



## Service Talk for Retail Employees

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

This change will allow customers to pay their PO Box payment without penalty after their due dates. The extension will eliminate PO Box closures and the handling fees associated with reopening a closed PO Box. Customers should continue to receive PO Box fee notifications via email and hardcopy letters. Do not plug PO Boxes at the beginning of the month; continue to distribute mail and allow customers access to their PO Box mail.

Web Box Activity Tracking System (WebBATS) will be programmed to run the “Delinquent” report 60 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 PO Box fees are due before the end of the month.

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 - 15<sup>th</sup> and 25<sup>th</sup> 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 “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 (SSK) or mail their payments using the Notice 32-B envelope (no postage required).

WebBATS will automatically close the PO Box for nonpayment after no payment has been received after the extended grace period.

Thank you for all you do!