



WARREN POSTAL SERVICE

The Township Committee continues to receive complaints regarding postal service issues. They greatly appreciate the assistance provided by Congressman Leonard Lance and his staff to continue to address Warren residents' concerns.

On Thursday, June 28, Township Committee Person Carolann Garafola met with representatives of the postal service in order to reiterate the concerns of Warren residents and to ensure that a strategy is developed to resolve these concerns. Please continue to keep the Township advised of any future postal complaints.

The information below, provided by the US Postal Service, will assist residents in filing complaints and improving their mail service.

Dear Warren NJ Postal Customers:

Your Postal Service is working hard to provide the best possible mail services in Warren. Recent customer service and delivery anomalies do not reflect the level of service we wish to provide. We apologize if we have not met your service expectations.

As always, to help us serve you better, Warren residents are encouraged to share their thoughts by contacting us at:

- *The Postal Service's Northern New Jersey District Consumer & Industry Contact Office at 732-819-3260;*
- *The Postal Service's toll free Customer Care Center at 1-800-ASK-USPS (1-800-275-8777);*
- *www.usps.com*

Every call and email will be carefully documented and appropriate action taken to strengthen service.

Check mail outside the box! Sign up for Informed Delivery® to see what mail is coming before it arrives.

We also recommend Informed Delivery, a new free feature from Postal Service. Informed Delivery sends an email notification to customers containing black and white images of the outside of letter-sized mailpieces that are processed by our automated equipment

before delivery. Informed Delivery enables users to see what letter mail is being delivered wherever, whenever - even as they travel - on a computer or on their mobile devices. This added level of monitoring your mail, we believe, will help you assess your incoming mail and identify any processing-based service issues as early as possible.

How can I buy Stamps by Phone?

To order stamps by phone, please call 1-800-STAMP24 (1-800-782-6724). Customer service representatives are available as follows:

*Monday Thru Friday: 8:00 a.m. to 8:00 p.m. ET
Saturday: 8:00 a.m. to 6:00 p.m. ET
Sundays and Holidays: Closed*

The hearing-impaired TTY number is (1-800-877-8339).

To call from outside the U.S., the telephone number is 1-816-545-1000 or the order can be faxed to: 1-816-545-1201

Stamps can also be ordered online through The Postal Store®
<https://store.usps.com/store/home>

Stamps are delivered by mail within 5 to 7 business days.

We remain highly focused on the experience we create for our customers, and we thank you for using the United States Postal Service for your mailing and shipping needs.

Sincerely,

*Robert Schultz
Manager, Consumer and Industry Contact
Northern New Jersey District
1-800-ASK-USPS*

