Future of mail delivery

SingPost will be conducting a public trial of its smart letterbox system, which stores and dispenses mail and small packages from a central machine, in the coming months. The trial will start with one neighbourhood in the west and test the feasibility of replacing letterbox nests. Prototypes of the smart letterbox and smart stamp were first unveiled last year as part of SingPost’s Future of Post initiative. Here’s a look at how they work.

SMART LETTERBOX

1. **Loading**
   - Postman loads mail into a central deposit

2. **Sorting**
   - Items are sorted into storage units by size and address

3. **Collection**
   - Residents receive an alert on their app that mail has arrived
   - Residents authenticate their identities, such as by scanning a QR code with their smartphone
   - Items are dispensed for collection

SMART STAMP

- Smart stamps, embedded with data matrix codes – similar to QR codes – can encode information on the sender and receiver and allow the basic mail items to be tracked.
- These will be trialled at a later date

Source: SINGPOST   ST PHOTOS: KEVIN LIM   STRAITS TIMES GRAPHICS