

COVID-19 (Expected Delivery Changes for Packages or Irregular Mail Delivery)

Dear **Customer**

Thank you for contacting the U.S. Postal Service. This is in response to your recent inquiry regarding irregular and untimely mail delivery.

Please accept our apologies for the inconvenience you have experienced.

The Postal Service is constantly changing, but its mission remains the same – to deliver the mail promptly, efficiently, and accurately, and to do so in a friendly manner. Currently, we are challenged with meeting this commitment.

As a result of the Coronavirus (COVID-19) pandemic, the rising number of online orders, the holiday season, and inclement weather, mail is requiring more time to be delivered due to several factors (i.e., limited transportation and employee availability).

As a result of these ongoing challenges, the Postal Service is diligently working to rearrange its limited resources in an attempt to continue processing and delivering mail. We are currently undertaking efforts to bring on additional resources through our hiring process to address this situation.

The lack of employees' availability has adversely impacted some delivery, processing, and transportation operations. We are mindful of the fact that customers are in need of timely delivery of their mail, particularly mail conveying medications, merchandise packages, and First-Class Mail of statements and invoices.

Alliance Post Office is doing everything it can to resume normal delivery with limited staffing. Likewise, the Processing Plants in the Northern Ohio District are doing everything they can to increase the processing and transit time of packages and letter mail.

It is our desire to provide expeditious service, however, at times there are circumstances out of our control. At this juncture, we request your patience and understanding.

Thank you for the opportunity to address this matter with you.

Sincerely,

Doris J Stump, Postmaster

330-821-3560

Your privacy is important to us. If you would like additional information on our privacy policy, please visit us online at: www.usps.com/privacypolicy.