

# Technical Visit to Central Mail Centre (Kowloon Bay)

By Timothy LUN

Technical Visit to Central Mail Centre (Kowloon Bay) was successfully held on 6<sup>th</sup> January 2018. The visit started by introducing interesting trivia about the Hongkong Post logo, which resembles a hummingbird in symbolising precise navigation and high efficiency of post-delivery to its destination.

The Central Mail Centre (CMC) commenced its full operation in October 2014. In sake of paving the way for constructing MTR Shatin to Central Link railway, the CMC was amalgamated with the International Mail Centre which was relocated from Hung Hom, and the sorting office originally at the General Post Office (GPO) in Central. The building design achieved the Gold Standard of the Hong Kong Building Environmental Assessment Method (HK-BEAM) for New Buildings, by adopting various green features in maximising natural light capture, and specially designed outdoor landscaped areas for staff. The centre can process 3,000,000 parcels and letters for local and overseas mail everyday.

The participants were led to visit different floors inside CMC. We were brought up close to observe the working process of the Culler-Facer-Cancellers, and Optical Video Coding Integrated Systems. They are large scale automatic mail processing machines which handle postage checking, stamp cancellation and preliminary mail sorting tasks with processing capacity of 27,000 items and 34,000 items per hour respectively. Also, the Bulk Acceptance Counter and loading platforms were used to facilitate convenient posting of mail in bulk.

Despite the mail processing tasks were highly automated, few handy and backend jobs would still be accomplished by manual operations. At a workstation for local mail sorting, participants were astonished by the efficiency and how quickly the staff work in assigning the letters into correct drawers which represent different region, according to the written address on the envelopes. We were told that a well experienced staff can process up to 2,000 letters every hour!

The technical visit gave participants an insight and overview of CMC, including mail processing workflow and its advanced sorting technologies, as well as the energy-saving design of the building. We want to give sincere appreciation to Hongkong Post for making this delightful event successful.

