



**When you have a complaint about incorrect mail delivery or other issues:**

Contact the postmaster :

Call 1-800-ASK-USPS (1-800-275-8777) or TTY: 1-800-877-8339. or speak to the station manager (postmaster) at the local post office.

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Despite the post office's best efforts, occasionally mail is misdelivered, or is delivered to an old location for an individual. If you are receiving mail for the previous resident and do not know their address, simply return the mail piece back to the mailstream (by leaving in a Collection Box® or other mail receptacle) with the notation "**Not at this address**" marked on the envelope.

For *Priority Mail Express*® items only, you can obtain the number of the Priority Mail Express Reporting Unit by calling:  
**1-800-ASK-USPS (1-800-275-8777)**

For other misdelivered mail items (such as letters):

- If the mailpiece is delivered to the wrong location:
  - Don't erase or mark over the information, or write any type of endorsement on the mailpiece.
  - Place the item back in the mailbox or hand the item back to your mailperson.
  
- If the mailpiece is delivered to the correct location but the recipient on the mailpiece does not reside at the address:
  - Write "**Not at this address**" on mailpiece.
  - Don't erase or mark over the address.
  - Provide the mailpiece to your mailperson or drop into a Collection Box receptacle.