

For Immediate Release

SingPost launches the World's first 24-Hour Automated Post Office

*Innovative SAM^{PLUS} offers convenience and a hassle-free experience
to Parc Oasis' residents*

Singapore, 15 October 2005 – Posting letters, purchasing postage labels and paying mobile and utility bills are now a breeze for the residents at Parc Oasis, a condominium in Singapore. Thanks to SingPost's Self-Service Automated Machine PLUS (SAM^{PLUS}) at their condominium, residents can now enjoy the first 24-hour Automated Post Office in the world in the comfort of their condominium.

SAM^{PLUS} is an innovative SingPost product that brings the Self-Service Automated Machine (SAM), smart lockers and post box to the residents' door-steps. This one-stop shop not only offers residents easy access to a variety of services at their condominium, it also gives them the convenience of using these services at anytime of the day or night.

One such service is *Easy Collect*, which offers customers the flexibility to collect registered mail, parcels, courier items and bulky items at SAM^{PLUS} at their own convenience. Online shoppers can also surf and purchase items from merchants such as NTUC FairPrice in the comfort of their homes and have their deliveries sent through SAM^{PLUS}. Please refer to Annex A for the complete range of services. In the future, residents can book condominium facilities such as barbeque pits, tennis courts and pay their management fees through SAM^{PLUS}.

SAM allows customers to perform a variety of transactions. These include topping up of pre-paid mobile phone cards, paying bills and fines, and even making donations to charities. More than 50 services are available at SAM.



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“With everyone’s busy schedules today, SingPost understands the need to provide our customers with a convenient and hassle-free experience through our many value-added products and services,” said Mr Lau Boon Tuan, Group CEO, SingPost. “I am therefore pleased that we are bringing a 24-hour post office to condominiums to fulfil the needs of time-pressed customers. With SAM^{PLUS} at Parc Oasis, the SAM, smart lockers and post box are now within easy reach for its residents, and they can look forward to a hassle-free experience in the comfort of their condominium. All these are part of our goal to deliver convenience and value-added services to our customers.”

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About Singapore Post Limited

Singapore Post (SingPost) is a household name in Singapore with strong brand recognition. It provides highly efficient mail delivery services, utilising a sophisticated distribution infrastructure and advanced mail processing technology. SingPost is the dominant provider of domestic and international mail services in Singapore, and one of the most efficient and profitable postal operators globally. SingPost also has one-stop logistics business solutions. Through its extensive retail distribution network in Singapore, it offers a comprehensive range of postal, agency and financial services.

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**For general information on SingPost, call 1605 toll-free  
or visit us at [www.singpost.com](http://www.singpost.com)**

## Annex A

### Smart Locker Services available at SAM<sup>PLUS</sup>

- **Easy Collect**

The *Easy Collect* service gives customers the option to pick up their registered articles, courier items, parcels, and bulky items at SAM<sup>PLUS</sup>.

- **Delivery of Online Purchases**

The *Delivery of Online Purchases* feature gives customers the option of having their online purchases, such as groceries, delivered to the lockers at SAM<sup>PLUS</sup> free-of-charge. This service is available for products ordered online at [www.fairprice.com.sg](http://www.fairprice.com.sg) or through *vPOSTUSA* or *vPOSTJAPAN*, a shipping service managed by SingPost.

- **Drop to Print**

With *Drop to Print*, customers can drop off their films or digital media at SAM<sup>PLUS</sup> before 12 noon on any working day for processing. Once films or digital media are dropped off, SingPost will send it for processing on behalf of the customer. The photos will be dropped off at SAM<sup>PLUS</sup> two working days later for collection by the customer. There is a handling fee of \$1.50 and a processing fee of \$3 per roll. The cost per 4R-photo is S\$0.28.

- **Donation to Salvation Army and Community Chest**

The *Donation to Salvation Army* feature allows customers to make a donation in kind or cash to the Salvation Army. All they have to do is to simply deposit their items in the smart lockers available at SAM<sup>PLUS</sup> or make a cash donation of \$5, \$10, \$20 or \$30 with their NETS card via SAM<sup>PLUS</sup>. Customers can also make donations to the Community Chest through SAM.

- **Return to NLB**

With the *Return to NLB* feature, customers can return their library books by dropping them off at the smart lockers available on SAM<sup>PLUS</sup> by 12 noon on any working day. SingPost will then return the books to the library on the same day.

- **Services that will be available through SAM<sup>PLUS</sup>**

Residents can look forward to the following services that will be available through SAM<sup>PLUS</sup>:

- Rent-A-Box for temporary storage at the smart lockers;
- Booking of Condominium facilities;
- Payment of maintenance fees;
- Topping up of Cashcards.