

NJLS temporary procedures limiting COVID-19 Exposure

To our clients:

As with every business in this new, challenging environment, **NJLS is taking necessary steps to abide by government directives in protecting the public, our staff, our drivers and customers while continuing to provide the best, most effective delivery service we can.**

As such, NJLS is immediately adopting the following procedures:

1. **Law firm office pickups: Will END**, effective end of today, March 18. NJLS has an extensive network of drop boxes. These we will continue to support, picking up nightly. [Here is a link to their locations.](#)
2. **Pharmacy pickups: Will CONTINUE.** If your pharmacy begins running limited hours, please contact your NJLS customer service representatives. We will make the necessary accommodations.
3. **Other business pickups:** As with our law firm partners, we **will END** office pickup service end of today, March 18. **Please use the [drop boxes](#).** Due to volume of certain clients, special accommodations may be made to continue office pickups. These will be extremely limited.
4. **In addition to our drop boxes, NJLS is offering a separate service, ZIPSHIP. This may be the best choice for those law firm or other businesses whose associates are working from home.**

With ZIPSHIP you can (1) sign into your NJLS account; (2) create a delivery slip; (3) scan the slip; (4) email both the scan AND THE MATERIAL YOU NEED DELIVERED directly to NJLS at:

Zipship@njls.com

NJLS will print the material out, put it in a folder, attach the NJLS delivery slip you prepared to it and deliver. In addition to your delivery fee, Zipship normally includes a \$10 handling fee plus printing costs; **however, owing to the emergency situation we are all facing, NJLS will waive the \$10 fee**, charging for printing only and your own, regular delivery fee. The printing charge is \$.25/page.

Other Important NOTES

1. Many of our clients are **pharmacies and medical establishments**. Government recommendations include limiting patient visits to store pharmacies; having necessary medications and home health goods supplied, by courier, directly to patient homes. We are experiencing an enormous upswing in those requests and are prioritizing these critical medical deliveries.

Many of our clients are **law firms**. NJLS will continue to deliver best we can to firms and government entities: but we are already experiencing court refusals on delivery. Where allowed to deliver, delivery is limited to mailrooms. As our attorney clients are aware, ***under Court Rules once NJLS is in possession of an item, the court considers it delivered on the day of our possession, whether or not delivery takes one day or multiple days.*** We fully expect the Court to issue orders extending the time needed to file motions as well as court closings, delays and further adjustments to the court calendars – at every level of our justice system.

2. NJLS delivers for **hundreds of other businesses**; some of those deliveries are already impacted with business closings. Where clear the closing may continue for some time, NJLS will return the items. Where you are in doubt, we ask you contact the intended deliverer to ensure their availability.

I am sure you will continue to receive multiple communications of this sort from your many business partners. We apologize for the inconvenience, appreciate your support and the cooperation already promised from so many customers.

Like you, we have complete confidence we will all get through this soon as possible, relying as Americans have so often on our strength of purpose, patience with one another and willingness to pull together for the common good.

Thank you.

Mary Beth Dixon
President, NJLS

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