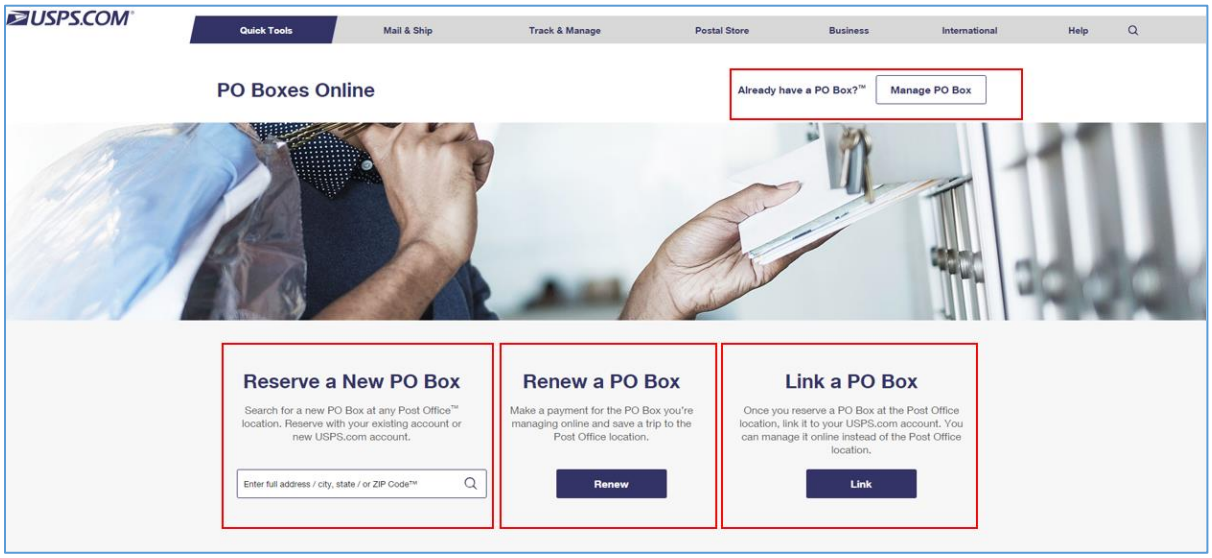
Welcome to PO Boxes™ Online!
This is not a step-by-step guide, but a key steps document to keep you on track as you navigate through the application https://www.usps.com/manage/po-boxes.htm.

Landing Page
- You can login to Manage PO Box accounts online.
- Search for or reserve a new PO Box, renew a PO Box or link a PO Box to an account.



Select a link to go to the following transactions:

- Searching for an available PO Box™ online..... 2
- Reserving a PO Box™..... 3
- Payment and billing information / confirmations..... 4
- Confirmation page..... 5
- Applying to and reserving off the waitlist..... 7
- Managing PO Boxes™ online..... 8
- Renewing a PO Box™ online..... 10
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- Linking a PO Box™ online..... 15
- Closing a PO Box™ online..... 19
- Getting Support online..... 21

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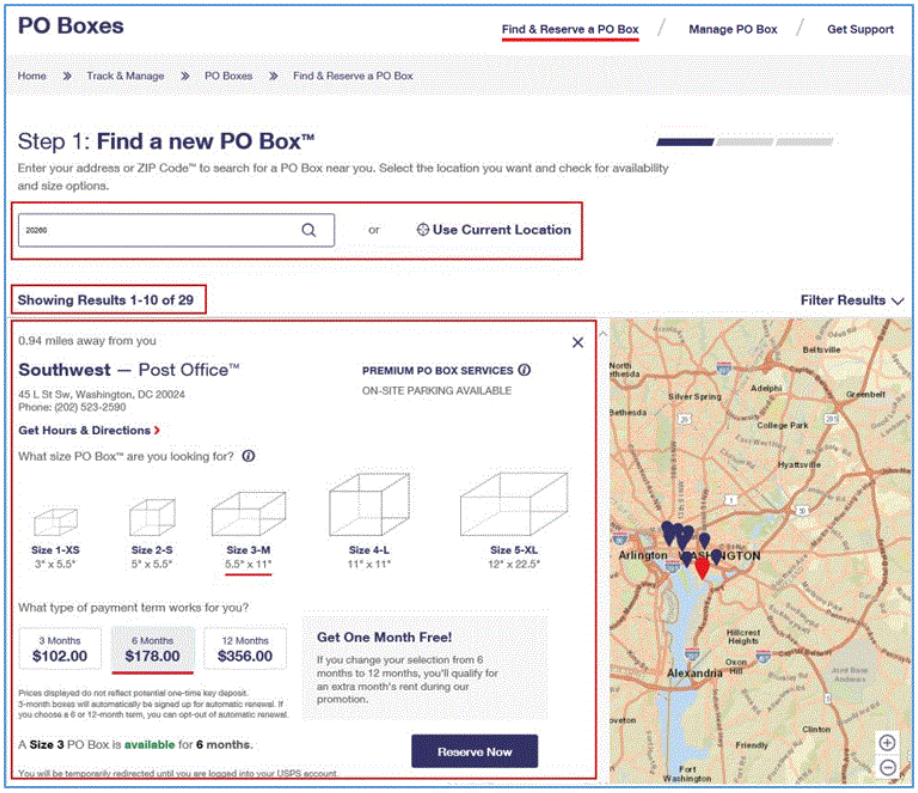
Searching for an available PO Box™ online

- Enter your desired location information to search for available PO Boxes.
- View results of all Post Office locations that meet your search criteria.
- View and select from available box sizes and prices for that location, hours, directions and other premium services.



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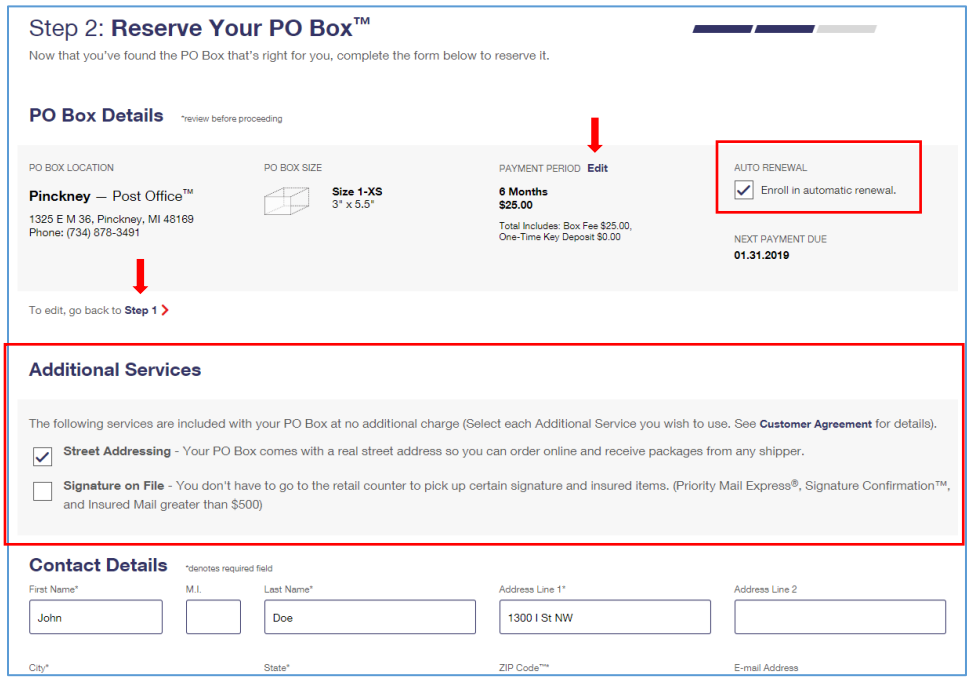
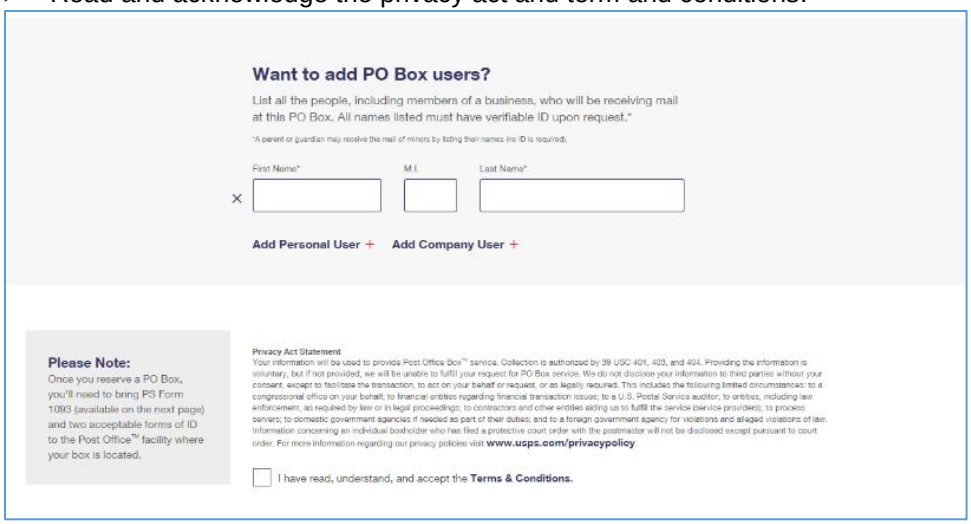
Reserving a PO Box™

- Make a selection, view and edit details for that selection.
- Select the auto renewal box.
- Select Additional Services (if available)



- Add additional PO Box users.
- Read and acknowledge the privacy act and term and conditions.



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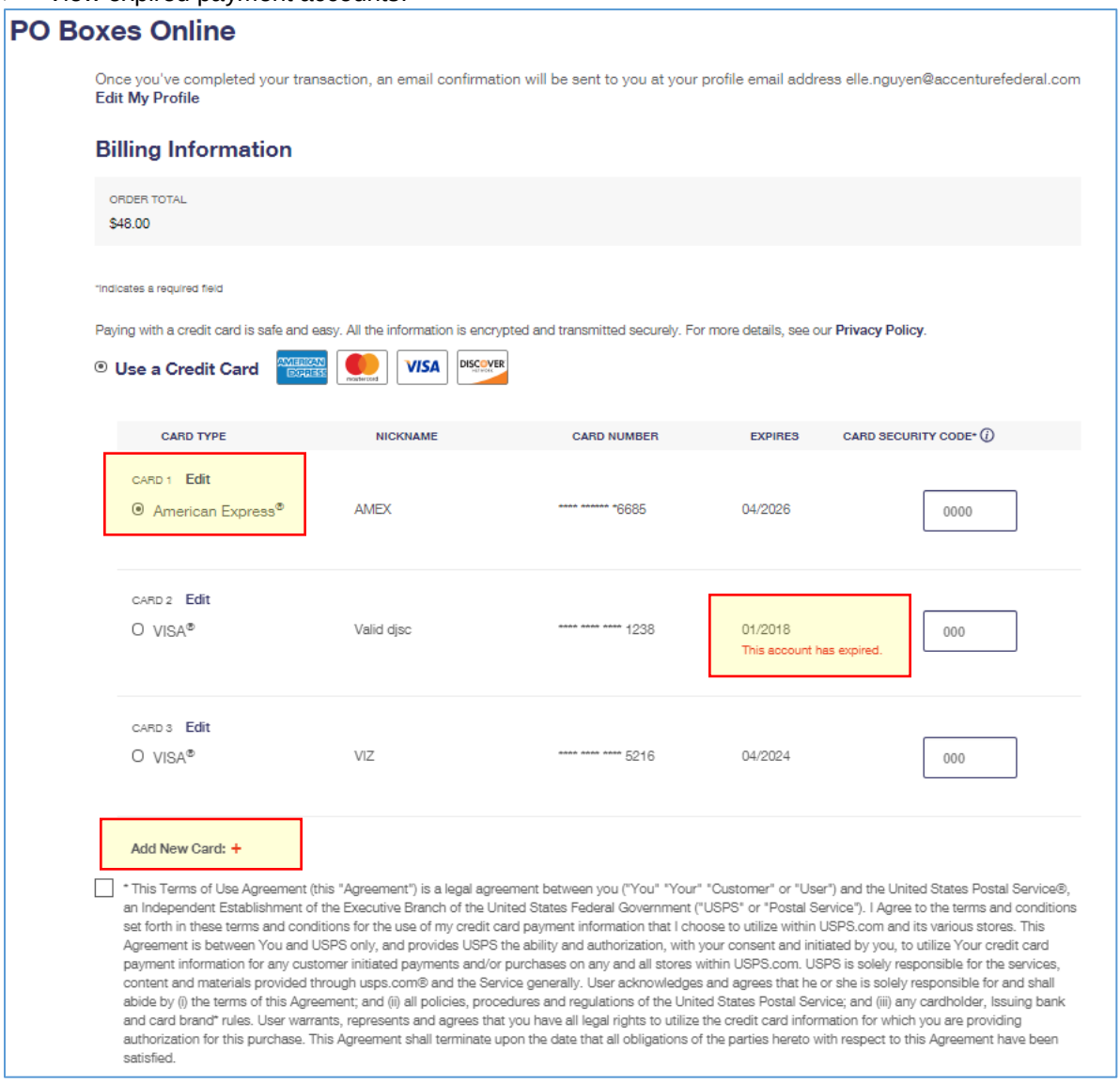
Payment and Billing Information / Confirmations

- Add, edit, and delete payment and billing information as needed.
- View expired payment accounts.



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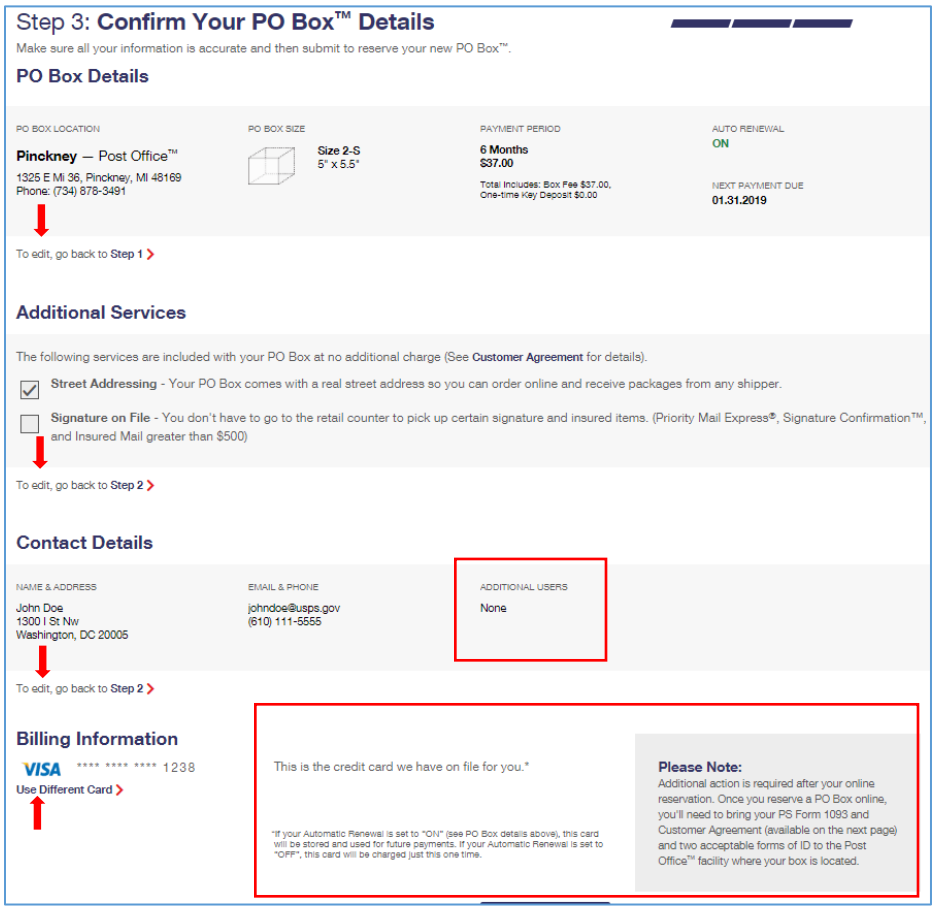
Confirmation Page

- After submitting and reserving an available PO Box, you will see the step 3 confirmation page.
- You can validate and edit details and billing information before submitting.
- View reminder to bring PS Form 1093, Customer Agreement form (if applicable) and two acceptable forms of U.S. ID to the local Post Office.



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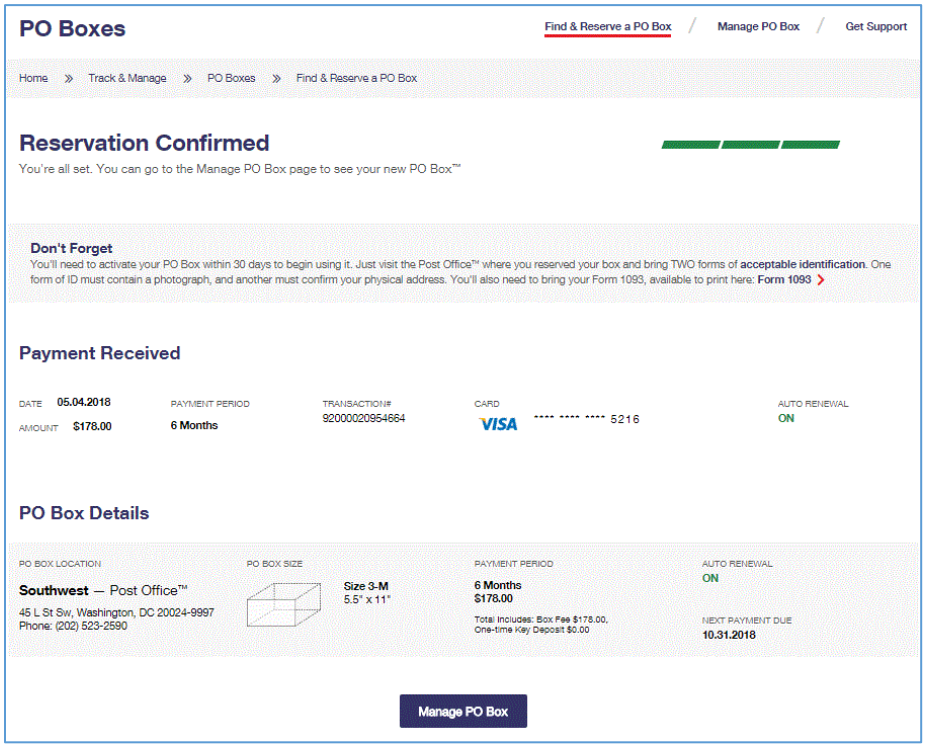

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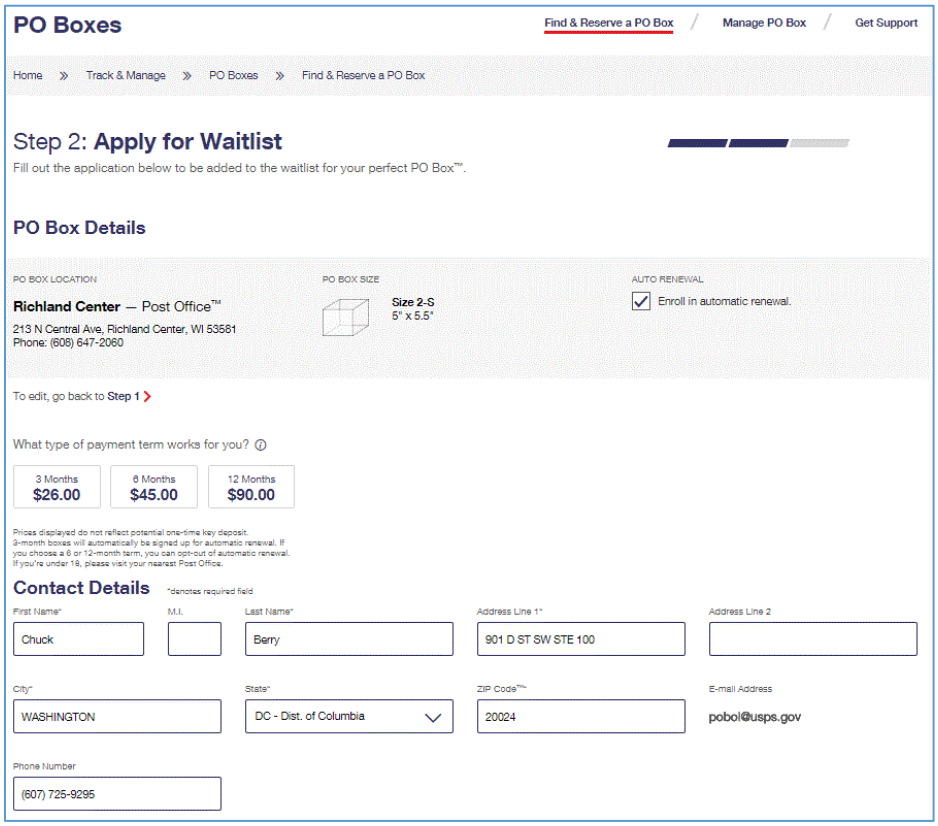
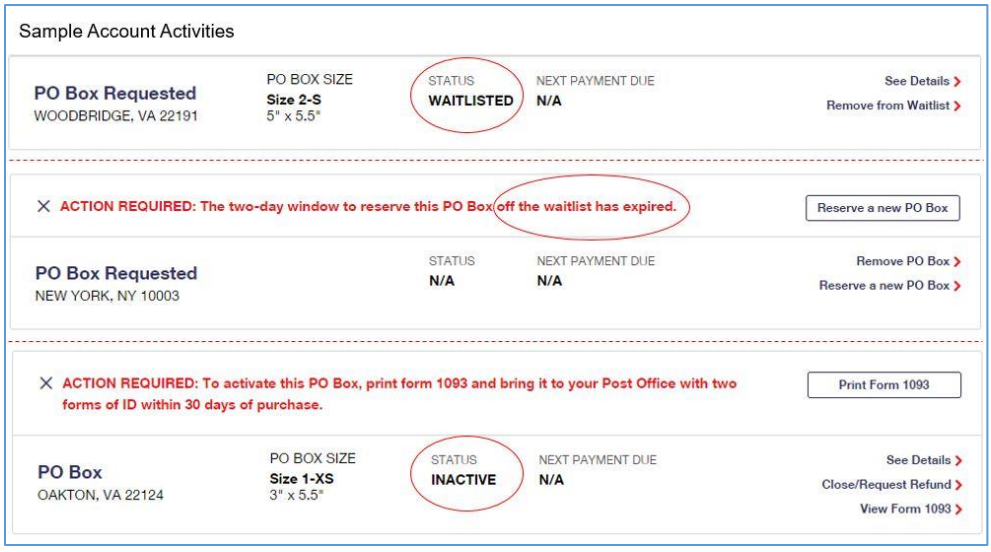
Applying to and Reserving Off the Waitlist

- When a PO Box is not available, you can apply to be placed on the waitlist by completing the personal or business details, adding additional users, and selecting the desired payment period.



- When a box becomes available, the customer is notified via email and on the Manage PO Box page where you can then reserve the box online.



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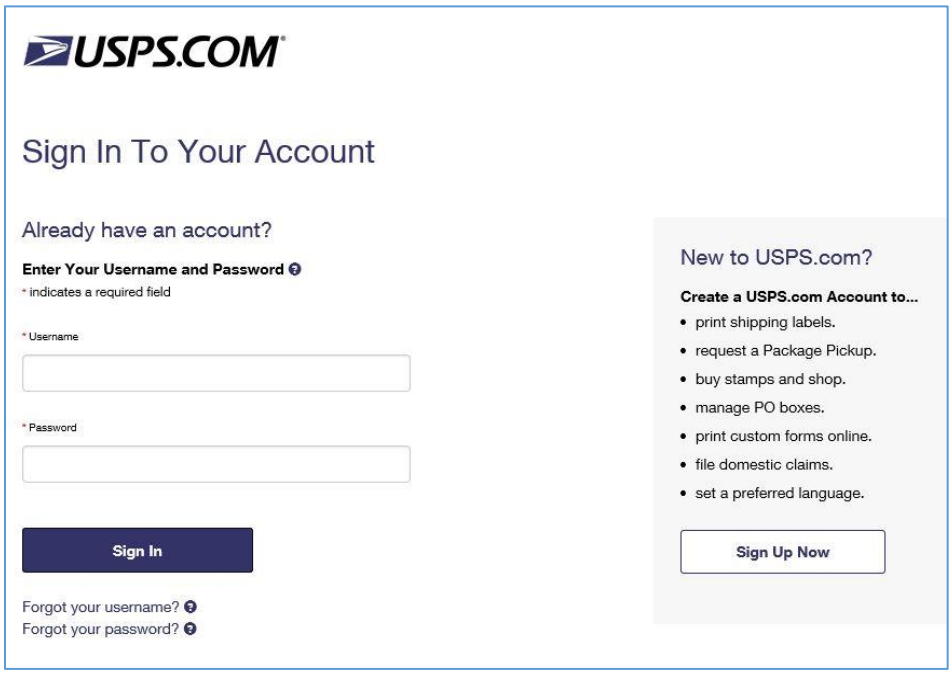
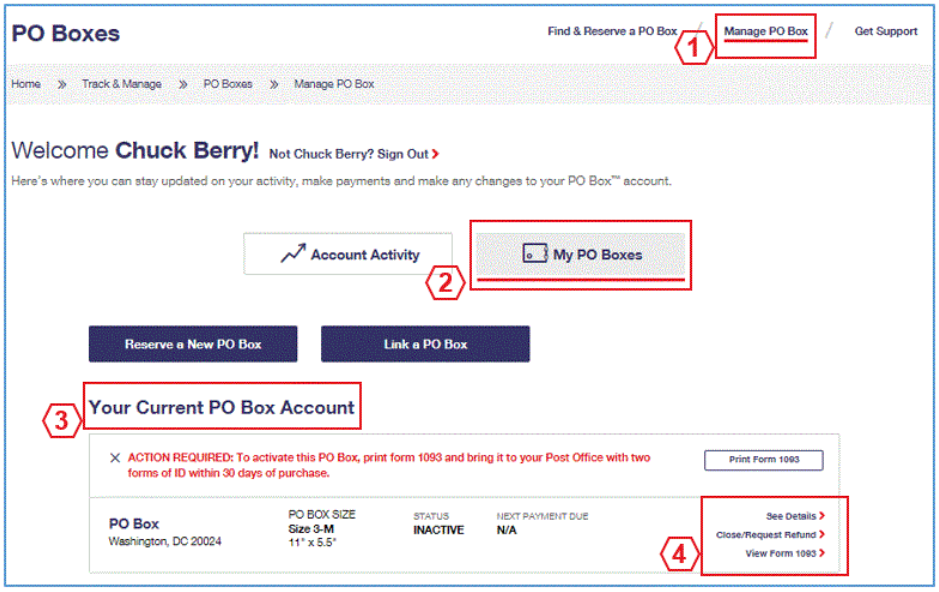
Managing PO Boxes™ Online

- Once you login to Customer Registration, you will be taken to the Manage PO Box page (1) where the My PO Boxes (2) tab will open.
- You can view all PO Boxes you are managing online (3) along with specific PO Box details (4) for each.





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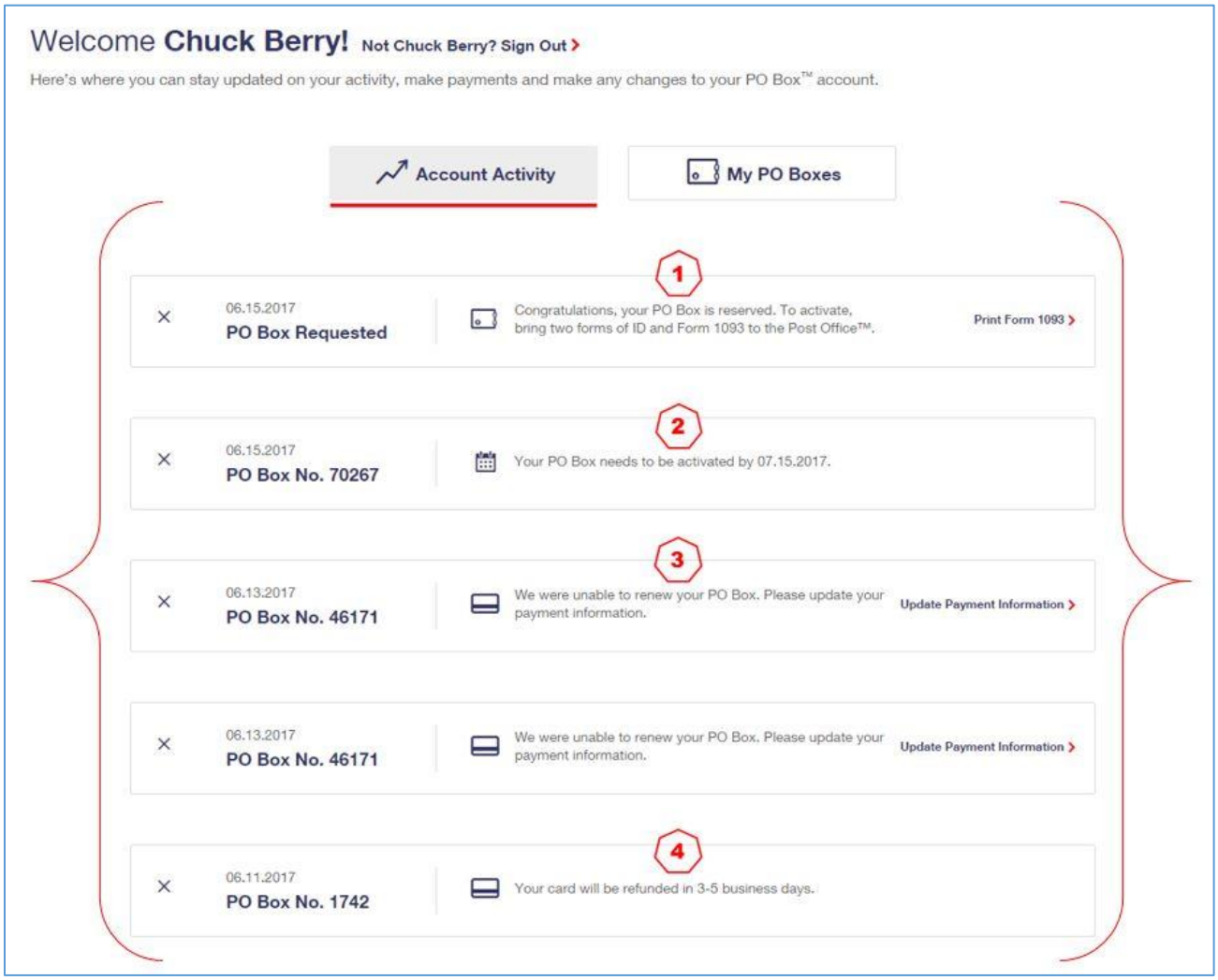
- By selecting the Account Activity tab on the Manage PO Box page, you can view general account activity information, reminders of upcoming deadlines, and notifications for all PO Boxes managed online.
- Different samples in image below, but not full list of activities or messages.



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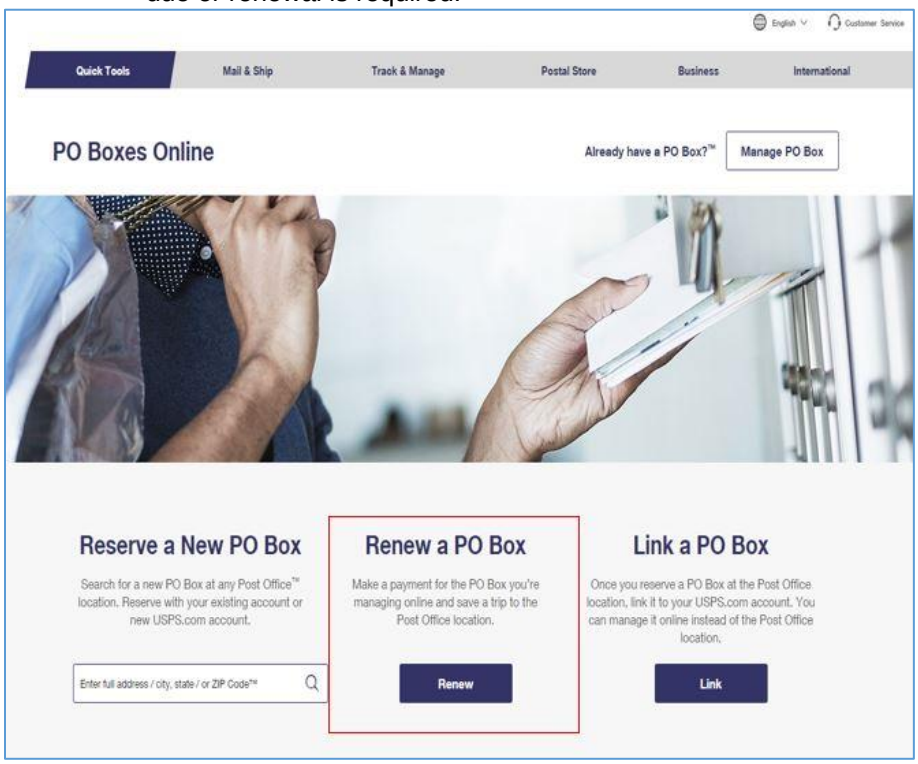
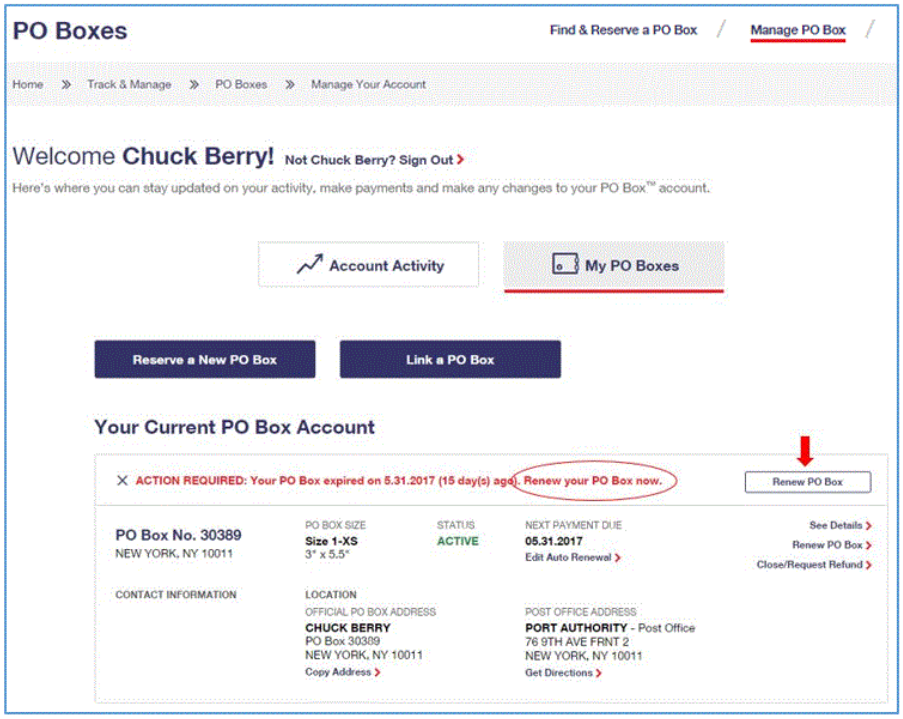
Renewing a PO Box™ Online

- Select the “Renew” button on the PO Boxes Online landing page to make a payment on a PO Box.
  - Customers will receive an email notification and a notification within the Account Activity tab when payment is due or renewal is required.



- Click the ‘Renew PO Box’ link under the ‘My PO Boxes’ tab.



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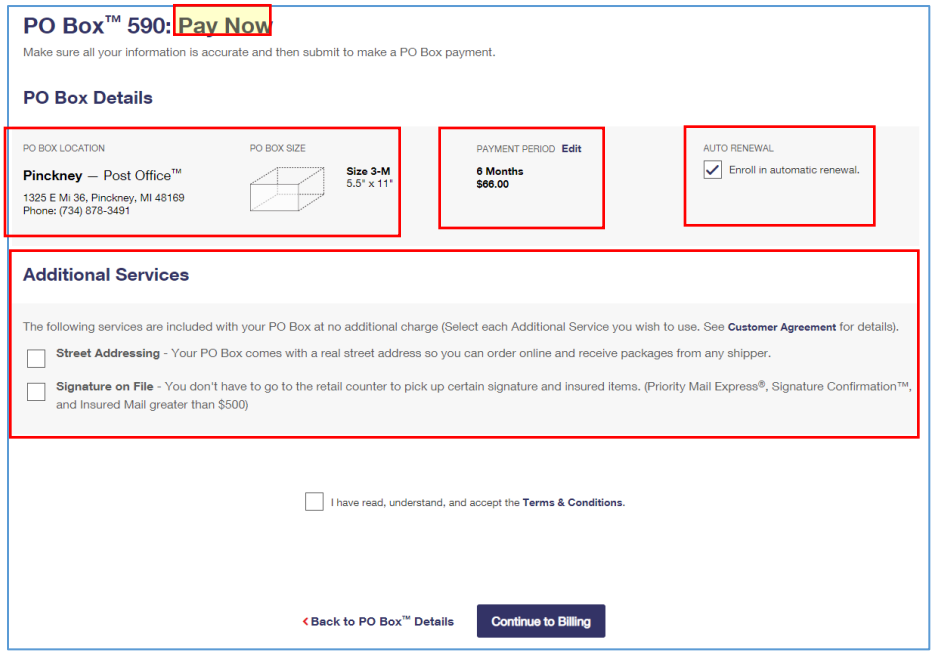
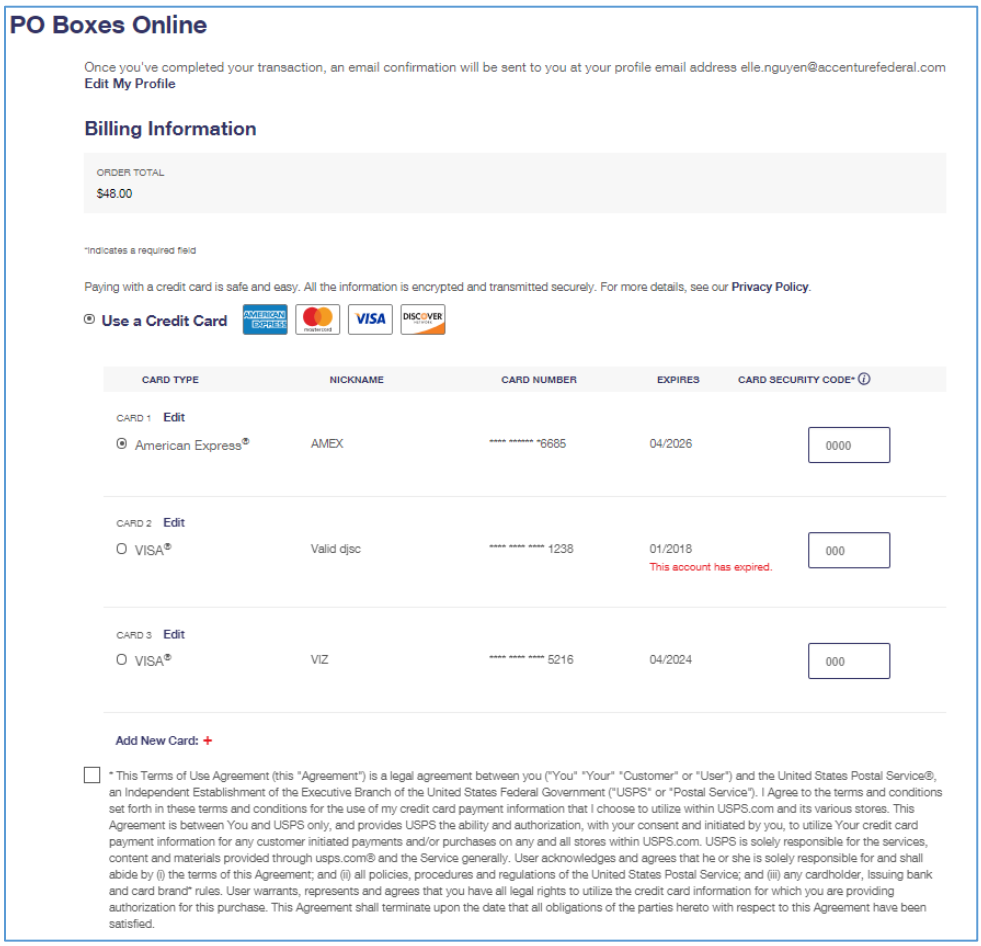
- Review and edit your box details, payment period and automatic renewal eligibility.
- Select available Additional Services if you are not currently enrolled
- Read and check the Terms & Conditions box, then proceed to the Billing page to review or enter payment information.





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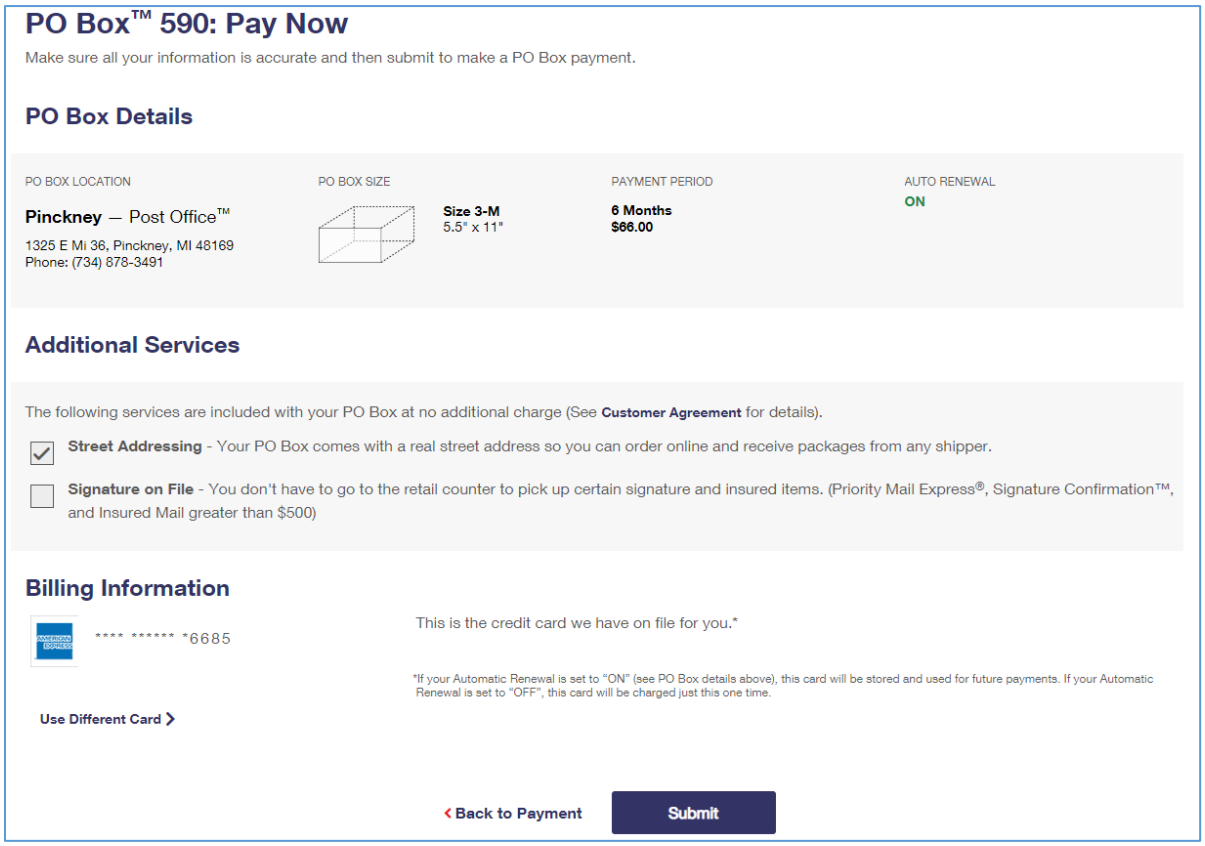
- After entering your payment information, you will see the Pay Now Review page.
- You can validate and edit order details and billing information before submitting.



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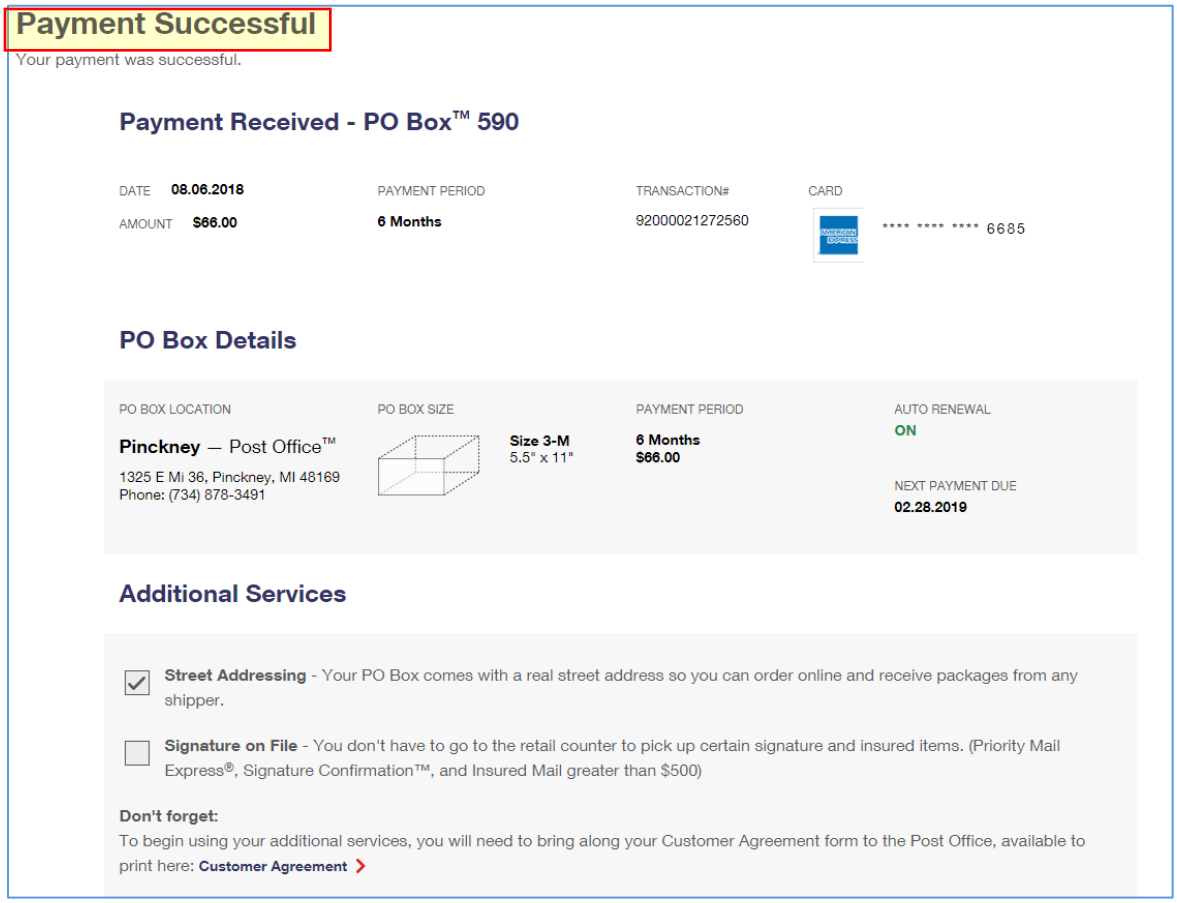
- After submitting, you will see the Payment Success page. You will also receive an email notification that your payment was processed.
- When you click the 'Manage PO Box' button at the bottom, you will go back to the "My PO Boxes" tab.



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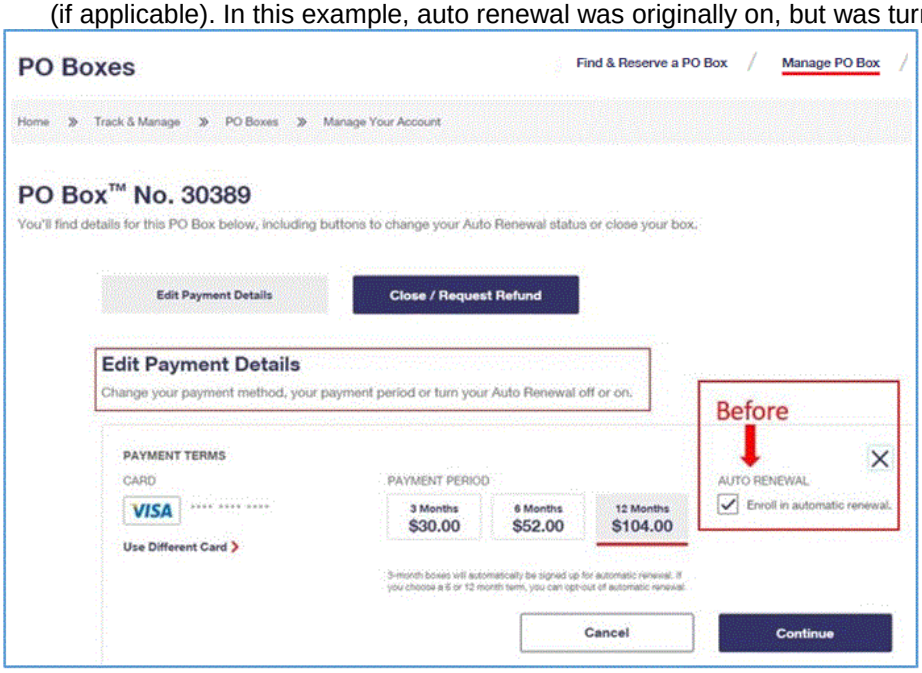
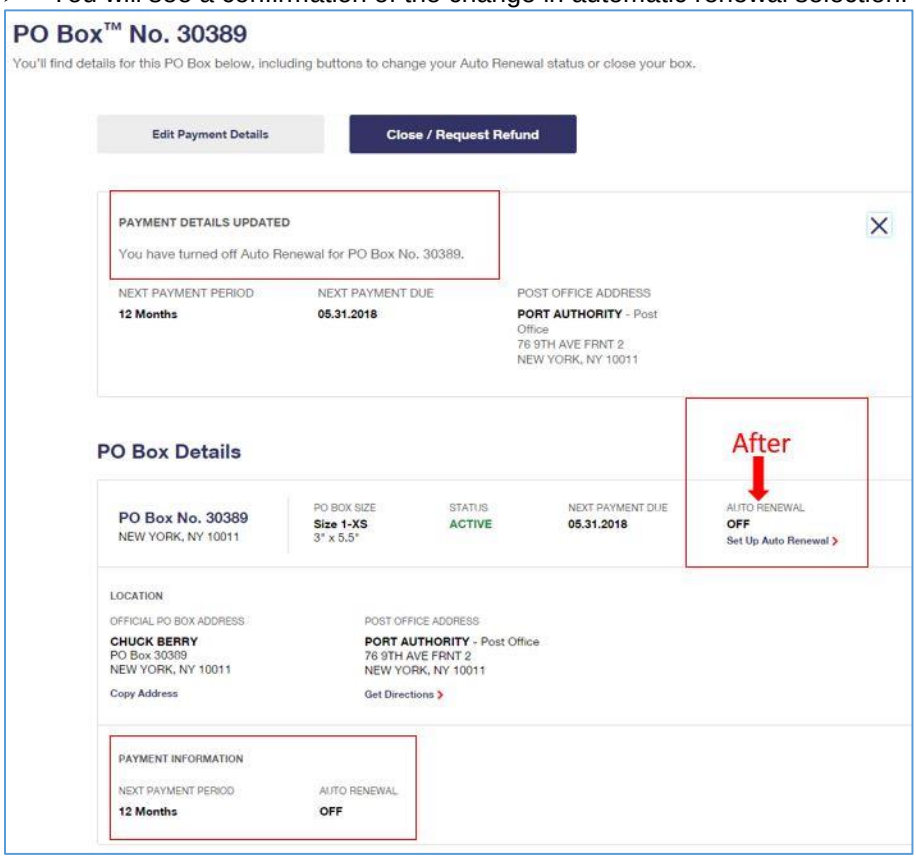
Editing Automatic Renewal

- On the Edit Payment Details tab, you can modify 1) payment card type, 2) payment period, and 3) auto renewal status (if applicable). In this example, auto renewal was originally on, but was turned off (see before and after).



- You will see a confirmation of the change in automatic renewal selection.



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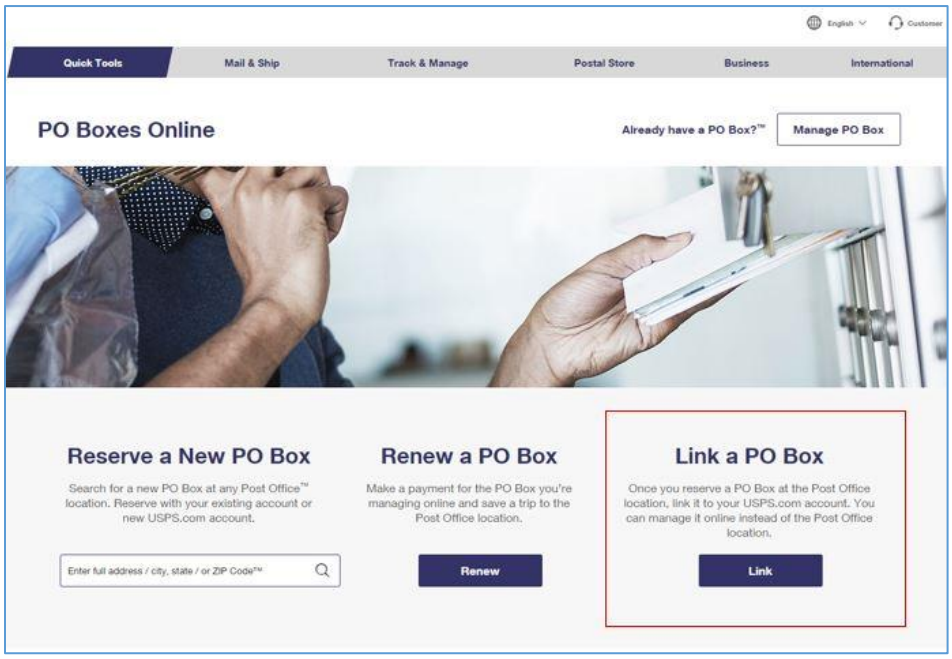
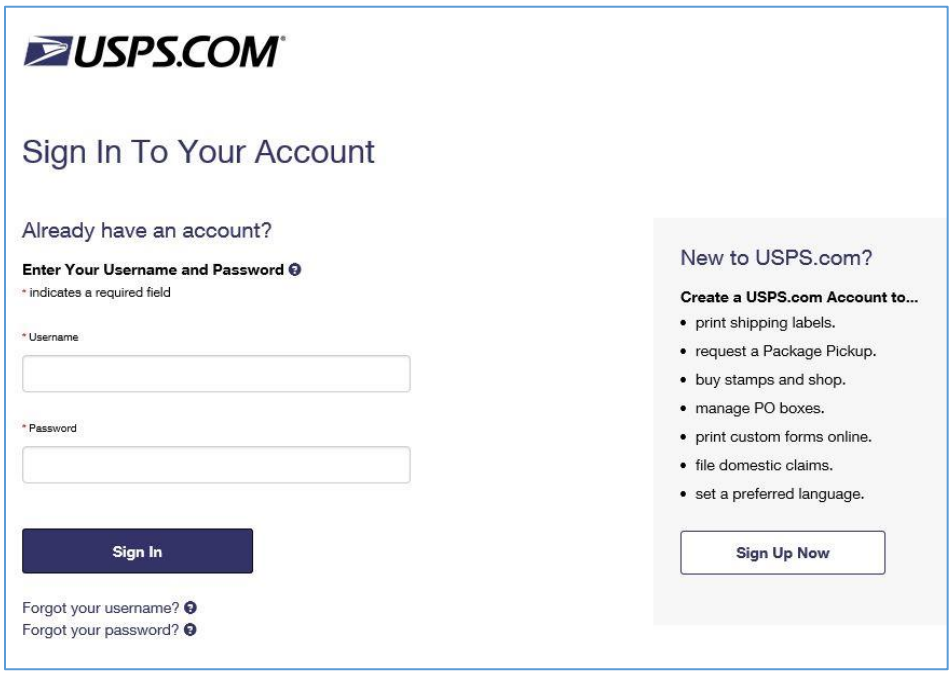
Linking a PO Box™ Online

- Select the “Link” button on the “Manage PO Box” page to sign in to your account.





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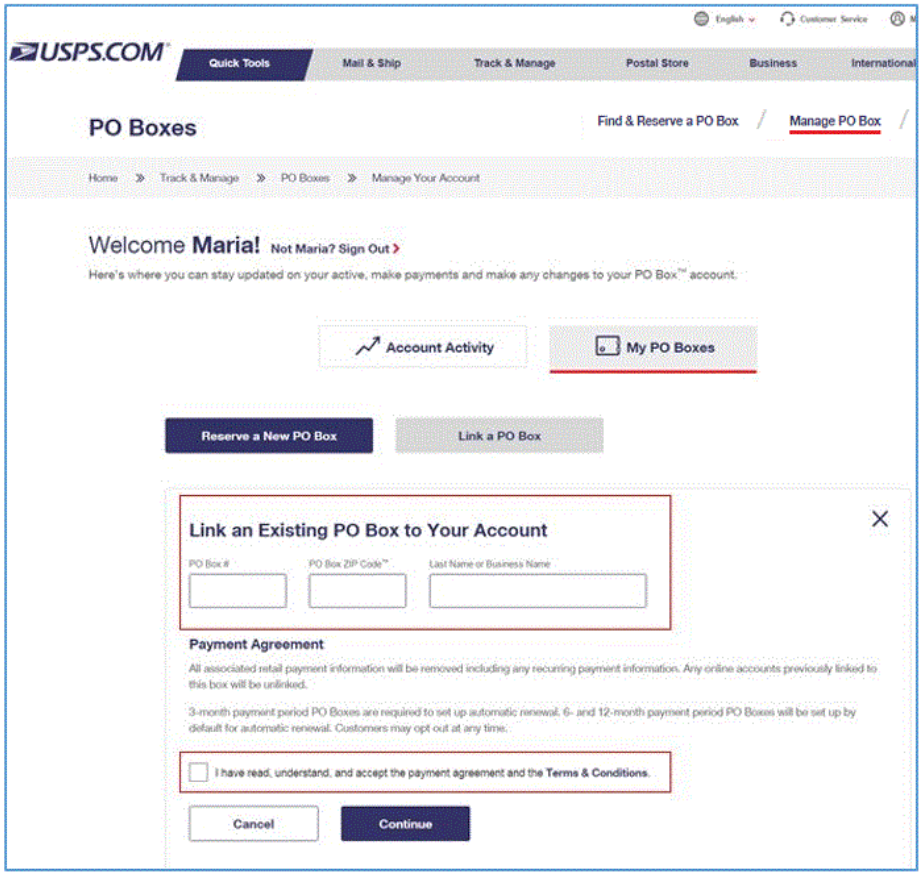
- On the “Link a PO Box” tab, you can enter the PO Box #, PO Box ZIP Code, and Last Name / Business Name of the box you want to link to your account.
    - Customers should read the Payment Agreement, and are required to agree to the Terms & Conditions by selecting the check box.
- Select “Continue” to proceed to the review page.



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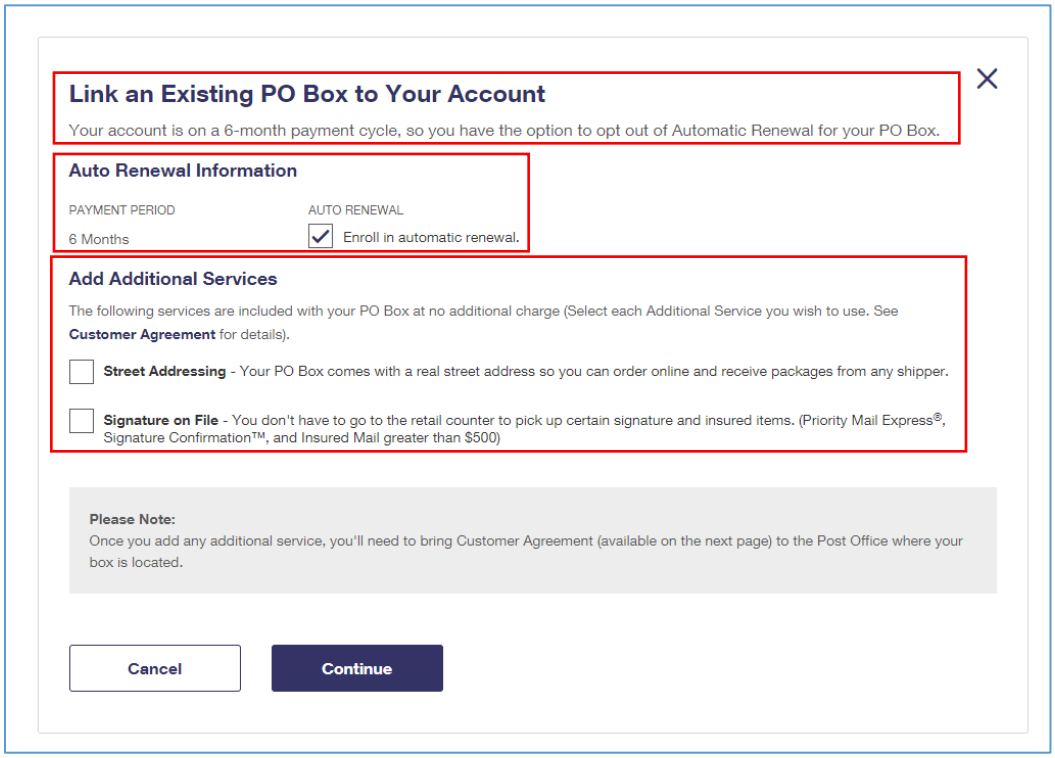
- Customers can opt out of automatic payment if they have **6 or 12-month boxes**.
- If you choose to opt out of automatic payment by un-selecting the auto renewal box, you will go straight to the confirmation page. If you choose to enroll in auto renewal, you will proceed to the billing page to enter and store payment information for future payment.
- Customers **cannot opt out** of automatic payment if they have **3-month boxes**, and will proceed to the billing page.
- Customers may be eligible to enroll in Additional Services if their Post Office location offers Premium PO Box Services.



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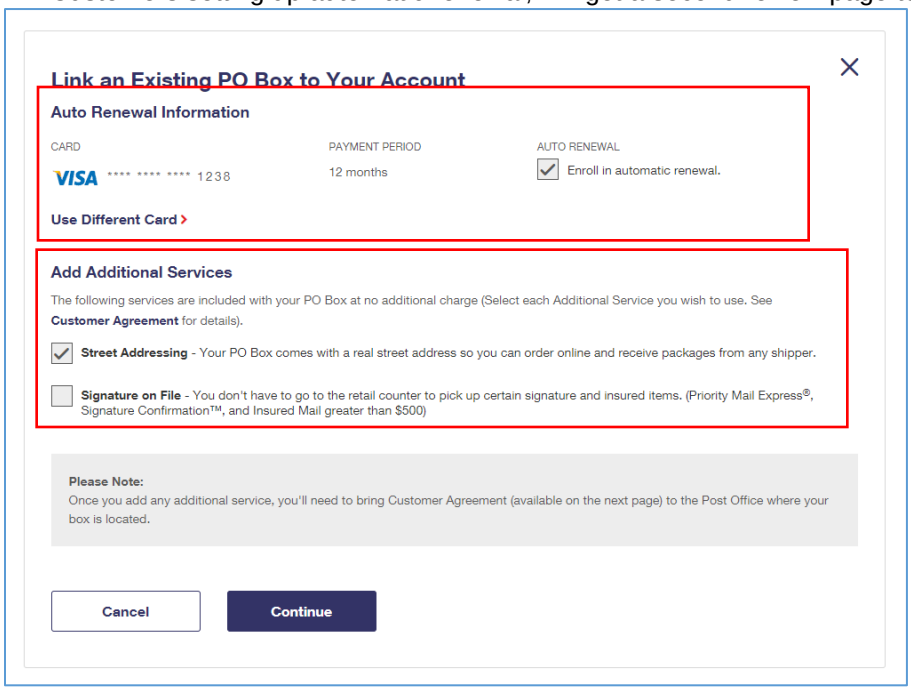
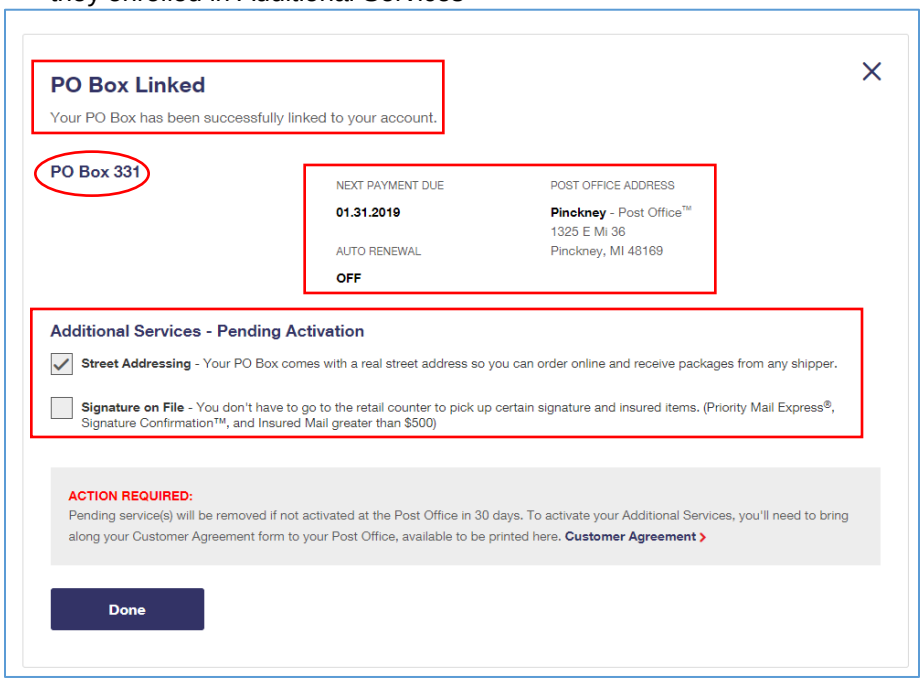
- Customers setting up automatic renewal, will get a second review page to confirm or edit their payment information.



- Lastly, you will get a confirmation page indicating the PO Box has successfully linked to your account. It will show the PO Box number and include whether automatic payment renewal was selected or not. (This example shows it was selected for a 6-month box).
- View Action Required reminding customer to bring their Customer Agreement form to their Post Office location, if they enrolled in Additional Services



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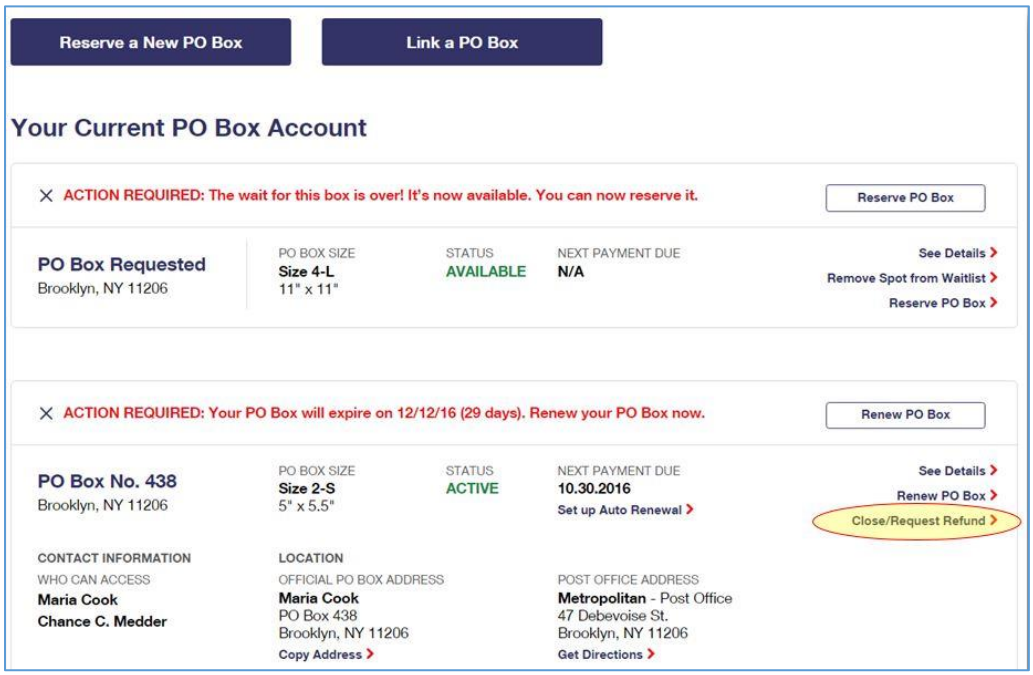
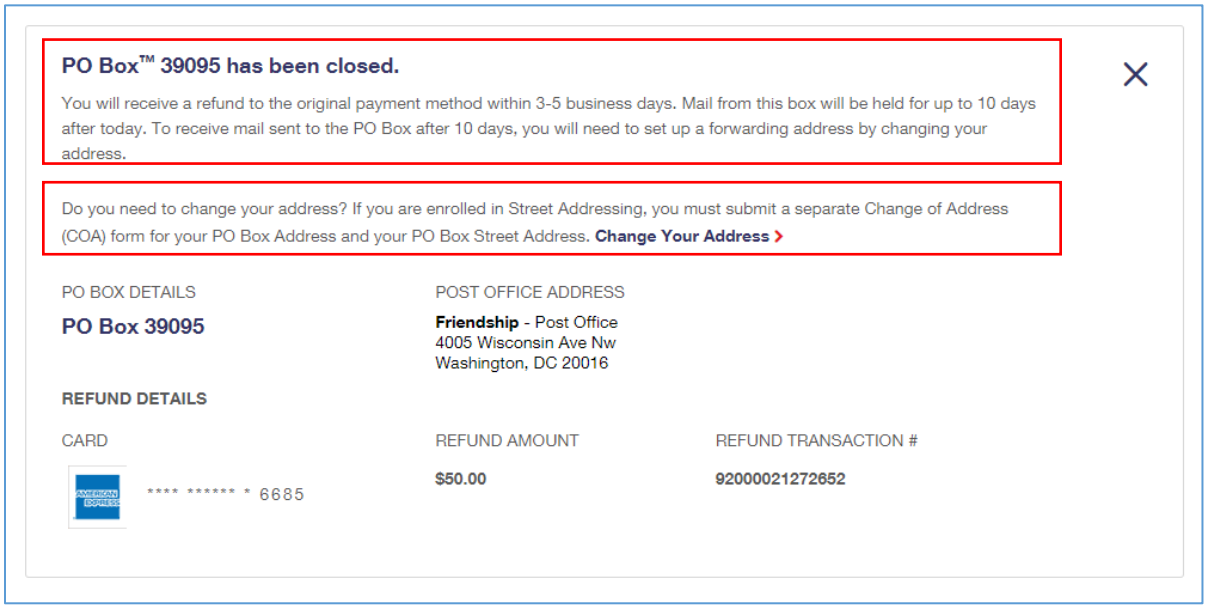
Closing a PO Box™ Online

- If a PO Box is eligible to “Close or Request Refund”, you will see a link in the box details.
- Customers can close a box online, but are required to forfeit their key deposit for closing the box online. Customers can choose to close the PO Box at their local post office to receive the key deposit.



- Customers not eligible for a refund will see a message that the box is successfully closed and instructions for picking up mail, or submitting a change of address, on the confirmation page.



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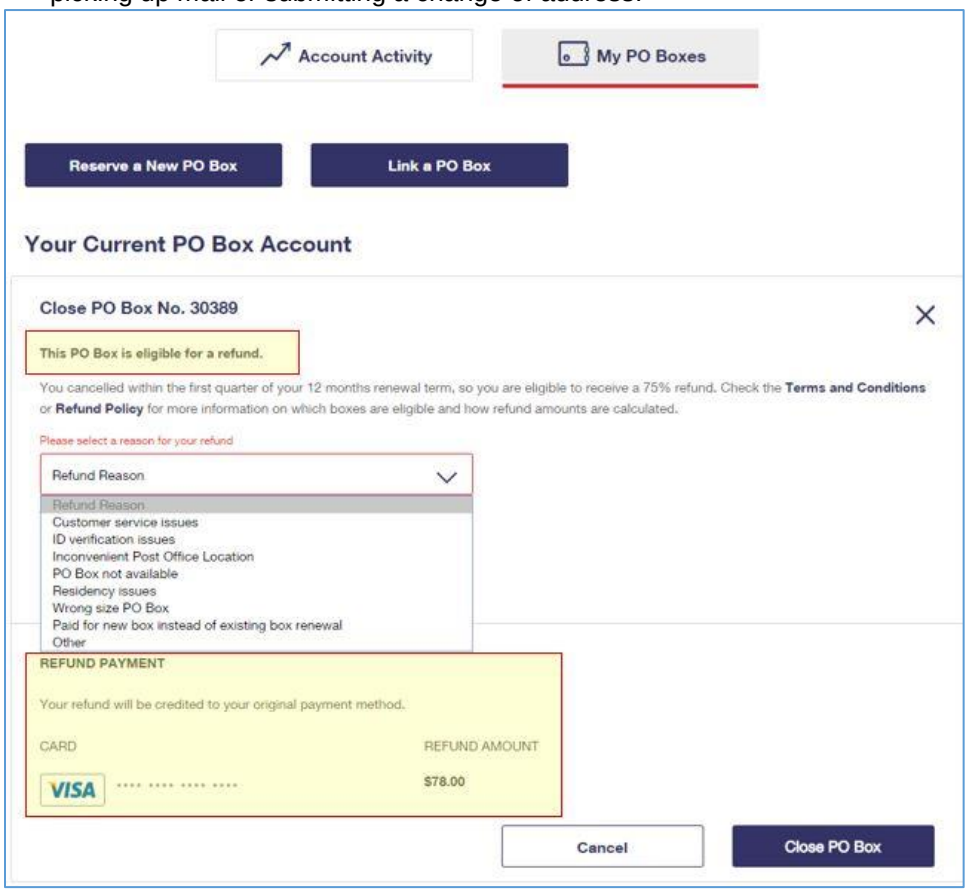
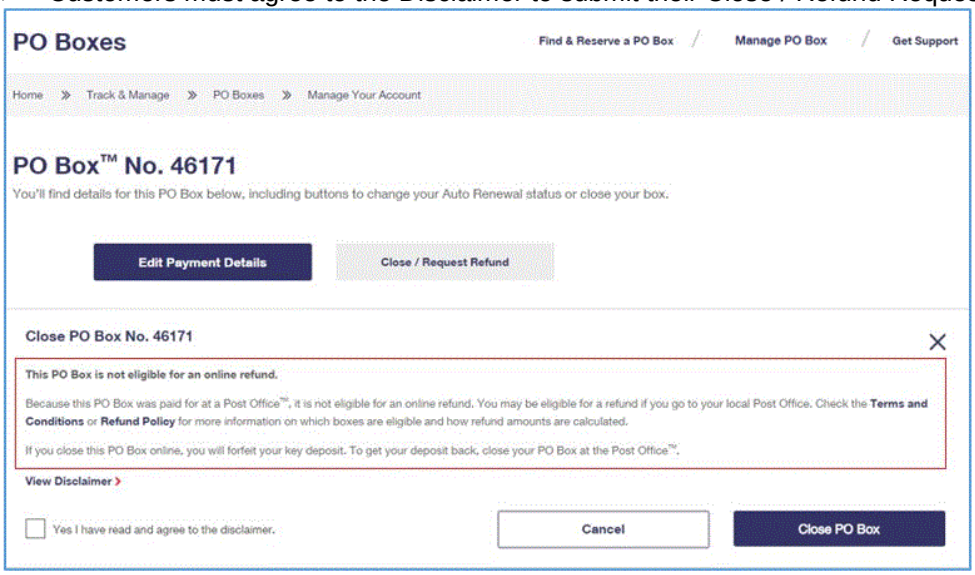
- Before you can “Close / Request Refund” for an eligible PO Box, you must provide a reason from the dropdown menu and agree to the disclaimer.
- Customers eligible for a refund will see information about the refund on the confirmation page with instructions for picking up mail or submitting a change of address.



- Boxes set to close that are not eligible for refunds will receive a message with links to the Terms and Conditions and the Refund Policy. This example shows the box was opened at the local Post Office as is not eligible for an online refund.
- Customers must agree to the Disclaimer to submit their Close / Refund Request.



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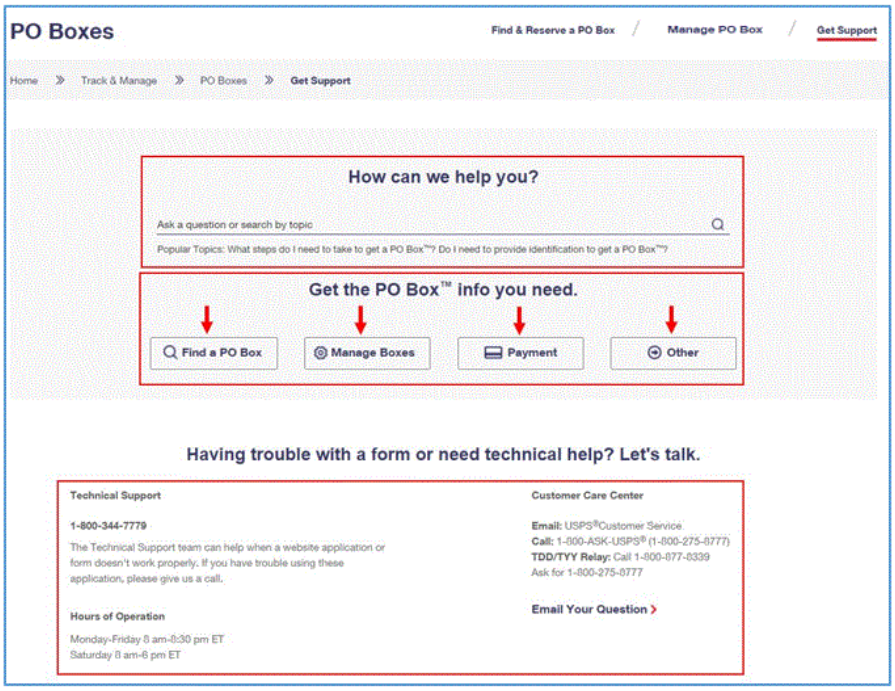
Getting Support Online

- On the 'Get Support' page, you can search frequently asked questions (FAQs) by typing in the search bar or selecting any of the 'Getting Started' basic topics for common FAQs.
- Contact information is available for technical support or if you need to speak with a Care Center agent.



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