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Speedpost@Changi now available at all Changi main terminals

Changi Airport Group (CAG) and Singapore Post (SingPost) have introduced the Speedpost@Changi service at all three Changi Airport main terminals, following a successful two-month trial earlier. With the launch of the service, passengers departing from Changi will be able to courier hand-carried items they did not pack in their checked-in luggage but which are disallowed on board aircraft. This could be due to security restrictions or non-compliance with liquids, aerosols and gels (LAGs) guidelines.

Meeting the needs of passengers

Mr Foo Sek Min, Executive Vice President, Changi Airport Group, said “Discarding of personal belongings at pre-board screening is often an unpleasant and, at times, painful experience for passengers who are unfamiliar with the travel restrictions. Furthermore, different practices governing restrictions of LAGs may sometimes result in passengers in transit having to discard duty-free LAGs merchandise purchased at the airport of origin. With Speedpost@Changi, there is now an option for passengers to ‘save’ the item. This service is an example of how Changi continually addresses the needs of passengers so that we enhance the overall Changi Experience”.

The two-month Speedpost@Changi trial drew positive response from passengers who used the service. About 60 per cent of the deliveries were for overseas markets. Items posted were of sentimental or high commercial value, including pen knives, Swiss Army knives, abalone, skincare products, cosmetics, grooming kits with scissors/clippers, honey, canned food and sauces. During the trial period, there were fewer complaints received by CAG about disallowed items on board aircraft from passengers at Terminal 1, where the trial was held.

Mr Steve Ng, Vice President (Marketing), SingPost said, “We are delighted to partner Changi Airport Group to introduce this service to enhance customer experience at the airport. As travellers ourselves, we can understand the distress of those unwittingly caught in a situation where they are unable to take on board various personal items due to prohibitions. The items may have sentimental value, or they could be expensive. The Speedpost@Changi service provides an option to help travellers keep their cherished items.”

Using Speedpost@Changi

A total of 28 self-service Speedpost@Changi kiosks have been set up across Changi’s Terminals 1, 2 and 3, each serving three nearby gate holdrooms. Items to be posted have to fit in either of two standard Speedpost envelope sizes and have to observe a 200 ml limit on LAGs.

Passengers simply complete the consignment note with an accurate description of the content and value, and the proforma invoice, insert the documents into the clear plastic pouch and then drop the envelope package into the mailbox at the booth. Payment is by Visa or MasterCard. Each envelope comes with a barcode number which facilitates on-line tracking of the package’s delivery status¹. All shipments are subject to SingPost’s

Speedpost regulations and guidelines.

Local delivery charges are S\$10 for a small envelope package and S\$12 for a large one. Charges for overseas delivery vary depending on the country and the envelope size. For example, the Speedpost rate is S\$26.40 for a small envelope package for delivery to Hong Kong. The service is available to more than 220 countries and territories around the world.

Shipments are delivered within two to five working days to most major cities, and on the next day for local delivery. Customers can call the Speedpost hotline at +65 6222 5777 or check the Speedpost website (www.speedpost.com.sg) to track the status of their shipment.

1 Not available for addresses in some overseas markets.

About Changi Airport Group

Changi Airport Group (Singapore) Pte Ltd (CAG) (www.changiairportgroup.com) was formed on 16 June 2009 and the corporatisation of Singapore Changi Airport followed on 1 July 2009. As the company managing Changi Airport, CAG undertakes key functions focusing on airport operations and management, air hub development, commercial activities and airport emergency services. Through its subsidiary Changi Airports International, the Group invests in and manages foreign airports to spread the success of Changi Airport internationally.

Changi Airport (www.changiairport.com) is the world's most awarded airport having garnered more than 360 accolades since it opened in 1981. It is also one of the world's busiest airports for international traffic, managing more than 42 million passenger movements in 2010, an annual record. The airport, which has four terminals, serves some 100 airlines flying to over 200 cities in about 60 countries and territories worldwide. A flight takes off or lands at Changi roughly once every two minutes.