

U.S. Postal Service

# **National Delivery Planning Standards**

**A Guide for Builders and  
Developers**

Handbook PO-632

July 2020



# Contents

<b>1</b>	<b>Introduction .....</b>	<b>1</b>
<b>2</b>	<b>Finding Your Growth Manager and USPS Online Resources .....</b>	<b>3</b>
2-1	Find a Post Office .....	3
2-2	Find Your Local USPS Growth Manager .....	3
2-2.1	Appeal Process for Builders and Developers .....	4
2-3	USPS-Approved Mailbox Equipment .....	4
2-4	Delivery Planning Resources for Builders and Developers .....	5
<b>3</b>	<b>General Planning Guidelines for Mailboxes in New Developments .....</b>	<b>7</b>
3-1	Letter Carrier Access to Deliver U.S. Mail .....	7
3-2	Mailbox Locks and Keys .....	7
3-3	USPS Master Access Lock .....	8
3-4	Safety Considerations .....	8
3-5	Customer and Carrier Accessibility Considerations .....	8
3-5.1	Placement of Outdoor Cluster Boxes .....	8
3-5.2	Construction Accessibility Guidelines .....	9
<b>4</b>	<b>Single-point Residential Deliveries .....</b>	<b>11</b>
4-1	Residential Single Family Site Constructed Development .....	11
4-2	Residential Mobile or Trailer Home Development .....	11
<b>5</b>	<b>Multi-point Residential Deliveries .....</b>	<b>13</b>
5-1	Apartment Communities .....	13
5-2	Student Housing and Off-Campus Student Apartment Communities .....	13
<b>6</b>	<b>Delivery to Business and Industrial Parks .....</b>	<b>15</b>
<b>7</b>	<b>Establishment of City Delivery .....</b>	<b>17</b>
<b>8</b>	<b>Inspection and Commencement of Mail Delivery Services .....</b>	<b>19</b>
8-1	Mail Receptacles and Customer Obligations .....	19
8-2	Centralized Mail Receptacle Installation .....	19
<b>9</b>	<b>Closing .....</b>	<b>21</b>

# 1 Introduction

The United States Postal Service® is proud to provide every new home and business with excellent, efficient mail delivery service. This guide will assist you in preparing your new development for mail service by planning locations and space for mail equipment early in the development process.

The U.S. Postal Service™ is responsible for establishing the method or “mode” of delivery for all new developments—both residential and commercial. The mode of delivery includes the following:

- Type of mailbox you will use.
- Location of the mailbox for each delivery address.

Centralized delivery is our preferred method of mail delivery. Centralized delivery equipment improves delivery efficiency and provides space for large mail items, including packages, which is a great benefit for customers. Freestanding, pedestal-style outdoor centralized mailboxes are called cluster box units or CBUs. CBUs are “package friendly” because they are designed to accommodate the majority of packages delivered through the U.S. Mail®. CBUs also include parcel lockers, which provide separate, locked storage for many packages.

Other types of centralized mailbox equipment are also available. Builders and developers are responsible for the purchase and installation of mailbox equipment. Property owners are responsible for ongoing maintenance, repairs, and replacement of mailbox equipment.

This guide provides information about the types of USPS®-approved mailbox equipment options available commercially and information about other aspects of mail delivery planning that may apply to your specific development.

With more than 150 million households and businesses served daily—and another 1 million new delivery points added on average every year—it is imperative that the U.S. Postal Service make its mail delivery network more efficient while still delivering the service our customers expect. We appreciate your assistance in furthering that objective, while at the same time helping provide new customers with convenient mail delivery for their new homes and businesses.

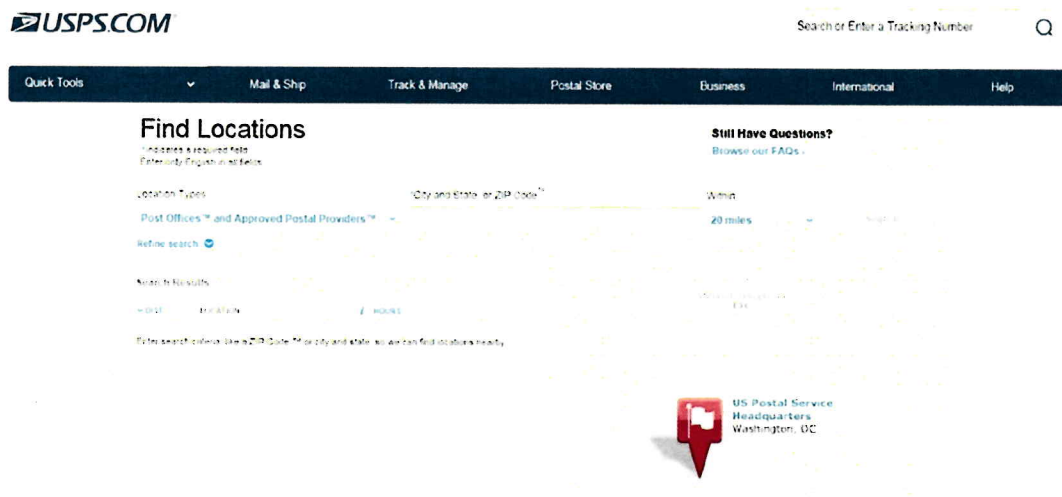
We also want to connect you with local USPS delivery planning individuals in your area—referred to as Growth Managers. Postal Service Growth Managers are available to assist you. Prior to submitting your master plan and plat to the local municipality and/or county for approval, you must arrange for a local USPS Growth Manager to review your development plans prior to commencing construction.

Thank you for reviewing the Postal Service’s mail delivery-planning standards—we look forward to working with you!

## 2 Finding Your Growth Manager and USPS Online Resources

### 2-1 Find a Post Office

The Postal Service lists all local Post Offices™ on its website at: [www.usps.com](http://www.usps.com). To find the Post Office closest to your new development, search using the appropriate ZIP Code™.



### 2-2 Find Your Local USPS Growth Manager

Every area where the U.S. Postal Service provides mail delivery has a Postal Service employee assigned to help developers and builders with planning mail service for new developments. These “new delivery planning” employees are referred to as Growth Managers.

To find the Growth Manager that covers your specific development’s geographic location, send an email to: [Delivery.Growth@USPS.GOV](mailto:Delivery.Growth@USPS.GOV), or contact your Post Office and ask to speak to either the Postmaster or the person assigned to assist developers with planning new mail service.

## 2-4 Delivery Planning Resources for Builders and Developers

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The most current version of this guide will always be available on the webpage at: <http://about.usps.com/what-we-are-doing/current-initiatives/delivery-growth-management/welcome.htm>.

The following links provide additional resources for builders and developers:

- a. Find a Post Office: <https://tools.usps.com/go/POLocatorAction!input.action>.
- b. Centralized Delivery/Residential Applications: <http://about.usps.com/publications/pub265a.pdf>.
- c. Centralized Delivery/Garden Apt Applications: <http://about.usps.com/publications/pub265c.pdf>.
- d. Centralized Delivery/Commercial Applications: <http://about.usps.com/publications/pub265b.pdf>.

# **3 General Planning Guidelines for Mailboxes in New Developments**

## **3-1 Letter Carrier Access to Deliver U.S. Mail**

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Centralized delivery is the Postal Service's preference for new addresses, whether residential or commercial. The customer is responsible for keeping the approach to his or her mailbox and adjacent area clear to facilitate delivery. You may provide curbside delivery only with prior approval from the Postal Service. Place curbside mail receptacles approved by the Postal Service where they protect the mail, can be safely and conveniently serviced by carriers without leaving their vehicles, and can be reasonably and safely accessed by customers. These receptacles must be on the right-hand side of the road in the direction of travel when required by traffic conditions, or when driving on the left-hand side of the road to reach the mail receptacle would violate traffic laws.

## **3-2 Mailbox Locks and Keys**

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The Postal Service prohibits carriers from accepting keys for locks on private mail receptacles, buildings, or offices, except where an electromechanical door lock system or key keeper box is used.

CBUs have secure, locking mailbox, and parcel locker compartments. Whether your new development is commercial or residential, the builder or property owner is responsible for providing lock and key service for cluster box units. The locks/keys for each of the compartments will be provided with the CBU. The Postal Service will furnish the "master access lock" that allows mail to be delivered. See 3-3 for more information.

Your local USPS Growth Manager will discuss specific requirements and processes appropriate for your new development as part of the overall coordination process related to establishing the mode of delivery for your new development.

adequate space for carriers to deliver and customers to retrieve the mail. Typically, a mailbox receptacle will be located within 1 block of the residence.

### 3-5.2 **Construction Accessibility Guidelines**

Accessibility requirements and regulations, including those required to accommodate customers with disabilities, may vary by type of facility and governing jurisdiction. Always consult local building officials and codes for applicable accessibility requirements that apply to your specific development and mailbox project.

## 4 Single-point Residential Deliveries

New mail delivery planning for single-family residential developments typically falls into the following two primary categories:

- a. Site-constructed single family homes.
- b. Mobile or trailer homes.

### 4-1 Residential Single Family Site Constructed Development

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During the design and planning phase (i.e., before plans and site plats are finalized with the appropriate planning/zoning authorities), developers and builders must notify the U.S. Postal Service of the planned development so that the Postal Service can determine the appropriate mode of delivery while considering input from the parties involved with the development.

Developers and builders must plan to install centralized mail delivery receptacles in new residential communities, which include secure parcel lockers.

New homes built or established within a block of existing homes can only receive the same type of mail delivery service as the older, existing homes after the Postal Service has completed an operational efficiency analysis. When new delivery replaces more than 1 block, delivery methods must comply with mode of delivery options for establishment and extension of delivery service, which is typically centralized mail service.

Your local USPS Growth Manager will work closely with you to determine the best approach to providing mail delivery service to customers in your new residential development. It is important that you contact the Growth Manager in your area as early as possible in your planning process.

### 4-2 Residential Mobile or Trailer Home Development

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The delivery options for mobile or trailer home developments depend on whether the development is *permanent* or *transient* as determined by the Postal Service.

# 5 Multi-point Residential Deliveries

## 5-1 Apartment Communities

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The following are important U.S. Postal Service guidelines for determining the location and composition of mail receptacles for apartment communities:

- a. All new or remodeled apartment houses must install USPS-approved 4C centralized mailbox equipment. There must be at least 1 parcel locker for every 5 mailbox compartments. The Postal Service requires no maximum number of parcel lockers to be installed—only the 1:5 parcel locker/mailbox minimum.
- b. Locate mail receptacles and parcel lockers in apartment buildings reasonably close to the entrance in vestibules, hall, or lobbies. The carrier must also be able to serve the boxes without interference from swinging or open doors.
- c. Exterior centralized mailboxes may also be an option. The Postal Service may authorize the installation of standard, approved apartment receptacles (4C or CBU) in exterior walls of buildings provided they are not installed directly on the street or a public sidewalk. Provide a canopy for outdoor mailbox installations. The canopy design and location must provide maximum protection from the weather, including driving rain, and provide adequate nighttime lighting.

## 5-2 Student Housing and Off-Campus Student Apartment Communities

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Mail delivery protocols to student housing vary depending on the characteristics of the student housing community being served. Below are general guidelines for establishing new mail service.

Mail is delivered to dormitory buildings and residence halls when addressed to a specific building. Mail is delivered in bulk to a designated representative of the school or property in the building. The representative is responsible for further distribution to students/residents. The Postal Service will determine the proper mode of delivery to be established and may require that designees from the student housing property be identified to accept mail for each location prior to initiating delivery.

The Postal Service defines a dormitory building or residence hall as a building that consists of single or multi-room units that may share or have

# 6 Delivery to Business and Industrial Parks

The following paragraphs provide important U.S. Postal Service guidelines for determining the location, type of mailbox receptacles, and other requirements related to initiating new mail delivery for business and industrial parks.

The type and design of buildings included in the business and industrial park will govern the mode of delivery that is implemented. As with all new mail delivery planning, the location of the USPS-approved delivery equipment is subject to Postal Service approval. Delivery mode options for business parks are door, centralized, curbside, or sidewalk delivery. Door delivery will generally not be available for new delivery points. The primary options are as follows:

- a. **Centralized Delivery**. Centralized delivery service applies to all business office buildings, office complexes, and industrial and professional parks. If the U.S. Postal Service is delivering directly to the mailboxes, the type of equipment allowed for newly constructed buildings must either be USPS-approved CPUs or STD-4C (4C) wall-mounted receptacles.
- b. **Single-Point Delivery**. Single-point delivery is generally not available to new business park developments unless it is in the form of a bulk mail drop.

# 7 Establishment of City Delivery

To establish city delivery service, consider a combination of mail delivery methods to provide regular and effective service to all residential and business sections of a community. Consider the establishment of city delivery service when the following requirements are met:

- a. Within the area to be served, there is a population of 2,500 or more or 750 possible deliveries.
- b. At least 10 percent of the building lots in the area to be served are improved with houses or places of business. Where a house or building and its yard or ground cover more than one lot, all lots so covered are considered improved. The streets are paved or otherwise improved to permit the travel of Postal Service vehicles at all times, without damage or delay.
- c. Streets are named and house numbers are assigned by the municipal authorities in accordance with Management Instruction DM-940-89-3, *Addressing Conventions*.
- d. Street signs are in place and house numbers are displayed.
- e. Rights-of-way, turnouts, and areas next to the roads and streets are sufficiently improved so that the installation, servicing, and accessing of mailboxes are not hazardous to the public or Postal Service employees.
- f. Satisfactory walkways exist for the carrier where required.

**Note:** During a new residential or commercial development's design and planning phase (i.e., before the developers and builders finalize plans and site plats with the appropriate planning/zoning authorities), developers and builders must notify the Postal Service so that the Postal Service can determine the appropriate mode of delivery while considering input from these parties.

Developers and builders should plan for centralized mail delivery installations for residential communities or business developments.

It is important to contact your local USPS Growth Manager while you are still in the design process so that we can collaborate with you to prepare the most efficient, effective plan to provide mail delivery for the customers who will live or work in your new development.

# 8 Inspection and Commencement of Mail Delivery Services

## 8-1 Mail Receptacles and Customer Obligations

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Appropriate mail receptacles must be provided for the receipt of mail. The type of mail receptacle depends on the mode of delivery in place. Purchase, installation, maintenance, repair, and replacement of mail receptacles are the responsibility of the customer. Verify with the local Postmaster or Growth Manager, the appropriate locations for installation. The following apply:

- a. In locations where the Postal Service has determined that centralized delivery is appropriate, customers must install mail receptacles that comply with the USPS STD- 4C wall-mounted mail receptacles or USPSB1118, Postal Service specification, CBUs, to include secured parcel lockers.
- b. If curblane delivery is authorized, customers must erect curb-mounted receptacles that comply with USPS-STD-7C.
- c. If sidewalk delivery is authorized, customers must erect sidewalk-mounted receptacles that comply with USPS-STD-7C.

The Postal Service annually publishes a list of USPS-approved mailbox equipment and approved manufacturers in its Postal Bulletin. You can find the latest list of USPS-approved equipment and approved manufacturers at:

<http://about.usps.com/what-we-are-doing/current-initiatives/delivery-growth-management/welcome.htm>

## 8-2 Centralized Mail Receptacle Installation

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You must consider many variables when installing centralized mailbox equipment. In addition to providing accessible locations, you must conduct proper foundation preparation and follow specific mounting procedures, to name a few requirements.

Appendices A through D of this guide provide sample diagrams of various CBU installations to help you understand space requirements, placement, etc.

## 9 Closing

Thank you for taking time to review this guide for planning mail delivery for new development.

We periodically update this guide—so be sure to check online for the latest version on the ABOUT.USPS.COM website at:

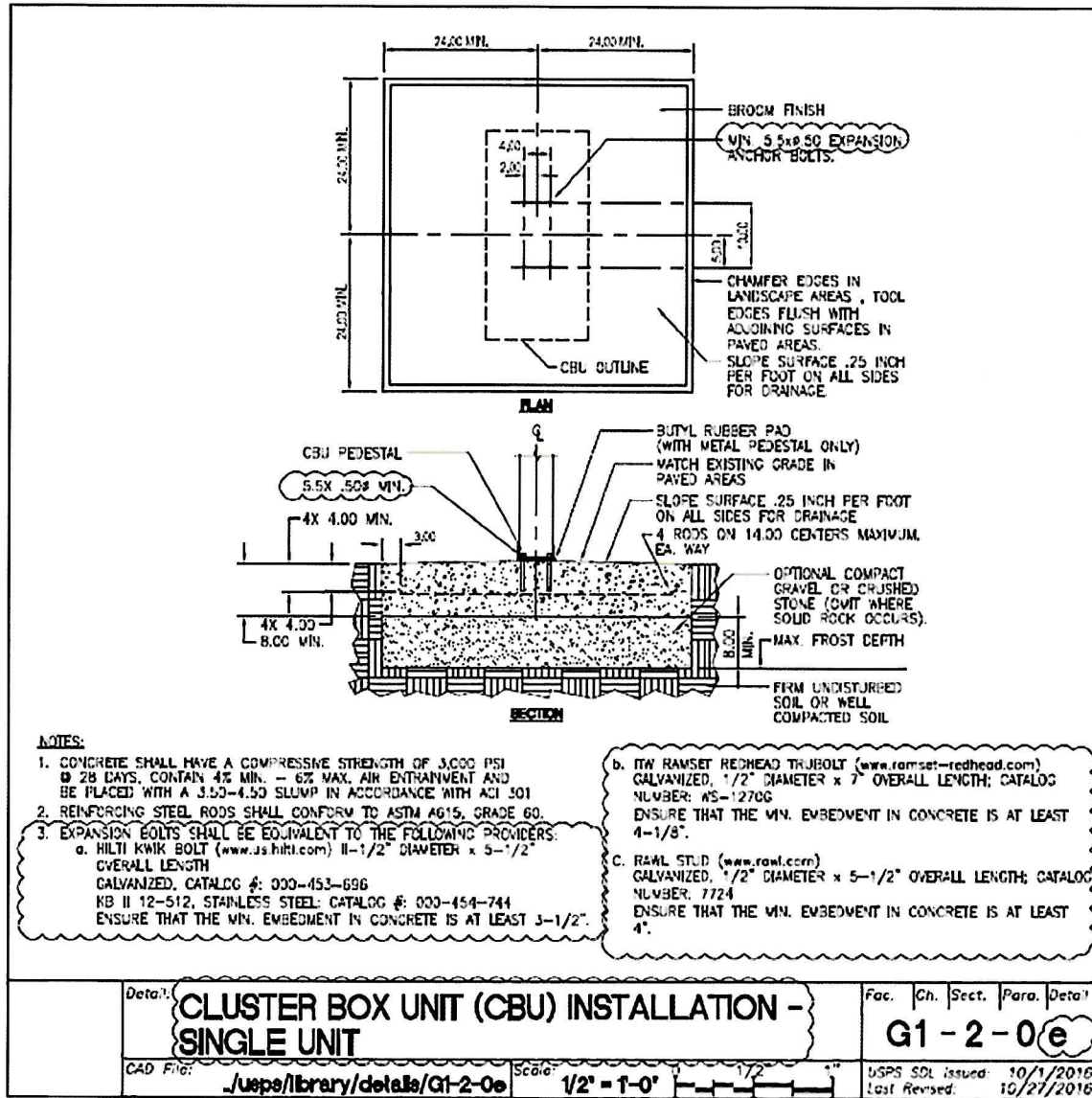
<http://about.usps.com/what-we-are-doing/current-initiatives/delivery-growth-management/welcome.htm>.

**Reminder:** You can find the Growth Manager who covers your specific development geography by sending an email to:  
*Delivery.Growth@USPS.GOV*.

Or, you can contact your Post Office and ask to speak to the Postmaster or person assigned to assist developers with planning new mail service.

## Appendix A

# Cluster Box Unit Installation Single Unit



## Cluster Box Unit Installation Multiple Unit

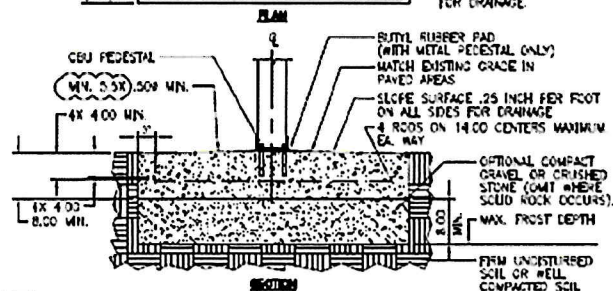
Technical drawing of a rectangular curb. The drawing shows a plan view of the curb with dimensions and annotations.

**Dimensions:**

- Overall width: 24.00 Mts.
- Overall height: 24.00 Mts.
- Inner width: 24.00 Mts.
- Inner height: 24.00 Mts.
- Top width: 24.00 Mts.
- Bottom width: 24.00 Mts.
- Left height: 24.00 Mts.
- Right height: 24.00 Mts.
- Inner width (dashed line): 24.00 Mts.
- Inner height (dashed line): 24.00 Mts.
- Top width (dashed line): 24.00 Mts.
- Bottom width (dashed line): 24.00 Mts.
- Left height (dashed line): 24.00 Mts.
- Right height (dashed line): 24.00 Mts.

**Annotations:**

- BROOM FINISH
- MIN. 3.5X Ø 50 ANCHOR EXPANSION BOLTS.
- CHAMFER EDGES IN LANDSCAPE AREAS, TOOL EDGES FLUSH WITH ADJACENT SURFACES IN PAVED AREAS.
- SLOPE SURFACE 2.5% HIGH PER FOOT ON ALL SIDES FOR DRAINAGE.
- CR. OUTLINE



1. CONCRETE SHALL HAVE A COMPRESSIVE STRENGTH OF 3,000 PSI @ 28 DAYS, CONTAIN 4% MIN. - 0.8% MAX. AIR ENTRAINMENT AND BE PLACED WITH A 3.50 - 4.50 SLUMP IN ACCORDANCE WITH ACI 301
2. REINFORCING STEEL BARS SHALL CONFORM TO ASTM A618, GRADE 60
3. EXPANSION KEELS SHALL BE EQUIVALENT TO THE FOLLOWING PROPERTIES:
  - a. MULTI KNIT BOLT ([www.mhi.com](http://www.mhi.com)) 11-1/2" DIAMETER x 5-1/2" OVERALL LENGTH  
GALVANIZED; CATALOG # 002-453-695  
IN 17-317, STAINLESS STEEL CATALOG # 002-434-744  
ENSURE THAT THE MIN. EMBEDMENT IN CONCRETE IS AT LEAST 5-1/2".
  - b. IN RAMMET REDHEAD TRUBOLT ([www.rammet-redhead.com](http://www.rammet-redhead.com))  
GALVANIZED; 1/2" DIAMETER x 7" OVERALL LENGTH; CATALOG NUMBER WS-1270G  
ENSURE THAT THE MIN. EMBEDMENT IN CONCRETE IS AT LEAST 4-1/8".
  - c. RAWL STD. ([www.rawl.com](http://www.rawl.com))  
GALVANIZED; 1/2" DIAMETER x 5-1/2" OVERALL LENGTH; CATALOG NUMBER 772A  
ENSURE THAT THE MIN. EMBEDMENT IN CONCRETE IS AT LEAST 4".
4. A 3 CGU CONFIGURATION IS DETECTED. A 2 OR 4 CGU CONFIGURATION MAY BE USED AS LONG AS THEY ARE ARRANGED IN GROUPS SUCH THAT THE OVERALL DIMENSION OF THE CONCRETE BASE DOES NOT EXCEED 16 FEET.

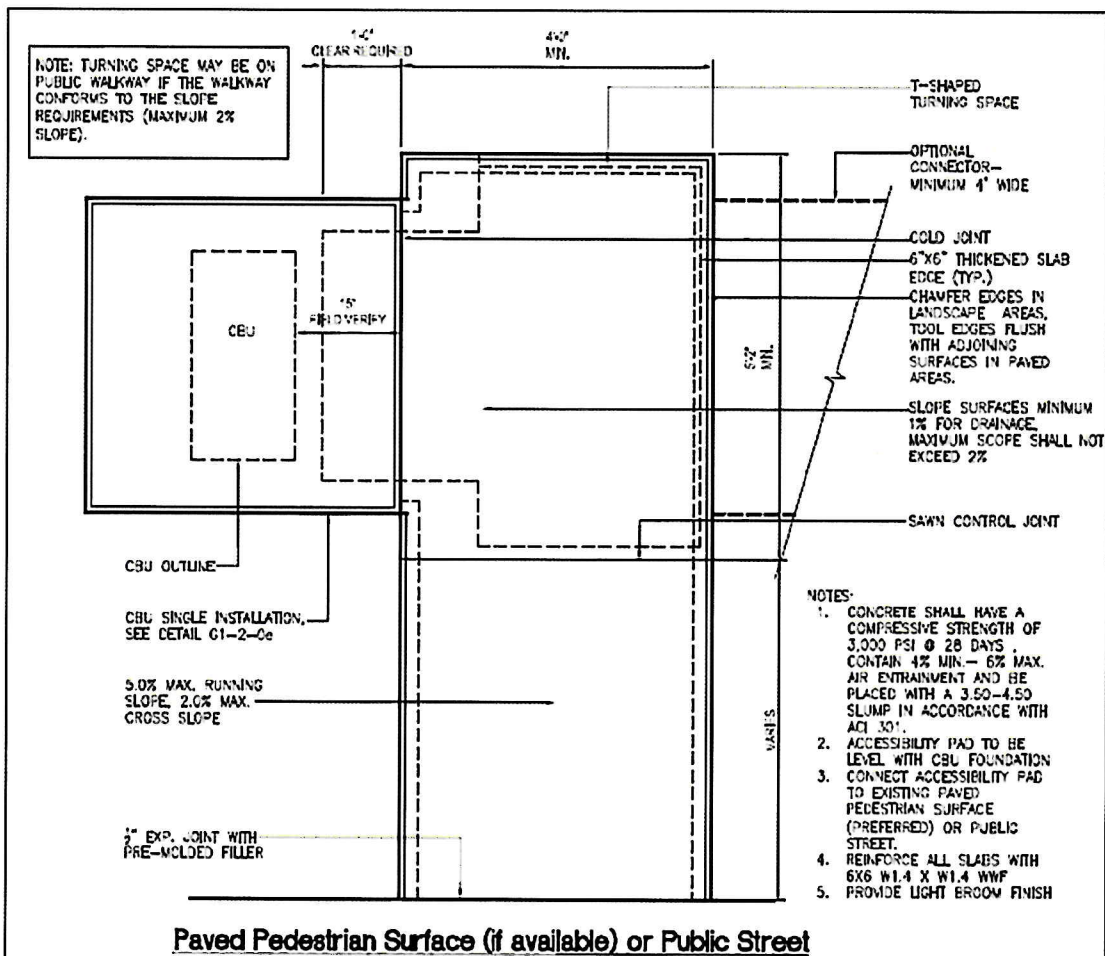
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## Appendix C

# Cluster Box Unit Access Maneuvering Space – Single Unit

### NOTES TO A/E:

1. IF THE ACCESSIBLE ROUTE FROM THE CBU(S) CONNECTS WITH A STREET OR OTHER PAVED SURFACE AT A VERTICAL CURB, A CURB RAMP SHOULD BE INSTALLED IN ACCORDANCE WITH RE-4 REQUIREMENTS.



Paved Pedestrian Surface (if available) or Public Street

Detail:

**CLUSTER BOX UNIT (CBU) ACCESS  
MANEUVERING SPACE - SINGLE UNIT**

Fac. | Cn. | Sect. | Para. | Detail

**G1-2-0e2**

GAO File:

\\uspe\library\details\G1-2-0e2.dwg

Scale:

1/2" = 1'-0"

USPS SOL issued: 10/1/2016

Last Revised: 7/14/2016

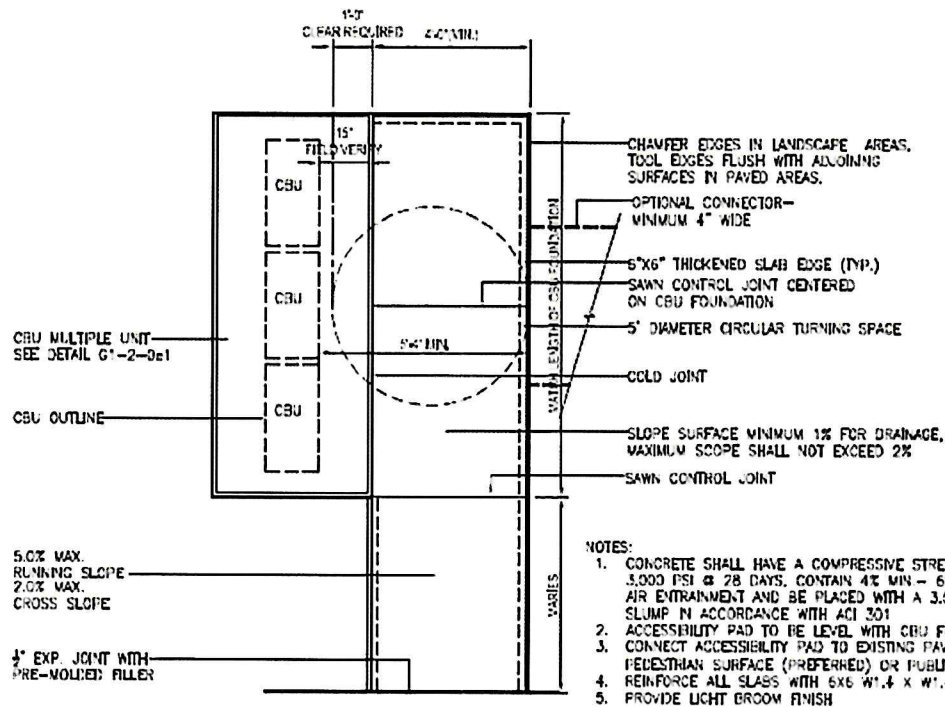
## Appendix D

# Cluster Box Unit Access Maneuvering Space – Multiple Unit

### NOTES TO A/E:

1. IF THE ACCESSIBLE ROUTE FROM THE CBU(S) CONNECTS WITH A STREET OR OTHER PAVED SURFACE AT A VERTICAL CURB, A CURB RAMP SHOULD BE INSTALLED IN ACCORDANCE WITH RE-4 REQUIREMENTS.

NOTE: TURNING SPACE MAY BE ON PUBLIC WALKWAY IF THE WALKWAY CONFORMS TO THE SLOPE REQUIREMENTS (MAXIMUM 2% SLOPE).



Paved Pedestrian Surface (if available) or Public Street

Detail: **CLUSTER BOX UNIT (CBU) ACCESS MANEUVERING SPACE - MULTIPLE UNIT**

Fac. Ch. Sect. Para. Detail  
**G1 - 2 - 0 e3**

CAD File: <file:///C:/Users/.../library/details/G1-2-0e3.dwg>

Scale: 1/4"=1'-0"

0 1/2" 1"

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