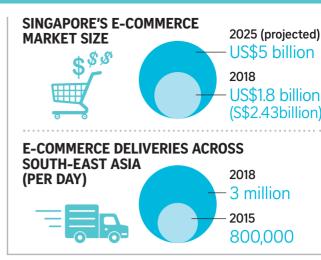
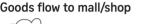
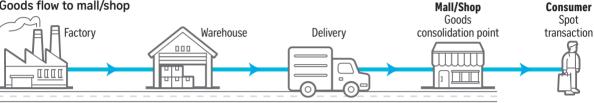
# The decentralisation of shopping

The recent holiday peak season saw e-commerce volumes increase by 30 per cent for SingPost, a level it expects to be the norm in six months. This follows a similar trend across South-east Asia as more people turn to shopping online. The Straits Times looks at how last-mile delivery is evolving to meet demand.



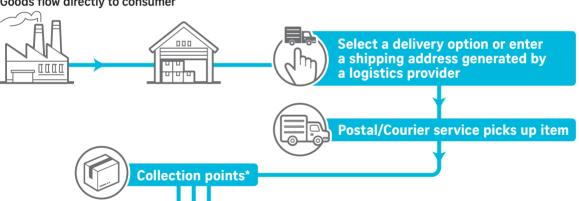
## BEFORE E-COMMERCE





# AFTER E-COMMERCE

Goods flow directly to consumer



Have parcel delivered to a nearby home or store and pick it up later

# **Park N Parcel** 1,600 residential and retail collection points

7-Eleven 350 outlets

### Ninja Van network

1,000 pick-up and drop-off points, including SPH Buzz convenience stores

Smart parcel lockers – partner couriers deliver to locker stations for self-collection



# SingPost's POPStation lockers

160 locations including community centres and malls

More than 120 locations, including Cheers convenience stores and petrol stations



# **Parcel Santa**

At 300 selected condominiums

### **Locker Alliance**

70 locker sites at HDB blocks and MRT stations under a Government pilot project

# **Doorstep and letter-box deliveries**

Postmen have to make between 20 and 60 doorstep deliveries daily, on top of delivering 3,000 mail items