

# Courier and Postal Procedures

Buying items from overseas



## 01. How Your Item is Delivered Matters

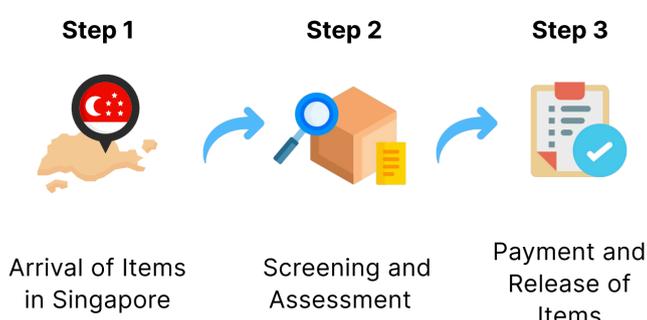
The applicable procedures depend on how the items are delivered:

- Postal delivery - Items imported by post or Speedpost services through SingPost.
- Courier delivery - Items imported via vPost (SingPost's eCommerce service) or other courier service companies.

Due diligence check. Some items need permits or approvals before shipping. Refer to your shipping or tracking details for delivery method.

## 02. How the Import Process Works

When your parcel arrives in Singapore:



## 03. Payment and Permits

### Postal Parcels



Importers will be notified via the SingPost mobile app to make payment before the items can be delivered.

### Courier Parcels



Importers must check with the courier service company on the payment required before the items can be delivered.



Items supplied by an Overseas Vendor Registration (OVR) vendor. GST would have been collected by the vendor.

## 04. Payment and Scam Prevention

### What Customs will not do



- Customs will not request payment via unsolicited messages
- Customs will not ask for payment through personal messaging apps

### If you are unsure



- Verify payment requests through official channels
- You may call the 1799 Scam Hotline for advice

## 05. Delivery Delays

Check with your service provider on the delivery status of your parcels, including customs clearance.

Parcels may be held by your service provider if:

- Payment is required
- Approval is needed for controlled items
- Information is missing

**IMPORTANT: You will be notified if action is required.**

## 06. Help and Verification

Find out more information:

- [Check GST and duty rules](#) →
- [Verify payment requests](#) →
- [Understand courier fees](#) →



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