

Subject: New Developments or Phases of Development – USPS Mail Delivery Service

The United States Postal Service is proud to continue its vital role in today's changing mail environment. That role includes responsibility for establishing the method or mode of delivery, the type of mailbox, and location of the mailbox for each street delivery address. Centralized delivery, through the use of Cluster Box Units (CBUs), is our preferred delivery method and box type. These CBU boxes have the advantage of being "package friendly," in that they are designed to accommodate the majority of packages delivered through the U.S. mail.

Online ordering of merchandise has dramatically increased package volume. Many residential delivery mailboxes in use today are designed on the basis of specifications implemented nearly a century ago and are too small to accommodate contemporary parcel volume. As a result, packages delivered by our carriers often cannot fit into residential mail receptacles and must be redelivered, retrieved at a post office, or left on adjacent doorsteps. This latter option leaves the packages susceptible to weather damage. Centralized delivery minimizes these risks.

The Postal Service is directed by statute to provide reliable and efficient service. Centralized Delivery fulfills our responsibility to safe, efficient delivery for both the customer and the Postal Service as we move into the 21st Century.

Postal Operations Manual (POM) section 631 reflects the guidelines used by local postal managers in determining the mode through which such delivery is to be provided, including type of equipment and location of boxes:

631 Modes of Delivery

631.1 General

The Postal Service-approved modes of delivery available for all existing delivery points, including newly established and extensions of delivery points, are in 631.24. Centralized delivery is the preferred mode of delivery for all new residential and commercial developments. Curbside, sidewalk delivery, and door modes are generally not available for new delivery points, with very rare exceptions, as determined by the Postal Service in its sole discretion, on a case-by-case basis. The characteristics of the area to be served and the methods deemed necessary to provide adequate service by the Postal Service are described in greater detail throughout this section.

631.241 General

Newly established or extended business or residential customers must request and receive approval of the delivery location and mode of delivery from the local Postmaster or District designees. These deliveries will not receive mail delivery service until the mail receptacles are installed and the units and locations are approved by local postal management. Options and requirements for modes of delivery are directed by the Postal Service.

631.242 Newly Established or Extended Centralized Delivery Points (Preferred Mode)

Centralized delivery is the preferred mode for new or extended business or residential delivery points, with very rare exceptions, as determined by the Postal Service in its sole discretion, on a case-by-case basis (see 631.1). The mail receptacle and location of the delivery point(s) are approved by local postal officials in advance of the occupancy of the residence, business, or other site associated with the delivery point.

632 Mail Receptacles

632.1 Customer Obligation

632.11 Responsibilities

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.

Please contact the local Postmaster to establish mail service for your project. You will find the Post Office contact and more information regarding growth management in the link below:

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

If you cannot reach a delivery mode agreement with the local Postmaster, you may, in accordance with Postal Service policy, file an appeal with the local District Manager. Appeals should be submitted in writing to the address below. Please consider sending your written request certified mail or with a tracking number.

Omar Coleman
Tennessee District Manager
525 Royal Parkway
Nashville, TN 37229-9998

If you do not receive a response to your appeal within 30 days, please contact Chris Flair, TN District at christopher.s.flair@usps.gov

For other questions regarding centralized delivery, please contact your local Postmaster or Shannon Kelly at shannon.t.kelly@usps.gov