

Mandatory Stand-Up Talk

April 30, 2020

Handling mail for temporarily closed businesses

Business closed — hold mail extended through May 30, 2020

The Postal Service is committed to assisting businesses impacted by the Coronavirus Disease 2019 (COVID-19) pandemic.

In an effort to best serve our business customers, we are continuing to temporarily modify how we handle mail that must be returned to the delivery office due to a full box or a business not being open to receive delivery for an extended period. Current postal policy during the pandemic is to return the mail to the delivery office and hold it until April 30, 2020. In order to further accommodate businesses during this challenging time, we will now extend the hold period through May 30, 2020. In addition, there will be a 15-day grace period following May 30, 2020, before mail items are returned to the sender.

Once the business reopens, delivery should immediately resume unless other arrangements have been made. Customer may request to have their held mail delivered or they can pick it up at their local Post Office. If the business fails to make alternative delivery arrangements or does not submit a request to hold or forward its mail after May 30 and the 15-day grace period, the process of returning mail to the sender will resume.

Management may make efforts to contact business owners with held mail to discuss the alternative options.

If businesses make contact after May 30, 2020, and Moved Left No Address Orders have been processed, extend assistance as necessary to cancel the orders and immediately resume delivery.

These instructions shall remain in place until further notice.

Thank you for your efforts to serve our customers.