



Postmaster General and To Whom It May Concern,

I write to you today in hopes that you take responsibility for your extreme lack of concern and gross negligence during the holidays. Many small businesses have suffered great losses due to your poor performance at a time when they were already struggling. Our packages sent priority 2 to 3-day shipping tracked and insured, marked perishable have regularly been at a 10% lost or extreme delay with no reimbursements at all from the post office. We have taken the financial burden and did the right thing by resending or refunding the package to our customers since that is the ethical thing to do, and it is how good business is done. We did not give an excuse for the problem (always caused by the USPS). We just fixed the problem and made it right. Unfortunately, the Post Office lost or severely delayed 30% of all the packages we sent this Christmas and failed to track 70%. If anyone messed up 3 out of every ten things they did at work, they would be fired. Imagine if a surgeon killed 3 out of 10 patients. Some of the tracked packages that should have been a 2-day ship to New York instead arrived in Arkansas and sat for days, before leaving by truck even though it was marked perishable. That means that your employees do not care about its importance when a package arrives in the wrong place. They behave as if to say, "It's not mine; It's not my problem." The Post office does not take any accountability for its actions or failures, and in fact, when the post office messes up, they profit because I must remail the product to the customer.

I have spoken to people in the post office about the packages being mishandled and was informed that the mail is not guaranteed to arrive in two days. If I want a guarantee, I need to pay an extra \$120! Let us try that in other businesses, I order a steak for \$25, the waiter brings me a grilled cheese sandwich, I tell the waiter I ordered a steak, and she says I am sorry, but the steak is not guaranteed you can try again or get it guaranteed for an additional \$120.00. That seems absurd, but that is exactly what you are doing. I understand things happen and with all our deliveries, we are prepared for a 24-to-48-hour delay, but 7-to-15-day delays are inexcusable. Consumers should have a reasonable expectation to get what they purchase without paying extra for a promise to provide what is being sold. The Post Office should not profit from its negligence; what is the motivation to correctly do the job if you make more money by doing it wrong? Extra mail or short-handed can not be an excuse. I sent two packages to the same address (Hyde Park, New York) on the same day; one package arrived the following day, the other arrived in New Jersey 2 days Later and still has not arrived at the customer's house two weeks later. If you are sending packages to the wrong states and having to reship, you are doing twice the work; in other words, if you did your job conscientiously the first time, you would cut your workload in half, which would solve your understaffing problem.

The Covid excuse is getting old. Also, we all are dealing with it, but some of us must take responsibility for our mess-ups. We don't have the luxury of just saying sorry and washing our hands of it. I am a small business struggling through rough times; I needed some business at Christmas to help me get over the hump. Lucky for us, we had record sales for Christmas. We spent weeks preparing and thousands of dollars in product and thousands more in shipping. We drove our packages to the airport for delivery to help ensure prompt service. Tampa Post Office did a wonderful job! Once they Left Tampa, it went downhill. Chicago failed to deliver any packages. That is a common problem in Chicago! Pennsylvania

also failed to deliver etc. etc. We have lost about \$4000.00 this month due to USPS and probably \$10,000 for the year. I think we deserve better than sorry! We are not the only business that has paid for your negligence and complete disregard for your customer's property that which you are trusted. We are still losing money today because we have paused all shipping until we can figure out a solution to your inability to provide the service you advertise.

I hope you might look into repaying some of your customers and looking into where and why there are so many shipping errors. If it were 3%, I would not be writing to you today, but unfortunately, it is ten times that.

Regards,

Thomas Bassano