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LABOR RELATIONS



August 5, 2022

Mr. Ivan Butts
President
National Association of Postal Supervisors
1727 King Street, Suite 400
Alexandria, VA 22314-2753

Dear Ivan:

As a matter of general interest, the Postal Service intends to revise the Domestic Mail Manual (DMM) Section 508.4.5.3, *Additional Standards for Free PO Box Service*.

The revision to DMM Section 508.4.5.3.c provides clarification to language "at or near a physical address" as it relates to a customer meeting one of the criteria for free PO Box service. Item 4.5.3.e was added to Section 508 to provide guidelines for refunding customers who paid for PO Box service but were entitled to free service.

We have enclosed final draft copies of the DMM, Section 508, 4.5.3, *Additional Standards for Free PO Box Service*, one with and one without changes identified.

Please contact Bruce Nicholson at extension 7773 if you have any questions concerning this matter.

Sincerely,

A handwritten signature in blue ink, appearing to read "James Lloyd".

James Lloyd
Director (A)
Labor Relations Policies and Programs

Enclosure

Reference | Page | Para | Sentence

4.5.2 Fee Group E — Free PO Box Service

Currently

- c. USPS does not provide carrier delivery to a mail receptacle at or near a physical address for reasons in [4.5.3b](#). “At or near a physical address” is defined by reference to how carrier delivery is established in a particular locale or ZIP Code.

Proposed

- c. USPS does not provide carrier delivery to a mail receptacle at or near a physical address for reasons **other than those** in 4.5.3b. “At or near a physical address” is defined by reference to how carrier delivery is established in a particular locale or ZIP Code.

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4.5.3 Additional Standards for Free PO Box Service

Currently

No language to address refunds

Proposed

e. If the postmaster determines that a customer paying for PO Box service is entitled to Group E (free) PO Box service, the postmaster may issue a refund of prorated fees paid by the customer for each full consecutive month preceding the determination, up to a maximum of 24 months. The postmaster may approve a refund only if and to the extent that the customer demonstrates, to the postmaster’s satisfaction, that the customer would have been eligible for Group E (free) PO Box service under 4.5.2 during the relevant pre-determination period. Interest is not paid on the amount refunded.