



Post Office Box Service and Caller Service Fee Groups

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Transmittal Letter

- A. Explanation.** Publication 431 lists the Post Office™ box service and caller service fees and fee group assignments by ZIP™ Code.
- B. Availability.** Postal Service™ personnel may access Publication 431 on the Postal Service PolicyNet Web site at <http://blue.usps.gov>; under "Essential Links" in the left-hand column, click on *PolicyNet*; then click on *PUBs*; then click on the title for Publication 431.
- C. Comments on Content.** Direct comments or questions regarding the content of this publication to the following address:
VALUE ADDED AND SPECIAL SERVICES
US POSTAL SERVICE
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WASHINGTON DC 20260-5526
- D. Cancellations.** All previous editions of Publication 431 are obsolete.
- E. Effective Date.** This edition of Publication 431 is effective May 11, 2009.

A handwritten signature in black ink that reads "Tandelyia Samuels".

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Introduction

General Information

Post Office box and caller service fees are not uniform, but vary for reasons such as limits imposed by non-cost-based fees that previously were charged and because of changes in real estate values, costs, and other factors at the Post Office™ providing the service.

Caller service provides premium service for a fee to any customer requiring more than free carrier service or the largest installed box size, or to any customer who is required to use caller service by standard. Caller service allows a customer to pick up mail at a Post Office call window or loading dock when the office is open. Caller service, which also uses a box number, is distinct from general delivery service.

For more information on Post Office box service and caller service, see *Mailing Standards of the United States Postal Service*, Domestic Mail Manual (DMM®) 508.4 and 508.5. The DMM is available on the Postal Explorer® Web site at pe.usps.com.

Determining Fees

1. See [Exhibit 1](#) for the fees for Post Office box service and caller service.
2. To determine the fees associated with an office, visit <http://edd/pls/posweb/pub431.mainpage>.

Exhibit 1

**Post Office Box Service and Caller Service Fees (Effective May 11, 2009)
Box Sizes¹ and Fees Per Semiannual (6-month) Period**

Fee Group	1 (3" x 5.5")	2 (5" x 5.5")	3 (11" x 5.5")	4 (11" x 11")	5 (22.5" x 2")	Caller Service
1	\$46	\$70	\$125	\$255	\$410	\$660
2	36	58	100	195	350	580
3	30	48	88	160	270	520
4	22	35	55	110	205	510
5	20	28	50	90	155	500
6	14	22	38	65	115	450
7	12	18	30	50	90	410
E ²	0	0	0	0	0	0

¹ Shown with the box sizes are typical door opening dimensions, width by height.

² When the Postal Service determines not to provide carrier delivery to a customer's physical address or business location that constitutes a potential carrier delivery point, as defined by the Postal Service, that customer becomes eligible for one Post Office box at the Group E fee, subject to the regulations outlined in DMM 508.4.6. For more information on Fee Group E eligibility, see DMM 508.4.6.2-3.

Additional Fees and Services

In addition to the semiannual fees noted in [Exhibit 1](#), additional fees and services for Post Office box service and caller service are as follows:

- Deposit per key issued: \$1.00.
- Key duplication or replacement (after first 2 keys), each: \$6.00.
- Post Office box lock replacement, each: \$15.00.
- For each reserved call number (caller service), per calendar year: \$40.00.