



# Customer Agreement for Premium PO Box Service Additional Services

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

- Street Addressing Service
- Signature on File

## A. Street Addressing Service for your PO Box

With Street Addressing Service, you 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 at 500 Main Street and your PO Box is "PO Box 59", with Street Addressing Service your mail may be addressed to you at "500 Main Street #59". You may also use Street Addressing Service to receive packages that comply with USPS mailing standards deposited by private carriers, such as UPS, FedEx, DHL and Amazon. Both "street addressed" mail and PO Box addressed mail that comply with USPS mailing standards may be delivered to your PO Box. If a package does not fit inside your PO Box, you may retrieve it at the service window or from a parcel locker (options vary by location and package size and weight).

1. If you choose and pay for Street Addressing Service, your new street address format will be:

|                            |       |                 |
|----------------------------|-------|-----------------|
|                            | #     |                 |
| Post Office Street Address |       | PO Box Number   |
|                            |       |                 |
|                            |       |                 |
| City                       | State | PO Box ZIP Code |

2. Please note that you must use the address format shown in No. 1 above. The address must include both the # sign and your PO Box number. For example, you may **not** use "Suite" or "Apt." Mail sent to your PO Box that does not use address format shown in No. 1 above may be **returned to sender**.
3. **You may not use the PO Box "street address" option as your physical residence or place of business in Legal documents. Misuse of Street Addressing Service may violate civil and criminal laws and may result in USPS closing your PO Box.**
4. **You may use this address only for items that can be delivered through the mail (packaged and sealed).** You may not use Street Addressing Service to receive shipments of wine, other alcohol, items over 70 pounds or any items prohibited by Postal Service policy (see Domestic Mail Manual (DMM) Section 601) or law. Private carrier shipments of prohibited items will be **refused or held for return pickup by the private carrier**. The DMM is available at <http://pe.usps.com/>.
5. If you close your PO Box, you must submit separate Change of Address (COA) forms for both the PO Box address and the Street Address Service. Both forms must be forwarded to the same delivery address. USPS will not forward mail for a PO Box with Street Address Service to two different addresses.
6. If you decide to discontinue Street Addressing Service, 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 time to communicate their address change to their mailers. After the 90-day period expires, all mail addressed to the Street Address will be returned to sender or disposed of in accordance with USPS regulations.
7. Private carriers are not liable for loss or damage to packages and other mailable matter that occurs (1) in transit and before USPS accepts deposit from the private carrier or (2) once USPS rejects deposit from the private carrier. USPS regulations for uninsured packages applies to all packages lost or damaged while in USPS's custody and possession.

**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. By placing your Signature on File with the Postal Service, you eliminate 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 the Signature on File whenever three types of signature-required mail arrive at your PO Box:

- Priority Mail Express®
- Insured Mail over \$500 (including Electronic Return Receipt)
- Signature Confirmation™

With Signature on File, mail is placed in your PO Box or in a secure parcel locker for pick up at your convenience.

## Terms and Conditions

For Signature on File service, you must complete two PS Forms 3849 (“*Sorry We Missed You*”) with the completed and signed Customer Agreement. One PS Form 3849 will be scanned when an eligible item for Signature on File is received. The second PS Form 3849 is used in case the first PS Form 3849 does not scan properly. Everyone listed on the PS Form 1093, *PO Box Application*, may receive mail delivered to the PO Box. The **primary PO box holder** (the person who signed the *PO Box Application*) is **the only person authorized to sign** the two PS Forms 3849. All persons who receive mail at this box must be listed on the PS Form 1093 and comply with USPS mailing regulations and Customer Agreement terms and conditions.

**NOTE: Signature on File service conditions do not apply to: Registered Mail (including Return Receipt), Certified Mail® (including Return Receipt), “green” hardcopy Return Receipt, and Restricted Delivery. Retail counter to pick up is required for items that do not fit in your PO Box when no parcel locker is available. Mail placed in a parcel locker that is not picked up within 7 business days may need to be picked up at the Retail counter.**

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

## Premium PO Box Service Enhancements Terms and Conditions

This Customer Agreement specifies the terms and conditions for renting and using USPS PO Box services. By signing this Customer Agreement, you confirm you (1) have read and understand this Customer Agreement and (2) agree to be bound by its terms and conditions. Customers who wish to use Additional Services offered by USPS must “opt in” to receive them. By signing this Customer Agreement, the customer acknowledges he/she agrees to USPS providing Additional Services under the terms and conditions specified in this Customer Agreement.

The customer further acknowledges that he/she will not receive any Additional Services and will receive only the standard PO Box service if he/she decides not to sign this Customer Agreement.

By signing this Customer Agreement, the customer confirms that he/she is the primary box holder (i.e., the one who signed the PS Form 1093, *PO Box Application*) and that all additional persons identified on the PS Form 1093 will abide by the Customer Agreement terms and conditions.

## Signature

By signing below, I agree to participate in the Premium 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/privacy-policy](https://usps.com/privacy-policy).