

# Postal plans

## PHASE 1 From August 2019

### Know Your Postman ★ ★ ★ ★ ★

- New feedback channel will allow residents to read short profiles of their neighbourhood postman and leave a rating and comments.
- New microsite to be launched, accessible online and by scanning QR code.
- Trial starts in July in Bukit Timah and Yishun before being rolled out nationwide in October.



### Extend doorstep deliveries to evenings

- Doorstep delivery hours for postmen will be extended to 9pm, from 6pm currently, on a need-to basis.
- Aims to increase rate of successful deliveries by targeting hours when more people are home.

### Dedicated postmen for letterbox and doorstep deliveries

- Postmen will specialise in either letterbox or doorstep deliveries instead of doing both.
- Workloads and delivery routes will be optimised.
- Aims to increase delivery efficiency and success rates.

## PHASE 2 From October 2019

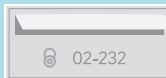
### Trackable letterbox delivery

- New product customers can use to send important mail items to letterboxes.
- Provides verification without need for doorstep delivery and recipient signature.



### Streamline postal product offerings

- Sizes of letterbox postal items will be standardised.



### More secure letterbox masterdoors

- Working with regulators to replace all 60,000 HDB letterbox masterdoors with others that are less prone to human error.
- Installation to begin in September, pending regulatory approval.

## PHASE 3 FY 2019/20

## PHASE 4 FY 2020/21

### Reinforcing the postal system

- Invest in technology and automation.
- Enhance job and wage structure.

