



SmartPac Service Revisions Frequently Asked Questions

1. What are the service revisions to SmartPac?

From 1st November 2019, SmartPac will be delivered to the letterbox only. Now you can retrieve your packages at your own convenience. Doorstep delivery still applies for SmartPac posted by 25th October 2019.

2. Will I still be able to use the existing SmartPac after 25 October 2019?

Yes, you will still be able to use your existing SmartPac however; SmartPac will be delivered to the letterbox instead of doorstep.

3. Is tracking still available for SmartPac?

Yes, tracking is still available and you may track your packages at www.singpost.com or through the SingPost mobile app.

4. How does tracking work now that SmartPac is delivered to Letterbox?

There is no change to how tracking works; except that the 'delivered' status will mean that the package is safely delivered to the letterbox.

5. Are there any changes to the price of SmartPac?

No, the prices of SmartPac products will remain the same.

6. What happens when my recipient's letterbox is full?

Your recipient will receive a delivery advice in their letterbox, and they will need to pick up the SmartPac from their designated Post Office.

7. What if I need a doorstep delivery service on and after 25 October 2019?

You may want to consider our range of Speedpost doorstep deliveries. For more information, refer to <https://www.speedpost.com.sg/>.

8. What should I do if I am facing issues with SmartPac?

You may contact our customer service hotline at 1605. For corporate customers, you may reach us at 6845 4545.