

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)

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

[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.***

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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, curblin 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.

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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.***

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631.43 Local Ordinances

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[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.

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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

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- 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.

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- 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 curblin, 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.

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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.

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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:

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- 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:

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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:

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- 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:

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[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.

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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.***

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- 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

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642.2 Requirements

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[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.***

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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.

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653 Extensions**653.1 Definition**

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[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>.)

Centralized Delivery Changes Information Sheet for New Developments

The former process that allowed residential developers to choose between curb line and cluster box delivery, for new construction, is no longer in place. In April 2012, the Postal Service changed this process and USPS now determines the type of delivery that is most efficient/appropriate for the area to be served.

At roughly \$30 billion annually, delivering mail to the 152 million addresses in the United States is the largest, single fixed-cost the Postal Service incurs. While total mail volume has declined more than 53 billion pieces, or nearly 25 percent, from the all-time high volume of 213.1 billion pieces in 2006 to the current volume of 160 billion, changes in delivery costs are not proportionate to changes in mail volume.

During the development stage of a new subdivision, it is the responsibility of the developer and/or builder to pay the costs necessary to bring streets, sidewalks, water, phone, gas, and electric service into a new development. Like utility companies, the Postal Service is a service-based organization. We provide the service of mail delivery; however, we do not provide the mail receptacle.

It is the policy of the U. S. Postal Service that mail delivery to all new developments is centralized delivery, most often using cluster box units (CBU). It is the responsibility of the customer (developers and builders) to provide the necessary mail receptacle equipment.

The authority for this is from the Postal Operations Manual (POM). Section 632, Mail Receptacles, states:

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.

The POM also advises that appropriate locations for installation be verified and approved by the Postal Service and local government.

Consumers purchasing new homes are our customers, as are developers and builders providing those houses. The Postal Service's mission is to accept, transport, protect, and deliver the mail for the citizens of the United States of America.

The USPS wants to protect the nation's mail and the identity of its citizens in the safest and most cost efficient way possible. Long after developers and builders move on to develop new neighborhoods, the Postal Service remains in the community serving American citizens. We understand that customers prefer the convenience of curbside mailboxes; however those conveniences are forgotten in the few instances when a mail theft occurs.

There are many advantages to centralized box units versus curbside mailboxes, including:

- **Reduces Risk of Vandalism** - Curbside mailboxes lining the street are an easy target for vandalism and theft.
- **Lowers Maintenance Requirements** - Over time and without frequent maintenance, curbside receptacles can become an eye sore.

- **Reduces Unnecessary Trips to the Post Office** - Postal regulations dictate that no item can be left at a location that is insecure or does not have a mail receptacle able to accommodate its size, unless the customer has agreed to accept responsibility for its safety. With the use of CBUs, carriers can deliver and secure most items (books, photos, parcels, etc.), rather than leaving notices. When a customer is not home for several days, mail does not need to be placed on hold. It can accumulate in a secure receptacle without the need to travel to the post office.
- **Reduces Neighborhood Traffic** - CBUs eliminate the need for the carrier to pull in and out of parked cars while serving multiple boxes along busy streets. That also reduces the risks of injury to young children.
- **Weather-Related Obstacles** - When snow accumulates, it can restrict access to a curbside box, requiring homeowners to provide carriers drive-up access to the box. With centralized delivery, homeowners can work together to clear snow away from the single CBU.
- **Replacement Rate** - Curbside mailboxes have to be replaced more frequently than CBUs. Curbside mailboxes are frequently vandalized or may be struck by automobiles, garbage trucks, etc.
- **Vehicle Parking** - Postal customers do not have to be concerned about parked cars blocking their mailboxes and affecting mail delivery.
- **Anonymity** - CBUs have customers' names and addresses protected and secured behind locked doors, with access only by Postal Service employees.
- **CBU Locations** - CBUs are conveniently located within walking distance of homes. If time is an issue, customers can easily stop on the drive to or from work.
- **ADA** - CBUs are in compliance with American Disabilities Act regulations.



CLUSTER BOX UNIT (CBU)

STANDARD UNITS

Available units pictured below.



**FCBU Type I
8-box Unit**



**FCBU Type II
12-box Unit**



**FCBU Type IV
13-box Unit**



**Model 1570 (F) CBU
16-Box Unit**



Outdoor Parcel Locker

CLUSTER BOX UNIT (CBU)

POSSIBLE UPGRADES

CBUs come in different styles and colors. Custom pedestals are also available.



CLUSTER BOX UNIT (CBU)

INSTALLATION INSTRUCTIONS

CONCRETE PAD SPECIFICATIONS

The following documents are the only USPS approved specifications for pouring concrete pads for the anchoring of CBUs.

CONCRETE SPECIFICATIONS FOR SINGLE UNIT CONCRETE PAD

CONCRETE SPECIFICATIONS FOR MULTIPLE UNIT CONCRETE PAD

ANCHORING METHODS FOR CENTRALIZED BOX UNITS (CBU)

CBUs must be installed approximately one week prior to customer occupancy.

CBUs must not be installed until the local USPS representative has conducted an on-site visit to ensure compliance with the official specifications. **Contact the local USPS representative to have the pads inspected prior to pouring the concrete.**

CBUs must be installed facing the correct direction. CBUs installed on concrete pads poured behind the sidewalk should face the sidewalk. CBUs installed on concrete pads located in landscape strips between the curb and the sidewalk should face the sidewalk. Do not install CBU facing the curb or street—causing the carrier and the customer to stand in the street to deliver or retrieve mail.

CBUs should not be installed so close to an intersection or traffic lane that they block visibility for approaching traffic or could be struck by a passing motor vehicle.

CBUs should not be located on dead-end streets where there is no safe turnaround for Postal delivery vehicles.

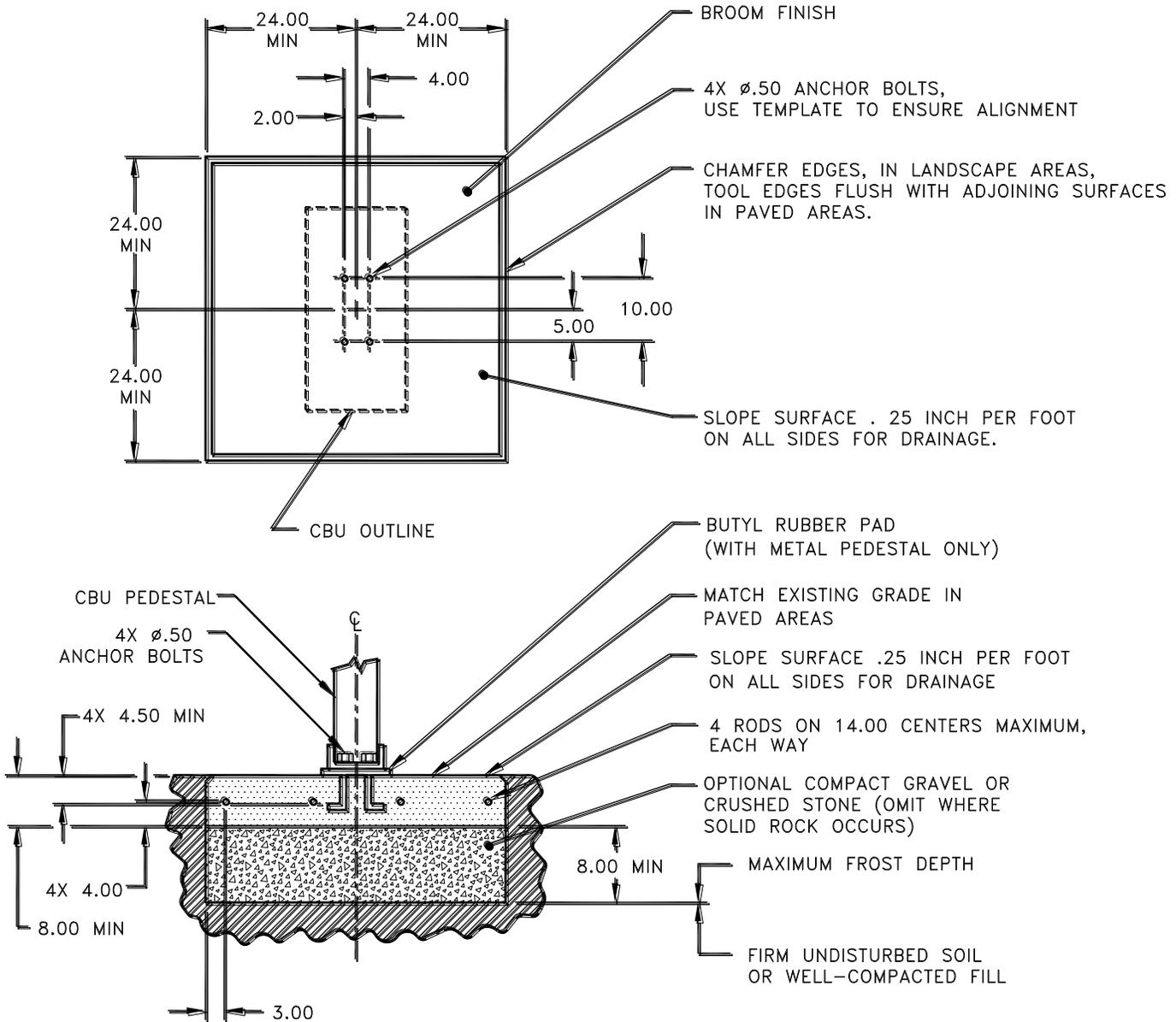
Notify your local USPS representative immediately upon completion of the CBU installation so that we can install the arrow lock and secure the unit.

All CBU compartment keys will be distributed by the builder/developer at the time of move in. The local USPS representative needs to be contacted by the builder/developer for the box address assignments. Each homeowner should receive a copy of the Mode of Delivery Agreement at the time of move in.

Deviations from the USPS designated location of the CBU require advanced authorization from the local USPS representative.

USPS APPROVED SPECIFICATIONS – CONCRETE PAD (SINGLE UNIT)

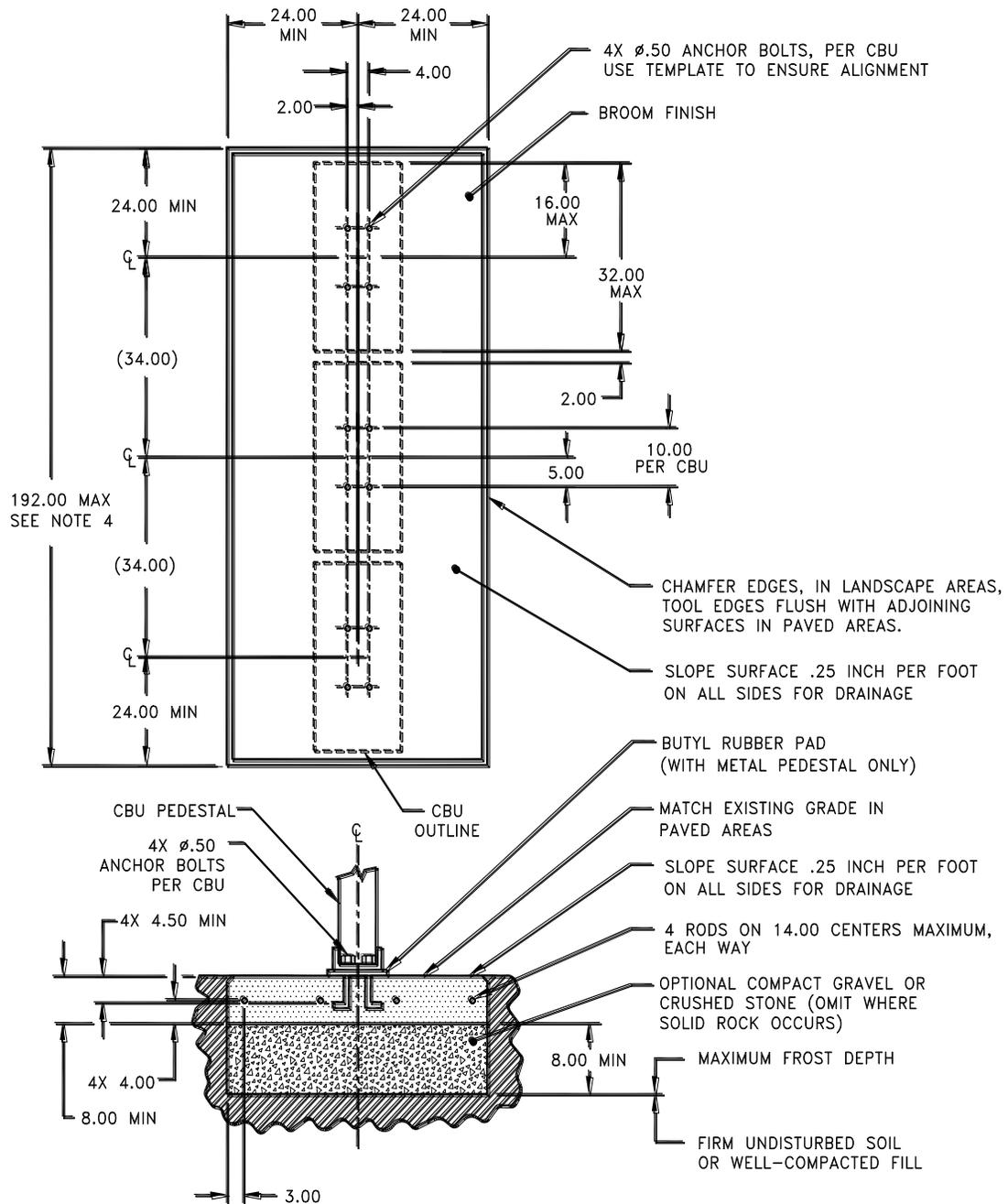
(All measurements are in inches)



NOTES:

1. CONCRETE SHALL HAVE A COMPRESSIVE STRENGTH OF 3000 PSI @ 28 DAYS, CONTAIN 4% MIN – 6% MAX AIR ENTRAINMENT AND BE PLACED WITH A 3.50 – 4.50 SLUMP IN ACCORDANCE WITH ACI 301.
2. REINFORCING STEEL RODS SHALL CONFORM TO ASTM A615, GRADE 60.
3. ANCHOR BOLTS SHALL CONFORM TO ASTM A193, GRADE B8M, TYPE 316 STAINLESS STEEL.

USPS APPROVED SPECIFICATIONS – CONCRETE PAD (MULTIPLE UNIT)



NOTES:

1. CONCRETE SHALL HAVE A COMPRESSIVE STRENGTH OF 3000 PSI @ 28 DAYS, CONTAIN 4% MIN - 6% MAX AIR ENTRAINMENT AND BE PLACED WITH A 3.50 - 4.50 SLUMP IN ACCORDANCE WITH ACI 301.
2. REINFORCING STEEL RODS SHALL CONFORM TO ASTM A615, GRADE 60.
3. ANCHOR BOLTS SHALL CONFORM TO ASTM A193, GRADE B8M, TYPE 316 STAINLESS STEEL.
4. A 3 CBU CONFIGURATION IS DEPICTED. A 2 OR 4 CBU CONFIGURATION MAY BE USED AS LONG AS THEY ARE ARRANGED IN GROUPS SUCH THAT THE OVERALL DIMENSION OF THE CONCRETE BASE DOES NOT EXCEED 192 INCHES.

CLUSTER BOX UNIT (CBU)

ANCHORING METHODS

CBUs must be level and mounted firmly in concrete, using one of the following methods.

1. The J-bolt method is the preferred method of installation of CBU's on concrete pads; however, the J-bolt pattern must be accurate with the CBU pedestal plate. When using J-bolts, in order to prevent any damage or accidents that could result from the exposed bolts, consideration should be given as to the time lapse between pouring the concrete and the actual installation. Expansion anchors must be installed in accordance with the manufacturer's instructions.
2. The use of anchor bolts for the installation of CBU's on concrete pads is also acceptable as long as the methods described below are followed.
 - a. Hilti Kwik bolt II, 1/2" diameter X 5-1/2" overall length
Catalog Number: 000-453-696, KB II 12-512
Stainless Steel Catalog Number: 000-454-744
Minimum embedment in concrete must be no less than 3-1/2"
 - b. ITW Ramset Redhead Trublott, galvanized, 1/2" diameter X 7" overall length
 - c. Rawl Stud, 1/2" diameter X 5 1/2" overall length, galvanized.
Catalog Number: 7324
Minimum embedment in concrete must be no less than 4"

CLUSTER BOX UNIT (CBU)

CONCRETE PAD REQUIREMENTS

All free standing pads must be 8" thick.

1 UNIT	SINGLE PAD	4' X 4'
2 UNITS	DOUBLE PAD	4' X 7'
3 UNITS	TRIPLE PAD	4' X 10'
4 UNITS	QUAD PAD	4' X 13'

*****WHEN PLACING A PARCEL LOCKER AT ANY CBU LOCATION, INCREASE THE PAD SIZE BY AN ADDITIONAL 4'X4'*****

CLUSTER BOX UNIT (CBU) ILLUSTRATIONS

Refer to the following photographs for illustrations of both **C**orrectly and **I**ncorrectly installed CBUs.

This CBU is properly installed. The future sidewalk has been taken into consideration.



The picture below shows a similar install in a finished neighborhood.



The CBUs below are properly installed to be level on this steep hill.



INCORRECT - This represents a safety hazard, is vulnerable to traffic, and violates ADA requirements. There should be 36 inches in front of the CBU for wheelchair access.



INCORRECT - The pad is too small.



CORRECT – If this CBU had been installed next to the curb, it would often be blocked by parked cars, making it inaccessible to the carrier.



CORRECT – To reduce maintenance costs, this CBU is installed away from the street. CBUs are easily damaged when installed next to the street.



INCORRECT - The ADA requires that sidewalks remain clear.



CORRECT – Note how much concrete was required in order to meet local codes.



CORRECT – Plan ahead. This pad was actually poured before the sidewalk. The dimensions, elevation, and slope were calculated to match the future sidewalk.



CORRECT – This CBU is wheelchair accessible, set back from the roadway and it is easily accessible for the carrier.



CORRECT – A retaining wall shows the importance of installing a CBU away from the street.



CORRECT - Placing the CBU behind the sidewalk instead of next to the street helps to protect it from vehicles yet does not impede pedestrians or wheelchairs.



INCORRECT - The pedestal is embedded in the concrete making the CBU very difficult to maintain.



INCORRECT – Located in front of a public office building, the CBU should be accessible from the sidewalk.



INCORRECT – This CBU Leans over the curb, blocking the sidewalk.



INCORRECT - The concrete pad anchoring this CBU is too small and the CBU faces the street. Customers should not have to step off the curb/into the street to retrieve mail.

Haagen, Rene

From: Coachman, Monica M - Fayetteville, NC <Monica.M.Coachman@usps.gov>
Sent: Friday, July 25, 2014 9:51 AM
To: Haagen, Rene
Subject: Word Versions
Attachments: Selecting and Installing Your CBU.doc; Selecting the CBU for You.doc; Centralized Delivery - Information Sheet.doc

If Raleigh and Wake County developers have questions, please ask them to contact Growth Development Coordinator San Matthews. San can be reached at: Sanquinetta.D.Matthews@usps.gov or (919) 420-5183.

If you need anything else, let me know.

Thanks and have a fantastic weekend!

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