



July 1, 2016

Sheena C. Collum
Village President
Township of South Orange Village
76 South Orange Ave Floor 3
South Orange NJ 07079-1935

Dear Ms. Collum:

I am writing to update you on our progress and to reaffirm our commitment to providing the best possible postal services to the residents and businesses in South Orange.

You may be assured we've taken the comments, feedback, and community input very seriously and put them to good use. So far, we have:

- Reviewed the delivery operations and initiated additional quality checks to ensure accurate and timely delivery to every one of the 6,448 street and 794 Post Office Box deliveries in town,
- Created a log to document customer feedback at the local level, quantify service issues, and help identify areas of opportunity for Officer-in-Charge Walitah Ali and her team at the South Orange Post Office to improve service,
- Reexamined customer service / retail lobby operations with a renewed emphasis on daily monitoring, professional customer service, and minimizing wait times.

Our progress and momentum continues in a positive direction. Customers are encouraged to continue to share their comments with us in person, via phone, or email. The general public can:

- Speak to Officer-in-Charge Walitah Ali or a supervisor in person at the South Orange Post Office during regular business hours,
- Call the South Orange Post Office at 973-762-2872 and speak to a supervisor or Ms. Ali,
- Call the Northern New Jersey District Customer Service Hotline at 732-819-3260,
- Call our Toll-free Customer Care Center at 1-800-ASK-USPS (1-800-275 8777), or
- Send us an email by clicking on *Contact Us* at the bottom of the *USPS.com* homepage and follow the prompts.

Again, we thank you for taking the time to meet with us on April 21 and look forward to working together to provide the community with the level of service they expect and certainly deserve.

Sincerely,

A handwritten signature in black ink, appearing to read "Steven Hernandez".

Steven Hernandez