

**TR 105:2022**  
(ICS 01.140.30; 35.240.63; 35.240.69)

**TECHNICAL REFERENCE**

# **Guidelines for last mile delivery of parcels**



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### **Guidelines for last mile delivery of parcels**

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ISBN 978-981-5042-94-8

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## Foreword

This Technical Reference (TR) was prepared by the Working Group on Last Mile Delivery, set up by the Technical Committee on Logistics under the purview of the Trade and Connectivity Standards Committee.

This TR is a provisional standard made available for application over a period of three years. The aim is to use the experience gained to update the TR so that it can be adopted as a Singapore Standard. Users of the TR are invited to provide feedback on its technical content, clarity and ease of use. Feedback can be submitted using the form provided in the TR. At the end of the three years, the TR will be reviewed, taking into account any feedback or other considerations, to further its development into a Singapore Standard if found suitable.

It is presupposed that in the course of their work, users will comply with all relevant regulatory and statutory requirements. Some examples of relevant regulations and acts are listed in the Bibliography. The Singapore Standards Council and Enterprise Singapore shall not be responsible for identifying all of such legal obligations.

Attention is drawn to the possibility that some of the elements of this TR may be the subject of patent rights. Enterprise Singapore shall not be held responsible for identifying any or all of such patent rights.

### NOTE

- 1. Singapore Standards (SSs) and Technical References (TRs) are reviewed periodically to keep abreast of technical changes, technological developments and industry practices. The changes are documented through the issue of either amendments or revisions. Where SSs are deemed to be stable, i.e. no foreseeable changes in them, they will be classified as "mature standards". Mature standards will not be subject to further review unless there are requests to review such standards.*
- 2. An SS or TR is voluntary in nature except when it is made mandatory by a regulatory authority. It can also be cited in contracts making its application a business necessity. Users are advised to assess and determine whether the SS or TR is suitable for their intended use or purpose. If required, they should refer to the relevant professionals or experts for advice on the use of the document. Enterprise Singapore and the Singapore Standards Council shall not be liable for any damages whether directly or indirectly suffered by anyone or any organisation as a result of the use of any SS or TR. Although care has been taken to draft this standard, users are also advised to ensure that they apply the information after due diligence.*
- 3. Compliance with a SS or TR does not exempt users from any legal obligations.*

## Guidelines for last mile delivery of parcels

### 0 Introduction

COVID-19 (Covid) has given rise to an accelerated adoption of ecommerce and last mile delivery (LMD) needs for both sellers and buyers. Further, industry disruptions such as new platforms or modes of payment have led to large amounts of data being collected. This calls for a need to tighten data authentication and safeguard such data between the marketplace and logistics service provider (LSP) platforms to mitigate fraud risks and unauthorised collection of payments etc.

LSPs are faced with rising expectations by consumers to deliver parcels within a short period of time. However, tighter border controls (arising from Covid) and disruption in office-home telecommuting regimes have negatively affected the turnaround time for LSPs. In addition to the need to harmonise the dataset between LSPs and ecommerce players, it is also important to ensure visibility of the process flow from upstream to downstream.

Across different LSPs, there are variations in communication modes (e.g. short messaging service (SMS) notifications versus real-time messaging), information visibility (e.g. minimal versus comprehensive tracking information and frequently asked questions (FAQs)), and industry terminologies (e.g. “sorting facility” versus “processing hub”). Poor packaging and labelling of items (by sellers) have also resulted in inefficiencies in the delivery of parcels. These cause inconsistent experiences for the online marketplaces and ecommerce platforms that partner with the LSPs.

This standard thus aims to improve the experience of end recipients by providing guidelines on last mile delivery to ensure the process is informative, seamless and frictionless, leading to successful deliveries of parcels. It aims to do the following:

- a) Improve productivity of LMD by providing guidelines on packaging and labelling that will reduce the frequency of parcel rejects, maximise storage space, and allow drivers to optimise the delivery schedule;
- b) Enable data exchange and harmonisation across the marketplace and LSP platforms to reduce unsuccessful deliveries and minimise confusion for the end recipient;
- c) Enhance processes and practices in the value chain leading to more efficient, speedy, and contactless deliveries; and
- d) Improve communication gateways to enable end recipients to track the status of their parcels through a more transparent real-time monitoring channel, communicate with stakeholders at critical touchpoints, and be empowered to provide instructions for LMDs.

### 1 Scope

This Technical Reference (TR) provides guidelines for the ground shipping of domestic parcels. It includes guidelines on packaging, labelling, and standardisation of essential data across the marketplace and LSP platforms. The TR also comprises guidelines to improve processes and practices in the supply chain that lead to the mode of LMD. Additionally, it provides best practices on information provision and communication channels for improved service for end recipients.

This TR is applicable to parcels, defined for the purposes of this TR as articles as follows:

- a) Articles posted at a post office or placed at a specified location (e.g. in a parcel locker, at authorised drop-off points, at doorsteps, through physical courier handover) for collection by an intended recipient;

- b) Packaged in a poly mailer, box or carton;
- c) Having a unique, scannable tracking number; and
- d) Not exceeding the dimensions of 150 cm (L+B+H) and 25 kg in weight, or 1/3 of the weight of the person handling the parcel, whichever lighter.

This TR does not include parcels which:

- a) exceed the dimensions of 150 cm in (L+B+H) dimensions and 25 kg in weight;
- b) contain perishable food;
- c) contain dangerous goods; and
- d) are tubes.

Examples of parcels excluded from this TR are large-sized electrical and electronics appliances (e.g. TVs, refrigerators), and furniture (e.g. bed frame, cupboard) which exceed the dimensions referenced in this TR.

It is presupposed that in the course of work, dangerous goods and prohibited items will be handled according to relevant regulatory and statutory requirements.

## **2 Normative references**

There are no normative references in this document.