

Setting up of Auto Lobby to replace Cyberport Post office

Objective

The purpose of this paper is to inform members that Hongkong Post (HKP) will set up an Auto Lobby on the ground floor lobby of Office Tower at Core A, Cyberport 3, on 15 October 2021 to replace the Cyberport Post Office (CBP).

Background

2. At present, HKP has set up eight post offices¹ in the Southern District for providing postal services. CBP is a small-sized post office in the district, and serving mainly residents and people who work in the area. In 2020/21, the daily average transactions of the post office were only 150, which was more than 30% lower than that of the other post offices of the same size. According to our records, about 80% of the transactions handled were posting and collection of mails, and sales of stamps/postage labels, while only around 10% were for payment of bills.

3. The landlord of CBP, through Government Property Agency, informed HKP that the tenancy of the existing premises would not be renewed upon its expiry on 31 October 2021 and requested the office be relocated to a designated shop at 3/F of another building (Cyberport Arcade). As the serving areas of CBP overlap with that of Pok Fu Lam Post Office and Wah Fu Post Office² in the district (see Annex1), and the relocation/reprovisioning costs of the post office in general will involve several millions, HKP decided to close down CBP on 17 October 2021 and set up an Auto Lobby at a

¹ Post offices located in the Southern District: Aberdeen Post Office, Ap Lei Chau Post Office, Cyberport Post Office, Lei Tung Post Office, Pok Fu Lam Post Office, Repulse Bay Post Office, Stanley Post Office, and Wah Fu Post Office.

² According to Hong Kong Planning Standards and Guidelines regarding the setting up of post offices, "As a general guide, post offices should be provided so that large groups of population in urban areas should have access to facilities within 1.2km from where they reside or work. Other factors to be considered include population in proposed catchment areas; the nature of the terrain over which customers must travel; physical features such as busy main roads and railway lines etc.; the existence of any special social or postal need, and whether the location is being considered as a focal point at which most of the day-to-day needs of the community will be provided." The Guideline also states that it should be flexible when applying the planning standards and guidelines, considering land use demand, the localisation factors, development restrictions and the resources that can be deployed.

designated location in Cyberport (see paragraph 4 below for details). This arrangement will ensure the proper and efficient use of government resources, as well as facilitate the public to post and collect mails/packages at their convenience.

Setting up of Auto Lobby

4. The Auto Lobby will be set up at the ground floor lobby of the Office Tower at Core A, Cyberport 3 (see Annex 2), and operates from 07:00 to 23:00 on Monday to Sunday. It will be equipped with an iPostal Kiosk and an iPostal Station, and provides convenient and self-service mail posting and collection services to serve the public (see Annex 3). Besides, HKP will install an additional street posting box outside the office tower at Core A, Cyberport 3, in early October 2021 to facilitate posting of mails by the public. Residents can also choose to go to Pok Fu Lam Post Office and Wah Fu Post Office for postal services. Also, customers can use the bill payment service at other post offices, convenience stores in the proximity or via online platforms.

5. HKP believes that the new Auto Lobby, together with other postal facilities provided in the district, will be suffice to meet the postal demands of the residents. HKP will issue notices to inform customers about the detailed arrangement and shall continue to review the utilization of the postal facilities in the district to ensure that the services provided can cater for the needs of the public as well as the proper and efficient use of Government resources.

Hongkong Post
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Annexes

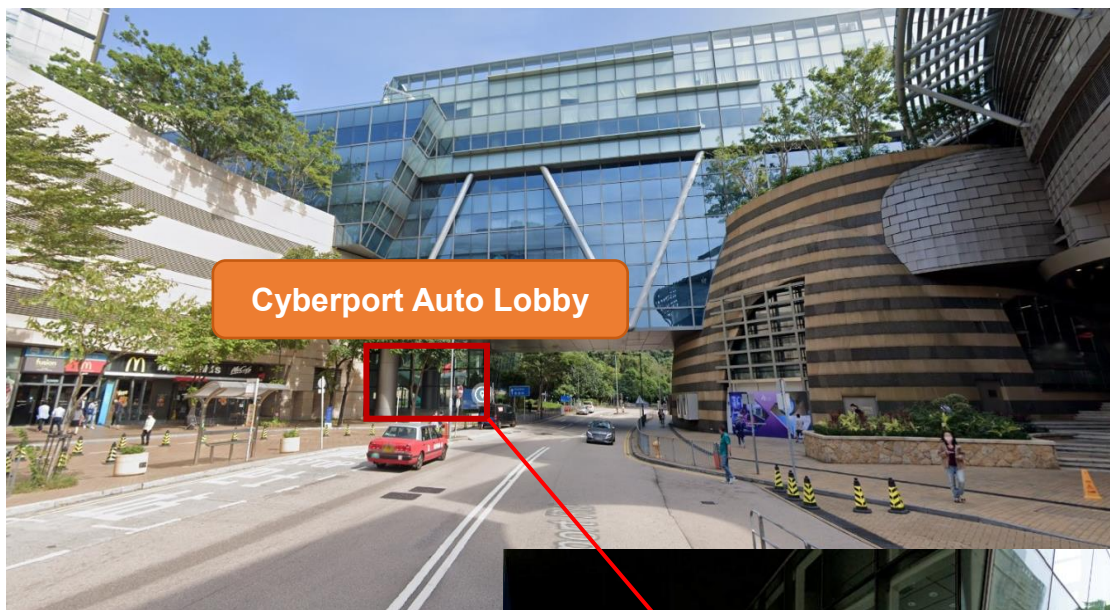
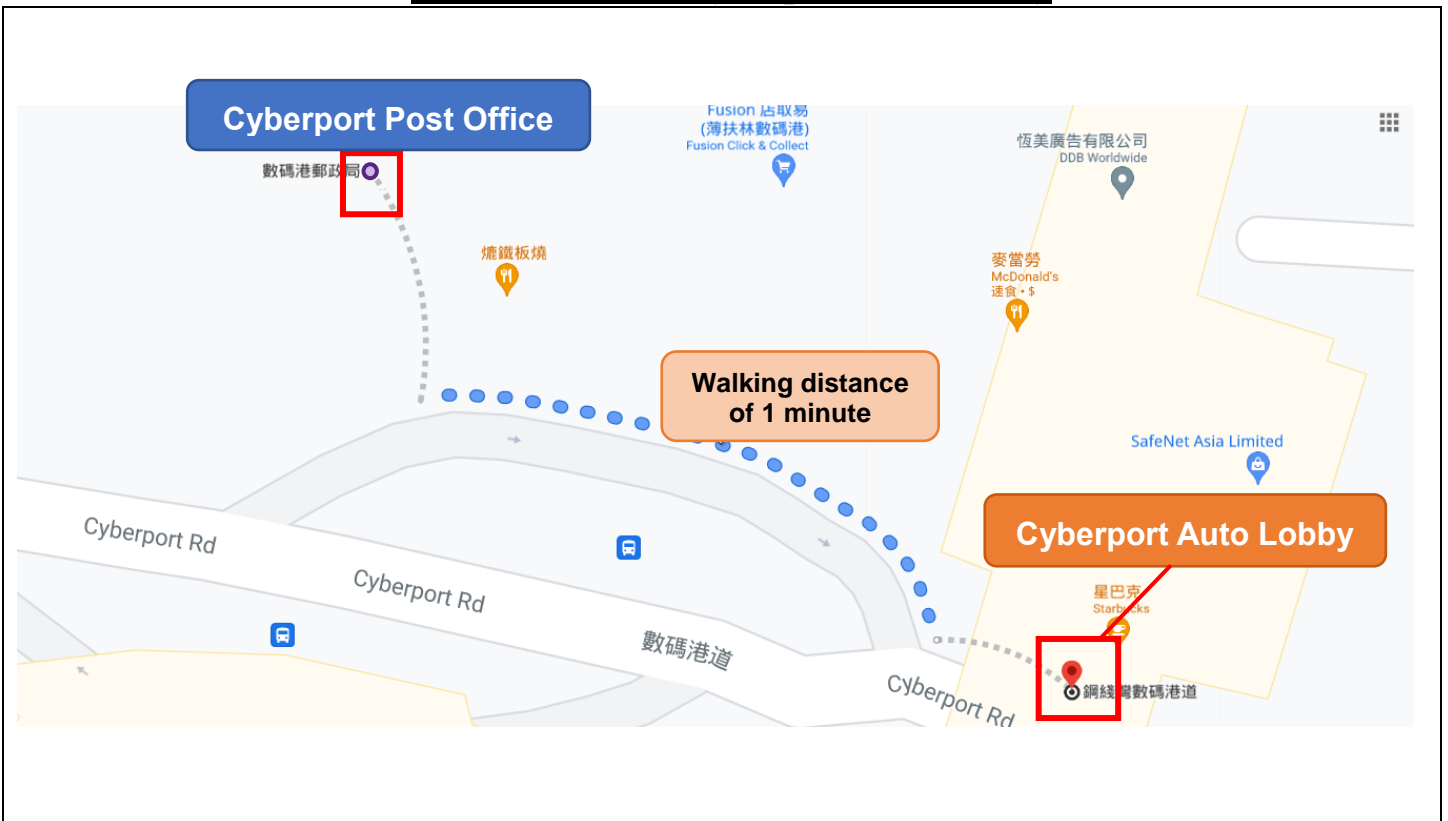
8 Post Offices Curently Located in Southern District



The circle indicates the areas within the radius of 1.2km (According to Hong Kong Planning Standards and Guidelines, the post office should be provided so that large groups of population in urban areas have access to facilities within 1.2km from where they reside or work).

● Post Office Location

Location Plan of Cyberport Auto Lobby



Location:
Ground Floor Lobby
Office Tower, Core A,
Cyberport 3



Service Brief of Cyberport Auto Lobby

The Auto Lobby, equipping with an iPostal Kiosk and an iPostal Station, provides one-stop self-service mail posting and collection services to the public. The Auto Lobby operates from 07:00 to 23:00 on Monday to Sunday. Customers can post and collect mails/packages at their convenience.

Below is a service brief of the iPostal Kiosk and iPostal Station : -

iPostal Kiosk

Functions : ♦ Posting of mails/packages
♦ Sale of postage labels
♦ Postage enquiry

Applicable Mail Service : Local Mail
♦ Ordinary/Registered Mail
♦ Local Courierpost
♦ Parcel

Overseas Mail
♦ Ordinary/Registered Mail
♦ Parcel
♦ Speedpost
♦ Vantage
♦ e-Express

How to use : Sender simply puts the mail onto the scale for size measurement and weight assessment, and pays for the required postage. Put the mail into the letter box after affixing the postage label and posting label (if applicable) printed by the machine onto the mail.

Payment Methods : Octopus, Faster Payment System (FPS), Alipay, WeChat Pay, BoC Pay and UnionPay

For more details

**iPostal Station**

Function : ♦ Collection of mails/packages

Applicable Mail Service : Local Mail
♦ Ordinary Mail (packet only)
♦ Parcel
♦ Local Courierpost
♦ EC-Get

Inward Mail
♦ Ordinary Mail (packet only)
♦ Parcel
♦ Speedpost
♦ e-Express

How to use : Sender is required to provide the recipient's mobile number and the iPostal Station code when posting the mail item. When it arrives at the designated station, an SMS message containing the passcode, will be sent to the recipient's mobile for mail collection.

For more details

