

Postal Critical – Top Priority Case for Registered Service				
	This KB outlines the process for Top Priority Cases and or Urgent Redelivery for Registered Service <ul style="list-style-type: none"><li>• <u>WOH &amp; AOH Cut-off Time</u></li><li>• <u>Process Information</u></li></ul> <p><b>Note:</b> This Process is only available <b>WITHIN OFFICE HOURS ONLY</b> and can only be <b>Handled by SMEs and ABOVE</b></p>			
WHO & AOH Cut-Off Time				
WHO & AOH Cut-Off Time	Definition	Day	Time of Call	
	Within Office Hours (WOH)	Mondays to Fridays <b>*Excluding Public Holidays*</b>	9:00am – 6:00pm	
	After Office Hours (AOH)	Mondays to Fridays <b>*Excluding Public Holidays*</b>	6:01pm – 11:59pm	
		Saturdays, Sundays & Public Holidays	12:00am – 8:59am	
Process Information				
Process Information	<p><b>Note:</b></p> <ul style="list-style-type: none"><li>• This Process is only available <b>WITHIN OFFICE HOURS ONLY</b> and can only be <b>Handled by SMEs and ABOVE</b></li><li>• Only Applicable for <b>Registered Service</b></li><li>• Only Applicable if Item is at DB or Post Office<ul style="list-style-type: none"><li>○ If item is at RMS, refer to <a href="#">KBA-100739</a> (Postal – Retrieval Request)</li></ul></li></ul> <p><b>Scenarios that requires this process</b></p> <ul style="list-style-type: none"><li>• Escalated due to <u>Customer missing the delivery</u> but is insisting to have the item delivered on the day itself</li><li>• Item is in Post Office but insists on Redelivery/Redirection on the day itself<b>(Due to SingPost Lapse)</b></li><li>• Exceptional Handling of L3 Cases or threaten to head to Social Media/Government Bodies</li><li>• Escalated Cases where Customers rejected the standard Redelivery/Redirection process and is insistent on same day redelivery</li></ul> <p><b>Note:</b> <b>DO NOT Promise</b> customers unless Confirmation has been granted by BU</p> <p><b>Information Required</b></p> <ul style="list-style-type: none"><li>• Customer Name:</li><li>• Customer Contact:</li><li>• Tracking Number:</li><li>• Customer Address:</li></ul> <p><b>Steps:</b></p> <ol style="list-style-type: none"><li>1. SME/TL to download and open the “RB Address List Info” Attachment found in <a href="#">KBA-01084-K4B1K9</a> (Postal Critical – Within Office Hours(WOH))</li><li>2. SME/TL to escalate by using the following Call flow</li></ol>			
	Who to Call	Number of Attempts	If Contactable	If Uncontactable

Inspector of Post(IP)	x2	Inform of Issue & send SMS as per <b><u>SMS Template below</u></b>	Continue with DBM below
Delivery Base Manager(DBM)	X2	Inform of Issue & send SMS as per <b><u>SMS Template below</u></b>	Continue with Area Manager below
Area Manager	X2	Inform of Issue & send SMS as per <b><u>SMS Template below</u></b>	Continue with step below
Send SMS using SMS Template below to IP, DBM & Area Manager advising Issue along with details			
<b>NOTE:</b>			
<ul style="list-style-type: none"><li><b>SMS MUST be sent within 15 minutes</b></li><li><b>SME/TL to wait for 10 minutes and proceed with the below steps</b></li></ul>			
Inspector of Post(IP)	x2	Inform of Issue & send SMS as per <b><u>SMS Template below</u></b>	Continue with DBM below
Delivery Base Manager(DBM)	X2	Inform of Issue & send SMS as per <b><u>SMS Template below</u></b>	Continue with Area Manager below
Area Manager	X2	Inform of Issue & send SMS as per <b><u>SMS Template below</u></b>	Continue with Peggy below
Peggy Chong 6845 6080 / 9660 0995	X2	Inform of Issue & send SMS as per <b><u>SMS Template below</u></b>	Continue with Norizan below
Norizan 6845 6175 / 9026 0089	X2	Inform of Issue & send SMS as per <b><u>SMS Template below</u></b>	N/A
3. SME/TL to send <b>SMS via CRM using the SMS Template option</b> to the respective DBM/IP/AM <i>(Based on who answered the call)</i>			
<b>SMS Template Name/Option: Postal Critical</b>			
<b>*Note: Under the field “SMS Template”, SME/TL <u>MUST select “Postal Critical” with the Crucial term beneath it as the option regardless of the issue as any other option will result in SMS failing to deliver.</u></b>			
<b>SME/TL may then proceed to replace the SMS Body based on the template below</b>			

Country Code	65
Mobile Number	<div>---</div> <div>⊗ Mobile Number: Required fields must be filled in.</div>
SMS Template	<div>Postal</div> <div>SMS Template</div> <div> <div>⊗ Postal Critical</div> <div>⊗ Crucial</div> </div> <div> <div>⊗ PostalCritical</div> <div>⊗ Crucial</div> </div>
Subject	
Regarding	
SMS Body	

**SMS Template**  
Dear IP <Name>,

Kindly refer to the details below:  
**Case Number:**  
**RS Tracking Number:**  
**Addressee's Name:**  
**Addressee's Address:**  
**Addressee's Contact:**  
**Issue:** Urgent Redelivery Request

4. **If Item is currently at Post Office**, SME/TL to then send an **Email Activity** to the following PON Mail & Log Matters Team to inform them on the Arrangement  
**TO:** Kartini Kamaluddin [kartini@singpost.com](mailto:kartini@singpost.com)  
**CC:** Tommy Lau [tommylau@singpost.com](mailto:tommylau@singpost.com)  
**Email Subject:** [Case ID] – Urgent Redelivery Request

**Email Template**  
Case Number:  
RS Tracking Number:  
Addressee's Name:  
Addressee's Address:  
Addressee's Contact:  
Name of DBM/IP that Approved the Arrangement:

5. SME/TL to revert back to Customer on the approved arrangement

**Note:**

- DBM/IP will call CS within 2 hours and update if item has been delivered
- **If no response from DBM/IP after 2 hours**, SME/TLs to call back the same DBM/IP to clarify on the status

This KB was last updated: 30/12/22

