For Immediate Release

SingPost Beefs Up Operations for Festive Peak
- Over 320 management staff helping out at post offices during rush hours
- 77 POPStations for 24/7 parcel pickups, returns and more
- Additional manpower for last-mile deliveries and back-end operations

Over 320 SingPost’s management staff will be helping out at 16 post offices this festive season

Singapore, 9 December 2014 – As the festive season is reaching its peak, SingPost is beefing up its operations with additional manpower and enlarged capacity so that customers can receive their gifts or online purchases on time for the festive celebrations. Please see attached infographic for summary of measures taken.

Over 320 management staff helping out at post offices during rush hours

For the second year running, SingPost’s management staff will be donning Christmas hats and rolling up their sleeves at post offices, as they play holiday elves to help customers with their postal needs and speed up parcel collection over the counter.

- More than 320 management staff will be serving as Peak Period Service Ambassadors, up by close to 30% compared to last year.
For 10 days between 3 and 20 December 2014, they will be branching out to 16 busiest post offices during lunch-time (11am to 2pm) on weekdays, evening rush hours (4pm to 7pm) on Wednesdays and Saturday mornings (10am to 1pm).

Mr Julian Jones was one happy customer. He was assisted by Ms Cindy Yang, SingPost's Business Manager from International Mail, during lunch-time at SingPost Centre Post Office. Mr Jones said: “I am impressed by the efficient service. I was asked what service I needed when I arrived, and almost immediately I collected my parcel.”

77 POPStations for 24/7 parcel pickups, returns and more

Parcel collection is also made easier with SingPost’s expanded network of POPStations across Singapore, available as an alternate delivery option for end-consumers at no cost. Besides parcel collection, customers can also post or return their parcels, or pay for their ecommerce purchases round-the-clock under secured environment.

- SingPost has boosted the capacity of its smart locker stations to 77 from 15 last December. With approximately 6,200 lockers from 77 POPStations, customers can enjoy the convenience and flexibility of collecting their parcels near their homes and offices.
- Post@POPStation gives customers the choice of dropping off their parcels at POPStation when they book a parcel delivery service with Speedpost.
- Payment upon collection@POPStation allows customers to pay for their online purchases at POPStation while collecting their parcels on-the-spot.
- ezyReturn@POPStation offers customers the ease of returning their online purchases to partner e-retailers of POPStation service.
- The recently launched POPStation mobile app enables customers to pick up their parcels more quickly with a swipe on their smart gadgets.

Additional manpower for last-mile deliveries and back-end operations

In anticipation of the festive peak, SingPost will also be beefing up manpower to meet growing volumes of ecommerce items.

a. Saturday deliveries for mail packages
   - SingPost will be deploying about 25% more postmen this December to perform Saturday deliveries for mail packages so that their customers will receive their gifts or purchases on time.
   - Delivery of local mail packets and publications as well as non-standard mail is 3 to 5 working days. SingPost encourages all customers to factor this in and post their items early.
b. Saturday deliveries for Speedpost
   - SingPost’s couriers and management staff will be delivering parcels on Saturdays till end February next year.
   - SingPost has also engaged supplementary workforce to help out in the Speedpost deliveries, increasing its courier strength by about 25%.

c. Additional collections from posting boxes
   - Posting boxes on the streets
     - Additional collections on three Saturdays: 6, 13 and 20 December
     - Additional collections on weekdays e.g. CBDs & posting boxes with heavy posting volume: 15 to 19 December
   - Posting boxes at 20 post offices with high traffic
     - Additional collections on two Sundays: 7 and 14 December

d. Additional indoor sorters
   - More than 30 temporary workers have been engaged during this festive season to help expedite the processing of all mail and Speedpost items.

Festive postage rates for Christmas

This festive season, customers can save up to 65% on postage rates for season’s greeting cards posted between 4 and 25 December 2014.

- Greeting card of any size, shape or colour to a local address
  - S$0.30 (for weight up to 20g) and S$0.37 (for weight up to 40g)
  - Down from the normal postage rate of S$0.60 for non-standard greeting cards

- Greeting card to anywhere in the world (except Malaysia and Brunei)
  - S$0.70 (for weight up to 40g)
  - Down from the usual rate which ranges from S$1.20 to S$2.00 depending on the destination
  - Postage rates for greeting cards posted to Malaysia and Brunei remain unchanged at S$0.50 (for weight up to 20g) and S$0.70 (for weight up to 50g)

Post early

Customers are advised to post their greeting cards and presents early to avoid the festive rush at the country of destination. Posting early gives senders greater peace of mind and recipients the joy of receiving their items on time for the festive celebrations.
Mailing and packing tips

For customers who wish to mail out packages or cards this festive season, here are some helpful mailing and packaging tips to keep in mind:

- Ensure that addresses are correct and complete. Items may not reach their recipients or may be delayed due to factors such as incorrect or incomplete addresses.

- Indicate the return address on the back of the envelope, on the flap.

- Use a bigger font size, preferably font size 12.

- Ensure accurate customs declaration for international packages and not to send prohibited or dangerous items.

- Use good quality packaging materials, for example select a box that is strong enough to protect the contents. Leave space for cushioning inside the carton.

- Cushion contents appropriately, for example with bubble wrap or foam to avoid damage during shipping.

- Wrap each item separately when packing more than one item in the same box. Pack tightly to avoid shifting during transit.

- End -

About Singapore Post Limited
(Reg. No. 199201623M)

Singapore Post (SingPost) is the leading provider of mail, logistics and ecommerce solutions in Singapore and the Asia Pacific region, with operations in more than 10 countries.

As Singapore’s national postal service provider, SingPost offers trusted communications through domestic and international postal services as well as end-to-end integrated mail solutions covering secure data printing, letter-shopping, delivery and mailroom management, among others. For over 150 years, SingPost has been delivering a trusted and reliable service to citizens, residents, corporations and businesses in Singapore.

As part of its transformation, SingPost has been steadily expanding beyond Singapore, leveraging its regional platform Quantum Solutions and other subsidiaries and partners. With its regional network and infrastructure, SingPost offers fully integrated ecommerce logistics solutions covering the four areas of freight, customs & regulations management, warehousing & fulfilment, last mile delivery & returns as well as ecommerce web services, to its customers.
SingPost won the World Mail Award for ecommerce in June 2014 and was ranked the top postal agency in the world in an Accenture report. SingPost also gained international acclaim when it was bestowed the Service Provider of the Year 2014 award by Postal Technology International. SingPost is the only company to win the Universal Postal Union’s EMS Cooperative award for its Speedpost courier service every year since 2001.

SingPost’s subsidiaries and businesses include:

- SP eCommerce (http://www.specommerce.com/), an ecommerce enabler that provides brands and retailers with integrated end-to-end ecommerce solutions
- Quantum Solutions (http://www.quantiumsolutions.com/) specialises in logistics and fulfilment services to businesses within the Asia Pacific region
- Famous Holdings (http://www.famous.com.sg/), an established freight consolidator and freight-forwarder with a regional presence in 7 countries
- Lock+Store (http://www.lockandstore.com/), a self-storage operator in Singapore, Hong Kong and Malaysia
- DataPost (http://www.datapost.com.sg/), the biggest data print bureau in the Southeast Asia region
- Speedpost (http://www.speedpost.com.sg/), a leading provider for courier service in Singapore and international shipping to more than 200 destinations across the globe
- vPOST (http://www.vpost.com.sg/), one of the largest online shopping and shipping services providers in Southeast Asia
- Omigo Marketplace (http://www.omigo.com.sg/), Singapore’s online marketplace for consumers to shop and for SMEs and international brands to sell online
- SAM (https://www.mysam.sg/), a digital mailbox with bill payment services which can be accessed anywhere, anytime

SingPost was listed on the Main Board of the Singapore Exchange in 2003. To learn more about SingPost, please visit www.singpost.com.

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