SingPost to continue deliveries nationwide; households and businesses encouraged to clear letterbox regularly

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Singapore Post Limited (SingPost) will continue to operate even as Singapore implements an elevated set of social distancing measures, aimed at reducing movements and interactions among people in public and private spaces. Between 7 April 2020 and 4 May 2020, SingPost will continue to provide postal services with some service adjustments to protect the health and safety of customers and employees.

Changes to mail and parcel delivery

Mail delivery will proceed normally across Singapore. However, there may be some delays as previously announced. Small items that can fit into the letterbox, including those with tracking capabilities such as Registered Service items, will now be sent directly to the letterbox

If the item is too large to be delivered to the letterbox, SingPost will deliver it to the customer's door with minimum contact with the recipient. Since March, SingPost has introduced contactless delivery options for items that require signature receipts, including obtaining pre-authorisation to leave the items at the door or for our staff to sign on behalf of the recipient.

Businesses that are open during this period of time will continue to receive their mail normally.

For businesses that are closed, all mail, including items with tracking capabilities such as Registered Service items, will be sent to their letterbox. As businesses tend to have larger volumes of mail, we encourage all businesses to ensure that their letterbox is cleared regularly so that mail can be delivered.

In the event that the letterbox is full, a note will be left in the letterbox to notify businesses that the letterbox is full. We will hold the mail for five days and attempt to deliver the mail again after this period.

Adjustments to Post Office operations

In line with the government's recommendation to minimise the number of employees working on-site, SingPost will operate 24 out of its 56 post offices, from 7

April 2020 to 4 May 2020.

All services, including postal services, bill payments, banking and government services, will continue to be offered at these post offices during this period of time.

Source: SingPost

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