Mail shall only be deemed to have been accepted by SingPost only upon such time as SingPost has completed any sampling and checking as may be required pursuant to Clause 6.1 above. The acceptance by SingPost pursuant to this Clause shall be without prejudice to SingPost's rights under Clause 6.6.
- 6.3 The PPI Permit Holder has to submit at least three (3) sample copies during lodgment for the purpose of verification, failing which, the published postage rates under the Letter category will apply. SingPost reserves its rights (but shall not be obliged) to open the Printed Papers lodged in any case.
- 6.4 SingPost shall notify the PPI Permit Holder of any discrepancies at the time of lodgment and shall make any corrections to the posting docket which are reasonably necessary.
- 6.5 Two (2) copies of the posting docket will be signed and dated by SingPost. One copy of the posting docket will be kept by BMC, and the other copy (carbon copy) will be returned to the PPI Permit Holder at the end of two (2) Working Days from the date of lodgment at the BMC.
- 6.6 The following details the actions that SingPost shall take in the event of non-compliance during sampling, checking and processing of the Printed Papers and Small Packets lodged by the PPI Permit Holder:

SingPost may, but is not obliged to, take the respective actions upon the occurrence of the following events:

No	Issue	Actions
6.6.1	Inaccurate information stated on posting docket in relation of quantity, mail characteristics, mail size, mail type, category or any other information as declared on the posting docket which determines the final postage payable.	In the presence of the PPI Permit Holder or its representative, SingPost may amend the posting docket to reflect the actual mail information as presented. The PPI Permit Holder or its representative will be required to endorse and acknowledge the amendment(s) on the posting docket thereafter.
6.6.2	Posting dockets that are not declared in accordance with the requirements stated.	SingPost will not accept the mail until the errors are rectified and the mail re-presented for lodgment during the BMC operating hours.  Alternatively, SingPost may accept the mail at the full published postage rate.
6.6.3	Arrival of mail and/or the presentation of the accompanying posting docket after the BMC operating hours.	SingPost will not accept the mail unless the PPI Permit Holder agrees to the applicable late lodgment posting conditions and pays all the applicable fees thereto.
6.6.4	Posting dockets are not presented upon lodgment or mail arrives at BMC without an accompanying posting docket.	The PPI Permit Holder shall present the posting dockets together with the mail for lodgment within the BMC operating hours.
6.6.5	PPI Permit Number imprinted on mail differs from the PPI Permit Number declared on the posting docket.	The PPI Permit Holder shall rectify the errors and re-present the mail for lodgment within the BMC operating hours.
6.6.6	Mail does not bear a Singapore return address.	The PPI Permit Holder shall rectify the errors and re-present the mail for lodgment within the BMC operating hours.
6.6.7	Samples not submitted for verification and/or if the mail cannot be opened for inspection (either due to packaging or any other reasons) during lodgment.	The mail will be charged at the full published postage rate.
6.6.8	Mail handed to SingPost for posting is discovered to be classified as prohibited article as defined in Regulation 3 of the Postal Services Regulations 2008.	SingPost may accept the lodgment subject to the provisions set out in Regulation 4 of the Postal Services Regulations 2008.

6.6.9	Mail that do not bear the mode of transmission service indicator (Eg: by air, by sea).	The PPI Permit Holder shall indicate the required indicator or the items may be sent by the cheapest mode to the destination.
6.6.10	Different mail services, transmission modes, mail types, weights, packaging, mail characteristics and categories are not clearly identified and/or not segregated.	The affected consignment of mail shall be charged at the full published postage rates.
6.6.11	<p>During processing, other mail categories or mail from other mailing schemes is found and differs from the mail category that has been declared and paid for as stated in the posting docket at the BMC.</p> <p>For example, mail is paid at sea rate but subsequently was found to contain airmail.</p>	SingPost shall return the mail to the PPI Permit Holder with a surcharge of Singapore Dollar One and Cents Two (S\$1.02 - inclusive of GST) per piece or a minimum of Singapore Dollars Twenty-One Singapore and Cents Forty (S\$21.40 – inclusive of GST), whichever is greater. If the mail is to be re-posted, the correct postage for the relevant category or scheme will also have to be paid.
6.6.12	The bags are not labeled, bundled or bagged in accordance with posting procedures stated herewith.	<p>The affected consignment of mail shall be charged at the full published postage rates.</p> <p>In addition, the PPI Permit Holder is required to reimburse all additional charges incurred by SingPost for the return of the items or for the re-forward of the items to the correct destination.</p>
6.6.13	The bags are mislabeled to the wrong office of destinations or are posted with missing labels.	<p>The affected consignment of mail shall be charged at the full published postage rates.</p> <p>In addition, the PPI Permit Holder is required to reimburse all additional charges incurred by SingPost as follows:</p> <p>a) For the return of the items or for the re- forward of the items to the correct destination; and/or</p> <p>b) If the mail, for any reason, is rejected or returned, or identified as Remail Items or mis-categorised BM1500 Countries mail, and is charged at a higher settlement rate by the country of destinations.</p>



6.6.14	During processing of the mail, the total mail items and/or bundles are found to have been wrongly mis-sorted to the wrong office of destination.	<p>The affected consignment of mail shall be charged at the full published postage rates.</p> <p>In addition, the PPI Permit Holder is required to reimburse all additional charges incurred by SingPost as follows:</p> <p>a) For the return of the items or for the re-forward of the items to the correct destination; and</p> <p>b) If the mail, for any reason, is rejected or returned or identified as Remail Items or mis-categorised BM1500 Countries mail, and is charged at a higher settlement rate by the country of destination.</p>
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6.7 If there are any disputes or claims as the amount or quantity stated in the posting docket, the PPI Permit Holder shall notify SingPost in writing within Three (3) Working Days from the date of lodgment of the mail, failing which SingPost shall not entertain any claims.

## 7 GENERAL

7.1 PPI Permit Holder is required to reimburse all additional charges incurred, sustained or suffered by SingPost as follows:

- (a) In the returning of the items or re-forwarding them to the correct destination;
- (b) If the mail, for any reason, is rejected or returned or identified as Remail Items or mis-categorised BM1500 Countries mail, and is charged at a higher settlement rate by the country of destination.

7.2 For non-credit terms, valid cheque or the correct amount of cash must be presented for payment. If dishonored cheques were used, the discounted postage rates given for the consignment would be removed. The discounted postage amount would be recovered by SingPost by deducting the amount from any monies due or to become due from SingPost. Alternatively, PPI Permit Holder who is given the discounted postage rates would be required to reimburse the full discounted amount to SingPost either via cash or cheque within five (5) Workings Days, failing which SingPost reserves the right not to accept any further posting under the IBM Scheme.

7.3 SingPost reserves the right to immediately suspend and revoke the IBM Scheme to the Permit Holder either on a temporary basis, the period in which SingPost shall solely decide; or on a permanent basis, if

- (a) there is continuous non-payment of the bills for a period of two (2) months; or
- (b) presentation of dishonored cheques for payments.

Such action of SingPost shall be without prejudice to any other right or remedies, which SingPost may have under these Terms and Conditions, at law or in equity.





- 7.4 SingPost reserves the right to charge the full published rates if there is any non-compliance of the **Terms & Conditions for PPI Service, PPI Specification** or these Terms and Conditions.
- 7.5 Unless otherwise specifically stated, the clauses set out in the **Terms & Conditions for PPI Service** and **PPI Specification** shall apply to these Terms and Conditions and shall be deemed to be incorporated in these Terms and Conditions.
- 7.6 SingPost reserves the right to amend, add to, delete and/or vary these Terms & Conditions and the PPI Permit Holder shall be bound to observe and comply with these Terms & Conditions and any amendments thereof.