



Media Release

For immediate release

PostPal trial extends to Punggol from mid-July

Singapore, 16 July 2021 – The ongoing trial of PostPal, SingPost’s next-generation smart letterbox, will be extended to Punggol to serve residents of block 226B Sumang Lane from 23 July 2021.

Residents of the 96 households staying at the block can register for PostPal by scanning a QR code printed on flyers distributed to their letterboxes from today. Given the prevailing conditions due to COVID-19, residents can learn how to use PostPal anytime, anywhere via an online tutorial, in lieu of physical on-site training sessions. Residents can also call a dedicated hotline (6845 6222) or email postpal@singpost.com if they have any PostPal-related queries or feedback.

“PostPal’s deployment in Punggol represents the next stage of our smart letterbox development. Following the pilot in Clementi, we are looking to trial PostPal in Punggol, where postal eCommerce deliveries are more prevalent. In the coming months, we will explore more trials of PostPal to other sites around Singapore, subject to regulatory agreement.” Mr Vincent Phang, CEO of Postal Services and Singapore, said.

“Punggol West is happy to partner SingPost to offer PostPal to our residents. As one of the youngest and most technologically savvy constituencies in Singapore, our residents frequently shop online and PostPal will be a tremendous asset to them, especially during this time when many are still working from home. We will be carrying out outreach activities to encourage residents to use PostPal and look forward to hearing feedback from residents on the service,” said Member of Parliament for Punggol West Ms Sun Xueling, who is the Minister of State for Education and for Social and Family Development.

PostPal had launched in December last year in Clementi as part of a one-year nationwide trial, with residents of block 202 and 205 Clementi Ave 6 being the first in Singapore to experience the convenience, security and accessibility of the world’s first smart letterbox. The proprietary solution is the result of close collaboration between two Singapore companies – SingPost and PBA Robotics.

To date, PostPal has seen a 90% sign-up rate among owner-occupied units across the two blocks, and has successfully delivered 20,000 mail items to residents there. The trial at Clementi is currently still ongoing.

The PostPal smart letterbox is a key component of SingPost’s Future of Post vision, which was first showcased in September 2019 and is envisaged to transform the Nation’s postal system in the coming years.



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About Singapore Post Limited

For more than 160 years, Singapore Post (SingPost), as the country's postal service provider, has been delivering trusted and reliable services to homes and businesses in Singapore. Today, SingPost is pioneering and leading in eCommerce logistics as well as providing innovative mail and logistics solutions in Singapore and around the world, with operations in 17 markets.

Building on its trusted communications through domestic and international postal services, SingPost is taking the lead in end-to-end integrated and digital mail solutions. The suite of SingPost eCommerce logistics solutions includes front end web management, warehousing and fulfilment, last mile delivery and international freight forwarding.