

Corporate Packing Guidelines



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Start



Packaging

Choose an appropriate packaging

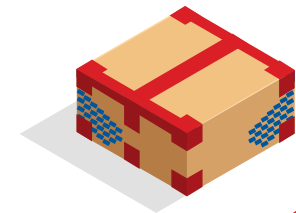
Safe Packing



Packing Materials

Internal packing materials ensure that your contents is secure and cushioned

Secure Parcel Safely



Sealing

Proper sealing ensures that your parcel and content is secured



Preparing

Sufficient documents ensure that your parcel can be promptly delivered



Labelling

Affix shipping label/invoice in a visible location

Safe Processing



Special Instructions

Special handling labels let us know if your parcel needs extra care

Safe Delivery



End

Packaging

SingPost packaging options

Common packing materials are available at most stationery shops and can be purchased at the post offices or online at <https://shop.singpost.com>



Carton Boxes



Packing Materials

Consider our **smartpac (trackable)** prepaid consumables for letterbox size small items. Both our products are processing-friendly and available for purchase at post offices or <https://shop.singpost.com>



smartpac

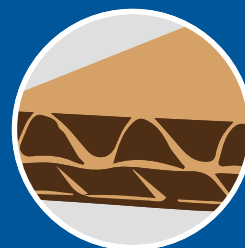
Tips on choosing the right packaging



Use high quality, rigid, corrugated cardboard boxes where possible.



Used boxes / packaging materials should only be reused if it is **of durable quality with no dents, tears and/or punctures.**



For fragile or heavy item, use a **double walled** carton box.

Packing requirements for special items¹



Content with liquids

All liquids must be placed in a sealed container, before packing with padded materials to protect it. The item must then be sealed in a leak-proof plastic bag before packing it into a strong double-walled cardboard box.

Carpets/textile rolls

The carpet or textile must be rolled, wrapped with a cardboard tube, with both ends protected with heavy-duty hardboard. Rolls must then be wrapped securely with plastic sheets. Seal ends and seams with tape or cable tie. All items must be wrapped and sealed in a double-walled corrugated box.



Powder

All powders and fine grains must be packed and sealed in leak-proof plastic bags or containers before placing them in a strong cardboard box and to use fillers if content does not fill up the entire box.

Usage of polybag

Plastic flyer polybag must be durable, impact resistant, anti-static, tear resistant and non-glossy, with sufficient flat wrinkle-free surface for shipping label.

Item must fit fully in the polybag. Excess plastic flap must be folded and tape down at the sides.

All items must be wrapped individually with bubble wrap before inserting into the polybag.

All items in the wrapper must be secured properly together.

Most importantly, excess flap must be folded and taped down at the sides.



Household electrical gadgets, luggage and other electronic goods

Items must be bubble wrapped and place into the center of a hard cardboard box or double-walled cardboard box with the empty spaces padded with fillers to protect the item from being damaged (box in box method).



Long tubes/pipes/rods/sticks

For long items, use a triangular cardboard box or a spiral tube. Place the triangular box or spiral tube in a rectangular outer carton so our machines can process the items.

Long or elongated packages with no outer protective packaging are not suitable for shipping and may incur extra charges for handling.



Carton drinks or beer

Carton drinks, including canned beers, must be stacked properly when packed. Use a hard cardboard base for a firm support. The complete stack must then be machine wrapped with a leak-proof material to protect the items. Bear in mind the maximum weight of each shipment and do not over-stack cartons when packing.

Packing requirements for restricted goods²

	ITEM	PACKAGING	NOTE
	<p>Aerosols for personal grooming or medicinal purposes <i>(e.g. body sprays, deodorants, hair sprays, shaving cream, hair removal creams, asthma inhalers)</i></p>	<p>Seal the item's openings and pack it into a strong box with empty spaces padded with fillers.</p>	<p>-</p>
	<p>Alcoholic beverages</p>	<p>Beverages must be sealed in a leak-proof liner (i.e., polythene bag) and then placed it in a strong outer packaging box with empty spaces padded with fillers to prevent item breakage.</p>	<p>The sender must affix a "Fragile" label clearly on the outer box.</p>
	<p>Equipment with non-lithium batteries <i>(e.g. toys, rechargeable batteries, etc.)</i></p>	<p>Items with cells or batteries must be packed with best to give an example of rigid solid material before placing into another box to minimise its movement during transport. To prevent short circuit of such items, the material used for the inner packaging must be made of non-conductive materials.</p>	<p>The sender must affix a "Battery" label clearly on the outer box.</p>
	<p>Electronic items with lithium batteries <i>(Including laptops, mobile phones, digital cameras, MP3 players, portable DVD players, Sat Navs etc.) when not installed in the electronic item.</i></p>	<p>Items with Lithium batteries must be wrapped with an inner packing made of non-conductive materials and be placed into a sturdy box to minimise movement and prevent short circuits during transport.</p>	<p>The sender must affix a "Lithium Battery" label clearly on the outer box.</p>
	<p>Flammable items <i>(i.e. nail varnish/polish, paint, lighters, etc.)</i></p>	<p>Bottles of nail varnish/paint must be placed in strong outer packaging and be secured or cushioned against breakage.</p>	<p>-</p>
	<p>Toiletries <i>(i.e. Perfumes, eau de parfum, eau de toilette, aftershave, etc.)</i></p>	<p>Place the original retail packaging of toiletries inside a strong outer packaging. The inner packaging must be secured or cushioned to prevent breakage.</p>	<p>-</p>

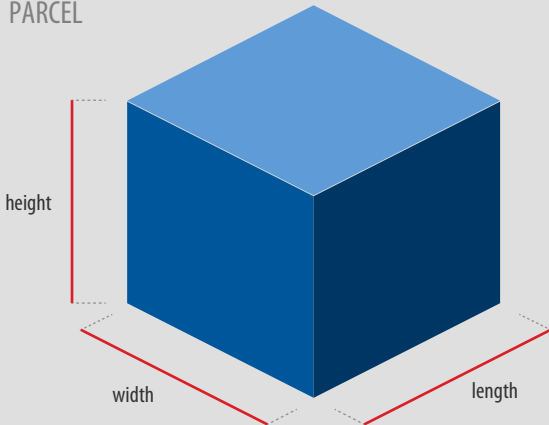
²For more information, please visit <https://www.singpost.com/dgguide>

Measuring your parcel

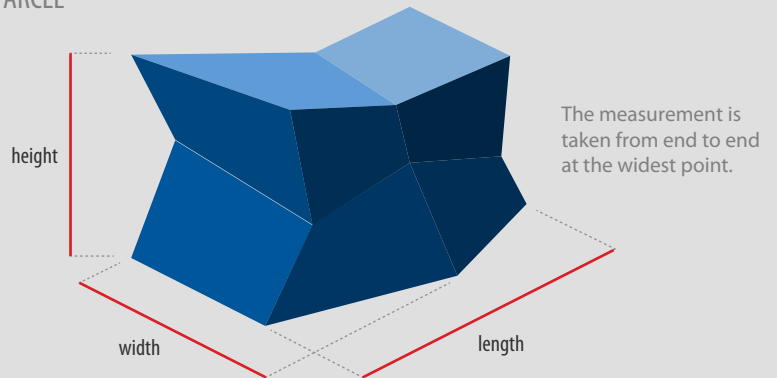
There are two ways of calculating maximum dimensions of your parcels you need to know:

Length x Width x Height or
Length + (Width x 2) + (Height x 2)

RECTANGULAR PARCEL



ODD-SHAPED & NON-RECTANGULAR PARCEL



MACHINABLE

Min. Size: **30cm x 20cm x 5cm**
Max. Size: **80cm x 60cm x 60cm**

Min. Weight: **300g**
Max. Weight: **30kg**

NON-MACHINABLE

Max. Size: **(150cm + 2W + 2H) < 300cm**

Max. Weight: **30kg**

POPStation locker sizes

	Width	Height	Depth
S	42cm	10cm	61cm
M		23.5cm	
L		37cm	
XL		50.5cm	

For International Shipping

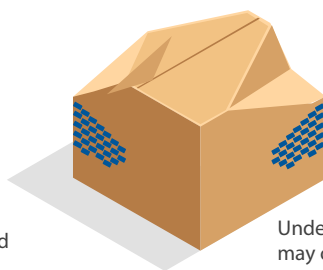
Machinable	Weight
Max. Size: (150cm + 2W + 2H) < 300cm	Min. Weight: 300g Max. Weight: 20kg

Packing

Recommended packing methods



Fill up the box with a suitable filler to surround and protect the items. Use an appropriate amount of fillers just enough to fill up the box.



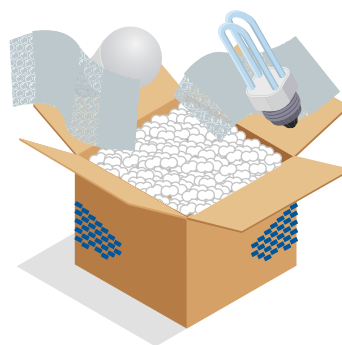
Underfilled boxes may collapse without using strong fillers.



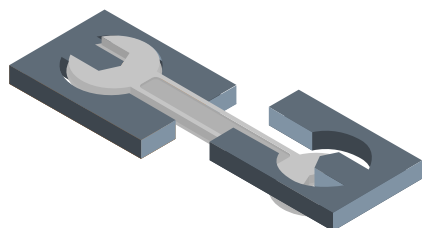
Overfilled boxes may burst during transit.



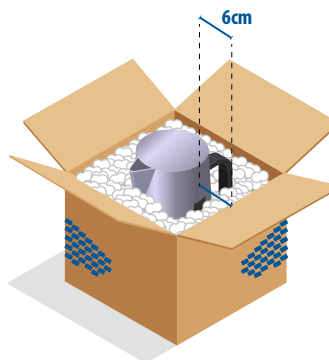
Use a second outer box to provide added protection for more fragile items like electronic parts.



If two or more items are packed into the same box, wrap, pack and cushion each item separately, to protect items from damaging one another.



Secure any sharp or protruding edges to prevent damage to the box.

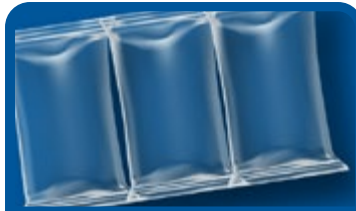


If a bigger size box is used, place the items in the centre with a minimum gap of 6cm from the sides of the box. Fill the empty spaces with suitable cushioning materials.

Internal Packing Materials



Bubble wrap



Air bags



Cardboards



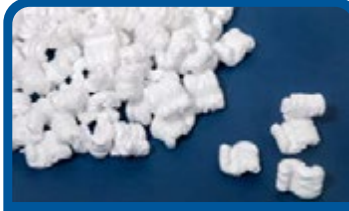
Cotton wool



Crumpled craft paper



Corrugated board



Polysterene foam peanuts



Honeycomb Wrap

Dos & Don'ts

Do wrap contents with bubble wrap before placing into the box



Don't use odd-shaped boxes as it cannot be machine-processed



Do use double walled boxes or double box packing for heavy items



Don't use boxes that do not fit the items



Do fill the empty spaces with cushioning materials to secure items



Don't underfill boxes as boxes will collapse



Examples of poor packing³ of parcels

These are some examples of parcels that are not properly packed and may be rejected for shipping:

	NON-COMPLIANT	COMPLIANT
	Liquid bottles that are loosely packed in a normal plastic bag and does not come with any outer packaging protection.	Liquids must be placed inside a leak-proof container and sealed in leak-proof plastic bag before placing into a carton box. "Fragile" special handling sticker must be affixed on parcel.
	Usage of straps (e.g. carton box straps, strings, rope) to seal the carton box.	Use a strong tape like polypropylene tape (brown plastic tape) that is wide enough to securely seal the box.
	Long items that are only wrapped with bubble or shrink wrap and does not come with any outer protective packaging.	Elongated items must be packed in suitable packaging like triangular tube with ample padding.
	Loose or unsecured files/documents that are not packed into a suitable packaging.	Place the files into an appropriate size carton box and use the H-taping method to securely seal the box. Loose documents can be placed into a well-sealed envelope.
	Odd-shaped contents that are being wrapped in a plastic wrap and has visible parts protruding out.	Odd-shaped contents must be packed into an appropriate size carton box and use the H-taping method to securely seal the box.
	The contents are larger than the packaging, causing damage to the package.	Use a carton box that is big enough to fully contain the contents, and use the H-taping method to securely seal the box.

³For more information, please visit <https://www.singpost.com/dgguide>

Examples of poor packing³ of parcels

	NON-COMPLIANT	COMPLIANT
	The carton box is not properly and securely sealed.	Use the H-taping method to ensure that the box is securely sealed.
	Item does not come with any outer packaging.	Pack the item into an appropriate size carton box and use the H-taping method to securely seal the box.
	Multiple items are being wrapped together with a shrink wrap and not packed into a box.	Pack the items separately or into an appropriate size carton box and use the H-taping method to securely seal the box.
	An extra content is being stuck to the exterior of the packaging.	All contents must be packed inside the carton box and sealed securely.
	Multiple items are being taped together to form one parcel.	Pack the items separately or into an appropriately sized carton box and seal the box securely using tape.

³For more information, please visit <https://www.singpost.com/dgguide>

Sealing

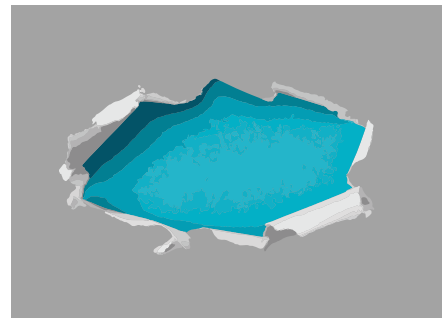
Tips to seal your parcel



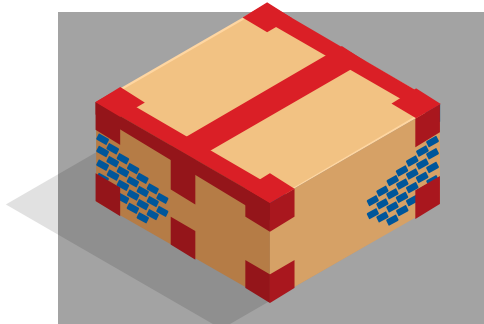
Use a strong tape like polypropylene tape (brown plastic tape) that is wide enough to secure the covers.



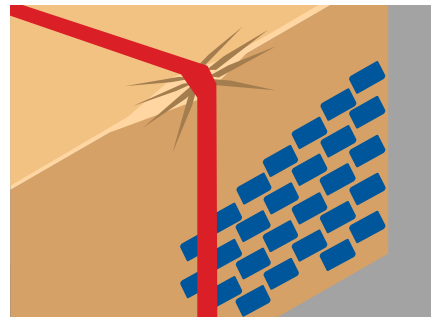
Do not use transparent scotch tape, strings or ropes.



Do not use paper-thin wrap to wrap the parcel as it can easily tear during machine processing.



Ensure all seams are sealed and taped for extra protection.



Strapping over the parcel is not recommended as this will damage the box and contents. It is only recommended if the weight is less than 30kg.

Tip:

Use the H-taping method to ensure that all flaps of the box are securely sealed, providing extra protection for your items.



Preparing


Your shipping label

Shipping Label Size	Shipping label must meet the minimum size of 105mm x 148mm to facilitate accurate OCR reading.
Solid Black Print	All shipping label must be printed in solid black print. Barcode print quality is not optimal when printed with dot matrix printers, thus should be avoided.
Recipient's and Sender's address to be distinguished from one another	Recipient's address must be clearly distinguished from the "Sender's/Return" address.
Recipient's Address	Recipient's address should be placed centrally on the connote or address label with a larger font than the "Sender's/Return" address. Font size: should be at least 10 point Must have the word "To: XXX" or "Send to: XXX" (4-state barcode for the receiver postcode preferred.)
Return Address	All Items must carry a Return Address. Any undelivered items without any Return Address shall be sent for destruction. Font size: less than 8 point Must have the word "From : YYY"

Sample 1:
Receiver Address On Top

E.g Portage / Company Logo / other details
Receiver Address To: XXX Street Name, Block, Unit-Number Singapore AAABBB
(4 0 8 6 0 0 B) AAABBB
Sender Address From: YYY Street Name, Block, Unit-Number Singapore ABCDEF
Other details

Sample 2:
Receiver Address At The Bottom

E.g Portage / Company Logo / other details	
	
Other details or instructions	
Sender Address From: YYY Street Name, Block, Unit-Number Singapore ABCDEF	Receiver Address To: XXX Street Name, Block, Unit-Number Singapore AAABBB (4 0 8 6 0 0 B) AAABBB
Other details	

Address Format

Recipient's address must be legible with a minimum font size of 10 point. Avoid italic, bold and pseudo handwriting fonts.

Address must include key information (in a descending order):

- a) Name of Recipient
- b) Telephone Number of sender and recipient
- (Very Important)**
- c) Street or Road Name
- d) Level/Unit Number
- e) Building Name
- f) Correct 6-digit postal code (Singapore to be spelt in full)
- g) State and/or country for overseas items

Telephone

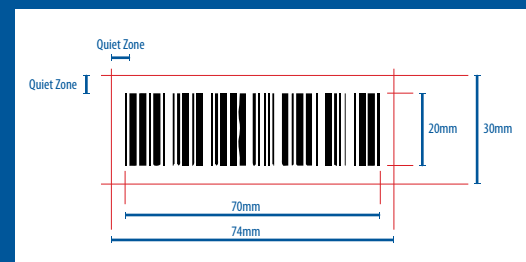
Telephone should be written on the first line of the address

For example:

Attn: Ref No 123456/Tel No: 94567891
Name XXXX
Singapore Post Limited
10 Eunos Road 8
#01-38 Singapore Post Centre
Singapore 408600

Barcode (code 39)

A barcode (code 39) will be assigned for each item to be posted.



Ensure that the barcode is printed legibly and with the full length of the barcode laid horizontally across the longest surface of the item.

Reproduction and use of barcode must comply with our barcode guide indicated below:

- Minimum module width: 0.4mm (thickness of the bar)
- Minimum length of the barcode: 15mm
- **Minimum Reflectance less than 0.5 x largest reflectance**
- Minimum vertical quiet zone: 2mm
- Minimum horizontal quiet zone: 5mm

Customs declaration for international shipping

To help expedite customs clearing requirements, please fill in CN 23/CP 71 with the following information:

Sender's information:

Name
Address including country/state/ area code
Phone number

Date**Recipient's information:**

Name
Address including country/state/area code
Phone number (very important)

Content information:

List each item
Describe item in detail, e.g. Gift, Merchandise, Document, etc.
Each item quantity
Item weight
Purchase price of each item
HS Tariff No.
Country of origin of the content

Any other necessary information

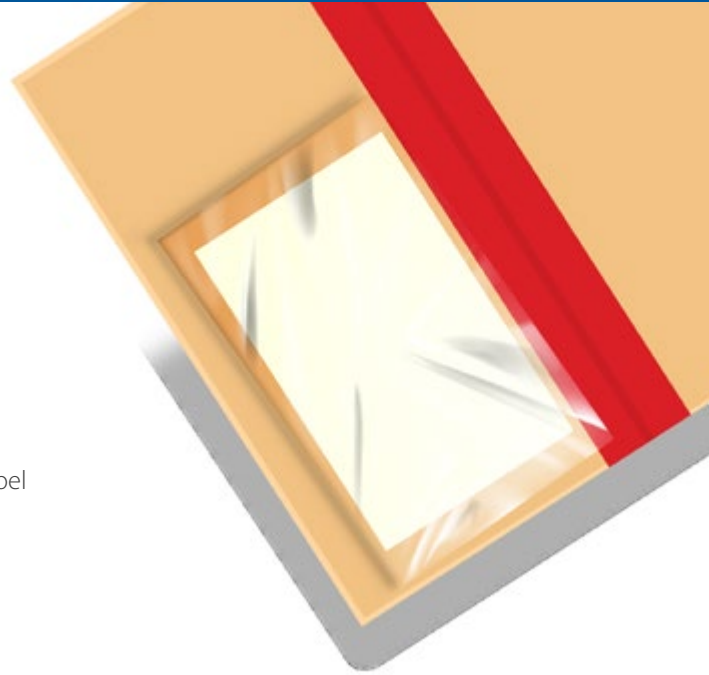
A copy of the CN23/CP71 are to be placed inside the clear plastic pocket provided for international shipments. Please sign-off the Customs Declaration (CN23) and commercial invoice.



Labelling

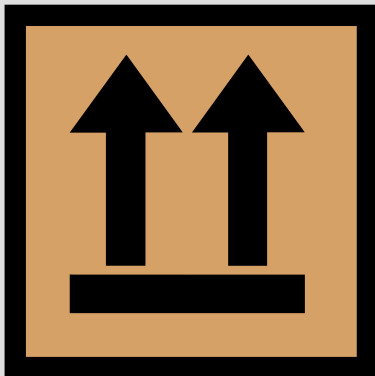
Affixing the shipping label

1. Shipping label must be affixed on the largest side of the parcel, flat and wrinkle-free, with minimum peel adhesive.
2. Shipping label must not be wrapped around the edge of the item, over the seam/box closure/wrapping tape, or applied in any manner that makes it difficult for barcode scanning.
3. For items that are smaller than the shipping label, affix the label around the edge while ensuring the barcode and address is on the flat surface.
4. Shipping labels should be printed on paper.
5. Do not tape or place reflective materials over the label.
6. Avoid placing more than one label on the same surface.
7. If required, place the shipping label inside a matte plastic folder.



Special Handling Labels

Application of special handling label should be used appropriately for parcels that require special care and not applied indiscriminately across all parcels.



THIS WAY UP

Shows the direction of which the parcel should be handled.



FRAGILE HANDLE WITH CARE



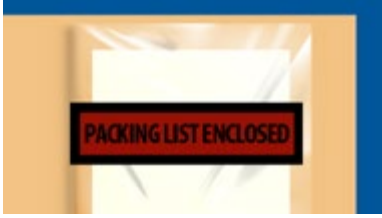


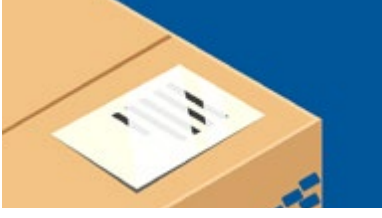


Parcel contain items that are fragile and should be handled with extra care.



KEEP DRY

Parcel should be kept dry and well protected from wet weather conditions.

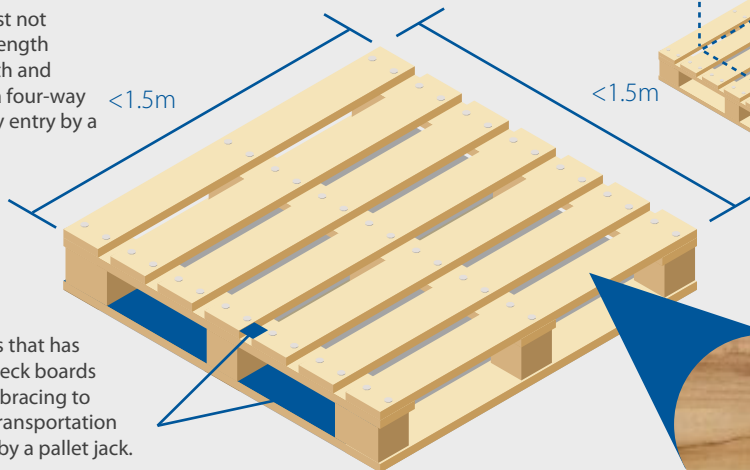
Types of non-compliant shipping labels

	NON-COMPLIANT	COMPLIANT
	The shipping label is not fully pasted onto the surface of the box.	The shipping label should be securely pasted onto the surface of the box.
	The shipping label is not fully pasted onto the box and extends to the edge of the box.	The shipping label should be securely pasted onto the largest surface of the box and not extend to the edge of the box.
	The shipping label is covered by the sticker that is placed on top of the reflective folder.	The shipping label should not be covered and placed in a matte folder, allowing full and correct OCR reading.
	The text on the shipping label is not clearly visible due to a faded print.	Shipping labels must be printed in solid black print. Barcodes should not be printed with dot matrix printers.
	The shipping label is too small and does not meet the minimum size of 105mm x 148mm.	Ensure that the shipping label meets the minimum size of 105mm x 148mm.
	The shipping label is placed in a glossy or reflective folder.	The shipping label should be placed in a matte folder.
	The size of the shipping label exceeded the largest surface of the box and cannot be sorted by the machines.	The shipping label should be printed to the right size, fitting the largest surface of the box. Ensure that the barcode and address is on the flat surface.
	Multiple shipping labels are pasted onto the parcel.	Only one shipping label with the assigned barcode and recipient information is to be pasted on the parcel. Any commercial invoice should be placed in a plastic pouch intended for such purpose.

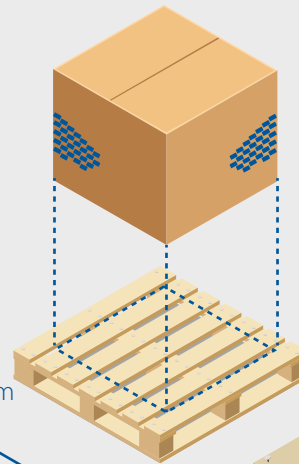
Special considerations when using pallets

Pallets are used for efficient transportation of large numbers of heavy boxes, bags or parcels.

The pallet must not exceed 1.5m length and 1.5m width and should allow a four-way and a two-way entry by a pallet jack.

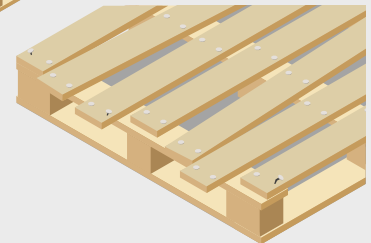


Choose pallets that has more closed deck boards and a bottom bracing to facilitate the transportation and handling by a pallet jack.



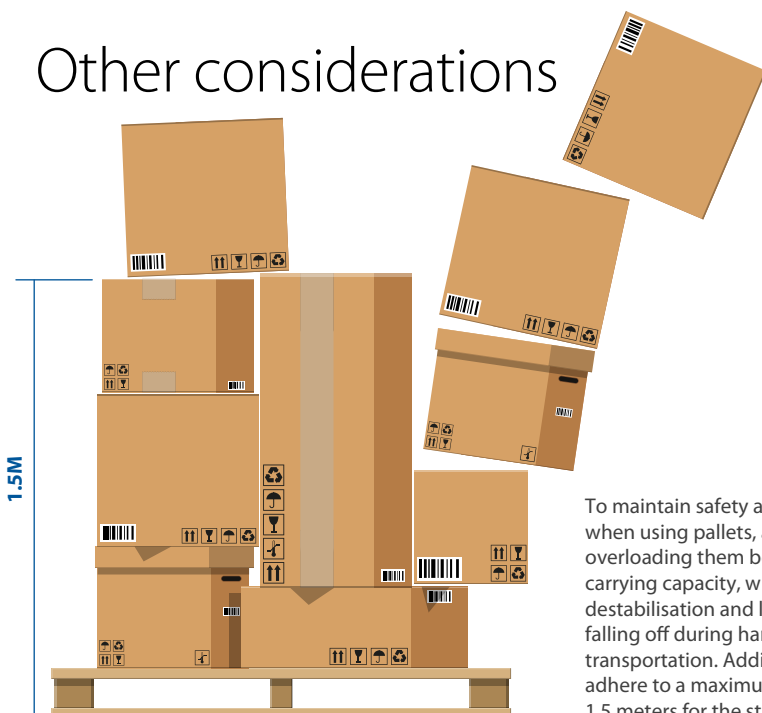
Choose a pallet that is durable and with large enough capacity to hold the boxes or bags.

Do not use pallets with unstable boards or other protruding parts.

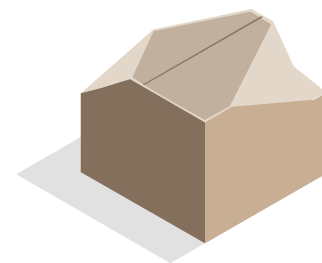


In Singapore, wooden pallets are the most commonly used.

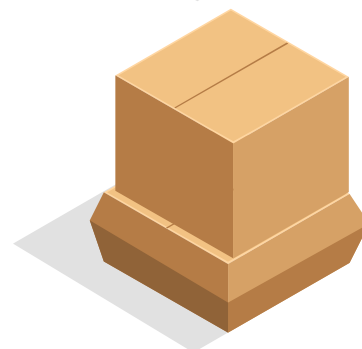
Other considerations



To maintain safety and stability when using pallets, avoid overloading them beyond their carrying capacity, which can cause destabilisation and lead to parcels falling off during handling or transportation. Additionally, adhere to a maximum height of 1.5 meters for the stacked goods.

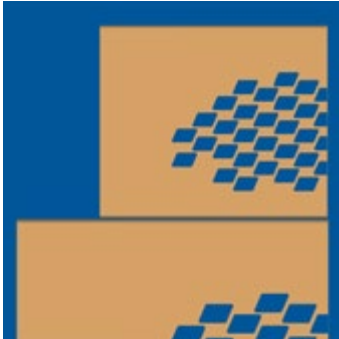


Don't re-use boxes that are unable to withstand the stacked weight.



Do use sturdy boxes that are able to withstand the stacked weight.

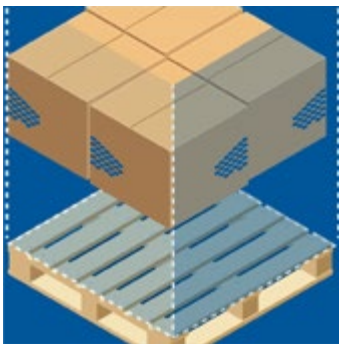
Stacking parcels on the pallet



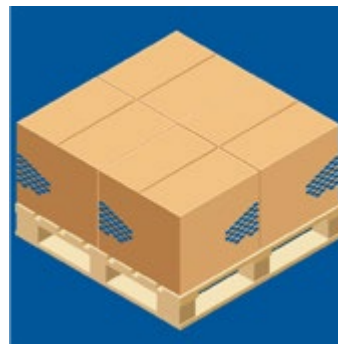
Heavy items must be on the bottom and lighter items should be on the top.



Boxes or parcels must be stacked in an orderly manner on a pallet for a safe and damage free handling.



Bags and boxes must be fully contained within the footprint of the pallet.



If there are sufficient boxes to fill the entire pallet, align the boxes and bags from corner to corner, edge to edge to improve the stability.



Do not leave any gaps in between the boxes.



Do not stack the boxes in a pyramid manner as this will reduce stability and increase the risk of fallen contents and human injuries.

Securing with shrink wrap or strapping

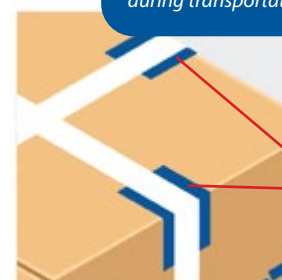
Step 1: Use unbreakable plastic for strapping and loop the strap at least 3 rounds from the top to bottom.

Step 2: Shrink wrap the items at least 4 rounds, from the top to the bottom.



Tip:

Use edge protectors on all edges to provide extra protection and stability during transportation.



Edge Protectors

