



PO Boxes — Payment Grace Period

Service Talk for Retail Employees

To assist our Post Office Box (PO Box) customers amid the Coronavirus Disease 2019 (COVID-19) pandemic, the Postal Service is extending its 10-day grace period to 30 days for PO Box customers beginning immediately. This change will apply to any customer whose PO Box fees are due by March 31, 2020, and will continue until further notice.

This 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.

Web Box Activity Tracking System (WebBATS) will be programmed to run the “Delinquent” report 30 days later than normally scheduled. The billing process will remain the same. WebBATS will continue to run batch jobs at the beginning of each month to identify those PO Box customers whose box fees are due before the end of the month. However, customers will continue to receive PO Box fee notifications via email and hard-copy letters.

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 the customer’s credit card, (WebBATS makes two attempts — 15th and 25th of the month) 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).

WebBATS will automatically close the PO Box for nonpayment if no payment has been received after the new 30-day grace period.

Thank you for all you do!