

FAQs on 5-Day Collection and Delivery Service (General Public)

Q1. What are the changes to be expected?

A1. Mail collection and delivery service will cease on Saturdays.

The collection cut-off timings for posting boxes including those located at post offices will be extended for an hour on Fridays as follows:

	Current (Mondays - Saturdays)	Effective 15 May 2010	
		Mondays – Thursdays (No change)	Fridays
Outside CBD	5 pm	5 pm	6 pm
Inside CBD	7 pm	7 pm	8 pm

Q2. When will this scheme be effective?

A2. This scheme will take effect on 15 May 2010.

Q3. Why is SingPost implementing a 5-day collection and delivery service?

A3. This change is made to increase productivity and in response to lifestyle changes (e.g. most companies being on 5-day work week) and declining posting trends. Globally, postal organisations are also moving towards 5-day collection and delivery mail services.

Q4. What services are affected?

A4. All mail services are affected. There will be:

- No delivery on Saturdays
- No collection of public mails on Saturdays
- No lodgements at SingPost's Bulk Mail Centre on Saturdays

Q5. Do you collect on public holidays?

A5. There is no collection on public holidays. This will remain unchanged.

Q6. If a sender posts a letter on Friday, will the recipient receive it on Monday?

A6. Generally, if a sender posts a letter before the cut-off time on Friday, the recipient will receive it on the next working day. If he posts the letter after the cut-off time, the recipient will receive it on the following Tuesday.

The new collection cut-off times for Fridays will be 8 pm within CBD and 6 pm outside CBD.

Q7. What are the alternatives available for customers who wish to deliver a mail item on Saturday?

A7. Customers can use Speedpost service for urgent delivery on Saturday. They can contact our hotline at 1800- 2225777 to arrange for collection and delivery.

Q8. How much is the rebate given for stamp?

A8. SingPost will give S\$0.15 discount for 1st local stamp booklets/stamp sheets of 10 from 15 May 2010 onwards. This is applicable only for the first 5.5 million booklets/sheets sold. Each 1st local stamp booklet will cost S\$2.40 after discount (the current price is S\$2.55).

Q9. Is there any limit imposed on purchase of stamp booklets?

A9. Each customer is entitled to purchase up to 10 stamp booklets per transaction while stocks last.

Q10. Can a customer get discounted stamp booklets from stamp vendors and postal agents?

A10. Besides purchasing from post offices, customers can also purchase discounted stamp booklets/sheets from stamp vendors and postal agents.