

## SingPost commences public trial of smart letterboxes

### Clementi residents first to use PostPal, SingPost's next generation smart letterbox from 18 December

- On-site resident outreach to Blk 202 Clementi Ave 6 will start 11 December 2020, Blk 205 to commence weeks later
- PostPal will offer residents unprecedented convenience, security and accuracy for their mail
- This marks the next phase of SingPost's Future of Post vision
- Solution jointly developed with PBA Robotics

**Singapore, 3 December 2020** – Singapore Post Limited (SingPost) announced today that its Future of Post vision will be a step closer to reality with the launch of a one-year public trial of *PostPal*, the company's next-generation smart letterboxes, from December 2020.

Residents of block 202 Clementi Avenue 6 will be the first to experience the convenience, security and accessibility offered by *PostPal* from 18 December 2020, with those in block 205 joining them in the following weeks. Located at the void decks of both blocks, *PostPal* is a significant upgrade from the traditional letterboxes in terms of functionality as well as aesthetics. Its key features include:

1. **Customizable:** Storage modules within *PostPal* can be easily adjusted to the mail profile of individual residential blocks. For example, smaller modules can be replaced with larger ones that can hold larger postal packages if the block sees consistently high eCommerce volumes, or during the year-end online sale peak season.
2. **Keyless, convenient and safe:** Residents will be able to retrieve their mail by scanning a unique QR code dynamically generated by the SingPost app at their *PostPal*. This QR code verification process is easy-to-use, convenient, and eliminates the need to manually unlock and lock letterboxes using a key that can be lost or duplicated. Residents can also use the app to authorise trusted individuals to collect mail on their behalf.
3. **Mail receipt notifications:** Residents using the SingPost app will no longer need to periodically "blind-check" their letterboxes, as they will receive mobile notifications whenever mail addressed to their residence is deposited within their *PostPal*. The app will also be able to check the exact number of mail items pending collection at any point in time.
4. **Auto-sorting:** Each *PostPal* is equipped with an auto-sorting machine capable of accurately arranging and storing mail for individual residences. This greatly minimises

misdeliveries due to human error while significantly relieving the postman's daily burden.

"The *PostPal* trial has the potential to fundamentally transform and refresh the HDB letterbox infrastructure from a simple, letter-oriented lock-and-key structure to a cutting-edge digital system with capabilities beyond mail delivery, while significantly alleviating labour constraints" said Mr Vincent Phang, CEO of Postal Services and Singapore, SingPost.

"Through its myriad functions, *PostPal* is SingPost's first step into our Future of Post vision, which aims to revolutionise not just the logistics sector, but also retail and even community services as well. SingPost would like to thank all involved parties for making this possible."

The proprietary automation solution is co-developed by SingPost and PBA Group (PBA Robotics), a regional Robotics and Automation leader headquartered in Singapore. Pisces Technologies, a homegrown SME specialising in systems automation, and a subsidiary of PBA Robotics, had been working closely with SingPost to rigorously develop and build the latest public trial prototype of PostPal.

The collaboration showcases two Singapore companies joining forces for tech transformation. SingPost brought its expertise and know-how of processes and operations for mailing and parcel distribution, while PBA Robotics provided the automation capabilities and technology.

"PBA Robotics shares a common goal with SingPost – which is to realise the transformative potential of smart letterbox to improve lives in urban Singapore, making robotics tech accessible to the masses", said Mr Derrick Yap, CEO of PBA Robotics.

"We are proud to bring our robotics capabilities to the table and jointly develop this revolutionary solution with SingPost. We believe that this solution is a game-changer."

To introduce residents to *PostPal*, SingPost staff will be on-site at the void deck of block 202 on weekdays (12 noon to 8pm) and weekends (9am to 9pm) from 11 December 2020. Residents can direct *PostPal*-related queries and feedback to the following dedicated hotline: 6845 6222 as well as [postpal@singpost.com](mailto:postpal@singpost.com).

SingPost would also like to thank Workforce Singapore (WSG) and the Employment and Employability Institute (e2i) for their support, as well as the Holland-Bukit Timah Town Council for assisting with site selection and preparations. In particular, SingPost would like to express our deepest appreciation to Member of Parliament for Bukit Timah (Holland-Bukit Timah GRC) Ms Sim Ann, for her encouragement and steadfast support.

"When I saw an earlier prototype of PostPal unveiled by SingPost at an industry event last year, I thought it was promising. Now that the technology is ready for public trial, I am glad that our Division is hosting the pilot site. It is encouraging that our national postal operator is



## Media Release

prepared to try new ways of doing things. For Singaporeans to enjoy more value from the postal system, innovation is key," Ms Sim said.

SingPost aims to progressively expand the PostPal public trial to more precincts over the year-long trial period, subject to the performance of the units in Clementi as well as IMDA's approval. Data and feedback gathered during the trial period will be used to fine-tune the PostPal system, and inform SingPost on the next phases of development for its Future of Post vision.

First showcased in September 2019, SingPost's Future of Post vision represents a significant milestone in Singapore's postal history and is envisaged to transform the Nation's postal system in the next five 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.