

Customer Agreement for PO Box Service Enhancements

The Postal Service is offering the following new services for PO Box customers at this Post Office® location:

- Street Addressing
- Signature on File
- Real Mail Notification™ Service

A. Street Addressing Service for your PO Box

With this service, you will have the option of using the street address of this Post Office location for your mailing address in addition to your PO Box number. For example, if a Post Office is located on 500 Main Street and you have PO Box 59, your mail would be addressed 500 Main Street #59. You will also be able to use the street address to receive most packages and deliveries through private carriers, such as UPS and FedEx. Both Street Addressed mail and PO Box addressed mail can now be delivered to your PO Box.

1. When you sign up for this option, your new street address format will be:

_____ # _____
Post Office Street Address PO Box Number

_____ State PO Box Zip Code
City

2. Please note that you are limited to this address format, including both the # sign and your PO Box number. For example, you may **not** use "Suite" or "Apt." Mail you receive at your PO Box without using the correct address format may be returned to sender.
3. You may not use the street address option as your physical residence or place of business in legal documents. Misuse of your street address in this manner may result in closing your PO Box and may be in violation of civil and criminal laws.
4. You may use this address only for items that can be delivered through the mail. For example, you may not use the street address to receive shipments of wine, other alcohol, items over 70 pounds or items prohibited by Postal Service policy (see Domestic Mail Manual (DMM) Section 601), even though private carriers can carry those items. Any such shipments will be refused or held for pickup by the private carrier. The DMM is available at <http://pe.usps.com/>.
5. If you close your PO Box, you must submit *two* Change of Address (COA) forms: one for the PO Box address and one for the street address. Both forms must be forwarded to the same delivery address. Mail for a PO Box with street addressing **cannot** be forwarded to two different addresses.
6. If you decide to discontinue street addressing, mail bearing the street address will be delivered to the PO Box without charge for an additional 90 days. The 90-day period is designed to give customers enough time to communicate their address change to their mailers. After the 90-day readjustment period, all mail addressed to the PO Box street-style address will be returned to sender as undeliverable as addressed.
7. Private carriers are not liable for loss or damage that occurs to Street Addressed packages after the item is accepted and not refused by the Postal Service. DMM regulations for uninsured packages will apply for all packages that are lost or damaged while in the possession of the Postal Service.

NOTE: Street Addressing is not available for Caller Service, Reserve Number, or Group E Box customers.

____ (Please initial.) I would like to participate in Street Addressing.

B. Signature on File

The Postal Service™ is offering Signature on File for PO Box customers at this Post Office™ location. With this service, you can place your Signature on File with the Postal Service, which eliminates the need to wait in line to sign for a package. When you sign up for Signature on File, you authorize the Postal Service to use this signature whenever the following signature-required mail arrives at your PO Box:

- Priority Mail Express™
- Insured Mail over \$200 (including Electronic Return Receipt)
- Signature Confirmation™

We will place this mail in your PO Box or in a secure parcel locker for you to pick up at your convenience.

Terms and Conditions

You must complete two PS Forms 3849 (“Sorry We Missed You”) with this agreement. One will be scanned when an eligible item for Signature on File is received. Another will be reserved in a secure area in case the first one did not scan properly. Although everyone listed on the PS Form 1093, *PO Box Application*, can participate, only the **primary box holder** (the one who signed the *PO Box Application*) can sign the two PS Forms 3849. All persons who receive mail at this box must abide by the terms and conditions as well.

NOTE: *Signature on File service does not apply to the following accountable items: Registered Mail (including Return Receipt), Certified Mail® (including Return Receipt), “green” hardcopy Return Receipt, and Restricted Delivery. Also, you will still need to go to the Retail counter to pick up an item that does not fit in your PO Box when no parcel locker is available. Mail placed in a parcel locker that is not picked up within a few days may need to be picked up at the Retail counter.*

____ (Please initial) I would like to participate in Signature on File.

C. Real Mail Notification™ Service

With this service, you will receive an email or text message each delivery day informing you of whether certain types of mail will be delivered to your PO Box that day at the scheduled time. Notifications will typically come before the mail is delivered to the PO Box. Currently, this service is only available for letters and flat envelopes.

Please note that, at this time, we can accommodate only one email address or cell phone number for each Post Office Box address. If you choose to receive text messages, be sure to check with your phone’s service provider about any fees for incoming text messages.

To Participate in Real Mail Notification

You need to provide either an email address **or** a cell phone number.

NOTE: *Real Mail Notification service is fully automated and uses information from our mail processing equipment. While our internal testing indicates that there is a high degree of accuracy in the information provided, occasional notifications or images may not be 100% accurate.*

____ (Please initial.) I would like to participate in Real Mail Notification™ service. Below I have checked the message format I desire and provided the required information.

Email My email address is: _____ @ _____

OR

Cell phone # and provider for text messages:

Cell phone number: _____ Cell phone service provider: _____

Terms and Conditions

This document identifies the Terms and Conditions under which the Postal Service makes optional new PO Box services available to you. By signing this agreement, you are stating that you have read and understand this document and you agree to be bound by its terms and conditions. These services (as described above) are offered on a voluntary basis. Customers who wish to participate in these services must sign this document indicating they agree to the terms and conditions. If you do not sign this agreement, you will continue to receive regular PO Box service without the new services.

By signing this agreement, you are confirming that you are the primary box holder (i.e. the one who signed the PS Form 1093, *PO Box Application*). All additional persons who receive mail at this box must abide by the terms and conditions as well.

Signature

By signing below, I agree to participate in the PO Box services that I have marked above, and to abide by the Terms and Conditions outlined in this document, including that I am the primary box holder:

PO Box Customer Printed Name

_____/_____/_____
Date

PO Box Customer Signature

PO Box Number

Postal Official Printed Name

Postal Official Signature

Post Office Name, City, State and ZIP Code

If customer chooses to discontinue, please sign:

PO Box Customer Signature

Postal Official Signature

Privacy Act Statement: Privacy Act Statement: Your information will be used to provide additional Post Office Box services. Collection is authorized by 39 U.S.C. 401, 403, and 404. Providing the information is voluntary, but if not provided, we will be unable to provide these services to you. We do not disclose your information to third parties without your consent, except to facilitate the transaction, to act on your behalf or request, or as legally required. This includes the following limited circumstances: to a congressional office on your behalf; to financial entities regarding financial transaction issues; to a U.S. Postal Service auditor; to entities, including law enforcement, as required by law or in legal proceedings; to contractors and other entities aiding us to fulfill the service (service providers); to process servers; and to domestic government agencies if needed as part of their duties. Information concerning an individual box holder who has filed a protective court order with the postmaster will not be disclosed except pursuant to court order. For more information on our privacy policies see our privacy policy at usps.com/privacypolicy.