



Attention All Research Triangle Park (RTP) Customers

Any RTP/27709 mail addressed to a physical location is considered Undeliverable as this is not a valid delivery point per USPS address management standards. This letter is a notification of upcoming changes effective April 7, 2023 regarding mail addressing and pickup at RTP/27709. This change is directed to any customer who has an outstanding PO Box/Caller Service balance due at this time. Regarding picking up mail, RTP will no longer allow pick-up for PO box mail at the caller service window. Furthermore, all PO Box customers are to retrieve mail from the retail counter by providing proper identification to ensure mail security. Note each PO Box customer should have access to their own mail, if you need access, for a fee you can request keys at the retail counter.

Below is further explanation as to why the Postal Service requires standardized addressing and reason for this implementation of mail servicing at RTP Post Office.

As we strive to process and deliver mail in the fastest, most cost-efficient manner possible, it is imperative to use accurate, and legible addresses. When mail is not addressed according to valid delivery point options, it will be returned to sender. The objective is not to return or dispose of mail unless it is absolutely necessary.

In an effort to afford our customers the finest service possible, it is required that you place the PO Box assigned as your return address for outgoing mail and the delivery address in order to receive mail. If the PO box number is not on the mail it will not be delivered. When there is no PO Box number provided it creates uncertainty about the correct address, therefore, we believe it is better to return the mail to the sender, rather than risk delivery to the wrong address.

We know how important your mail is to you and taking a few minutes to prepare it carefully and correctly will enable us to give you and the addressee the best service possible.

For more information on our Return to Sender policy please visit our FAQ Section on USPS.com (<https://faq.usps.com/s/article/Return-to-Sender-Mail>).

Please accept our sincere apology for any inconvenience this matter may have caused you.

Thank you for your business as we strive to deliver properly.

Sincerely,

Jamie Baker

Manager Customer Services

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