

# TINY CHATS

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## Planning for longer First-Class Mail delivery times

*This resource is a companion reference to the United States Postal Service's Revised Service Standards for Market-Dominant Mail Products and its related fact sheet Delivering for America.*

### Changes to distance delivery will cause longer delivery times

The postal service added one to two days to their delivery service standards for First-Class Mail starting October 1, 2021.

They project that at least 39% of first-class deliveries—especially those that will travel longer distances (over three hours)—will take longer to reach their destinations. Delivery times will take longer because the postal service is switching to more ground transportation (trucking) rather than use airplanes.

### Ways courts can proactively manage this major change in mail delivery

1. Imitate what other sectors are doing and proactively inform your users about the postal service delivery change and encourage those who “snail mail” to do so earlier. Consider adding messaging at your public-facing counters, lobby displays, and self-serve kiosks. Program it into text-notification reminders, pre-recorded phone messages, on the court website, and in court notices. For example: For payments or filings sent by mail, please allow 5-7 days for it to reach the court.
2. Encourage users to efile or email their filings, if possible. Or use the court’s physical dropbox.
3. Encourage electronic payments, but be mindful of users who are unbanked or are awaiting a snail-mailed replacement debit or credit card because theirs was lost, stolen, or canceled by the bank due to fraud.
4. Set realistic dates if you (the court) are mailing out hearing notice dates or payment due dates. Assume that mail delivery will take five days.
5. Discuss with your management team how to handle late payments postmarked before the due date but received after the due date if there’s the risk of late fees or penalties. Have the same conversation for snail mailed responsive filings that are late and may otherwise be in default.