



Frequently Asked Questions - Mail360 portal

Getting Started

Q1: What are the system requirements for using this portal?

Ans:

- Internal Explorer 10 and above
- Chrome version 42 and above

Q2. How should I sign up with this portal?

Ans: You may register by selecting “Sign Up” and completing the process with your email address as user name and a preferred password.

Q3. What happens if I forget my password?

Ans: You can click on “Forget Password”, and you will be prompted to enter your registered email address. An email will be sent to you to reset your password.

Q4. What are the services available in this portal?

Ans: Currently, you are able to create an Admail or HomeDirect Plus/New booking via this Mail360 portal.

Q5. I require creating booking for HomeDirect Street/Building. What should I do?

Ans: HomeDirect Street/Building services are not available in Mail360 portal currently. Please approach your Account Manager for assistance in bookings.

Q6. I am a new customer. How do I start using Admail and/or HomeDirect service with SingPost?

Ans: You would have to create a portal account by signing up with “User Name” and “Password”. Complete the following steps:

- a) Fill up and submit the Account Sign Up form. (Please be reminded to select Admail/HomeDirect under “Service Type”)
- b) Print out and sign on the attachment
- c) Send the signed copy to your Account Manager
- d) Your application would be processed upon receipt and we will get back in 3-5 business days.

Q7. I am an existing Admail/HomeDirect customer. How do I start making my booking?

Ans: For all existing Admail and HomeDirect customers, you will be issued with “User Name” and default password” prior to our portal launch. You may log in via the issued credentials to start your booking. Please be reminded to change your default password upon first login.

For those who did not receive the login details, please approach your Account Manager for assistance.

Make your Booking

Q1: I am unable to select HomeDirect service under menu bar. Why?

Ans: The system is configured according to your service application. You will not be able to view the HomeDirect service selection for booking if you did not apply for service.

You can sign up for HomeDirect service under “Manage Your Account”.

Q2: What does “System Allocation” in Step 1 refers to?

Ans: By choosing this option under Admail, system shall auto-generate mail drop options in sector codes by providing requirements such as Region, Housing Type, Quantity and Distribution Start Date.

Q3: I am unable to create booking on the selected “Distribution Start Date”. Why?

Ans: Due to overwhelming bookings on certain days, we may not be able to accept additional requests, especially during our peak period (October to December). You are encouraged to make your bookings as early as possible to avoid any disappointment. You may refer to our quick link – “Check your next mail drop availability” in the login page to check on the booking slots availability.

Q4: Am I able to appoint an Agency to create bookings on my behalf?

Ans: Under “Manage your Account” option, you are able to authorize your preferred Agency by inputting their Alliance number. Upon successful authorization, the Agency is able to create bookings on behalf having the options to select either their own billing account or your billing account for invoice purpose. You will receive an email notification upon each successful booking.

Q5: The distribution charges fetched from system are not reflecting my contract rates. Why?

Ans: This could be due to the expiry of your contract rates. Please contact your Account Manager for more details.

Q6: What happens if I require printing service by SingPost?

Ans: Please select the option “Yes, I require SingPost printing service” under Step 3.

- a) Enter your requirements in the text box provided.
- b) Submit your order
- c) Your Account Manager will respond with a quotation
- d) Login to the portal to confirm on final charges

Q7: Do I receive any notifications for bookings done via my user log-in?

Ans: Yes. You will receive email notification upon successful bookings, lodgement and distribution completion.

Enquire your Booking

Q1: Am I able to view my order status and history?

Ans: Yes. You may click on the link – “Check your Booking”. Your order status can be filtered by booking status or booking number.

Q2: I am unable to locate my booking number. Why?

Ans: Please be reminded to filter your booking status to “ALL” in order to display all booking created.

Manage Your Account

Q1: How many Administrators can I create under my Account?

Ans: You are only able to create 1 Administrator under each customer account number. Each administrator is able to create multiple user access to manage the respective account number.

Q2: How do I delete user?

Ans: The administrator is able to delete user by selecting “Edit User Access” and set the respective user’s status to “Inactive”.

Q3. Do I have to authorize the Agency using their A number?

Ans: Yes. The Alliance Number is issued by SingPost to acknowledge them under these programs.

Others

Q1: How do I edit my booking?

Ans: You can search for your respective bookings under “Check your booking”. There is “Edit booking” option on top navigation bar. Please note that you are only able to edit your bookings 3 days before stated lodgement start dates. Any changes made to bookings are subjected to the distribution availability.

Q2: How do I cancel my booking?

Ans: Please note that order cancellation is not allowed upon successful bookings. For further assistance, please approach your Account Manager.

Q3: How many days are required to complete mailer distribution for Admail and HomeDirect?

Ans: Admail distribution requires 5 working days (Non-Peak) and 7 working days (Peak) from lodgement end date.

HomeDirect distribution requires 3 working days (Non-Peak) and 5 working days (Peak) from lodgement end date.

Note: Non Peak period refers to January to September. Peak period refers to October to December.

Q4: What happens if my lodgement is later than the stated booking dates?

Ans: To avoid any delay in distribution, please adhere to the stated lodgement dates. Otherwise, your mailer may be subjected to additional 3 working days for distribution.