



SPX Express Prohibited list and Parcels Guidelines

Updated as of 22th June 2023

Prohibited Items for Shipping



Letters and confidential documents

Country classified documents and original official documents (such as IC, passports, birth certificates, marriage certificates, death certificates, national examination certificates, graduation/university certificates, driving licenses, insurance certificates), etc.



High-value items

Such as gold bar, gold jewellery, precious stones, silver bar, platinum bar, gemstones, etc.



Entertainment material

Counterfeit and pirated goods (including CDs, VCDs and DVDs), Pornographic and/or obscene materials. Gambling equipment, etc.



Living things

Any type of live plants (eg, fruit tree, cactus, and flowers) and animals(eg; bantam chickens, betta fish, cat, seahorse, turtle, worm), etc.



Flammable, explosives and volatile items

E.g. Fireworks, kerosene, gas canisters or paint thinner, car batteries, motorcycle batteries, any lithium ion batteries, dangerous goods and hazardous, etc.



Currency or securities

Such as real banknotes/Coins, counterfeit bank notes/coins (replica/Fake/toy), commemorative banknotes/coins, bullions, credit card and debit cards, and gold dollars.

Prohibited Items for Shipping



All drugs, strong poisons, and narcotics

e.g drug, narcotics, Kratom leaves, poppy, poppy husk, hemp, prescription medicine (e.g. prescribed by pharmacist/doctors), Precursor chemicals: such as piperonal, safrole, sassafras oil, ephedrine, pseudoephedrine, hydroxyzine, ketone, phenylacetic acid, bromopropiophenone, toluene, acetone.



Dangerous weapons

Firearms (including imitations, main parts, accessories or other parts of the firearm): such as machine guns, air guns, riot guns, shotguns, gas pistols, imitation weapons, swords, ammunition, daggers, parang, hunting knives, martial arts knives, baton, nunchaku, knuckle duster, spear tactical, etc.



Artwork and film material

Written drafts, original films, original tapes etc.



Perishables

Vegetables (e.g lettuce, spinach and silverbeet, onion, garlic), fruits (e.g; fresh dates, apple, durian, pineapples) tuber (e.g; potato, sweet potato, yam) meat (e.g; red meat, poultry, seafood) and including food under temperature controls such as frozen food (e.g; frozen bakery products, frozen ready meals, frozen fish/seafood, frozen meat products)



Human or animal remains

Human parts/remains (including cremated ashes), Animals (including bones, shells, hair, chitin, scales, hides, egg, larva), amulet, etc.



Alcohol and alcohol products

Alcoholic beverages and product containing >24% alcohol by volume

Non-Claimable Items in case of Damage



Food, Snacks, Medicine, and Supplements

Medicine (e.g panadol, iodine, muscle pain cream etc) Food (e.g. canned food, biscuits etc) Snacks.



Musical Instruments

E.g. Guitars, Drums etc.



Beverages and all kinds of Liquids

E.g. Cosmetics, Cream, Serums, Water, Sprays, Oil etc.



Fragile Items

E.g. Glass, Ceramics, Solar Panels, television, monitor etc.



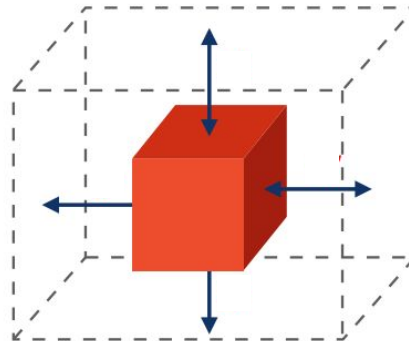
Parcels that are packed inappropriately

e.g. Parcels that do not have enough cushioning materials, not tightly wrapped, irregular shape packaging and parcels that do not fill up the packaging (refer to packaging guidelines)

General Packing Guideline

Cushioning Material

- Weight and shape of the items determine the type of cushioning material to be used.
- Cushioning materials include bubble wrap, shredded papers, and foam. In case the item is heavy or fragile, the items should be wrapped with enough of cushioning material to ensure safety during delivery.



Parcel Cover, Airway Bill (AWB)

- The AWB should not be covered by any tape or items, especially in the area where QR code and barcode are located.
- The AWB should be placed on top of the tape that seals off the packaging.
- One parcel must have only 1 AWB.
- Material of AWB: Sticker or thermal printer (needs to be waterproof) or can use normal paper together with consignment note pouch.
- Size: recommended A6

Air Waybill Labelling



1 Remove old labels

Too many labels will affect the delivery process. Do not stick new ones on top of the old ones.



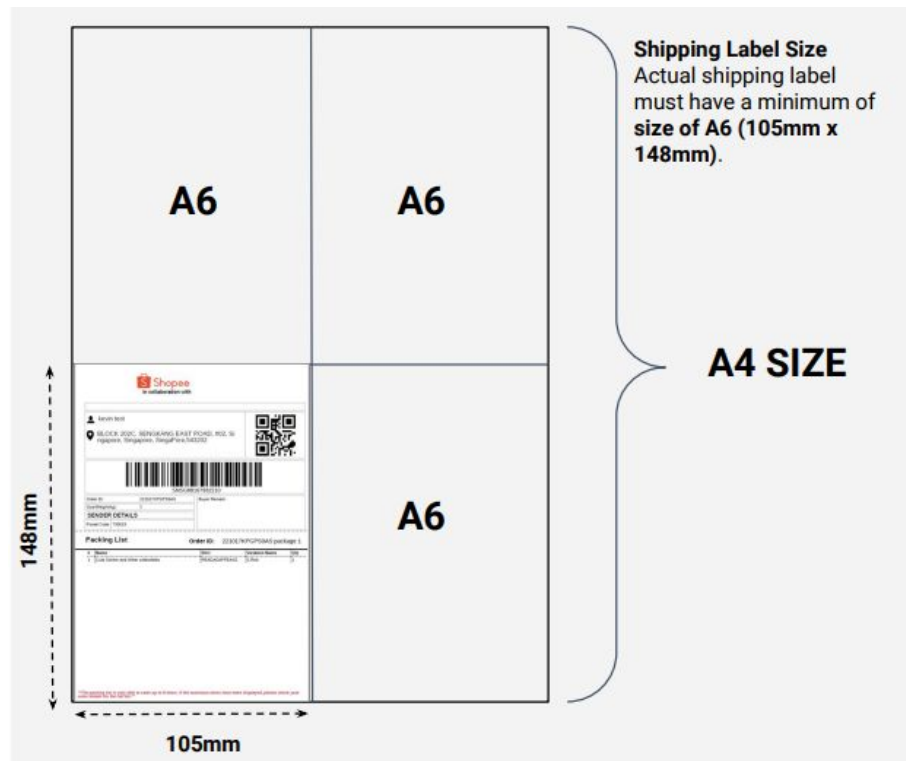
2 Print new labels

Use self-adhesive labels and ensure that the label is clear. Faded ink or blurred lines would make scanning difficult.



3 Affix firmly

Label must be visible, affixed flat, and wrinkle free on the largest side of the parcel. Never fold or bend shipping labels on the edges of boxes.



Standard Packaging

Select appropriate Packaging

- **Plastic Envelope**

for documents and light weighted or soft products
such as clothes

*The envelope must not be smaller than 9.8 cm + 14 cm.



- **Corrugated Box**

for general items

*The box must not have any rounded edges or curves in shape.

The box must not be smaller than 9.8 cm + 14 cm + 6 cm



Standard Packaging

Non-fragile items - Single box

- Always leave enough space for cushioning materials between the items and the outer box (at least 2 inches)
- For better protection, add filling materials to spaces between the items and the outer box
- In case your products may be affected by dust, water, or humidity, please place them into a plastic bag before packing.
- If the product is spillable, place them into plastic bags and add spill-absorbing materials into the box and around the product.

Fragile items - Double boxes

- Fragile items include but are not limited to items that are breakable, brittle, flimsy, or items that can be damaged easily where special care is needed during delivery such as musical instruments, glass, or electronic devices.
- Protect your items with at least 2 inches of cushioning materials. In case that there are multiple fragile items, wrap them separately.
- Place the wrapped item into a corrugated box together with cushioning materials to prevent any movement of the items. Then place the smaller box into a larger box with more cushioning material
- Use H-method to seal both boxes



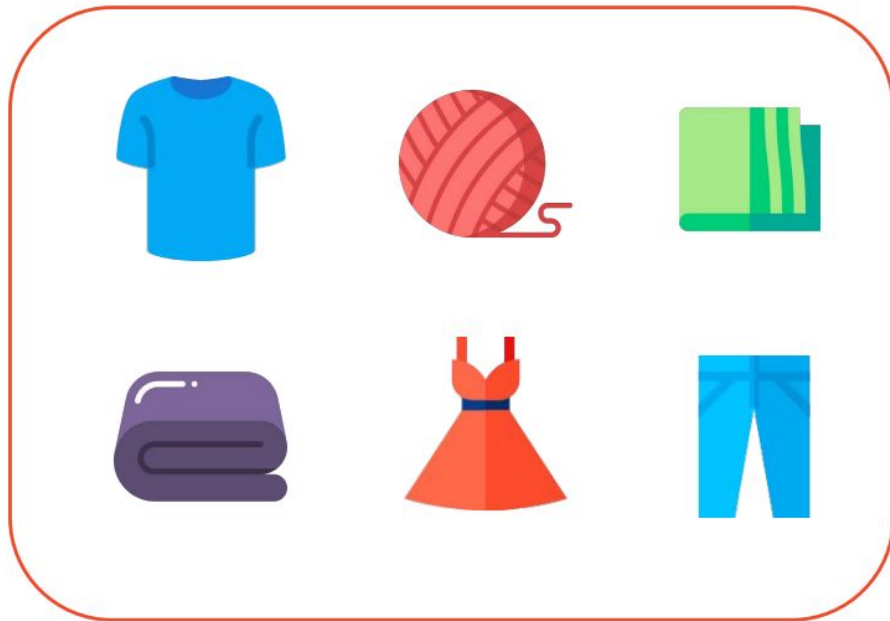
Non-Breakable Items

WHAT QUALIFIES AS NON-BREAKABLE?

- Items that have no tendency of being deformed, broken, or damaged in transit can be considered **non-breakable**.

EXAMPLES

- T-shirts, Curtains, Rug, Towels, Beddings

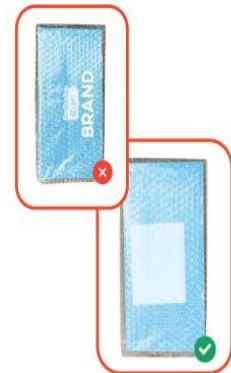


Non-Breakable Items Packaging Guidelines

ITEM: T-SHIRT	POUCH	BOX	FILLERS	WARNING STICKERS OR MARKINGS	AIR WAYBILL	ADDITIONAL PACKAGING
Specification 	USE CORRECT POUCH SIZE No bubble wrap required. Pouch must be tucked according to parcel size. 	USE CORRECT BOX SIZE No bubble wrap required. 	NOT REQUIRED 	NOT REQUIRED 	Material: Sticker or Thermal Paper (needs to be waterproof) Size: A6 	Required for parcels to conceal branding and to ensure that contents inside are not visible. 



AWB PLACED OVER FLAP



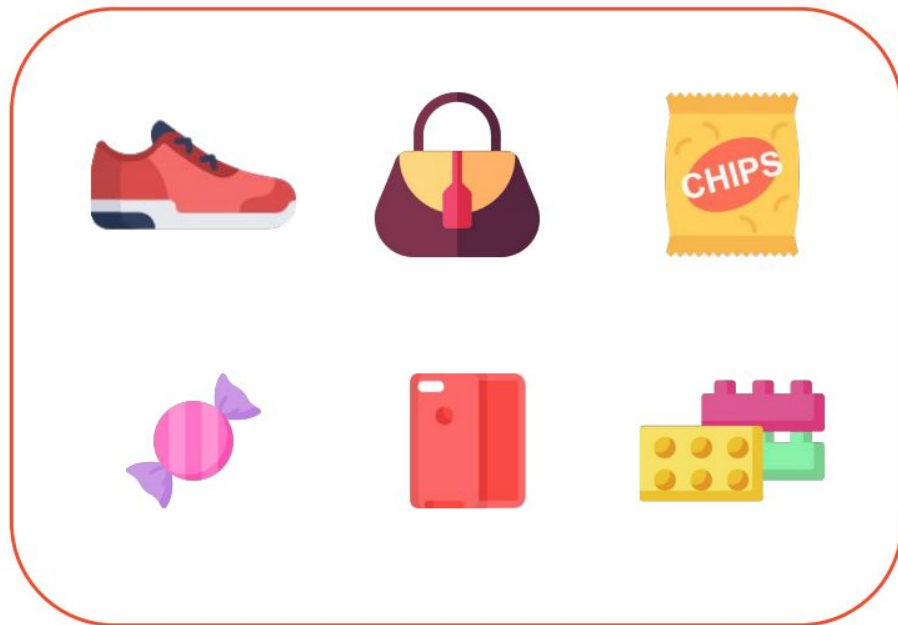
Potentially Breakable Items

WHAT QUALIFIES AS POTENTIALLY BREAKABLE?

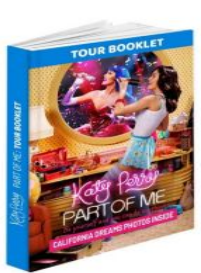
- Items that are not fragile and not spillable, but have the tendency of being deformed, broken, or damaged in transit when not packed properly can be considered **potentially breakable**.

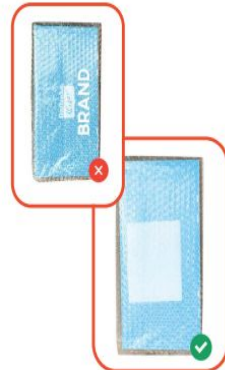
EXAMPLES

- Shoes, Bags, Cellphone Casing, Paper Products, Decors, Potato Chips, Snacks, Candies



Potentially Breakable Items Packaging Guidelines

ITEM: MUSIC BOOKLET	POUCH	BOX	FILLERS	WARNING STICKERS OR MARKINGS	AIR WAYBILL	ADDITIONAL PACKAGING
Specification 	USE CORRECT POUCH SIZE With 1 tight layer for each item, of bubble wrap or other eco-friendly options around contents. Pouch must be tucked according to parcel size.	USE CORRECT BOX SIZE No bubble wrap required.	Ensure that box has sufficient fillers to ensure that items won't drift or move inside	NOT REQUIRED	Material: Sticker or Thermal Paper (needs to be waterproof) Size: A6	Required for parcels to conceal branding and ensure that contents inside are not visible.
						



Spillable Items

WHAT QUALIFIES AS SPILLABLE?

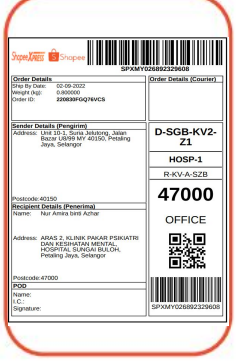
- Items that have the tendency of its packaging/container being deformed, broken, or damaged, and its content being spilled while in transit when not packed properly can be considered **spillable**.

EXAMPLES

- Liquid, Emulsion, Grains, Seeds, Powder, Gel Contents, Wet Wipes, Facial cleanser, Food Items with Liquid and Grain Contents, Pressurized Liquids/Emulsions up to 50 kgs



Spillable Items Packaging Guidelines

ITEM: BOTTLED TEA	POUCH	BOX	FILLERS	WARNING STICKERS OR MARKINGS	AIR WAYBILL	ADDITIONAL PACKAGING
Specification 	USE THE CORRECT POUCH SIZE Contents with enough bubble wrap or other eco-friendly options. Plastic/tape is required in securing lid or cap (regardless if with or without factory shrink wrap/sealing). (<150ml only) 	USE CORRECT BOX SIZE With 2 or more layers for each item, of bubble wrap or other eco-friendly options around contents make sure enough to cover contents. If own box, ensure 1 layer of bubble wrap outside the box. 	Ensure that box has sufficient fillers to ensure that items won't drift or move inside. 	• Fragile • Liquid • This Side Up Handwritten markings are okay, as long as it's visible and easily seen. 	Material: Sticker or Thermal Paper (needs to be waterproof) Size: A6 	Required for parcels to conceal branding and ensure that contents inside are not visible. 
						

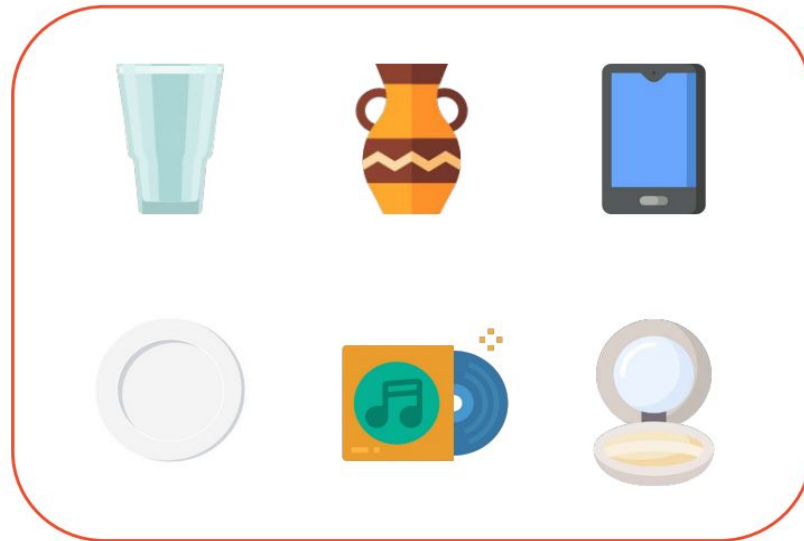
Fragile and Breakable Items

WHAT QUALIFIES AS FRAGILE AND BREAKABLE?

- Items that have a very high tendency of being deformed, broken, or damaged while in transit when not packed properly can be considered **fragile and breakable**.

EXAMPLES

- Candles, Ceramic Plates, Glass Jars, Plastic Bottle Containers, Electronic Accessories w/ Batteries such as Mobile Devices, Tablets, CDs/Disks, Cosmetics, Fragile Toys and Collectibles



Fragile and Breakable Items Packaging Guidelines

ITEM: GLASS JAR	POUCH	BOX	FILLERS	WARNING STICKERS OR MARKINGS	AIR WAYBILL	ADDITIONAL PACKAGING
Specification 	NOT ALLOWED 	USE CORRECT BOX SIZE With 2 tight layers for each item, of bubble wrap or other eco-friendly options around contents make sure enough to cover contents. If own box, ensure 1 layer of bubble wrap outside the box. 	Ensure that box has sufficient fillers to ensure that items won't drift or move inside 	Fragile: Fragile sticker or Handwritten markings are okay, as long as it's visible and easily seen. 	Material: Sticker or Thermal Paper (needs to be waterproof) Size: A6 	Required for parcels to conceal branding and ensure that contents inside are not visible. 
















Restricted or Hazardous Items

WHAT QUALIFIES AS RESTRICTED OR HAZARDOUS?

- Items that are physically dangerous, flammable, corrosive, poisonous, battery-powered*, or explosive can be considered **restricted or hazardous**.

EXAMPLES

- Solid Examples: Knives, cutters, solid pesticides, batteries, *items with batteries included in pack or built-in batteries.
- Liquid Examples: Aerosol sprays, clorox, etc
(Note: If liquid, also follow guidelines for Spillable Items)



Restricted or Hazardous Items Packaging Guidelines

ITEM: CLEANING AGENT CHEMICAL (Flammable/Irritant)	POUCH	BOX	FILLERS	WARNING STICKERS OR MARKINGS	AIR WAYBILL	ADDITIONAL PACKAGING
Specification 	NOT ALLOWED 	USE CORRECT BOX SIZE With 2 or more layers for each item, of bubble wrap or other eco-friendly options around contents make sure enough to cover contents . If own box, ensure 1 layer of bubble wrap outside the box. 	Ensure that box has sufficient fillers to ensure that items won't drift or move inside 	• Fragile • Hazardous Material • Flammable • Dangerous (as applicable) Handwritten markings are okay, as long as it's visible and easily seen 	Material: Sticker or Thermal Paper (needs to be waterproof) Size: A6 	Required for parcels to conceal branding and ensure that contents inside are not visible. 



Bulky, Heavy, and Irregularly Shaped Items

WHAT QUALIFIES AS BULKY, HEAVY AND IRREGULARLY?

- Items that are of high volumetric weight (length, width, or height within 100 cm) or high actual weight (min 30 Kg) can be considered bulky and heavy.
- Items that are irregularly shaped items (ring lights, iron board, camera stands, etc.) should be placed inside a regularly shaped box that can fit these items
- Items that are shrink-wrapped together should all be of a similar shapes and sizes

EXAMPLES

- Appliances, TV, Monitor, Equipment, Machines, Camera Stands, Ring Lights, etc.



Bulky Items Packaging Guidelines

ITEM: MONITOR	POUCH	BOX	FILLERS	WARNING STICKERS OR MARKINGS	AIR WAYBILL	ADDITIONAL PACKAGING
Specification 	NOT ALLOWED 	USE CORRECT BOX SIZE With 2 or more layers for each item, of bubble wrap or other eco-friendly options around contents make sure enough to cover contents . If own box, ensure 1 layer of bubble wrap outside the box. 	Ensure that box has sufficient fillers to ensure that items won't drift or move inside 	• Fragile • This Side Up Handwritten markings are okay, as long as it's visible and easily seen. 	Material: Sticker or Thermal Paper (needs to be waterproof) Size: A6 	Required for parcels to conceal branding and ensure that contents inside are not visible. 

