

# GUIDELINES FOR THE REGISTRATION OF EXPRESS LETTER SERVICE (CLASS) LICENCE

## 1. INTRODUCTION

- 1.1 This set of guidelines contains general information for interested parties to register for the Express Letter Service (Class) Licence.
- 1.2 An entity that intends to provide services of receiving, collecting, sending, dispatching and delivering local express letters, or international express letters or both is required to register for an Express Letter Service (Class) Licence. One of the requirements is that it must be a business/LLP/company registered with ACRA.

## 2. DEFINITIONS

- 2.1 “delivered”, in relation to correspondence, means delivered to the addressee or the addressee’s employee or agent, or to any other person authorised by law to receive it.
- 2.2 “express letter” means a local express letter or an international express letter, or both.
- 2.3 “express letter service” means a local express service or an international express letter service or both.
- 2.4 “international express letter” means a letter —
  - (a) originating from a sender in Singapore and intended for delivery to a destination outside Singapore at a rate faster than the published delivery standard for air mail letters dispatched by the public postal licensee; or
  - (b) originating from a sender outside Singapore and intended for delivery within the same working day in Singapore (for the avoidance of doubt, this means that the letter is intended for delivery in Singapore within the same working day as when it first reaches Singapore);
- 2.5 “local express letter” means a letter originating from a sender in Singapore and intended for delivery within Singapore within the same working day.



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- 2.6 “international express letter service” means a service for the conveyance of international express letters.
- 2.7 “local express letter service” means a service for the conveyance of local express letters
- 2.8 “operator” means a person who provides an express letter service.
- 2.9 “licensee” means an operator who is deemed to have been granted a class licence under the Postal Services (Class Licence) Regulations 2005 (the “Regulations”)

### **3. SCOPE OF LICENCE**

#### **3.1 Express Letter Service (Class) Licence**

The licensee must provide all incidental services of receiving, collecting, sending, dispatching and delivering local express letters, or international express letters, or both (as the case may be) within Singapore in connection with its express letter service.

### **4. REGISTRATION FEES/DURATION OF LICENCE**

- 4.1 The registration fee for an Express Letter Service (Class) licence is a one-time payment of \$200 and is valid until cancelled or suspended.

#### **Note:**

Licence fees paid are not refundable (whether on a pro-rated basis or any other basis) when the licence is cancelled by IMDA in the following circumstances:

- (i) where the licensee requests for variation or early termination of its licence, or
- (ii) where IMDA cancels the licence in accordance with the provisions of the Act or the Regulations.

## **5. COMPLIANCE WITH REGULATORY FRAMEWORK**

- 5.1 The licensee shall comply with the licence conditions set out in the Schedule of the Regulations (Annex 1) and any directions which IMDA may, from time to time, issue.

## **6. REGISTRATION PROCEDURE**

- 6.1 Interested parties can register for the licence online via <https://licence1.business.gov.sg/web/frontier/home>. The interested party is not required to submit a copy of the ACRA Certificate to IMDA if the registration is made online.
- 6.2 The interested party's price plan for the express letter service is required for the registration.

### **Notes:**

- 1 This document has no legal standing and is not intended as a substitute for legal advice. While every effort has been made to provide an accurate and authoritative account of the licensing regime, the licence(s) to be granted to successful applicants will be the complete authoritative text.**
- 2 The information contained in this document is intended to assist interested parties in applying for the relevant licences. It does not bind IMDA to any particular course of action in relation to the handling of any application, or to the terms of any licence to be granted, or to grant any licence to any party. IMDA reserves the right to change its policies and/or to amend this document without prior notice.**
- 3 The grant of a licence is at the sole discretion of IMDA. IMDA reserves the right not to accept any application submitted. IMDA will undertake to explain to the applicant concerned, on the applicant's request, why the applicant is unsuccessful in its application for a licence.**
- 4 IMDA reserves the right to disclose the identities of parties who have submitted applications. All other information received will be treated in confidence.**

**EXTRACT FROM THE  
POSTAL SERVICES (CLASS LICENCE) REGULATIONS  
THE SCHEDULE**

CONDITIONS OF CLASS LICENCE

1. The licensee must provide all incidental services of receiving, collecting, sending, dispatching and delivering local express letters, international express letters or both (as the case may be) within Singapore in connection with its express letter service.
2. The licensee must, upon delivery of each express letter, obtain a written acknowledgment of delivery from the person receiving the express letter.
3. The conveyance of express letters and the provision of the incidental services specified in paragraph 1 must be conducted outside the postal system established by the public postal licensee, unless otherwise agreed between the public postal licensee and the licensee.
4. The licensee must publish information on its delivery standards and charges for the various express letter services offered.
5. The licensee must refund its customer the full amount of the mailing charges received by it for delay in delivery, non-delivery, misdelivery, or for loss or damage to an express letter.