

Dear Chatham NJ 07928 Postal Customers:

The Chatham Post Office is working hard to restore the confidence in our ability to provide the best possible mail services in the Borough and the Township. Recent service anomalies do not reflect the level of service we wish to provide. We apologize if we have not met your service expectations.

On Friday, December 8, we met with community leaders from the Borough and Township to review the concerns and outline our plan to improve service. Additional staffing, vehicles, employee training, and temporary assistance has been brought on board. Beginning Monday December 11, 2017, Chatham customers may pick up packages Monday through Saturday from 8 a.m. to 4 p.m. at the Post Office Plaza location. Also, the lobby service double door will be staffed from 11 a.m. to 3 p.m. Monday through Saturday if customers require additional personal assistance.

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 mail pieces 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.

As always, to help us serve you better, Chatham 07928 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); or;
- Send us an email by visiting our website and clicking on "Contact Us" at the bottom of our USPS.com homepage. www.usps.com

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

The Postal Service receives no tax dollars for operating expenses, and relies on the sale of postage, products and services to fund operations. The residents, businesses, and community leaders in the Borough and Township of Chatham can be assured that we take stewardship of their stamp dollars seriously and will work hard to meet their expectations.

Sincerely,

Robert Schultz
Manager, Consumer and Industry Contact
Northern New Jersey District
Tel: 732-819-3260
1-800-ASK-USPS