

Helpful Hints for Better Mail Service

At the Chicago Post Office, our letter carriers have one basic job: deliver your mail promptly and to the right address. They're happy to provide that service day in and day out, through rain, sleet and snow - after all, "service" is in our name! But there are a few things you and/or your building manager can do to help speed delivery of your mail:



DO

- * **Make sure your mailbox is in working order...** Our carriers will deliver your mail only into a secure receptacle that closes properly. Delivery could be suspended, and customers asked to pick up their mail in person, if broken mailboxes aren't repaired.
- * **Make sure names and apartment numbers are labeled on mailboxes...** Property managers: Having a current building directory on hand can also help us get the right mail to the right customer.
- * **Tell us how we're doing...** Let us know if you've gotten great service, or if we can serve you better, by calling our Consumer Affairs department at (312) 983-8403 during regular business hours.

DON'T

- * **Don't let mail pile up in your mailbox...** Clear your mailbox every day, so there's plenty of room for the next day's mail. If you're going out of town, have your mail held at the Post Office until you return.
- * **Don't leave former residents' names on mailboxes ...** That helps eliminate confusion, and speeds up getting that mail to the customer's new address.
- * **Don't write on the mail...** Put a note on the envelope and leave it for your carrier - extra handwriting on the envelope can delay processing.