

Guide to Post Office Box Street Addresses (PBSA)

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Revision History

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- January 26, 2017 – added alphanumeric PO Box reference on page 2, updated PBSA table information on page 3

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Purpose

The purpose of this document is to provide information on how to determine if a Street-Style address actually represents a Post Office Box address, designated as a P.O. Box™ Street Address (PBSA). This document also describes how different mailing related functions, such as CASS™, change-of-address (COA), Move Update, undeliverable-as-addressed (UAA), and Computerized Delivery Sequence are impacted by the PBSA option. As new information becomes available, this document will be updated to reflect the additional information. The Revision History at the beginning of this document outlines the changes made to the document.

The United States Postal Service® offers customers in approximately 6,400 offices throughout the country the option of using a PBSA as an equivalent of the customer's traditional P.O. Box-style address. The P.O. Box service in all of these offices is on the Competitive Product list. Within these 6,400 offices, the customer's *mailing* address may be either a PBSA, which is street-style address for the Post Office™ where their P.O. Box is located, or the traditional P.O. Box-style address.

Use of the PBSA is optional for the P.O. Box customer. Accordingly, not all P.O. Box holders within an office are expected to sign up to use this option. For P.O. Box holders who wish to utilize the PBSA option, a customer agreement must first be completed that defines the allowable uses of the PBSA. For more information on the content of the customer agreement, please see <https://ribbs.usps.gov/index.cfm?page=mtcsa>.

The USPS® provides several different solutions that a mailer may choose to identify when a customer may be using a PBSA address. The following tools may be used to identify PBSAs:

- 1) The PBSA Box Range table
- 2) The carrier route assignment contained in the ZIP + 4 Product and Carrier Route Product
- 3) The DPV® Commercial Mail Receiving Agency (CMRA) table
- 4) The DSF²® P.O. Box Throwback table
- 5) The DPV PBSA table (beginning with the August 2012 DPV product)

P.O. Box Street-Style Address Format

The format of the PBSA address is constructed using the street address of the Post Office where the P.O. Box is physically located. As an example, for ZIP Code 38027 the street address of the Post Office is:

131 S Center St
Collierville TN 38027

For P.O. Box customers within ZIP Code 38027 who are authorized to use the PBSA format, the street-style address is constructed using the Post Office street address and

the P.O. Box™ number. A customer renting P.O. Box 3094 who enrolls in the PBSA program would represent their PBSA address as:

131 S Center St # 3094
Collierville TN 38027

Note: The PBSA program is not available to caller service customers, alphanumeric P.O. Box numbers, or P.O. Box customers who receive boxes for no fee (Group E). When a P.O. Box number conflicts with an existing secondary assigned to the building, the P.O. Box will be excluded from the street addressing.

Tools to Identify P.O. Box Street-Style Addresses

1. The PBSA Post Office Box Range table

The simplest way to determine if an address is a PBSA is by using the PBSA Box Range table. The link below contains the street addresses of all Post Offices that offer the PBSA option.

https://ribbs.usps.gov/mtcsa/documents/tech_guides/mtcsa.txt

Additional information about the data elements and proper use of the PBSA Box Range table can be found at <https://ribbs.usps.gov/index.cfm?page=mtcsa>.

2. PBSA carrier route assignment

All PBSA addresses are recorded in the USPS® AMS database under unique carrier route assignments that are only used for the PBSA formats. Carrier route numbers C770 through C779 indicate PBSA addresses.

Customers who access the USPS Address Information System ZIP + 4® product can identify a PBSA if the address is associated with the unique carrier route values of C770 through C779.

A return of a carrier route assignment of C770 through C779 by CASS Certified™ software indicates the input address matched to a PBSA delivery location in the AMS database.

3. The DPV® Commercial Mail Receiving Agency (CMRA) table

The CASS™/DPV process can be used to identify potential PBSA addresses. ALL PBSA addresses are included within the DPV CMRA table that identifies addresses that are associated with either a Commercial Mail Receiving Agency or a PBSA. When a match of an input address is made to the data in the DPV CMRA table, the user can determine that the input address represents a CMRA or PBSA delivery location. For more information on how individual CASS Certified™ software products return information from the DPV® CMRA table, contact your CASS Certified software provider.

4. PBSA equivalent addresses through the DSF²® “P.O. Box™ Throwback” table

Customers who receive processing services from DSF² licensed providers can use the combination of information returned for a CMRA and a “P.O. Box Throwback” to determine if an input address is a PBSA. Where both the CMRA and the P.O. Box Throwback indicator are present, the input address is a PBSA address. Input addresses that return only one of the indicators do not indicate that the address is a PBSA address. For more information, contact your DSF² licensed service provider.

5. The DPV PBSA table

The USPS has developed a CASS/DPV table that specifically identifies PBSA addresses. This table allows the user to make a positive determination whether an address matching to the CMRA table is a CMRA or a PBSA. The USPS began distribution of the DPV PBSA table with the August 2012 DPV product delivered to CASS Certified™ software providers.

CASS

When a PBSA address is processed using CASS Certified address matching software, the PBSA address is standardized as:

131 S Center St Unit 3094
Collierville TN 38027-0419

All PBSA addresses recorded in the USPS Address Management System (AMS) database are assigned the Secondary Unit Designator value of “Unit”. When a PBSA address is processed using CASS Certified software, the “#” value is standardized to the term “Unit”. The list of allowable Secondary Unit Designator values that can be assigned within the AMS database does not contain the “#” symbol as a possible value. In alignment with normal CASS processing, the mailer may elect to keep or disregard the Secondary Unit Designator returned with the match when updating the address record.

PBSA addresses are confirmed as valid mailing addresses by the CASS/DPV process. DPV footnotes are provided that enable the potential identification of the input address as a PBSA. For more information on how your specific CASS Certified software product performs, contact your CASS software provider.

Change-of-Address

Moving In

Customers may not submit a change-of-address (COA) going from an old address to the PBSA format as the new address.

No COA Between the P.O. Box™ and PBSA Address Formats

Customers participating in the PBSA option are not allowed to submit a COA from their corresponding P.O. Box to the PBSA street-style address. Allowing this would result in duplicate handling of the mail, as both address formats will be delivered to the same location.

Moving Out

When closing their P.O. Box, customers must submit separate change-of-address orders reflecting both the P.O. Box format and the PBSA format as the old address when closing their P.O. Box. Both orders must show the same new address. Mail requiring forwarding is forwarded using the appropriate change-of-address order.

A customer cannot enter a change-of-address order to have only mail bearing the PBSA address format forwarded. This includes when a customer using a PBSA equivalent address wishes to discontinue the use of the PBSA equivalent while retaining the corresponding P.O. Box address.

When the customer does not renew the P.O. Box service or moves without a forwarding order, USPS® policy is to enter two separate change-of-address orders on the customer's behalf. One change-of-address order reflects P.O. Box Closed, No Forwarding Order (BCNO). The second change-of-address order shows the PBSA address as Moved-Left-No-Address (MLNA).

Move Update

Current Move Update requirements, policies, and procedures associated with a PBSA address format apply. Mailers possessing either the P.O. Box format or the PBSA format are responsible for updating address records for the address format they maintain, based on the presence of that address format in the change-of-address data. This means a mailer who possesses the P.O. Box address format is required to update, per the Move Update requirements, when a change-of-address order exists bearing the P.O. Box address format. When a mailer possesses the PBSA address format and a corresponding change-of-address exists reflecting the PBSA equivalent address as the old address, Move Update requirements are applicable.

The existing policy for Move Update compliance associated with MLNA and BCNO entries apply to PBSA addresses. For more information on the existing policy, see [Guide to Move Update](#).

The various Move Update programs that provide new address information to mailers will only provide information associated with the address format shown in the change-of-address record. When the new address is a P.O. Box formatted address, only that address is provided and not the PBSA address format. When the new address is a PBSA address format, no information about the corresponding P.O. Box address is provided.

Handling Mail When No Active Customer Agreement is on File

When a Customer Has Not Yet Signed an Agreement

When a customer receives mail addressed to a PBSA, but has not yet signed the agreement, the customer is asked to sign the agreement. The mail is delivered to the customer. If the customer fails to sign the agreement and continues to receive mail addressed to a PBSA, the mail is treated as undeliverable-as-addressed mail, which will be handled as authorized for the particular class of mail or ancillary service endorsement used.

When a Customer Has Previously Signed an Agreement but the PBSA Option Has Been Terminated

When mail arrives at a Post Office™ bearing a PBSA address for customers who have elected to terminate the use of the PBSA address, or when authorization to use the PBSA address has been withdrawn by the USPS®, the mail is treated as undeliverable-as-addressed, and handled as authorized for the particular class of mail or ancillary service endorsement used.

Computerized Delivery Sequence (CDS)

The USPS does not provide PBSA addresses within the Computerized Delivery Sequence (CDS) program. There are several technical and policy reasons for this decision, including:

- 1) In the AMS database, a PBSA address is not considered the "base" address. Instead, it is treated as an alternate format of the PO Box base address. There is no plan to modify CDS to provide alternate formats of the P.O. Box address.

- 2) PBSA address formats are not used by all P.O. Box™ users within the ZIP Code™. There is no intent to identify or flag the individual P.O. Box addresses that use the PBSA format. If the USPS® were to provide all of the PBSA representations on the CDS product, a CDS mailer would not have the ability to identify whether the use of the PBSA format is appropriate or not.
- 3) Usage of the PBSA format is at the P.O. Box owner's discretion, allowing the P.O. Box owner to choose when and by whom they want this address format to be used. The USPS does not mandate the customer's use of the PBSA format, nor does the USPS prohibit the customer's interchangeable use of the P.O. Box format and the PBSA format.
- 4) PBSA records are identified as "No-Stats" (not counted as a delivery statistic) in the AMS database. Addresses flagged as "No-Stats" are different than addresses flagged as "CDS No-Stats". CDS customers who receive CDS No-Stats do not receive addresses marked as AMS database No-Stats.
- 5) CDS qualification is performed for P.O. Box addresses separate and distinct from other address formats. Mailers must demonstrate possession of the requisite number of P.O. Box addresses to qualify for CDS fulfillment of the P.O. Box addresses only. Providing both the P.O. Box address as well as the PBSA equivalents on the CDS product would result in duplicate charges being assessed.

RDI™

The ZIP + 4® codes assigned to PBSA addresses are present in the RDI Product.