



**UNITED STATES**  
**POSTAL SERVICE®**

# Tips for Postal Customers with Centralized Mailboxes

Notice 11  
March 2004

Many Postal Service™ customers have centrally located, or cluster, mailboxes that all residents of their apartment, townhouse, condominium, or housing complex use. Using these handy tips and tags will help the Postal Service to provide you with accurate and uninterrupted mail delivery service.

## Tip...

If you've lost or misplaced your mailbox key, ask the owner, manager, or superintendent of your apartment or home for a replacement. You shouldn't pry open your mailbox, because it's against the law, and also because our carriers can't deliver mail to unlocked or unsecured boxes.

## Tag...

Here's a handy tag to fill out and send or drop off to the owner, manager, or superintendent of your apartment or home.



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**Please furnish me with a replacement key for my mailbox, as I have either lost or misplaced the original one. Your prompt attention will be appreciated, as I cannot pick up my mail. Thank you.**

\_\_\_\_\_  
Name

\_\_\_\_\_  
Address

\_\_\_\_\_  
Unit Number  
-----

## Thanks...

Your cooperation will keep your mail safe and accessible only to you.

JANE DOE  
125 W ANYSTREET APT 00  
ANYTOWN USA 00000-0000



JOHN DOE  
200 E ANYSTREET APT 00  
ANYTOWN USA 00000-0000

## Tip...

We want to make sure we deliver your mail to your box. You can help by asking your correspondents to put your name, apartment or unit number, and ZIP Code™ on all mail they send to you. Proper addressing can prevent delay, nondelivery, misdelivery, or loss of mail. Be sure to include this information in your return address as well.

## Tag...

You can fill out the tag(s) below and include it in mail you send.



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**My ZIP Code is** \_\_\_\_\_

**and my unit # is** \_\_\_\_\_.

*Please use both when addressing mail to me.*

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**My ZIP Code is** \_\_\_\_\_

**and my unit # is** \_\_\_\_\_.

*Please use both when addressing mail to me.*

-----  
**My ZIP Code is** \_\_\_\_\_

**and my unit # is** \_\_\_\_\_.

*Please use both when addressing mail to me.*

## Thanks...

The use of apartment or unit numbers and ZIP Codes helps us to deliver your mail quickly and accurately.

## Tip...

It's against Postal Service policy to deliver mail to unlocked or unsecured mailboxes. We want to protect you by protecting the privacy of your mail. If your mailbox is unsecured, delivery service may be suspended until your box is repaired. In the meantime, you can pick up your mail at your local Post Office™.

## Tag...

If your mailbox is defective and won't stay locked, here's a handy tag to fill out and send or drop off to the owner, manager, or superintendent of your apartment or home.



**Please repair my mailbox as it is defective and will not stay locked. I understand that failure to correct this condition can result in suspension of my mail delivery. Thank you for your prompt attention in this matter.**

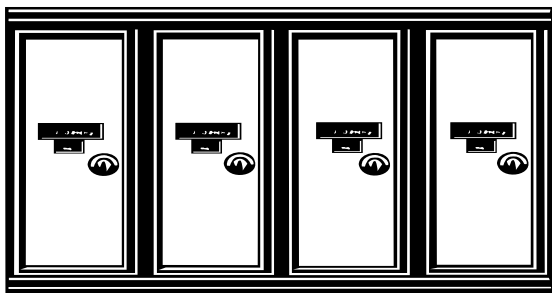
\_\_\_\_\_  
Name

\_\_\_\_\_  
Address

\_\_\_\_\_  
Unit Number

## Thanks...

Your cooperation will help us to provide you with the best service possible.



## Tip...

To help prevent possible delay, nondelivery, misdelivery, or loss of mail, the names of everyone who receives mail through your mailbox should appear either on the outside or inside of the box.

## Tag...

If your mailbox doesn't include the names of everyone who receives mail at your home or if the names are not legible, please fill out the tag below, or use a tag of similar size, and fit it into either the inside or outside name slot on your mailbox. Or if you prefer, you can give this information to the person who maintains the directory for your building.

## Thanks...

Your help in this matter will be appreciated by your letter carrier and will help us provide you with the best service possible.



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Please print clearly in ink

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