



## IMPORTANT NOTE FROM NJLS ON PACKAGE PICKUP SERVICES

As our clients begin returning to their offices; as courts begin reopening and addressing the backlog of cases put on hold during the ongoing pandemic, NJLS is operating in a much different world than six months ago.

NJLS has continued deliveries on behalf of thousands of clients, suspending, however, most pickup service to protect our front-line drivers and warehouse personnel and because there often was little work to pick up. During the pandemic the Court accelerated eFiling and changed multiple rules regarding the need for hard-copy documents. We are slowly reinstalling pickup services but much work has disappeared. While some will return, much will not. Accordingly, NJLS must change the pricing principles on which daily pickups are based.

**Effective September 1, 2020, NJLS will begin rolling out its daily pickup service. For most clients the cost will be \$60/month. For clients in more rural areas of less population density, the fee may be higher. These fees are in line with those charged by most couriers.** The fee will offset some of the cost of doing pickups, the most time-consuming aspect of NJLS courier services, entailing as it often does driving greater distances, parking, security protocols and check-in procedures.

In efforts to provide our clients alternative methods of getting material to NJLS, **we are expanding our drop box network**, currently standing at approximately 180 boxes. In addition, **NJLS offers its ZipShip service and is working to make ZipShip easier, faster and more secure than ever. More information on ZipShip can be found in the Q+A below.**

On behalf of all NJLS drivers, warehouse personnel and staff I thank you for your reliance on NJLS. We continue to offer the fastest, most cost-effective next day and same day delivery services in New Jersey with live customer service. In partnership with other local and global couriers, NJLS is expanding our next-day reach. **Soon you will be able to use NJLS for expedited delivery anywhere in the United States** at pricing below-standard for global courier service. We will keep you advised as we expand our offerings.

**Should you desire our Daily Pickup Service, please contact us at: [customerservice@njls.com](mailto:customerservice@njls.com) or 908-686-7300.**

NJLS has been in business since 1929; the last six months have been its most challenging, as they have for so many of our clients. We wish you continued health and progress towards resuming your own normal practices and operations.

Mary Beth Dixon, President

NJLS (New Jersey Lawyers Service)

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# Q+A ON NJLS PICKUP SERVICES

## 1. What is 'Zipship' and how can I use this service?

Zipship enables you to send NJLS written material, by email for delivery in New Jersey that day or the following day. Any material received by 7am, Monday through Friday for delivery in New Jersey will be delivered that same business day; material received after 7am will be delivered the following business day.

Specific instructions on using the Zipship service can be found [here](#).

## 2. We do a huge volume of business with NJLS. Why should I have to pay extra for pickup service?

Even before the pandemic NJLS was adjusting pricing reflecting (1) diminishing use of hard-copy document filing in court; (2) higher auto insurance costs; (3) increases in home deliveries. We began matching particular service cost to fee. Historically NJLS provided 'free' pickup with certain of its monthly plans, absorbing those costs in the general pricing. In the three years leading to the pandemic usage began varying widely. Customers previously sending out 20 or 30 packages/day changed their own business models, reducing deliveries to 5 to 10/day. NJLS has more clients now than ever, but each client, on average, sends far fewer packages/day than it did in 2016 and 2017. That means many more pickup and delivery stops; many more miles driven for the same number of package deliveries. Some customers with special pricing models who use NJLS 1,000 times or more each month will not be affected with the separate pickup charge. But the majority, over 98%, do not use NJLS services anywhere near that number.

## 3. What if I only need pickup services a few times/week?

NJLS can accommodate this, and price it accordingly. Please contact us at [customersevice@njls.com](mailto:customersevice@njls.com) or 908-686-7300 to discuss your particular situation. We are sure we can design a plan for you that works.

## 4. I occasionally need rush, same day delivery for certain packages. Does NJLS provide this service?

**Yes.** We are rolling out a program where our clients can easily request, online, pickup AND delivery service the same day. In the meantime, you can always call NJLS at 908-686-7300 and request SAME DAY delivery. The price will depend on where you are located and the delivery location. Please remember to factor in the deliverer's own closing hours. We want to ensure sufficient time for NJLS to get to you *and* the delivery location.

## 5. How will I be billed for the pickup service?

The pickup charge will be separately identified and billed in your normal monthly billing.

## 6. Can I choose a specific pickup time?

Sometimes. NJLS runs about 60 daily routes throughout New Jersey; pickup times depend on the volume of work that day on the particular route and may vary by up to an hour. We want your pickup times to be as regular as possible and will work with you to try establishing a consistent pickup window. Remember, you can always use NJLS dropboxes, available up to 6pm every business day, to deposit material for next business day delivery.