



Press release

Ninja Van Rolls Out Contactless Deliveries in Singapore

- *New service eliminates direct contact between delivery personnel and parcel recipients*
- *Users can opt in via Ninja Notification platform and receive updates through preferred social media channels*
- *Initiative is part of overall focus to give parcel recipients the ability to customise their delivery experience*

Singapore, 3 April 2020 - Tech-enabled express logistics company Ninja Van has rolled out its contactless delivery service in Singapore as part of efforts to protect both its staff and parcel recipients, giving them better peace of mind by eliminating direct contact during the delivery process.

Ninja Van Singapore's contactless delivery service is offered as a choice for all doorstep deliveries. The service gives users the ability to pre-authorise contactless delivery and inform delivery personnel directly while the parcel is on route to them. This direct interaction gives parcel recipients the choice to make more timely decisions over how they want to receive their deliveries..

Mr. Ray Chou, Country Head of Ninja Van Singapore, said: "The launch of our new contactless delivery service comes at a time when we're seeing more of our parcel recipients practice social distancing, with our doorstep delivery service moving from being a convenience to becoming almost an essential service.

"Our shipping partners also benefit by offering this service through us; they can now differentiate themselves in a crowded market, provide customers with more choice throughout the whole delivery process, and connect with pools of new customers who are making the switch from brick-and-mortar shops to online platforms."

Contactless delivery sign up: a hassle-free four-step process

Parcel recipients can opt in for this service using the following steps:

1. When the parcel is on its way, a message will be sent with a [weblink](#) that leads to the Ninja Notifications landing page (bit.ly/contactlessdeliverysg)
2. To select contactless delivery, users will need to choose their preferred social media app and click yes when prompted.
3. Once confirmed, delivery personnel will place the parcel at an appropriate location upon arrival



4. A notification will be sent informing parcel recipients the order has been successfully delivered

Empowering users to customise the delivery experience

Ninja Van's Ninja Notifications platform is a solution the company is offering in response to the shifts in consumer behaviour as more online shoppers indicate a preference for communicating through social media channels, with a recent report¹ showing that close to 79% of Singaporeans are active on social media.

Mr. Chou added "We've received feedback from people who use our service that they want to have more control and better personalisation over the various aspects of the delivery experience so it's a natural progression for us to move towards communicating through social media apps that are integrated with our Ninja Notifications platform.

"Ninja Notifications currently provides access to functions such as live tracking of parcels. In time to come, users who sign up for updates via this platform can expect to be able to enjoy other services such as changing their delivery address, live chat with their delivery person and rescheduling of deliveries."

About Ninja Van

Ninja Van is a tech-enabled express logistics company providing hassle-free delivery solutions for businesses of all sizes across Southeast Asia. Launched in 2014, Ninja Van started operations in Singapore and has become the region's fastest-growing last-mile logistics company, powering businesses with innovative logistics solutions. Today, Ninja Van has grown its network to cover six countries: Singapore, Malaysia, Philippines, Indonesia, Thailand and Vietnam. For more information, visit www.ninjavan.co.

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¹ Singapore Digital Report 2020, Wearesocial and Hootsuite, February 2020