

## **Extension of PO Box Renewal Fee Payment**

To assist our customers amid the Coronavirus Disease 2019 (COVID-19) pandemic, effective immediately the Postal Service™ is extending the Post Office Box (PO Box) renewal fee payment due date.

The Postal Service will temporarily extend the PO Box 10-day grace period under Domestic Mail Manual 508.4.7.5, *Late Fee Payment*, to 30 days for PO Box customers. This change will apply to any customer whose PO Box fees are due by March 31, 2020, and will continue until further notice. This temporary change will allow customers to make their PO Box payments for a period of up to 30 days after the due date, without penalty of a box closure and will also eliminate the handling fees associated with reopening a closed PO Box.

PO Box customers who have set up recurring payments are not impacted unless their payment method cannot be processed. In the event that charges cannot be made to a customer's credit card, the customer may use the "Pay Now" function on PO Boxes Online (POBOL) or pay at retail. If the customer pays at retail, the PO Box will not be closed, nor will handling fees be assessed as long as the fees are paid within the 30-day grace period.

In addition, PO Box customers can always manage their PO Box fees online at <https://www.usps.com/manage/po-boxes.htm>, pay their PO Box fees at any self-service kiosk or mail their payments using the Notice 32-B envelope (no postage required). The Postal Service will automatically close the PO Box for nonpayment if no payment has been received after the new temporary 30-day grace period.