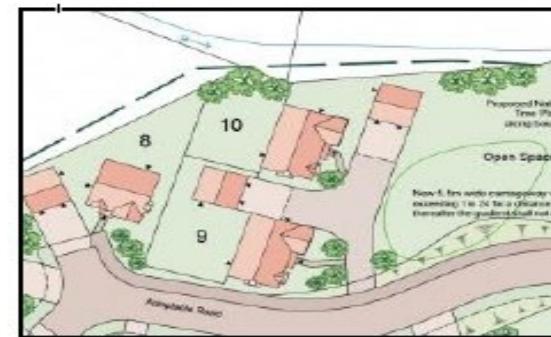


U. S. Postal Service  
National Delivery Planning Standards  
A Guide for Builders and Developers



The United States Postal Service is proud to play a vital role in today's changing mail environment. Part of that role is establishing the method or mode of delivery, type of mailbox and location of the mailbox. Centralized delivery is our preferred method and box type. These boxes are also 'package friendly' which are designed to accommodate the majority of packages delivered through the U. S. mail.

Online ordering has dramatically increased package volume and many of today's mailboxes, which were designed nearly a century ago, are too small to accommodate the parcels. As such, many packages are delivered to doorsteps which are susceptible to weather damage and theft. Centralized Delivery minimizes these risks.

The Postal Operations Manual (POM), Section 631.2, provides the Postal Service with the autonomy to establish the most efficient mode of delivery, including type of equipment and location of boxes. The Postal Service will continue to be available to your constituents to discuss these methods of delivery.

- 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 customer. 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 or property owners are responsible for the purchase, installation, maintenance, repair, and replacement of mailbox equipment.

- **USPS-Approved Mailbox Equipment**
- Mailboxes used in new construction projects can be one of the following two types of centralized mailbox equipment:
  - 1. Pedestal-mounted USPS-approved CBU.
  - 2. Wall-mounted USPS-approved STD-4C mailboxes (4C).

The Postal Service annually publishes a list of USPS-approved mailbox equipment and approved manufacturers in its *Postal Bulletin*.

The Postal Service provides a **Delivery Planning Guide for Builders & Developers** and can reference the POM.

## **Finding Your Growth Manager and USPS Online Resources**

### **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™.

### **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 development. These “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.

The Postal Service requires no maximum number of parcel lockers to be installed—only the 1:5 parcel locker/mailbox minimum.

## **Inspection and Commencement of Mail Delivery Services**

### **8-1 Mail Receptacles and Customer Obligations**

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 curbline 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/deliverygrowth-management/welcome.htm>*

## **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) wallmounted 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

**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.

## References:

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

<https://about.usps.com/handbooks/po632.pdf>

<https://about.usps.com/postal-bulletin/2020/pb22545/pb22545.pdf>

<https://about.usps.com/postal-bulletin/2020/pb22545/pb22545-am.pdf>

\* This presentation is not all inclusive. Please reference the above information for current updates.

# QUESTIONS?

