

# MICE MAIL & PACKAGE OPERATIONS

## MAIL CENTRE & LOGISTICS SERVICES



# WELCOME!



Thank you for choosing Marina Bay Sands® for your upcoming event. We are committed to making your event successful, enjoyable and memorable. Our Mail & Package Centre is here to cater to all your mailing needs while you conduct your business and meeting at Marina Bay Sands. The following pages are a list of services we offer, including the Mail Centre Services, the Logistics Services support team and General Notes and Conditions.

For further assistance, please contact us at:

## **Mail & Package Operations**

Sands Expo® and Convention Centre, Level 3

Operating Hours: 8am – 8pm daily

Tel: 6688 3083

Email: [mailcenter@MarinaBaySands.com](mailto:mailcenter@MarinaBaySands.com)

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# 1. INTERNATIONAL COURIER

The International courier service is a time certain guaranteed worldwide service for documents and parcels. The service offers a unique guarantee, delivery within the published transit time, subjected to the customs clearance at destination or your money back (if the shipment is insured).

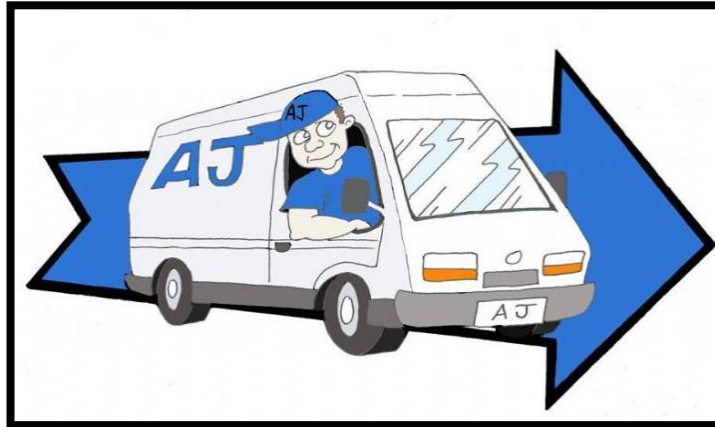
Our team uses FedEx and DHL as our International Courier services providers. You may approach the Mail & Package Centre at Sands Expo® and Convention Centre, Level 3, should you need assistance with shipping your document or package.



## 2. LOCAL COURIER

A courier service that does local shipments within Singapore. Courier Services that does all sort of delivery and courier services, be it documents or parcels.

Our team uses AJ courier service as our Local Courier services providers. You may approach the Mail & Package Centre at Sands Expo® and Convention Centre, Level 3, should you need assistance with sending your document or package in Singapore within a stipulated time.



### 3. POSTAGE – LETTERS & POSTCARDS (LOCAL & OVERSEAS)


Do you have a normal mail or postcards to be posted out?  
We handle this as well at our Mail & Package Operations.

Normal mails or postcards that are being posted by Singapore post to local or overseas doesn't have a tracking number. Hence if mails sent via Singpost using the normal service will not be trackable.



# 3. POSTAGE – LETTERS & POSTCARDS (LOCAL & OVERSEAS)

Please refer to table below for standard rates:




**LOCAL POSTAGE RATES** (inclusive of 7% GST)

Postage Calculator is available on [www.singpost.com](http://www.singpost.com) and SingPost mobile app

Letters, Postcards<sup>1</sup>, Printed Papers<sup>2</sup> and Packets/Packages

Weight-Step Up to	Standard Regular (C5, C6 & DL size envelope)	Standard Large (Up to C4 size envelope)	Non-Standard
20g	\$0.30	\$0.60	\$0.60
40g	\$0.37		
100g		\$0.90	\$0.90
250g			\$1.15
500g			\$1.70
1kg		\$2.55	
2kg		\$3.35	


Please refer to Appendix for information on mail sizes and conditions.



**REGISTERED ARTICLE<sup>3</sup>**

For Registered Article, an additional fee applies on top of the postage rate.

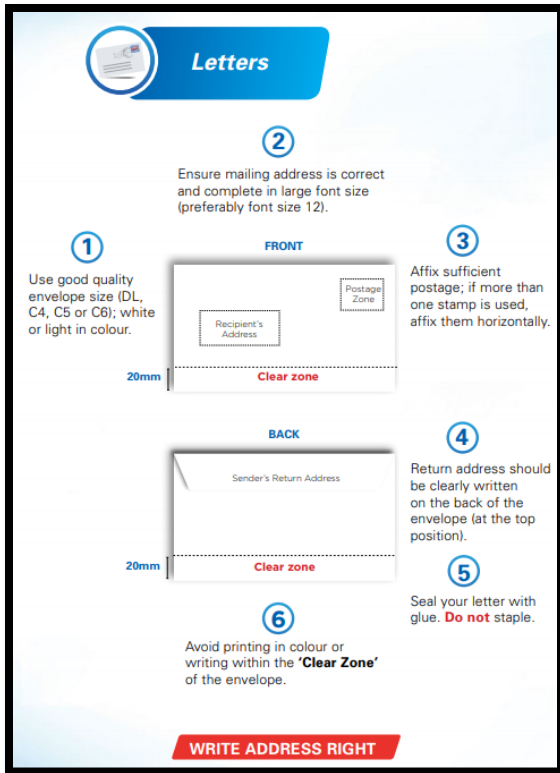
Destination	Registered Article Fee
Singapore	\$2.24
Other countries <sup>4</sup> (by Airmail only)	\$2.50



**SURFACE MAIL RATES<sup>4</sup>**

Destination	Weight-Step Up To (max weight: 2kg)	Letters & Printed Papers	Postcards <sup>5</sup>
To all countries (except Malaysia & Brunei)	20g	\$0.50	\$0.30
	50g	\$0.70	
	100g	\$1.00	
	per additional 100g	\$1.00	

# 3. POSTAGE – LETTERS & POSTCARDS (LOCAL & OVERSEAS)



**Letters**

- 1 Use good quality envelope size (DL, C4, C5 or C6); white or light in colour.
- 2 Ensure mailing address is correct and complete in large font size (preferably font size 12).
- 3 Affix sufficient postage; if more than one stamp is used, affix them horizontally.
- 4 Return address should be clearly written on the back of the envelope (at the top position).
- 5 Seal your letter with glue. **Do not** staple.
- 6 Avoid printing in colour or writing within the 'Clear Zone' of the envelope.

**FRONT**

20mm

Clear zone

Recipient's Address

Postage Zone

**BACK**

20mm

Clear zone

Sender's Return Address

**WRITE ADDRESS RIGHT**



**Service Standards for Local Delivery**

- 1 Letter mail\* (maximum weight up to 500g):
  - a. Within CBD: 99% delivered by the next working day
  - b. Outside CBD: 98% delivered by the next working day
- 2 Packets/ Packages/ Publications/ Others\*\*:
  - a. 3 to 5 working days

\* For ordinary letters posted before collection cut-off times, i.e. within CBD: Mon-Thu: 7pm; & Fri: 8pm; outside CBD: Mon-Thu: 5pm; & Fri: 6pm.  
\*\* Others include non-standard mail. Please refer to [www.singpost.com](http://www.singpost.com) for more details. This does not apply to Speedpost services.



**Packaging**

- 1 Use good quality packaging with cushioning materials such as bubble wrap, foam peanuts or waterproof paper to protect the contents.
- 2 Pack the items tightly to prevent shifting.
- 3 Always use tape designed for shipping. **Do not** use wrapping paper and string.
- 4 Use clear tape to secure carton boxes of all sizes. Seal your box with H-shape taping for maximum strength.

**Tip**

- Pack important documents such as certificates properly, by putting them in between hard cardboard or using a postal tube to protect the contents.

**PACK IT RIGHT**

**SEAL IT RIGHT**



### 3. POSTAGE – LETTERS & POSTCARDS (LOCAL & OVERSEAS)

All rates refer to Singapore Currency.

\*Printed papers include annual reports, books, catalogues, direct mail, newspapers or periodicals.

- Standard Mail Condition applies if mail items in card form or postcards do not exceed 240mm x 162mm with paper quality of at least 230gsm.
- GST not applicable for Airmail Rates / Surface Mail Rates / Overseas Registered Articles.
- To find out the postage rate of your destination, please refer to Postage Calculator which is available on [www.singpost.com](http://www.singpost.com) or SingPost mobile app.
- Letter rate applies if the postcard exceeds the maximum dimensions of 120mm x 235mm (for overseas posting only).
- No detailed online tracking capability.
- Only selected countries can be tracked.

For any loss of the Registered Article, the maximum liability of SingPost is limited to Singapore Dollars Sixty-Eight (S\$68.00) per article or the declared value of the item, whichever is lower. SingPost shall not be liable under any circumstances for paper-related items such as documents.

## 4. RETAIL SERVICES

Need packing material and retail items?

You may approach our Mailcentre team to purchase any retail or packing items that you require.



# 5. SERVICES RENDERED BY MAIL & PACKAGE OPERATIONS

## COURIER CONSIGNMENT HANDLING (IN/OUT)

Packages:

0 to 20kg

21 to 40kg

41 to 60kg

61 to 80kg

81kg to 100kg

≥ 100kg

Remarks:

Handling charges includes the following services:

1. Consignment processing
2. Storage at Mail Center up to 7 days
3. Delivery to exhibition booths / meeting rooms
4. Collection of bulky empty boxes for storage

## CLOAKROOM SERVICES

Luggage

Luggage storage (Max 2 Pcs/ Min 2 hrs)

Subsequent hours

Excess luggage storage

Coat

Coat storage (Max 2 Pcs/ Min 2 hrs)

Subsequent hours

Excess coat storage

\*Please collect all items before 1930hrs

# 5. SERVICES RENDERED BY MAIL & PACKAGE OPERATIONS

## POSTAL HANDLING

Registered Article (Letter)

Registered Article (Package)

\*All handling charges exclude the basic postage of the mail

## DISPATCH WITHIN SINGAPORE

Collection and Delivery for Envelope

Collection and Delivery for Packages

\*Above charges are only applicable for Business District Area

\*For other area's dispatch charges, please refer to our staff

## ON-SITE HANDLING (IN/OUT)

Logistics operations for on-site services from receiving freight at Loading dock/Unloading areas up to delivery meeting room/ballroom, excluding installation services and vice versa services

# 5. SERVICES RENDERED BY MAIL & PACKAGE OPERATIONS

## PACKING MATERIALS RETAIL

Bubble pack (0.5mx24m)

Bubble pack (0.5m)

Bubble pack (1.0m x 24m)

Bubble pack (1.0m)

Carton box (42cm x 30cm x 35cm)

Carton box (51cm x 51cm x 57cm)

Corrugated Straw Board

Corrugated Straw Board (49" x 250")

Gift Box

Packing tape (plastic 2" x 45m) (6xrolls)

Packing tape (plastic 2" x 45m)

Polythene Sheet (54" x 150ft)

Polythene Sheet

Raffia String

Shrink wrap / plastic film (Transparent) 220"/roll

Shrink wrap / plastic film (Black) 220"/roll

Styrofoam (1m x 2m x 2.5m)

Silica Gel (100g)

Shock watch indicator

Tilt watch Indicator

Standard Regular Envelope

C6 (114mm x 162mm)

DL (110mm x 220mm)

C5 (162mm x 229mm)

Standard large Envelope

C4 (229mm x 324mm)

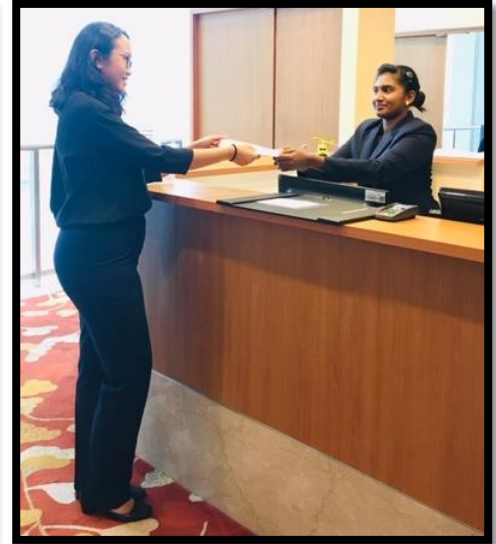
# 5. SERVICES RENDERED BY MAIL & PACKAGE OPERATIONS

## International Courier Services



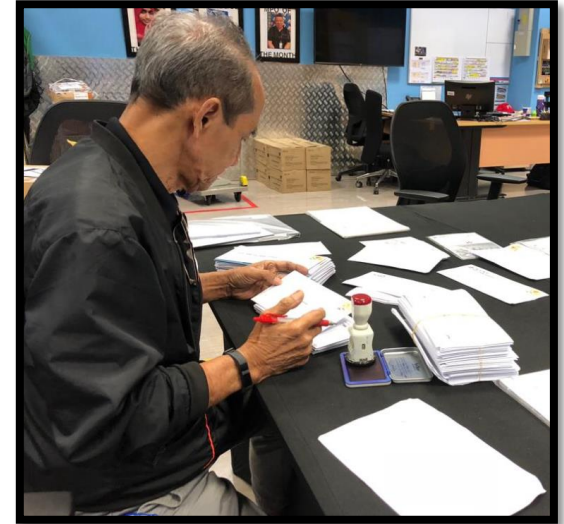
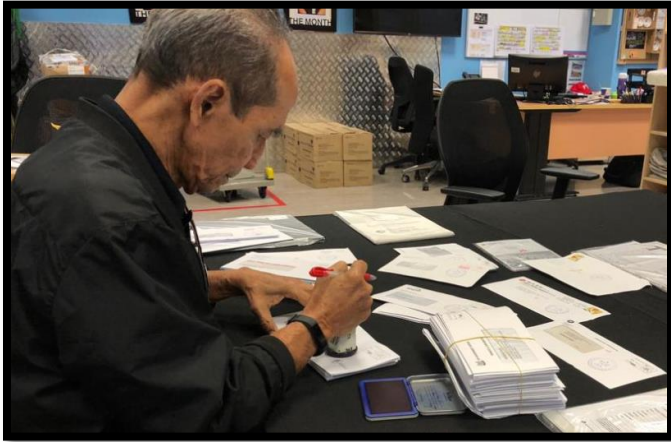
# 5. SERVICES RENDERED BY MAIL & PACKAGE OPERATIONS

## Local Courier Services



# 5. SERVICES RENDERED BY MAIL & PACKAGE OPERATIONS

## Normal / Registered Mail & Postcard Services





# LOGISTICS OPERATIONS



Thank you for choosing Marina Bay Sands® for your upcoming event. We are committed to making your event successful, enjoyable and memorable. Our Logistics Operations team is here to cater to all your logistics needs while you conduct your business and meeting in at Marina Bay Sands. The following pages is a list of services we offer, the Logistics Services support team and General Notes and Conditions.

## **Logistics Operations**

Sands Expo® and Convention Centre

Operating Hours: 8am – 11pm daily

Tel: 6688 3117

Email: [MICE\\_Logistics@MarinaBaySands.com](mailto:MICE_Logistics@MarinaBaySands.com)

## 6. ONSITE HANDLING - GENERAL NOTES & CONDITIONS

- 1. In general, orders for the following services and equipment hire for exhibitions must be submitted to the Centre before the deadline, otherwise a surcharge of 15% will be imposed on the basic rates. In addition, on-site orders are subject to a surcharge of 30% of the basic rates. However, the Centre reserves the right not to accept any orders received and in such cases, the users will be notified. Deadline for ordering equipment's rental services and equipment for exhibitions are as follows: 14 days before 1st day of tenancy.**
- 2. Provision of any services/equipment by the Centre is subject to current stock availability at the time of ordering. Orders will be accepted on a first-come-first-served basis. However, the Centre reserves the right not to accept any order received and in such cases, the users will be notified accordingly.**
- 3. If by reason of force majeure, labor difficulties, inventory or any other cause outside the control of the Centre, the Centre is unable to provide all or any of the services or equipment ordered during the whole or any part of the duration of the event, the hirer's right shall be limited to refund on a pro-rata basis of the charges paid for the services or equipment.**

## 6. ONSITE HANDLING - GENERAL NOTES & CONDITIONS

- 4. Insurance Liability – The Centre will not be responsible for any damages to freight/equipment's, pilferages or theft of items whilst in storage or handled by the Centre.**
- 5. At any time after a default by the hirer, the Centre may terminate the rental services, by notice to the hirer and repossess the equipment. The hirer will remain liable for all unpaid charges and the Centre may apply, and retain all or a portion of the hirer's security/damage deposit as may be necessary to compensate the Centre for any unpaid charges or damages and expenses incurred on account of default; the Centre may exercise any other rights occurring to a hirer under any applicable law upon a default by the hirer.**
- 6. Credit card information stipulated above will be used to guarantee the service request on this order form. If for any reason, this service is not settled at the end of the event, the credit card member whose credit card is noted on this form authorizes the Centre to charge the entire amount without any prior notification.**
- 7. All orders must be submitted with full payment, together with the required deposit in SGD. Please make check on bank draft (to be drawn from local banks) payable to Marina Bay Sands Pte Ltd. Prices, policies and procedures are subject to change without prior notice.**

# 7. EQUIPMENT & FORKLIFT RENTAL- GENERAL NOTES & CONDITIONS

- 1. In general, orders for the following services and equipment hire for exhibitions must be submitted to the Centre before the deadline, otherwise a surcharge of 15% will be imposed on the basic rates. In addition, on-site orders are subject to a surcharge of 30% of the basic rates. However, the Centre reserves the right not to accept any orders received and in such cases, the users will be notified. Deadline for ordering equipment's rental services and equipment for exhibitions are as follows: 14 days before 1st day of tenancy.**
- 2. All equipment provided by the Centre should only be utilized within licensed venues, exclusively for the specified event.**
- 3. Provision of any services/equipment by the Centre is subject to current stock availability at the time of ordering. Orders will be accepted on a first-come-first served basis. However, the Centre reserves the right not to accept any order received and in such cases, the users will be notified accordingly.**
- 4. If by reason of force majeure, labor difficulties, inventory or any other cause outside the control of the Centre, the Centre is unable to provide all or any of the services or equipment ordered during the whole or any part of the duration of the event, the hirer's right shall be limited to refund on a pro-rata basis of the charges paid for the services or equipment.**

# 7. EQUIPMENT & FORKLIFT RENTAL- GENERAL NOTES & CONDITIONS

5. **All equipment operators must possess valid operating license, issued by a recognized local institute /governing body/authority. The Center's staff reserve the rights to conduct random checks on operators.**
6. **The hirer will be responsible for returning all equipment and related materials to the Centre within one hour on the last open day following the close of the event.**
7. **The hirer will use the equipment in a careful and proper manner. The hirer shall not make any alterations, modifications, attachments and/or additions to the equipment.**
8. **The hirer will be liable for any loss or damage to the equipment arising from the hirer's negligence, unintentional act or other cause within the reasonable control of the hirer, its representatives, employees, agents, or invitees. In the event of any loss or damage to the equipment for which hirer is liable, the hirer will reimburse the Centre for the total cost of making good or replacement.**
9. **The hirer will be in default if the hirer fails to pay any charges when due or any other indebtedness or fails to return the equipment to the Centre after use.**

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# 7. EQUIPMENT & FORKLIFT RENTAL- GENERAL NOTES & CONDITIONS

10. **Insurance Liability – The Centre will not be responsible for any damages to freight/equipment's, pilferages or theft of items whilst in storage or handled by the Centre.**
  
11. **At any time after a default by the hirer, the Centre may terminate the rental services, by notice to the hirer and repossess the equipment. The hirer will remain liable for all unpaid charges and the Centre may apply, and retain all or a portion of the hirer's security/damage deposit as may be necessary to compensate the Centre for any unpaid charges or damages and expenses incurred on account of default; the Centre may exercise any other rights occurring to a hirer under any applicable law upon a default by the hirer.**
  
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# 7. EQUIPMENT & FORKLIFT RENTAL

SCISSORS LIFT



BOOMLIFT



BUGGY





# 7. EQUIPMENT & FORKLIFT RENTAL

FORKLIFT

PALLET TRUCK

