



TO: Developers and Contractors of Franklin County

SUBJECT: New Mode of Delivery for Developers/Contractors

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, 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. This equipment will accommodate today's surge of online package transactions, making it now easier than ever for customers to receive packages without being home. I am available to meet with you in the early planning stages of community development or redesign to ensure that all options are provided to you and that mailboxes are installed in an approved location. Meeting early will help avoid potential service problems or disruptions.

As a developer, we believe you will be interested in learning more about centralized mail delivery. For residents and local businesses, centralized delivery creates convenience and security benefits. For property owners it provides a valuable amenity and reduces liability and inconvenience related to lost and stolen packages.

Please let me know if you have any questions or would like to discuss in further detail.

Sincerely,

Tanya Sickafoose  
Postmaster  
Union, MO 63084  
(636)583-2442

# Policies, Procedures, and Forms Updates

## Manuals

### POM Revision: Modes of Delivery and Delivery Equipment

Effective April 5, 2012, the Postal Service™ will revise *Postal Operations Manual* (POM) subchapters 61, 63, 64, and 65 in selected subsections to provide updated and revised information and procedures regarding modes of delivery and delivery equipment. The POM sets forth the policies, regulations, and procedures of the Postal Service governing delivery and vehicle operations.

The revised procedures apply to new deliveries added to the delivery network; however, the revisions also provide updated language on centralized delivery equipment that may apply to current delivery points as well. This revision provides the Postal Service with autonomy in determining the modes of delivery when adding new deliveries, thereby enabling the Postal Service to provide services adequate and necessary to meeting its basic function in the most efficient manner. Controlling future costs begins with good base decisions whenever new deliveries are added to the delivery infrastructure. These include the mode of delivery and location and type of equipment, as well as the safety and convenience of both carriers and customers. Updated equipment references may be interchangeable such as replacing Neighborhood Delivery and Collection Box Unit (NDCBU) with Cluster Box Unit (CBU) to replace obsolete nomenclature.

It is important to note that Postal Service representatives are still required to meet with builders and developers early in the process to ensure the best choices are made and to assess if the mode of delivery directed to be put in place conforms to the policies of the Postal Service. There are no changes in the current modes of delivery available as an option for the Postal Service in establishing necessary and adequate services.

#### **Postal Operations Manual (POM)**

	*	*	*	*	*
<b>6</b>	<b>Delivery Services</b>				
<b>61</b>	<b>Conditions of Delivery</b>				
	*	*	*	*	*
<b>615</b>	<b>Delivery to Persons at Hotels, Institutions, and Schools</b>				
<b>615.1</b>	<b>Mail Addressed to Patients or Inmates</b>				

*[Revise the first sentence of 615.1 as follows:]*

Mail addressed to patients or inmates at institutions is delivered to the institutional authorities who, in turn, deliver the mail to the addressee under the institution's rules and regulations.\*\*\*

\* \* \* \* \*

#### **63 Modes of Delivery, Mail Receptacles, and Keys**

##### **631 Modes of Delivery**

*[Revise 631.1 through 631.3 as follows:]*

##### **631.1 General**

For all establishments and extensions, the Postal Service options for delivery service are to the door, curbside boxes, or central delivery points or receptacles as specified by USPS policies and procedures. The characteristics of the area to be served and the methods deemed necessary to providing adequate service by the Postal Service are described in greater detail below.

##### **631.2 Business Areas**

The type and design of buildings govern the mode of delivery to be implemented; the location of USPS-approved delivery equipment is subject to Postal Service approval. The options are as follows:

- a. *Central Delivery.* Central delivery service is for all business office buildings, office complexes, and/or industrial/professional parks. This may include call windows, horizontal locked mail receptacles, cluster box units (CBUs), wall-mounted receptacles, or mechanical conveyors (mechanical conveyors are only for high-rise and multiple-tenant buildings, and only if certain conditions are met; consult your postmaster for details).
- b. *Single Point Delivery.* Where an exception to 631.2a has been granted by the postmaster or district designee, and subject to district approval, single-point delivery may be provided for single points, receptacles, or door slots provided by business management.
  1. If there is an elevator and if the offices are open to receive mail on all normal service days, or if door slots are provided, delivery may be authorized to all floors of office buildings.
  2. If there is no elevator, delivery is provided to the first floor, either to a centralized location as prescribed in 631.2a, or, where exceptions have been

granted, to single points located on the first floor and to the second floor if it is occupied primarily by business offices and when such service is requested.

**631.3 Residential Housing (Except Apartment Houses and Transient Mobile or Trailer Homes)**

**631.31 General**

The available options for residential areas, aside from apartment houses, transient mobile or trailer homes, colleges and universities, and other sites are covered under 615; delivery mode options are constrained by USPS policies and procedures, in light of the characteristics of the area to be served and the methods needed to provide adequate service. Delivery options, under the regulations given below, are curbside, sidewalk, or central delivery.

**631.32 Curbside Delivery**

Delivery may only be provided to boxes at the curb with prior approval from the Postal Service, and so long as they can be efficiently, safely, and conveniently served by the carrier from the carrier's vehicle, and so that customers have reasonable and safe access. Mail receptacles may be grouped, two to a property line where possible.

**631.33 Sidewalk Delivery**

Options and requirements for sidewalk delivery, as directed by the Postal Service, are as follows:

- a. If the sidewalk abuts the curb or if other unusual conditions exist (e.g., excessive street parking) that make it difficult or impractical to install or serve boxes at the curbline, customers with these situations may be permitted to install all their boxes at the edge of the sidewalk nearest the residence, where they can all be served by a carrier from the sidewalk.

\* \* \* \* \*

**631.4 Exceptions**

**631.41 Extension of Service Within an Existing Block**

*[Revise the first sentence of 631.41 as follows:]*

New homes or businesses built or established within a block of existing homes or businesses may receive the same type of service as the older homes or businesses, subject to postmaster approval and after consideration of Postal Service operational efficiencies.\*\*\*

\* \* \* \* \*

**631.43 Local Ordinances**

\* \* \* \* \*

*[Revise item 631.43b as follows:]*

- b. *Post Office Box or General Delivery Service.* Post Office Box or general delivery service may be provided at the nearest postal facility where carrier delivery emanates, or where may be otherwise available to a customer.

*[Revise 631.44 through 631.46 as follows:]*

**631.44 Central Delivery**

**631.441 Delivery Requirements**

CBUs and USPS STD 4C equipment may be approved for use at one or more central delivery points in a residential housing community. The local postal manager must approve the mailbox sites and type of equipment. Boxes must be safely located so that customers are not required to travel an unreasonable distance to obtain their mail and to provide sufficient access to mailbox locations. Normally, within one block of the residence is appropriate.

**631.442 Central Delivery Addresses**

Central delivery mail receptacles (including USPS STD 4C equipment and CBUs, delivery centers, and postal centers) must be identified by the same addresses as the dwellings for which they serve as mail receptacles. The respective, conforming addresses should be displayed inside the boxes and visible only to the carrier and customer when accessing that receptacle. USPS does not assign addresses; however, the sequential ordering of any centralized delivery equipment is subject to USPS approval for operational efficiency and to accommodate special circumstances or requests for hardship delivery. For security or privacy, mailer associations or customer groups may use another alphanumeric identification system on the outside of receptacles that is not part of, or used in, the mailing address.

\* \* \* \* \*

**631.45 Apartment Houses**

**631.451 General**

Delivery of mail to individual boxes in a residential building containing apartments or units occupied by different addressees is contingent upon USPS concluding the following requirements are met:

- a. The building contains three or more units (above, below, or behind — not side by side) with:
  - (1) A common building entrance such as a door, a passageway, or stairs; and

\* \* \* \* \*

- b. The installation and maintenance of mail receptacles are approved by the Postal Service.

**631.452 Exceptions**

Delivery of mail to individual boxes in multiple residential buildings containing apartments or units occupied by different addressees are contingent upon USPS concluding the following requirements are met: Exceptions to section 631.451 requirements, which also require prior approval by USPS, are as follows:

- a. If more than one such building in an apartment house complex has the same approved common street number, delivery of mail to individual boxes is contingent on the grouping of all the boxes for the common street number at a single point readily accessible by the carrier even though some boxes may serve residents in more than one building.

\* \* \* \* \*

- c. When new apartments are being erected or existing ones remodeled, postmasters will inform builders and owners of these regulations' requirements and will provide appropriate advice and inspection to ensure that safe and durable receptacles are properly located and installed in conformance with regulations. Postal Service-approved parcel lockers may be used with approved mail receptacles.

**631.46 Mobile or Trailer Homes****631.461 Options**

The delivery options for mobile or trailer home developments depend on Postal Service determination of whether the development is permanent or transient.

**631.462 Permanent Developments**

Permanent developments consist of managed mobile home parks or residential mobile home subdivisions where the lots are permanently assigned, the streets are maintained for public use, and the conditions resemble those of a residential subdivision. For permanent developments, the delivery options are either central, curbside, or sidewalk delivery, as directed by the Postal Service under the regulations below.

**a. Central Delivery**

- (1) Delivery service may be provided to a single point or receptacle designated by local management for the receipt of mail and distribution by its employees.
- (2) Delivery service may be provided to one or more central points for the direct receipt of mail by postal customers within the area. The requirements for such central delivery are as follows:
  - (a) Local Postal Service managers must approve the mailbox sites and equipment.

(b) Customers must not be required to travel an unreasonable distance to obtain their mail, and reasonable access must be provided to the equipment location.

**b. Curbside Delivery.**

Delivery service may only be provided to boxes at the curb, as directed by the Postal Service, so that they can be served efficiently, safely, and conveniently from the carrier's vehicle and give customers reasonable and safe access. Mail receptacles may be grouped two to a property line where possible.

**c. Sidewalk Delivery**

- (1) If the sidewalk abuts the curb or other unusual conditions exist (e.g., excessive street parking) that make it difficult or impractical to install or serve boxes at the curblines, customers with these situations may install boxes at the edge of the sidewalk nearest the residence where they can all be served by the carrier from the sidewalk.

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**631.463 Transient Developments**

Transient developments are mobile home, trailer, and recreational vehicle parks where the lots are temporarily occupied or rented and considered transient, short-term, or seasonal, even though some families may live in them for extended periods. For these developments, the only option is delivery to a single point or receptacle designated by park management and approved by local Postal Service managers for the receipt of all mail and subsequent distribution or mail forwarding by employees of the park. This method is also available for permanent developments.

**631.5 Colleges and Universities****631.51 Administration Buildings**

*[Revise 631.51 through 631.53 as follows:]*

Mail is delivered to principal administration buildings. Mail undeliverable as addressed or not addressed to a specific building is delivered to the main administration building office for further handling. At larger universities, mail is delivered to the different departments, colleges, faculty buildings, or principal campus structures, such as the Chemistry Building, Engineering Building, and so forth, provided that mail is addressed accordingly and volume warrants such delivery. Delivery is not to be made to individual offices within buildings.

**631.52 Dormitories or Residence Halls**

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, who then becomes responsible for further distribution

to students and residents. Where no direct affiliation with the school is established, the Postal Service determines the proper mode of delivery to be established and may require that designees from the property be identified to accept mail for each location prior to initiating delivery.

A dormitory building or residence hall often consists of single or multi-room units that may share or have access to centrally located kitchens, bathrooms, showers, or social or common areas. Whether located on or off campus, and regardless of private ownership, such buildings are nevertheless dormitories and either the school or building owner is responsible for the final delivery of student mail. Post Office personnel do not distribute mail into apartment-type mailboxes for dormitories or residence halls.

#### 631.53 Married Student Housing

Apartments and housing units for married students are often complete quarters consisting of a living room, kitchen or dinette, bedroom (s), and bath. Whether located on or off campus, and regardless of ownership, the apartment mail receptacle requirements in 631.45 apply.

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#### 631.56 Forwarding of Mail

*[Revise 631.56 as follows:]*

Forwarding mail for former students and for current students during the summer and vacation periods is the responsibility of the institution or building owner, except where delivery to respective apartment receptacles is being provided to married housing. Encourage school officials to include mail forwarding, proper mail addressing, and other related postal features in general instructions to students.

*[Revise the title and text of 631.57 as follows:]*

#### 631.57 Non-City Delivery Offices

Where city delivery service is not established, students may obtain Post Office Box service, use general delivery, or the institution may arrange to pick up the mail in bulk and make its own distribution and delivery.

*[Revise the title and text of the second and fourth paragraphs of 631.6 as follows:]*

#### 631.6 Conversion of Delivery Mode

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Postmasters should not establish a mixed delivery area in which the carrier must zigzag from the door to the curb when previously the carrier took obvious shortcuts to effect delivery. Postmasters must weigh the advantages and disadvantages of converting less than 100 percent of the deliveries.

\* \* \* \* \*

When a residence is sold, the mode of delivery cannot be changed arbitrarily prior to the new resident moving in. The existing mode of delivery must be retained absent an agreement otherwise. If an owners' association represents the community, it can direct the mode of delivery for the community. In rental areas, such as apartment complexes and mobile home parks, the owner or manager can approve a conversion.

#### 631.7 Correction of Improper Mode of Delivery

*[Revise the second sentence of 631.7 as follows:]*

\*\*\*If the error is not detected within 90 days, the improper service remains in place.

\* \* \* \* \*

#### 632 Mail Receptacles

##### 632.1 Customer Obligation

##### 632.11 Responsibilities

*[Revise the introductory text and item c of 632.11 as follows:]*

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, and maintenance of mail receptacles are the responsibility of the customer. Appropriate locations for installation should be verified with local postmasters. Customer obligations are as follows:

\* \* \* \* \*

- c. If centralized delivery is authorized, customers must install mail receptacles that comply with USPS STD 4C Wallmounted Mail Receptacles or USPSB1118, Postal Service specification, Cluster Box Units (see 632.6).

**Note:** There is no local authority for the use of or approval of unauthorized centralized delivery equipment or centralized delivery systems. Contact Engineering or Delivery Post Office Operations at Headquarters for any necessary assistance.

##### 632.12 Exception

*[Revise 632.12 as follows:]*

The Postal Service may elect, under certain conditions, to purchase, install, and maintain curb-mounted mail receptacles or cluster box units.

##### 632.13 Receptacles Not Required

*[Revise 632.13 as follows:]*

Business complexes are not required to provide mail receptacles where an exception(s) has been granted by local postal officials and consistent with POM 631.2. If the

offices are not open when the carrier arrives on normal service days, centralized mail receptacles must be provided.

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## 632.6 Apartment House Receptacles

### 632.61 General

*[Revise the first paragraph of 632.61 as follows:]*

Specifications for construction and approval procedures for manufacturers are covered in USPS STD 4C (RDD), Wallmounted Mail Receptacles. Individuals or firms interested in the manufacture of apartment house mailboxes should write to:

\* \* \* \* \*

### 632.62 Installation

#### 632.621 General

*[Revise 632.621 as follows:]*

Owners and managers of apartment houses, or other multi-unit dwellings with obsolete apartment house mail receptacles should install up-to-date receptacles currently approved by the Postal Service to ensure safety of access and security of the mail. When such buildings are substantially renovated or remodeled, or when box locations change, obsolete receptacles should be replaced with currently approved receptacles.

#### 632.622 Location and Arrangement

*[Revise introductory text and the last sentence of item a of 632.622 as follows:]*

Regulations for the location and arrangement of receptacles are subject to Postal Service approval as follows:

- a. \*\*\*The area must be adequately lighted to afford the best protection to the mail and to let carriers read addresses on mail and names on boxes without difficulty.

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#### 632.623 Access to Rear-Loading of Horizontal-Type Receptacles

*[Revise the last two sentences of 632.623 as follows:]*

\*\*\*The rear of the mailbox panel(s) must have a door or cover in accordance with USPS STD 4C to prevent the removal of mail from adjacent boxes and to prevent mail from coming out through the back. The cover or door must be easily opened and closed or else removed and replaced.

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### 632.625 Key and Record Controls

*[Revise the introductory text and the last sentences of items a and b of 632.625 as follows:]*

The following key and record controls apply to apartment houses:

- a. \*\*\*Clearly number each individual receptacle lock on the back; replace lost keys as needed according to lock numbers. Master-keying is not permitted.
- b. \*\*\*The record of key numbers must be kept until the lock is changed, when the old record may be destroyed and a replacement record created.

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### 632.626 Directories

*[Revise the introductory text and the first sentence of item c in 632.626 as follows:]*

Guidelines for Postal Service apartment house directories are as follows:

\* \* \* \* \*

- c. The directory must be legible, enclosed in a suitable protective frame, and attached to the wall immediately above or to the side of the mail receptacles where it can easily be read.\*\*\*

### 632.627 Maintenance and Repair

The guidelines for receptacle maintenance and repair are as follows:

\* \* \* \* \*

*[Revise the first sentences of items 632.627c and d as follows:]*

- c. When informed of equipment needing repair or irregularity in the operation of apartment house mail receptacles, postmasters will promptly initiate an investigation and direct what repairs must be made at the expense of the owners or managers.\*\*\*
- d. Failure to keep boxes locked or in proper repair as directed by postmasters is sufficient justification for withholding mail delivery and requiring occupants to call for their mail at the Post Office or carrier delivery unit serving the location.\*\*\*

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### 632.628 Approved Manufacturers and Models

*[Revise 632.628 as follows:]*

A current listing of approved manufacturers and models can be obtained from the office listed in section 632.511.

**632.63 New or Remodeled Apartment Buildings**

[Revise 632.63 as follows:]

When new apartments are being erected or existing ones remodeled, postmasters will inform builders and owners of these regulations' requirements and will provide a suitable inspection to ensure that only approved receptacles are installed in conformance with regulations.

\* \* \* \* \*

**64 City Delivery Service****641 Establishment of City Delivery Service**

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**641.2 Requirements**

[Revise the first sentence of the introductory text and items d, e, f, and g of 641.2 as follows:]

In establishing city delivery service, a combination of delivery methods is considered to provide regular and effective service to all residential and business sections of a community.\*\*

\* \* \* \* \*

- d. Street signs are in place and house numbers are displayed.
- e. Rights-of-way, turnouts, and areas next to roads and streets are sufficiently improved so that the installation, servicing, and accessing of boxes are not hazardous to the public or Postal Service employees.
- f. Satisfactory walkways exist for the carrier where required.
- g. Approved mail receptacles or door slots are installed at designated locations, as directed by the Postal Service.

**642 Extensions**

\* \* \* \* \*

**642.2 Requirements**

\* \* \* \* \*

[Revise item 642.2b(2) as follows:]

- (2) CBUs or USPS STD 4C equipment are to be used for delivery.

**642.3 Out-of-bounds Customers**

[Revise the first sentence of 642.3 as follows:]

Customers outside the limits of city delivery service may be given delivery service, where approved by the Postal Ser-

vice, if they erect boxes on the delivery carrier's line of travel.\*\*

\* \* \* \* \*

**65 Rural Delivery Service**

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**652 Establishment of Rural Delivery Service**

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**652.4 Submission and Approval**

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**652.42 District Responsibilities****652.421 Review and Approval**

[Revise 652.421 as follows:]

The district manager or designee must review and approve or disapprove any requests for establishment of rural delivery.

\* \* \* \* \*

**653 Extensions****653.1 Definition**

\* \* \* \* \*

[Revise the note in 653.1 as follows:]

**Note:** Provide carrier service to persons who erect approved boxes on the line of travel of the rural carrier and to persons for whom approved Cluster Box Units (CBUs) or USPS STD 4C equipment and/or parcel lockers are erected and maintained by the Postal Service on the carrier's line of travel. No rural carrier service may be extended to persons residing within the boundary formed by existing city delivery service.

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We will incorporate this revision into the next printed version of the POM and also into the online update available on the Postal Service PolicyNet website:

- Go to <http://blue.usps.gov>.
- In the left-hand column under "Essential Links", click *PolicyNet*.
- Click *Manuals*.

(The direct URL for the Postal Service PolicyNet website is <http://blue.usps.gov/cpim>.)

— Delivery Operations,  
Delivery and Post Office Operations, 4-5-12