

Having difficulties with US Mail deliveries OR vendor deliveries?

If you live in Capon Glen full-time and want to receive your mail here you should obtain a PO Box at the Capon Bridge Post Office. Since we are considered to be in a rural area, the Post Office will not deliver mail to our homes. There are 2 issues related to US Mail or deliveries from carriers such as FedEx, UPS, etc.

First: We have a new Postmaster at the Capon Bridge Post Office. As a result, there are some changes that impact our mail. If you are sending mail to someone's PO Box within the same Zip Code (26711) the Postal Employees used to simply put that mailing in that box and it never left the Post Office. Now EVERYTHING goes to Baltimore, MD and eventually comes back to our Post Office. Their estimate of time to receive such mail is 3 business days and not next day as we have become accustomed to. **IMPORTANT:** The prior Postal Employees also used to look up our PO Box numbers if there was only a street address on a mailing to us, and place the mailing in our PO Box. Now you MUST add a hash tag behind your street showing your PO Box number – *example: 607 Sycamore Drive #134, Capon Bridge, WV 26711*. If this hash tag is not there, they will return the mailing to sender for Unknown Address. The same is true for deliveries from FedEx, UPS, etc.

Second: Carriers such as FedEx, UPS, etc., rely on the USPS' database to verify your shipping address. If you are having difficulties with deliveries when you purchase items online or over the phone, it is possible that your physical address is missing or misspelled in the United States Postal Service (USPS) database, also referred to as their national ZIP Code database maintained by the Address Management System (AMS) office in Charleston, WV. The USPS advises:

1. Check to see if your physical address is in their system or spelled accurately:
<https://tools.usps.com/zip-code-lookup.htm?byaddress>
2. If missing or misspelled, go to the Capon Bridge Post Office and ask for Heather Barnes, Postmaster. Request her assistance in adding or correcting your physical address in their AMS system. You should mention that you live in the Capon Glen Subdivision, and your address is a county-issued address issued by the county 911 system. You should also take some type of ID or mailing showing that physical address.

Once the Post Office has entered your address into their system (you can double check that information at the link mentioned above), which they tell us can take 2-4 weeks, the carriers will receive those updated addresses when they update their records by downloading the USPS AMS database into their systems.

After this has been corrected, you should not have any further problems with future shipping attempts.

Source: USPS AMS Office, Charleston, WV 304-561-1121; Capon Bridge Post Office

Note: *Most of the time when a home is sold to new owners in our community, the physical address for the property is not entered into the AMS database and the new homeowner may have delivery problems until corrected. If you need to verify what your physical address is, you can go to the link on our website (www.CaponGlenPOA.com), click on the link for "Hampshire Co. Plats", type your last name in the search box, select your name, and a popup box will appear with detailed information about your property, which should include a physical address.*

This information will be posted on our website for future reference.