

Follow Through with the Follow-Up

- ➤ If you say you'll investigate an issue and get back to a customer, do it. And do it quickly.
- ➤ Protect the postal brand by following through with what you tell customers you'll do. It shows empathy and concern.

Customers expect great customer service when they ship and mail with the Postal Service. Delivering on that promise helps build revenue.

And that's smart business.