

RTP Quick Guide to Changing from PO Box to Mail Delivery

Street delivery of mail to RTP locations began on Saturday, November 2, 2024.

IMPORTANT UPDATE MAY 22, 2025. USPS has notified us that they are returning incorrectly addressed mail to sender. Any mail with a street address and a 27709 zip code will be returned to sender. To avoid your mail being returned to sender, please make sure you have notified vendors and customers on how to address your mail correctly. You may continue to use your PO Box and caller service if you wish, but you **MUST NOT** include your physical street address for mail that is meant to go to your PO Box.

All mail must also include your business name. Mail addressed only to individuals will be returned to sender.

CORRECT FORMATS		INCORRECT FORMATS – MAIL ADDRESSED LIKE THESE BELOW WILL BE RETURNED TO SENDER	
✓	[Business Name] #### [Street Name] Suite ### Durham, NC 27713 <i>(if north of Hopson Road)</i>	✗	[Business Name] #### [Street Name] Suite ### Research Triangle Park, NC 27709
✓	[Business Name] #### [Street Name] Suite ### Morrisville, NC 27560 <i>(if south of Hopson Road)</i>	✗	[Business Name] #### [Street Name] Suite ### RTP, NC 27709
✓	[Business Name] PO Box ##### Research Triangle Park, NC 27709	✗	[Business Name] #### [Street Name] Suite ### Durham, NC 27709
✓	[Business Name] PO Box ##### RTP, NC 27709	✗	[Business Name] PO Box ##### #### [Street Name] Suite ### RTP, NC 27709
✓	PO Box ##### Durham, NC 27709	✗	#### [Street Name] Suite ### PO Box ##### RTP, NC 27709

Step 1: Update your mailing address

Start updating your mailing address from your PO Box to your street address on your accounts and with others whom you regularly do business and/or who frequently mail you.

YOUR ZIP CODE FOR STREET DELIVERY IS DIFFERENT THAN IT WAS FOR YOUR PO BOX.

The Research Triangle Park, NC 27709 place name and zip code are for the RTP Post Office **only** and therefore cannot be used for delivery of mail to street addresses.

You should also start to use this new zip code for all deliveries that come to your physical location, including deliveries from Amazon, UPS, and FedEx. Because your zip code has been updated in USPS's database, these services should soon begin to recognize the new zip code in place of 27709. You may encounter some initial issues switching the zip code over, but these should be resolved as soon as these third-party vendors refresh their backend data from USPS.

You can verify your new zip code, including your zip +4 by [clicking here and entering your address](#). A summary of the new zip codes and place names is provided in the table below *for reference only*.

You should verify your full zip code at the link above.

Street	New Place Name & Zip Code
Alexandria Way	Durham, NC 27713
Cornwallis Road	Durham, NC 27713
Davis Drive (north of Hopson Road)	Durham, NC 27713
Davis Drive (south of Hopson Road)	Morrisville, NC 27560
Development Drive	Morrisville, NC 27560
Ellis Road	Durham, NC 27703
Hopson Road	Morrisville, NC 27560
Kit Creek Road	Morrisville, NC 27560
Laboratory Drive	Durham, NC 27713
Little Drive	Morrisville, NC 27560
Louis Stephens Drive (north of Hopson Road)	Durham, NC 27713
Louis Stephens Drive (south of Hopson Road)	Morrisville, NC 27560
Moore Drive	Durham, NC 27713
NC-54 Hwy E	Durham, NC 27713
Park Offices Drive	Durham, NC 27713
So-Hi Drive	Durham, NC 27703
Triangle Drive	Durham, NC 27713
TW Alexander Drive	Durham, NC 27713
UNC-TV Drive	Durham, NC 27713

Step 2: Close your PO Box and/or caller service

If you opened your PO Box online, you **must** close it online. Please [login to your USPS online account](#) and look for the "Close and Refund" feature. RTP Post Office staff will not be able to close your account in person if it was opened online.



You may be entitled to a partial refund, depending on how far into your payment cycle you are. For a PO Box, you can view [USPS's refund policy here](#). For caller service, USPS has advised that when caller service is terminated, the unused portion of the fee may be refunded as follows:

- If service is discontinued any time within the first 3 months of the service period, then one-half of the fee is refunded.
- If service is discontinued after the beginning of the fourth month of the service period, then none of the fee is refunded.
- If service is discontinued and the customer has prepaid for the next semiannual service period, then the entire fee for that next period is refunded.

Step 3: File a change of address with USPS

You can set up mail forwarding from your PO Box to your street address by filing a change of address with USPS. Once street delivery is confirmed to begin at your address, you may wish to do this as the easiest way to begin receiving your mail at your street address.

When filing this change of address, your old address should be in the form of:

- [Business Name], PO Box #####, RTP, NC 27709

You may be able to file this change of address online [using this form](#). In some cases, you may not be able to file this change as a business online. In this case, you should visit the [RTP Post Office](#) to file a change of address in person. You will need to complete a second step for your change of address to take effect. If you file online, you will receive an email with a barcode. If you file a change of address at the RTP Post Office, you will receive a letter in the mail with your barcode. **You must take this barcode with an ID to the RTP Post Office to complete your change of address. If you do not, USPS will cancel your change of address.**

USPS has an [FAQ about changing your address](#) that may be a helpful reference to you.

OPTIONAL Step 4: Opt-out of Saturday delivery

If your organization is closed on the weekends and you do not wish to receive any mail or package deliveries on Saturdays, you may opt-out of Saturday delivery by **drafting a letter on company letterhead stating:**

- Your organization's name
- Your organization's street address
- That your organization is closed on Saturday and does not wish to receive Saturday mail delivery

If your organization has a new Durham, NC 27703 or 27713 zip code, **email** the contents of the letter to:

Jamie Baker
Post Office Manager

Last updated: May 22, 2025



RTP Post Office
jamie.d.baker@usps.gov

If your organization has a new Morrisville, NC 27560 zip code, address your letter to:

James Edick
Postmaster, Morrisville
U.S. Postal Service
10520 Chapel Hill Rd
Morrisville, NC 27560

Physically deliver it to the [Morrisville Post Office](#).

Questions?

Contact RTF's Vice President of Planning & Public Policy, Travis Crayton, at crayton@rtp.org or 919-433-1679.