

SingPost delivers up more parcel lockers

10 new PopStations next month, plus new feature for returning purchases

By MELISSA LIN

A NETWORK of automated kiosks that lets online shoppers pick up their parcels at any time is to be extended to 10 more locations across Singapore next month.

Singapore Post is introducing more of these PopStations (Pick Own Parcel Station) after the initial five got the thumbs-up from people.

The new locations include six shopping malls: JCube, *Scape, IMM, Star Vista, Tiong Bahru Plaza and Valley Point.

The remaining four are Bedok

Community Centre, Alexandra Technopark, and Serangoon Garden and Bukit Timah post offices.

At the same time, all 15 kiosks will have a new feature that lets online shoppers return their purchases as well, said a SingPost spokesman yesterday.

The new moves were announced during a visit by union leaders, led by NTUC secretary-general Lim Swee Say, to find out what organisations are doing to improve work practices.

The PopStation has raised productivity by 10 to 15 per cent, with postmen taking parcels to

just one place instead of dozens of addresses, said SingPost.

It is the star innovation among the more than \$100 million worth of projects and programmes SingPost is investing in to improve work processes, lift productivity and upgrade infrastructure.

Each PopStation, measuring 7m by 2m – or about the size of a utility room – comes with about 100 lockers of various sizes.

When introduced in March, it was only for users of SingPost's vPost service, which helps online shoppers buy items from overseas.

The first five kiosks were at Paya Lebar, Bishan, Sengkang and Tanglin post offices, and the National University of Singapore.

From next month, any online



NTUC secretary-general Lim Swee Say, with SingPost's vice-president for domestic logistics Lim Ann Nee, collecting a parcel from a PopStation locker during a visit to SingPost's Kallang regional base yesterday. ST PHOTO: AZIZ HUSSIN

shopper at local e-tailers Zalora and Clout Shoppe can use this free service. The e-tailer will inform SingPost of the shopper's contact details.

When the parcel arrives, SingPost will send the shopper an e-mail or text message with a

code that will open the locker containing their parcel.

There are plans to have a total of 100 PopStations by the end of next year, the spokesman said.

Student Lee Kim Weng, a 17-year-old who lives in the western part of Singapore and buys

clothes online, is a fan, saying the kiosks at JCube and IMM are both near his home.

"It's free and convenient as sometimes, my part-time work ends late and the post office would be closed," he said.

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