

A: Class of Licence

International & Domestic:
(Please tick one ☑)

Domestic:

B: Applicant Details

Business Name:

Address Information

Registered Address

Business Address (if different)

Address Line #1

Address Line #2

Address Line #3

Postcode

Telephone:

Business
Email:

Website:

Whatsapp:

Focal Person Name:

Focal Person Position:

Focal Person Email:

Focal Person Contact
Number:

C: Operational Details

CEP Activities:

(Please tick that applies ☑)

Inbound
International

Outbound
International

Domestic

Main Segments:

(Please tick that applies ☑)

B2B

B2C

C2B

C2C

Collection & Delivery:

(Please tick that applies ☑)

Home
Collection

Home
Delivery

Courier, Express and Parcel (CEP) Licence Application Form

Office Collection

Office Delivery

Added Value Services:
(Please tick that applies)

Track & Trace

Insurance

SMS/Text Notification

Signature

Timed Delivery

Added Value Services:
(Please tick that applies)

Automated Sorting

Parcel Stations

None

Others, please specify _____

Are you acting as an agent for another business?
(Please tick one)

Yes

No

If yes, name of business:

Other Activities:
(Please tick that applies)

Logistics

Warehousing

Freight

Forwarding

eCommerce

Mailrooms

Supermarket delivery

Others, please specify _____

D: Staff & Infrastructure *(please specify the actual number in each box)*

Number of Staff:

Total:

Male:

Female:

Full-Time:

Part-Time:

Staff Type:

Management:

Delivery:

Counter:

Other Operational:

Other Staff:

Number of Outlets:

Staffed Outlets

Agency Outlets

Other

Number of Vehicles:

Trucks

Vans

Cars

Motorbikes

E: Documents required to be submitted during application

Business documents

(Please tick)

Business registration certificate:
(for registered companies please also submit Form X)

Copy of latest annual return & audited
financial statements:

Business plan:
(for first time applications only)

Operational documents

(Please tick)

Detailed Tariff Information:

Compensation Rules & Procedures:

Customer Complaint Handling Procedures:

Quality of Service standards:

Procedures for Handling of Undeliverable Items:

F: Compliance Declaration & Signature

Compliance

1. I declare that all the requirements of the Postal Services Act, Chapter 251 and other pertinent legislation has been complied with.
2. I declare that all information provided in this application and attached documents are correct and true.
3. I agree for the Authority to clarify or review any description in the forms and attached documents with the applicant or relevant third party.
4. I agree for the Authority to conduct a site visit at the business premises and review relevant documents should they see fit.
5. I fully understand that failure to comply with the above matters will lead to this application being rejected by the Authority.

Signature:

Date:

Printed Name:

Position:

G: Notes & Explanations

General Notes

1. The applicant should ensure that all information provided in this form is accurate and true
2. The applicant should complete all relevant boxes
3. The applicant should place a in boxes as a sign of agreement except where written or numeric information is required

A: Class of Licence

1. Place a in the box for which licence you require. If you intend to provide any CEP services internationally you should apply for a joint international and domestic licence

B: Applicant Details

1. The focal person's name should be the person with whom the Authority makes contact with regarding the licence and any issues that may arise through delivery of services
2. The contact information should include contact details of the focal person
3. The focal person would need to submit their identification document

C: Operational Details

1. Main segments are Business to Business (B2B), Business to Consumer (B2C), Consumer to Business (C2B) and Consumer to Consumer (C2C)
2. The applicant should add details of other added value services it is intending to provide
3. If the applicant is acting on behalf of another business, it should state name of business and the main activities of the said business.
4. The applicant should identify which other logistics related services it is currently providing

D: Staff & Infrastructure

1. The applicant should only provide details of the staff that will be involved in the provision of services related to this licence
2. The applicant should only provide details of outlets and vehicles that will be involved in the provision of services related to this licence

E: Documents required to be submitted during application

1. A copy of the business registration documents. For registered companies, please also submit the Form X
2. The identification document of the focal person listed in section B of this application
3. Design of Postal identifier mark which includes any logo or design that uniquely identifies the company
4. The business plan needs to include but not limited to the below:

NO	HEADING	HIGH-LEVEL DESCRIPTION
a	Executive summary	High-level overview of the entire plan
b	Business description	Outlines the business mission and what it does
c	Market analysis	Who are the target customers and industry trends
d	Organization and management	Outline of the business structure, owner details and management team
e	Products or services	The scope of services that is being covered
f	Marketing/sales strategy	How to attract and retain customers
g	Financial projections	Include a forecasted income statement for the next 3-5 years

5. The operational documents required are:

NO	OPERATIONAL DOCUMENT	HIGH-LEVEL DESCRIPTION
a	Detailed tariff information	<ul style="list-style-type: none"> List of charges for conveying and delivering postal articles that should include destination, weight and item type.
b	Compensation rules and procedures	<ul style="list-style-type: none"> List circumstances when customers are compensated for their postal articles. Details of how customers are compensated and the procedure of compensation.
c	Customer complaints handling procedures	<ul style="list-style-type: none"> Detailed steps on how a customer can file a formal complaint including the turnaround time. List circumstances when a customer can file a formal claim.
d	Quality of Service (QoS) Standards	<ul style="list-style-type: none"> List key standards and targets for delivery of postal articles
e	Handling of Undeliverable Items procedure	<ul style="list-style-type: none"> Detailed steps on what happens when a postal article is not delivered.