prompt corrective action after being properly notified, the postmaster may, with the approval of the district manager, withdraw delivery service.

623.22 Delivery to Mailbox Inside of a Screen or Storm Door

These mailboxes must meet the following requirements:

a. When the box is inside a screen or storm door, the door must be left unlocked; otherwise, the box should be located outside the door or a slot should be provided in the outer door.

b. When porches are screened in or enclosed by other material, and are used as living or sleeping quarters, the screen or storm door is considered the entrance door to the house. In these cases, notify the customers that they must place their mail receptacle outside the door or provide a slot in the door.

623.3 Safety or Security

Delivery service may be suspended when there is an immediate threat (including, but not limited to, threats due to loose animals) to the delivery employee, mail security, or postal property. Suspension of service should be limited to an area necessary to avoid the immediate threat. Postmasters should request corrective action from responsible parties and restore normal service as soon as appropriate.

623.4 Travel Obstructions

Persons responsible for road maintenance must be notified of road conditions obstructing the delivery of mail. If repairs are not made promptly, service may be withdrawn with the approval of the district manager. Resume service as soon as the road conditions are improved.

623.5 Vacant Delivery Points

The Postal Service may withdraw delivery service to vacant delivery points. A vacant delivery point is a delivery point where responsible personnel are aware the delivery point has been unoccupied for a period longer than ninety (90) consecutive days.

63 Modes of Delivery, Mail Receptacles, and Keys

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.

631.2 Centralized Delivery (Preferred Mode)

Centralized delivery service is the preferred mode of delivery and may be provided to 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).

a. *Delivery requirements*: CBUs and USPS STD 4C (wall-mounted) equipment may be approved for use at one or more centralized delivery points in a residential housing community or business location. The local postal manager or District designees 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, it is appropriate for the receptacle to be within one block of the residence.

b. *Centralized delivery addresses:* Centralized 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.

631.21 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 must be grouped two to a property line, where possible.

631.22 Sidewalk Delivery

Sidewalk delivery may be provided to boxes located near the public sidewalk, only with prior approval from the Postal Service. 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 in these situations may be permitted to install all their boxes at the edge of the public sidewalk nearest the residence, where they can all be served by a carrier from the sidewalk.

b. If the average lot frontage is 50 feet or less, the boxes must be located so that the carrier can serve them from the sidewalk. The boxes are not required to be grouped together.

c. If the average lot frontage is over 50 feet and does not exceed 75 feet, the boxes must be installed in groups of at least two.

d. If the average lot frontage exceeds 75 feet, CBUs must be installed.

631.23 Door Delivery

Door delivery may be provided to boxes located at or near the door of a business or residential delivery point, or through a door slot, only with prior approval from the District Manager, and only if the box or mail slot can be efficiently, safely, and conveniently served by the carrier.

Door delivery will not be available for new delivery points, except in very unusual circumstances as determined by the Postal Service in its sole discretion.

631.24 Newly Established or Extended Delivery Points

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.

631.243 Newly Established or Extended Sidewalk or Curbside Delivery Points

Sidewalk or curbside delivery is permitted for new or extended business or residential delivery points, only with prior approval from the Postal Service. The mail receptacle and location of the delivery points are approved by the local District Manager in advance of the occupancy of the residence, business, or other site associated with the delivery points.

631.244 Newly Established or Extended Door Delivery Points

Door delivery will not be available for new delivery points, except in unusual circumstances as determined by the Postal Service in its sole discretion. Approval for newly established or extended business or residential door delivery points must come from the Area Vice President or designee. The Area Vice President must report the number of granted requests for newly established or extended business or residential door delivery points to Headquarters Delivery or its designee quarterly.

631.3 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. Centralized delivery is the preferred mode of delivery for new delivery points, with very rare exceptions, as determined by the Postal Service in its sole discretion, on a case-by-case basis. Modes of delivery are described below:

a. *Centralized Delivery.* Centralized delivery service is for all business office buildings, office complexes, and 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 631.1 has been granted by the District Manager or District designee, and subject to Area approval, single-point delivery (door, curbside, or sidewalk) 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.

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

The available options for residential areas, aside from apartment houses, transient mobile or trailer homes, colleges and universities, and other sites are covered under part 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. Centralized delivery is the preferred mode for new delivery points. 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 (see 631.1).

631.5 Exceptions

631.51 Extension of Service Within an Existing Block

New deliveries built or established within a block of existing deliveries can only receive the same type of service as the older deliveries, subject to Postmaster approval and after consideration of Postal Service operational efficiencies. When new development replaces more than one block, delivery methods must comply with mode of delivery options for establishment and extension of delivery service.

631.52 Hardship Cases

Procedures and guidelines for changes in delivery in hardship cases are as follows:

a. Changes in the mode of delivery authorized for a delivery point are considered where service by existing methods would impose an extreme physical hardship on an individual customer. Any request for a change in delivery mode must be submitted in writing.

b. Approval of these requests should be based on humanitarian and not economic criteria; however, rural delivery customers requesting a hardship extension must also meet current criteria for extension of rural delivery service (see 653). Each request for a change in delivery service should be evaluated based on the customer's needs; a request should not be denied solely because of increased operational costs or because a family member or other party may be available to receive mail for the customer.

c. If the local postmaster denies a request, the request must be sent to the district for review. The final decision is made by the district manager.

d. If a customer no longer requires a variation in the type of delivery service, mail service must be restored to the mode of delivery in effect in the area.

e. Hardship requests must be renewed annually by the customer and approved by the Postmaster.

631.53 Local Ordinances

If a customer chooses not to erect a curbside box because of a local, city, county, or state ordinance prohibiting the installation of mailboxes at the curb, the delivery options in establishments and extensions are as follows:

a. *Centralized Delivery Service.* See 631.2.

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.

631.54 Apartment Houses

631.541 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

(2) A common street address (some part of the address is shared) approved by local or municipal authorities.

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

c. Each apartment is provided one box, including that of any resident manager or janitor, unless the management has arranged for mail to be delivered at the office or desk for distribution by its employees.

d. The grouping of the boxes for the building is at a single point readily accessible to the carrier.

Note: The tenant's correct mailing address is the address of the entrance at which the mail receptacles are located, and should include the apartment number or designated mailbox number.

631.542 **Exceptions**

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

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.

b. If such a building has more than one entrance, delivery of mail to receptacles grouped at more than one entrance is contingent on each entrance to which delivery is made serving three or more apartments or flats and the assignment, by local or municipal authorities, of a different street number to each such entrance.

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.

631.55 Mobile or Trailer Homes

631.551 **Options**

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

631.552 **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, see 631.

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 curbline, 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.

(2) In such conditions, if the average lot frontage is 75 feet or less, the sidewalk boxes are not required to be grouped together; if the average lot frontage exceeds 75 feet, the sidewalk boxes must be installed in groups of at least two.

(3) If the average lot frontage is 50 feet or less, customers may be permitted to locate all their mailboxes at the edge of the sidewalk nearest the residence rather than at the curb, regardless of whether the sidewalk abuts the curb or other unusual conditions exist. All the boxes must be located so the carrier can serve them from the sidewalk.

631.553 **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.

631.6 Colleges and Universities

631.61 Administration Buildings

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.

631.62 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. Postal Service personnel do not distribute mail into apartment-type mailboxes for dormitories or residence halls.

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 dormitory buildings or residence halls and the building owner or operator is responsible for the final delivery of student mail.

Where no affiliation with the school is established, the Postal Service determines the proper mode of delivery to be established based upon the totality of the circumstances, and may require that designees from the property be identified to accept mail for each location prior to initiating delivery. In making such a determination based upon the totality of the circumstances, the Postal Service weighs the following, among other considerations:

a. The nature of the leases offered by the property (e.g., whether the leases' starting month corresponds to academic semesters or other school-related schedules and whether the lease term is for a period of less than one year).

b. Whether the leases are generally for a bedroom within a multi-bedroom unit or for the entire unit and the scope of the lessee's liability in case of default.

c. The Postal Service's treatment of similarly situated properties.

d. The property's proximity to the school.

e. External information furnished by the school and/or by local government, including any pertinent zoning classification.

f. Whether the property is primarily marketed to students.

g. The residency turnover rate.

h. Amenities catering to student populations.

i. Any other relevant factor.

631.63 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 631.54 apply.

631.64 Fraternity and Sorority Buildings

Deliver mail in bulk to a common mailbox or to a representative of the organization if addressed to a specific building.

631.65 Parcels

Deliver parcels in the same manner as other ordinary mail matter.

631.66 Forwarding of Mail

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.

631.67 Noncity 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.

631.7 Conversion of Mode of Delivery

In this section, *conversion* refers to changing existing mail delivery to a more economical and efficient mode. The key to converting existing deliveries is identifying those deliveries that are most costly to the Postal Service. Delivery managers can go into any delivery territory where delivery has been established for over 1 year and solicit to convert the mode of delivery if it would be cost beneficial to the Postal Service.

Postmasters may establish a mixed delivery area where in-growth or extensions of service within a block compel a change in modes of delivery for newly constructed or renovated delivery points. This policy applies to both residential and business delivery locations. 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 or property management company represents the property or the community, it may request a change in the mode of delivery on behalf of the community or property. In rental areas, such as apartment complexes and mobile home parks, the owner or manager may request a conversion on behalf of the apartment complex, mobile home park, or other rental property. Approval is at the sole discretion of the Postal Service. Delivery will begin only after the approval of a mail receptacle and its location by the local Postmaster.

Where there is no homeowners' association or other property management company with authority to request a conversion on behalf of the owners, residents, or the community, customer signatures must be obtained prior to any conversion. In single-family housing areas (including manufactured housing and mobile homes) where the residences and lots are owned, each owner must agree to the conversion in writing. Owners who do not agree must be allowed to retain their current mode of delivery.

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.

631.8 Correction of Improper Mode of Delivery

631.81 General

In the event an improper mode of delivery is established or extended by a postal carrier or manager, the service will be withdrawn with a thirty (30) day advance notice to the affected customer(s), provided that the error is detected and the customer is notified within one (1) year. If the error is not detected and the customer is not notified within one (1) year of the date delivery is established or extended, the improper service remains in place unless the customer consents to the delivery mode change or a delivery point with improper modes of delivery in a vacant delivery is first identified during the vacant period per section 623.5. When the new customer(s) in

these vacant deliveries are identified by Postal Service management and informed (within the first 30 days of occupancy) that the current mode of delivery was established incorrectly and will need to be corrected.

For purposes of clarity, note that the one (1) year time period described above is not intended to apply to section 631.62, which prescribes the delivery methods appropriate to dormitory buildings or residence halls. For such properties, an improper mode of delivery may thus be withdrawn at any time upon a thirty (30) day advance notice to the property owner or manager and affected customer(s).

631.82 Refusal by Customer

If a customer refuses to accommodate the Postal Service's delivery mode determination by refusing to provide an approved mail receptacle or permit the Postal Service to install its own, General Delivery service may be provided at the nearest postal facility where the carrier delivery emanates or where may be otherwise available to the customer.

631.9 Military Installations

631.91 Family Housing

Delivery to family housing on military installations is effected in accordance with 611, 64, 65, or 66, whichever is appropriate.

631.92 Other Services - Agreement With the Military

Other services are provided to military installations in accordance with Publication 38, *Postal Agreement with the Department of Defense,* signed on February 21, 1980, reprinted in pertinent part:

III. POLICY

A. The Military Postal Service is operated as an extension of the United States Postal Service® as authorized by 39 U.S.C. 406.

B. The Department of Defense and the Postal Service agree to attempt to furnish mail service to the military equal to that provided the civilian population in the United States.

C. The Department of Defense and the Postal Service affirm the importance of the national goal of energy conservation, and both parties resolve to minimize energy expenditure while conducting military postal operations.

IV. RESPONSIBILITIES

A. The Department of Defense agrees to:

1. Maintain and operate military Post Offices in support of Armed Forces operations and personnel at locations outside the United States, or inside the United States where the military situation requires;

2. Ensure that each military Post Office that provides postal financial or accountable mail services or exchanges incoming and outgoing mail directly with carriers is supervised by at least one qualified, on-site military member of the Armed Forces;

3. Administer the military postal service in accordance with the law, with policies and regulations of the Postal Service, and with consistent implementing directives of the Department of Defense;
4. Arrange with foreign governments to permit military Post Offices to be established and military postal operations to be conducted in foreign countries;
5. Furnish information required by the Postal Service to provide efficient postal services to authorized personnel and units;
6. Establish and operate mail control activities at principal locations used by the Postal Service to receive and dispatch military mail and to provide information to distribute and dispatch military mail and to provide information for overseas and maneuver forces, ships, and other mobile units;
7. In time of war or national emergency, assist or supplement Postal Service operation of bulk mail centers, postal concentration centers, and airport mail facilities;
8. Establish and operate mail control activities at military aerial ports to receive outgoing military mail from the Postal Service for dispatch via military air transport and to receive incoming military mail via military air transport for entry into civilian postal channels;
9. Conduct postal finance services at military Post Offices, to include selling stamps and stamped paper; issuing domestic money orders; cashing money orders, when feasible; and providing Certified Mail, Insured Mail, and Registered Mail services. Remittances to the Postal Service shall be in dollars in the amounts required by the schedule of rates, fees, and charges provided by postal regulations;
10. Make periodic audits and inspections of military Post Offices.

B. The United States Postal Service agrees to:

1. Provide postal services for the Armed Forces at locations inside the United States, including the establishment of civilian Post Offices on military installations and the usual postal finance, mail handling, and carrier delivery and collection consistent with United States postal laws and regulations, normal standards of the Postal Service, and changing military requirements;
2. Establish and operate postal concentration centers, as needed, for the concentration, sorting, and delivery or dispatch of military mail in accordance with requirements of the Department of Defense;
3. Process military mail in an expeditious manner while efficiently separating mail for the Armed Forces prior to delivery or dispatch;

4. Furnish information to the Department of Defense to permit proper routing of military mail prior to its entry into civilian postal channels;
5. Authorize the establishment of military Post Offices as branches of designated civilian Post Offices;
6. Extend stamp credits from designated civilian Post Offices to postal finance offices and other custodians of postal effects;
7. Assist the Department of Defense by informing postmasters and the public of proper addressing practices, applicable restrictions, and other military mail matters of interest.

V. ADMINISTRATION

A. The Assistant Secretary of Defense (Manpower, Reserve Affairs and Logistics) shall serve as the point of contact with the United States Postal Service and shall implement and administer this agreement for the Department of Defense. The Assistant Secretary of Defense (Manpower, Reserve Affairs and Logistics) may enter into supplemental agreements with the United States Postal Service as may be necessary to carry out the purposes of this agreement.

B. The Senior Assistant Postmaster General, Operations Group, shall serve as point of contact with the Department of Defense and shall implement and administer this agreement for the United States Postal Service. The Senior Assistant Postmaster General, Operations Group, may enter into supplemental agreements with the Department of Defense as may be necessary to carry out the purposes of this agreement.

VI. REVIEW AND AMENDMENT

A. This agreement may be amended at any time by mutual agreement. It shall be renewed every five years by the Department of Defense and the Postal Service.

SUPPLEMENTAL POSTAL AGREEMENT: ADMINISTRATIVE DETAILS

I. TRANSPORTATION

A. The Department of Defense agrees to arrange for military mail transportation from overseas postal facilities to commercial or military terminals in the United States and between military postal activities within overseas areas.

B. The Postal Service agrees to:

1. Arrange for military mail transportation to overseas postal facilities from commercial terminals in the United States and make transportation arrangements when the postal services of another country are required. However, this does not preclude military departments from making direct arrangements for the transportation of military mail to or between designated overseas points on a short-term basis when operational requirements dictate.

2. Provide inbound and outbound mail transportation between the postal concentration centers and military or commercial air or surface carriers.

3. Transport mail between civilian Post Offices on military installations and the receiving or dispatching Postal Service facility.

II. PERSONNEL

A. The Department of Defense agrees to:

1. Appoint mail clerks and issue them uniform identification cards.

2. Assign only qualified personnel to duties in military Post Offices, mailrooms, mail control activities, and other postal facilities. No persons convicted of a crime involving theft or moral turpitude or disciplined for any action reflecting unfavorably upon their integrity shall be assigned to postal duties. Those having a history of psychiatric disorder, alcoholism, or drug abuse may be so assigned if medical evidence of current good health, sufficient to meet published Postal Service standards, is available. This does not preclude the Department of Defense from establishing requirements that are more stringent than the published Postal Service standards.

III. EQUIPMENT

A. The Postal Service agrees to:

1. Provide equipment and furniture necessary for the operation of civilian Post Offices located on military installations.

2. Furnish equipment and supplies for use in military Post Offices. Equipment shall be new or serviceable and shall be issued in accordance with mutually determined issuance standards. Supplies and accountable equipment shall be furnished without charge. Nonaccountable equipment shall be furnished on a reimbursable basis beginning in FY 82.

3. Repair equipment for which it has a unique capability.

B. The Department of Defense agrees to transport such equipment between the continental United States and the overseas destination.

IV. DELIVERY

A. The Department of Defense agrees to:

1. Decline to accept collect on delivery mail for delivery at military Post Offices.

2. Deliver mail to personnel in a temporary duty status, in training, and where delivery requirements exceed Postal Service standards.

3. Deliver accountable mail, delivery of which is restricted by the sender, through mail clerks, only upon the written authorization of the addressee when it is impracticable for

the addressee to accept delivery in person at the civilian Post Office.

B. The Postal Service agrees to:

1. Neither accept nor forward to military Post Offices any collect on delivery mail.

2. Provide delivery service on military installation in the United States commensurate with the delivery service that would be provided for civilian communities of comparable characteristics. Postal Service criteria shall be used in considering extensions of mail service. Mail to principal administrative buildings or commands shall be delivered in bulk. The Postal Service agrees to also provide the mail in bulk to personnel and basic units in a transient or temporary duty status of 180 days or less. Where criteria will not allow free delivery service to be established or extended, the Postal Service agrees to provide the mail for individuals in bulk to basic units. However, in locations with adjacent civilian communities having delivery service, the Postal Service agrees to submit proposals to the Department of Defense to furnish service to groups of receptacles consistent with mutually agreed criteria and funding.

3. Deliver accountable mail addressed to military personnel, at military installations served by civilian Post Offices, to the addressees or mail clerks upon proper receipt.

V. CLAIMS

A. The Department of Defense agrees to:

1. Assume financial liability, under military claims procedures, for loss, damage, theft, wrong delivery, or rifling of accountable mail after receipt from or prior to delivery to a civilian or military Post Office by a mail clerk employed by the Department of Defense.

2. Reimburse the Postal Service for claims submitted by the Postal Service for the value of postal effects embezzled or lost through negligence, errors, or defalcations while in the possession of military Post Office personnel. Reimburse the Postal Service for claims paid by the Postal Service for losses of accountable mail through negligence, errors, or defalcations while in the possession of military Post Office personnel.

a. To be reimbursable, claims must be submitted within one year from discovery of the loss by the Postal Service.

b. In all just and expedient cases, the military departments may request the Postal Service to take action under 39 U.S.C. 2601(a)(3) to adjust, pay or credit the account of a Military Post Office, Postal Finance Officer, Military Postal Clerk, Financial Postal

Clerk, Custodian of Postal Effects, or persons acting in those capacities for any loss of Postal Service funds, papers, postage, or other stamped stock or accountable paper, under the same standards as such credit is granted to Postal Service employees.

B. The Postal Service agrees to relieve custodians of postal effects of responsibility for the amount of the invoice of any shipment of stamps or stamped paper lost in transit as a result of casualty.

VI. LOGISTICAL AND ADMINISTRATIVE SUPPORT

A. The Department of Defense agrees to:

1. Furnish adequate facilities for civilian Post Offices located at military installations solely in support of the installation's mission. Utilities and local telephone service shall be furnished on a reimbursable basis beginning FY 82.
2. Offer billeting and meals to civilian Post Office employees who work at military installations on the same basis as those offered to Department of Defense civilian employees.
3. Issue invitational travel orders for Postal Service representatives who, at the request of the Department of Defense, are assigned to perform inspections, investigations, or audits of overseas military postal operations.

B. The Postal Service agrees to:

1. Reserve the right to discontinue civilian Post Offices on military installations where existing conditions endanger the health, safety, or welfare of its employees.
2. Furnish office space for related military mail terminals, fleet Post Offices, or liaison units at postal concentration centers.

VII. AUDITS AND INSPECTIONS

A. The Department of Defense agrees to:

1. Assist Postal Service representatives in surveying, inspecting, and auditing military postal operations.
2. Conduct surveys, inspections, investigations, and audits of Department of Defense postal facilities and operation as needed to verify that accountable postal effects are on hand and properly protected, that all revenue due the Postal Service is being collected and properly accounted for, and that the service rendered is efficient and in accordance with Postal Service and Department of Defense regulations.

B. The Postal Service agrees to assign Postal Inspectors or other representatives of the Postal Service, as practicable, to conduct surveys, inspections, investigations, and audits of military postal operations to assure that efficient postal service is maintained.

VIII. MAIL SORTATION

A. Except in time of war or other emergency as determined by the Secretary of Defense, the Postal Service agrees to:

1. Sort mail for overseas forces in fixed base units to the 5-digit Army Post Office/Fleet Post Office ZIP Code separation. Mail for ships and other mobile units shall be sorted to the mobile unit by ZIP Code or name when warranted. Mail for maneuver forces, air groups, submarine groups, units in transit or temporary duty status for 180 days or less, and other similar units shall be separated in accordance with the needs of the Department of Defense. The Department of Defense agrees to develop mail routings for all of the above mail and provide the routing instructions to the postal concentration centers of the Postal Service.

2. Sort mail for the forces at installations in the United States where delivery receptacles are not provided to basic military units or numbered boxes in groups of approximately 200, so far as practicable and mutually agreeable to the Postmaster and military authorities concerned.

B. In time of war or other emergency as determined by the Secretary of Defense, the Postal Service agrees to:

1. Allow the Department of Defense to control ZIP Code assignment to all military units.

2. Specify jointly with the Department of Defense the sorting of mail for overseas forces and forces at installations in the United States.

C. Postal Service criteria shall be used to assign ZIP Codes to military installations in the United States.

D. The Department of Defense and the Postal Service agree to cooperate in the assignment and use of overseas ZIP Codes.

1. Normally each military installation shall have one 5-digit ZIP Code, although special circumstances may be considered in assigning additional ZIP Codes. Additional ZIP Codes shall only be assigned if all resulting separations receive at least 1,000 pieces of mail per day. The implementing procedures for 9-digit ZIP Codes shall be jointly developed.

2. The Department of Defense agrees to make every reasonable effort to see that its components have the correct ZIP Code in their address and return address. The Postal Service agrees to make every reasonable effort to see that the correct ZIP Code is in the address and return address of mail for military units and personnel originated by other government agencies and the civilian sector. Since the ZIP Code furnishes the Postal Service with its sole method of forwarding Army Post Office and Fleet Post Office mail, the Postal Service agrees to return to sender at the Post Office of origin all mail for Army Post Office or

Fleet Post Office addresses that does not have an authorized Army Post Office/Fleet Post Office ZIP Code.

IX. MAIL FORWARDING

A. Where the Department of Defense delivers the mail it agrees to provide directory service for undeliverable-as-addressed military mail and endorse each piece to show a forwarding address or reason for nondelivery.

B. Where the Postal Service delivers the mail it agrees to maintain change of address forms and endorse forwardable mail that is undeliverable as addressed.

X. SAM/PAL LAW

A. This paragraph provides for the joint development of regulations as required by 39 U.S.C. 3401 (f)(1976) by the Postal Service and the Department of Defense concerning administration of the "SAM/PAL Law." Each party agrees to designate one or more organizational counterparts to serve on a committee to discuss conditions and regulations under which the SAM/PAL law will be jointly administered.

1. For the Postal Service, the designees are: The Assistant Postmasters General, Mail Processing Department, and Rates and Classification Department, or their designees; and the Chief Postal Inspector or his designee.

2. For the Department of Defense, the designee is: The Deputy Assistant Secretary of Defense (Supply, Maintenance and Transportation) or his designee.

B. Neither party shall take any unilateral action with respect to implementing policies, conditions, or regulations promulgated exclusively under the SAM/PAL law without prior consultation with the other party. Committee meetings may be held upon written request of either party. Following such consultation, a joint committee report may be prepared for transmission to the respective managements.

C. Nothing herein is intended to provide for the joint administration of any activity whose administration is not provided for by 39 U.S.C. 3401 (f)(1976).

D. This section supersedes the supplementary agreement dated September 30, 1976, concerning "Joint Administration of 39 U.S.C. 3401 (the SAM/PAL Law) by the United States Postal Service and the Department of Defense."

631.93 Reference

See Publication 38-A, *Guidelines for Providing Postal Services on Military Installations,* for details on providing delivery, collection, and retail services.

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. Customer obligations are as follows:

a. In locations where door delivery has been authorized, customers must provide either house-mounted boxes that provide adequate protection and security for the mail and that are approved by the local Postmaster, or they must provide door slots (see 632.3).

b. If curbline delivery is authorized, customers must erect curb-mounted receptacles that comply with USPS-STD-7c (see 632.5).

c. If sidewalk delivery is authorized, customers must erect sidewalk-mounted receptacles that comply with USPS-STD-7c (see 632.5).

d. 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

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

Business complexes are not required to provide mail receptacles where door delivery was approved and authorized by the Postal Service and businesses are open to receive mail. If the offices are not open when the carrier arrives on normal service days, centralized mail receptacles must be provided.

632.14 Approach to Mailbox

The customer is responsible for keeping the approach to his or her mailbox clear to facilitate delivery. Where the approach to the mail receptacle located at the curb is temporarily blocked by a parked vehicle during normal delivery hours for the area, or snow or ice hampers the approach to the mailbox, the carrier normally dismounts to make delivery. If the carrier continually experiences a problem in serving curbline boxes and where the customer is able to control on-street parking in front of his or her mailbox but does not take prompt corrective action after being properly notified, the postmaster may, with the approval of the district manager, withdraw delivery service.

632.2 Keys to Customer's Private Mail Receptacle

632.21 General

Carriers are prohibited from accepting keys for locks on private mail receptacles, buildings, or offices, except where an electromechanical door lock system or a key keeper box located within convenient reach of the door is used. Both devices must incorporate an Arrow lock to access the key or device needed to gain entry to the building. If customers place locks on their receptacles, the receptacles must have slots large enough to accommodate their normal daily mail volume so that delivery may be made by the carrier without using a key.

632.22 Locks and Keys

The Postal Service is responsible for providing every customer a compartment lock and three keys to his or her postal-owned Cluster Box Unit (CBU). No key deposits are required; advise customers that they may duplicate their keys at no expense to the Postal Service. Postal managers must take the following actions in issuing and controlling locks and keys for postal-owned CBUs:

a. Give all compartment keys to customers with a notice stating that the Postal Service keeps no duplicate keys and if they lose all the keys, the Postal Service will have to install a new lock at the customer's expense.

b. If customers lose their keys, arrange for the repairs and charge the customer accordingly.

c. Request that customers return all compartment keys to the Post Office when they move from their residence. When a customer moves, the Post Office should change the lock before reissuing the compartment. The new customer is not charged for the first lock and keys even though the Postal Service replaced it.

d. When new centralized delivery equipment is installed, the keys may either be taped to the inside of the receptacle until the compartment is issued, or stored at the Post Office. A suggested method of storage is to use P-570 envelopes labeled with address, compartment number CBU location, and CBU identifying number.

Note: The builder or property owner is responsible for providing lock and key service for privately owned CBUs.

632.3 Door Slot Specifications

The clear rectangular opening in the outside slot plate must be at least 1-1/2 inches wide and 7 inches long. The slot must have a flap, hinged at the top if placed horizontally or hinged on the side away from the hinge side of the door if placed vertically. When an inside hood is used to provide greater privacy, the hooded part must not be below the bottom line of the slot in the outside plate if placed horizontally or beyond the side line of the slot in the outside plate nearest the hinge edge of the door if placed vertically. The hood at its greatest projection must not be less than 2-1/16 inches beyond the

inside face of the door. Door slots must be placed no less than 30 inches above the finished floor line.

632.4 Receptacles Purchased by Postal Service

Cluster Box Units (CBUs) and Outdoor Parcel Lockers (OPLs) may be purchased by the Postal Service from approved manufacturers. Specifications for construction of CBUs are covered in USPS-B-1118, *Postal Service Specification, Cluster Box Units.* Specifications for construction of OPLs are covered in USPS-B-1116, *Postal Service Specification, Outdoor Parcel Lockers.* Individuals or firms interested in the manufacture of these units should write to:

ENGINEERING
IP DELIVERY & RETAIL SYSTEMS
US POSTAL SERVICE
8403 LEE HWY
MERRIFIELD VA 22082-8150

632.5 Curbside Mailboxes

632.51 Specifications for Manufacturers

632.511 Policy

Manufacturers of all mailboxes designed and manufactured to be erected at the edge of a roadway or curbside of a street and to be served by a carrier from a vehicle on any city, rural, or highway contract route must obtain approval of their products according to USPS-STD-7, *Postal Service Mailboxes, Curbside.* A copy of USPS-STD-7 and a current listing of approved manufacturers and mailbox models may be obtained by writing to:

ENGINEERING
IP DELIVERY & RETAIL SYSTEMS
US POSTAL SERVICE
8403 LEE HWY
MERRIFIELD VA 22082-8150

632.512 Approved Manufacturers and Models

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

632.52 Installation and Use

632.521 Custom-built Curbside Mailboxes

Postmasters are authorized to approve curbside mailboxes constructed by individuals who, for aesthetic or other reasons, do not want to use an approved manufactured box. The custom-built box must conform generally to the same requirements specified in USPS-STD-7. Approval of such custom-built boxes will be done on a case-by-case basis. Such approval may be granted only for individual personal use, not for boxes produced as a commercial enterprise.

632.522 Identification

When box numbers are used on curbside mailboxes, the numbers must be inscribed in contrasting color in neat letters and numerals not less than 1 inch high on the side of the box visible to the carrier's regular approach, or on the door if boxes are grouped. Where street names and house numbers

are assigned by local authorities and the postmaster has authorized use of a street name and house number as a postal address, the house number must be shown on the box. If the box is on a different street from the customer's residence, the street name and house number must be inscribed on the box. Placement of the owner's name on the box is optional. Advertising on boxes or supports is prohibited.

632.523 **Posts and Supports**

The Postal Service does not regulate mailbox supports in any way except for purposes of carrier safety and delivery efficiency. Posts and other supports for curbside mailboxes are owned and controlled by customers, who are responsible for ensuring that posts are neat and adequate in strength and size. Heavy metal posts, concrete posts, and miscellaneous items of farm equipment, such as milk cans filled with concrete, are examples of potentially dangerous supports. The ideal support is an assembly that bends or falls away when struck by a vehicle. Post or support designs may not represent effigies or caricatures that disparage or ridicule any person. Customers may attach the box to a fixed or movable arm.

The Federal Highway Administration (FHWA) has determined that mailbox supports no larger than 4 inches by 4 inches, or a 2-inch diameter standard steel or aluminum pipe, buried no more than 24 inches, should safely break away if struck by a vehicle. According to FHWA, the mailbox must also be securely attached to its post to prevent separation if struck.

632.524 **Location**

Curbside mailboxes must be placed so that they may be safely and conveniently served by carriers without leaving their conveyances. They must be reasonably and safely accessed by customers. Boxes must also be on the right-hand side of the road and in the carrier's direction of travel in all cases where driving on the left-hand side of the road to reach the boxes would pose a traffic hazard or violate traffic laws and regulations. On new rural or highway contract routes, all boxes must be on the right side of the road in the carrier's direction of travel. Boxes must be placed to conform to state laws and highway regulations. Carriers are subject to the same traffic laws and regulations as are other motorists. Customers must remove obstructions, including vehicles, trash cans, and snow, that make delivery difficult. Generally, mailboxes are installed at a height of 41 to 45 inches from the road surface to the bottom of the mailbox or point of mail entry. Mailboxes are set back 6 to 8 inches from the front face of the curb or road edge to the mailbox door. Because of varying road and curb conditions and other factors, the Postal Service recommends that customers contact the postmaster or carrier before erecting or replacing their mailboxes and supports.

632.525 **Grouping**

Boxes should be grouped wherever possible, especially at or near crossroads, service turnouts, or other places where a considerable number of boxes are presently located.

632.526 **More Than One Family**

If more than one family wishes to share a mail receptacle, the following standards apply:

a. *Route and Box Number Addressing.* On rural and highway contract routes authorized to use a route and box numbering system (e.g., RR 1 BOX 155), up to five families may share a single mail receptacle and use a common route and box designation. A written notice of agreement, signed by the heads of the families or the individuals who want to join in the use of such box, must be filed with the postmaster at the distributing office.

b. *Conversion to Street Name and Number Addressing.* When street name and numbering systems are adopted, those addresses reflect distinct customer locations and sequences. Rural and highway contract route customers who are assigned different primary addresses (e.g., 123 APPLE WAY vs. 136 APPLE WAY) should erect individual mail receptacles in locations recommended by their postmasters and begin using their new addresses. Customers having *different primary addresses* but wishing to continue sharing a common receptacle must use the address of the receptacle's owner and the "care of" address format:

JOHN DOE
C/O ROBERT SMITH
123 APPLE WAY

Customers having a common primary address (e.g., 800 MAIN ST) but different secondary addresses (e.g., APT 101, APT 102, etc.) may continue to share a common receptacle if single-point delivery is authorized for the primary address. Secondary addresses should still be included in all correspondence.

632.527 Locks

The use of locks, locking devices, or inserts on curbside mailboxes on rural and highway contract routes is prohibited. See the list of curbside mailbox manufacturers for approved locking style mailboxes (a current listing of approved manufacturers and models can be obtained from the office listed in section 632.511). The Postal Service does not allow carriers to open locked boxes and does not accept keys for this purpose.

632.528 Unstamped Newspapers

Curbside mailboxes are to be used for mail only, except for newspapers regularly mailed at Periodicals rates. Publishers of these newspapers may, on Sundays and national holidays only, place copies of the Sunday or holiday issues in the rural and highway contract route boxes of subscribers, with the understanding that these copies must be removed from the boxes before the next day on which mail deliveries are scheduled.

632.529 Newspaper Receptacles

A receptacle for the delivery of newspapers may be attached to the post of a curbside mailbox provided that no part of the receptacle interferes with the delivery of mail, obstructs the view of the flag, or presents a hazard to the carrier or the carrier's vehicle. The receptacle must not extend beyond the front of the box when the box door is closed. No advertising may be displayed on the outside of the receptacle, except the name of the publication.

632.53 Nonconforming Mailboxes

Carriers must report to the postmaster any existing mailboxes that no longer conform to postal regulations. The postmaster sends PS Form 4056, *Your Mailbox Needs Attention,* to the owners of these boxes to request that they remedy the irregularities or defects. All newly installed or replacement mailboxes must be approved models in accordance with USPS-STD-7. A current listing of approved manufacturers and models can be obtained from the office listed in section 632.511.

632.54 State and Local Regulations

Some states have enacted laws that are more stringent and specific about the type of mailbox that may be used, the post or support that must be used to mount the mailbox, and the location of the delivery equipment. Regulations and recommendations published here might not reflect appropriate requirements for your area. When providing guidance to the general public concerning mailbox placement and replacement, advise them not only of postal regulations but also of any mailbox regulations that you know have been enacted by state or local authorities.

632.6 Apartment House Receptacles

632.61 General

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:

ENGINEERING
IP DELIVERY & RETAIL SYSTEMS
US POSTAL SERVICE
8403 LEE HWY
MERRIFIELD VA 22082-8101

632.62 Installation

632.621 General

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

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

a. All new or remodeled apartment houses can only install USPS-approved 4C equipment. When installing this equipment, a requirement is to have at least one parcel locker for every five customer mail compartments. For those buildings with a minimum of five mail compartments, there must be at least one parcel locker installed.

b. Receptacles and parcel lockers in apartment houses should be located reasonably close to the entrance in vestibules, halls, or lobbies. The

carriers must be able to serve the boxes without interference from swinging or open doors. 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.

c. Installation of standard, approved apartment receptacles in exterior walls of buildings may be authorized, provided that they are not installed directly on the street or a public sidewalk. Wherever possible, keep at least 15 feet between the boxes and the street or sidewalk; the location should be clearly visible from one or more apartment windows. A canopy must be provided, and it must be designed and located to afford maximum protection from the weather, including driving rains. In addition, adequate night lighting must be installed.

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

Carrier access to the rear area of mailrooms containing rear-loading mailbox panel(s) shall be provided via a secure access door fitted with an ANSI 156.13 F15 lock. A security door, frame, and the F15 lock shall be selected and installed in accordance with all the requirements for residential mailrooms as specified in Handbook RE-5, *Building and Site Security Requirements,* Chapter 3, and in Central Delivery Guidelines, Section 10. A key to the door lock must be available to the carrier via a key keeper manufactured and installed in accordance with United States Postal Service Specification for Key Keepers, USPS-B-3180. 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.

632.624 **Installation With Telephone Units**

The guidelines for installing receptacles with telephone units are as follows:

a. When it is necessary or desirable to install mail receptacles with a standard-size telephone unit, vertical-type receptacles may be placed in two tiers. They may also be installed in groups of fewer than seven if necessary to properly arrange the groups in two tiers. This does not apply if the telephone unit is installed independently of the mail receptacles. Although there is no objection to combining these two services, the mail receptacles must be separated from the telephone or electrical unit. Electric push buttons, connected to wires outside the mail receptacles, may be placed in the frame of the installation if the push buttons can be removed from the outside and if the wire connections can be repaired without removing the receptacles.

b. Telephone units combined with mail receptacle units must allow access to the telephone unit without having to enter the mail receptacle; the mail receptacle must not be accessible when the telephone unit is opened.

632.625 **Key and Record Controls**

The following key and record controls apply to apartment houses:

a. Apartment house managers must maintain a record of the number of keys supplied by manufacturers so that new keys may be ordered when necessary. The record should match the key number to the

receptacle number. Do not place key numbers on the outside barrels of the locks because this would allow unauthorized persons access to keys and boxes. Clearly number each individual receptacle lock on the back; replace lost keys as needed according to lock numbers. Master-keying is not permitted.

b. Apartment house managers must also maintain a record of key numbers and combinations of keyless locks so that new tenants may be given the combination. These records must be kept in the custody of the manager or a trusted employee. 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.

c. Combination locks are not approved under current Postal Service receptacles standards.

632.626 **Directories**

Guidelines for Postal Service apartment house directories are as follows:

a. For all apartment houses with 15 or more receptacles, maintain a complete directory of all persons receiving mail. If an apartment house is divided into units, each with separate entrances and 15 or more receptacles, each unit should have a separate directory. In addition, if mail is not generally addressed to specific units, a directory must be kept at the main unit of the building listing all persons receiving mail in the various units.

b. Directories must be alphabetical by surname and must be maintained and kept up-to-date. The receptacle number and apartment number should always be the same, and the apartment number should appear to the right of the name in the directory. If the apartment number is different from the receptacle number, the receptacle number should appear to the left of the name in the directory. Follow the same arrangement for apartments that are either lettered or lettered and numbered.

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. If mailrooms are used, the directory should be placed for the carrier's convenience. If an attendant, such as a telephone operator, doorman, or elevator conductor, is on duty between the hours of 7:00 a.m. and 11:00 p.m., and the mail is delivered either to apartment house receptacles or in bulk for distribution by employees of the building, the employee on duty in the building may keep the directory to make it available to the carrier on request.

632.627 **Maintenance and Repair**

The guidelines for receptacle maintenance and repair are as follows:

a. Owners or managers of buildings must keep receptacles in good repair. When an inside-letterbox Arrow lock is no longer needed, the building management must immediately notify the postmaster, who will then send a postal employee to supervise removal of the lock from the master door and return it to the Post Office.

b. Carriers will report on PS Form 3521, *House Numbers and Mail Receptacles Report,* all apartment houses that are being remodeled

and all unlocked or out-of-order mailboxes. Delivering employees and postmasters must ensure that all inside-letterbox Arrow locks are recovered when buildings are torn down or remodeled.

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. To avoid any questions about disposition or treatment of mail, repairs must be made only when a postal representative is present. It is unlawful for anyone other than postal employees to open receptacles and expose mail.

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. A reasonable notice of approximately 30 days will be given in writing to the customers and the owner or manager of the apartment building.

e. If mail deposited by a carrier in an apartment house mail receptacle is reported lost or stolen, or if there is an indication that the mail has been willfully or maliciously damaged, defaced, or destroyed, the postmaster must immediately report the circumstances to the Postal Inspection Service.

f. The U.S. Code prescribes criminal penalties for the wrongful possession of mail locks and the willful or malicious injury or destruction of letterboxes and the theft of mail therefrom.

632.628 **Approved Manufacturers and Models**

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

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.

633 Mail Keys

633.1 Types

The following types of mail keys are available:

a. LA keys.

b. Rotary lock keys.

c. Arrow lock keys used on street letter or collection boxes and apartment houses mail panels, and new neighborhood delivery and collection box units (NDCBUs).

d. Serial padlock keys.

e. Motor vehicle keys and motor vehicle padlock keys.

f. Highway contract route keys, SR padlock.

633.2 Personnel to Whom Keys Are Issued

633.21 LA Keys

LA keys are issued to all Post Offices, stations, branches, airport mail facilities, authorized postal employees, and military Post Offices.

633.22 Rotary Lock Keys

Rotary lock keys are issued to the following:

a. CAG A-J Post Offices, airport mail facilities, and military Post Offices.

b. Other Post Offices and installations as authorized by their district manager.

633.23 Other Keys

Other types of keys are issued to authorized postal employees.

633.3 Obtaining Keys

633.31 General

Postal locks and keys are available from:

MAIL EQUIPMENT SHOPS
US POSTAL SERVICE
2135 5TH ST NE
WASHINGTON DC 20260-6224

Mail Equipment Shops (MES) manufactures most of the locks and keys used by the Postal Service. PS Form 4983, *Postal Key and Lock Requisition,* will be used to order Post Office box locks and keys.

633.32 LA and Rotary Lock Keys

Keys for newly established Post Offices will be furnished by the Mail Equipment Shops upon receipt of PS Form 4983, except that rotary lock keys for CAG K and L Post Offices must be requested by the district managers or their designees. Request additional and replacement keys on PS Form 4983 from:

MAIL EQUIPMENT SHOPS
US POSTAL SERVICE
2135 5TH ST NE
WASHINGTON DC 20260-6224

633.4 Safekeeping Keys

633.41 In Installations

633.411 LA Keys

Attach LA keys in use to fixtures by a chain.

633.412 Rotary Lock Keys

Attach rotary lock keys in use to a safe by a chain, except when it is more practicable to attach to other fixtures for ready access.

633.42 Arrow Lock Keys

Employees must turn in Arrow lock keys daily on completion of duty. Carriers must keep Arrow lock keys attached to their clothing by a chain at all times while on duty. If a clearance employee is not available, Arrow lock keys (and any other postal keys in temporary use, such as for vehicles) should be deposited in a secure location, for instance, a designated storage box.

633.5 Record of Keys

633.51 Where to Record

Keep a record of the date of receipt, number of the key, and the combination, if any, at CAG A-G Post Offices on PS Form 1628, *Individual Key Record.* Other Post Offices must maintain a record of mail keys in the space provided on the inside back covers of their cash books.

633.52 Keys Assigned to Carriers

Have each carrier receipt mail keys issued to them. To eliminate the need for the carrier to repeatedly sign the key record book or PS Form 1628, use one of the following plans:

a. Make up sets of keys for each route and enter the number of each key in the key record book. Opposite the key number, place the number of the route to which the key is assigned. Issue metal or fiber key checks, each bearing a different number, to both regular and substitute carriers and obtain a receipt from the carriers. When a carrier calls for a set of keys assigned to the route the carrier is serving, have him or her surrender his or her key check. Place the check on separation in the key case. Return the check to the carrier when he or she returns the key.

b. Make up sets of keys for each route and attach a tag bearing a serial number to each set. Enter this number, in addition to the route number, in the key record. This number will identify the set of keys and may be entered on the receipt to be signed by a substitute carrier for any set the carrier draws. The sets of keys may be issued to regular carriers upon surrender of key checks issued to them.

633.53 Keys Assigned to Other Employees

Keys assigned to other employees for collection purposes must be accounted for as prescribed above.

633.6 Keys Lost, Stolen, Missing, or Found

Report the recovery or finding of keys in the same manner as described in ASM 273, except that a duplicate copy of the memorandum shall be sent direct to the Mail Equipment Shops with the key. Retain serviceable LA keys for local use if needed.

633.7 Keys From Discontinued Offices

Handle keys from discontinued offices under instructions received from the district manager.

633.8 Unserviceable Keys

Forward unserviceable mail keys by Registered Mail to:

MAIL EQUIPMENT SHOPS
US POSTAL SERVICE
2135 5TH ST NE
WASHINGTON DC 20260-6224

A letter of transmittal or a list of the keys by number is not necessary, but the package of keys must be properly identified. Do not send any other item or requisition in the same package with unserviceable keys.

633.9 Receipt and Control

Receipt and control all mail keys and locks according to the instructions in ASM 273.

64 City Delivery Service

641 Establishment of City Delivery Service

See 63 for authorized modes of delivery.

641.1 Definition

In this section, *establishment* refers to the initiation of city delivery service in a community through a Post Office that does not currently provide it.

641.2 Requirements

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. All establishments of delivery service must have final approval of the district manager, Customer Service and Sales, or designee. Establishment of city delivery service is considered when the following essential requirements are met:

a. Within the area to be served there is a population of 2,500 or more or 750 possible deliveries. (The postal customer population may vary greatly from the general census population because of different boundary interpretations and designations.)

b. At least 10 percent of the building lots in the area to be served are improved with houses or business places. 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 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

642.1 Definition

In this section, *extension* refers to the expansion of city delivery service to any areas not currently receiving delivery service but that are within the delivery limits of a Post Office from which city delivery service is already provided.

642.2 Requirements

The delivery service requirements for extensions are the same as those listed in 641.2 for establishments, with the following exceptions:

a. Section 641.2a does not apply to extensions.

b. The applicability of b may be waived if:

(1) There is a reasonable expectation that the requirements of 641.2b can be met within 12 months, and

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

642.3 Out-of-bounds Customers

Customers outside the limits of city delivery service may be given delivery service, where approved by the Postal Service, if they erect boxes on the delivery carrier's line of travel. Parcel Post, Insured Mail, Certified Mail, COD, and Registered Mail are delivered to the residences or businesses of out-of-bounds customers if the residences or businesses are not more than three blocks from the carrier's line of travel and passable walks are constructed or the street is not impassable. Otherwise, a notice is left in the box requesting that the customer call for the mail. If an ordinary parcel is involved and it can be placed in the box, delivery is made in that manner.

643 Requests for Delivery Service

643.1 General

Requests or petitions to establish, change, or extend city delivery service must be made to the local postmaster. No formal petition is required. Postmasters forward requests or petitions to establish service to the district designee with a statement reporting whether the requirements in 641.2 have been met.

643.2 Labor Strikes

The procedures for delivery to an address experiencing a labor strike are as follows:

a. Where a labor strike is in progress, the same service as was in effect prior to the strike should continue. No requests for changes in mail service will be complied with while the strike is in progress. If a request is received to have mail delivered to a plant that is normally received through Post Office box service or at a firm call window, advise that the request will not be granted until after the strike is over.

b. Where it is the practice of a firm to transport mail to and from a detached mail unit (DMU) and a request is received for the Post Office

to perform this service during a strike, disapprove the request because this involves a change in mail service.

644 Carrier Duties, Responsibilities, and Conduct

Refer to Handbook M-41, *City Delivery Carriers Duties and Responsibilities.*

645 Management

645.1 Pivoting Definition

Pivoting is a method of utilizing the undertime of one or several carriers to perform duties on a temporary vacant route or to cover absences. Nonpreferential mail may be curtailed within delivery time standards on the vacant route and/or on the route of the carriers being pivoted.

645.2 Pivoting Usage

Pivoting is not limited to periods when mail volume is light and when absences are high, but also can be utilized throughout the year for maintaining balanced carrier workloads.

646 Reporting Local Ordinances and State Laws

Managers are expected to report in a timely manner to district offices any contemplated action by local or state authorities to enact or consider enactment of local ordinances or state laws that would adversely affect operating costs or performance of postal services.

65 Rural Delivery Service

651 Types of Service

651.1 Regular and Auxiliary Routes

A regular or auxiliary route operates Monday through Saturday, excluding holidays. Regular routes are classified as H, J, or K, in accordance with the table of route classifications provided in the Postal Service-NRLCA National Agreement. Regular carriers assigned to H routes work 6 days per week, while J routes receive 1 scheduled relief day per pay period, and K routes have 2 scheduled relief days per pay period.

Mileage routes, also referred to as M or RCS routes, are regular routes on which the carrier is compensated on the basis of the route's mileage and the RCS (mileage) schedule. Mileage routes are no longer established. As existing mileage routes are vacated or standard hours increase so that the evaluated salary of the carrier would exceed the RCS salary, they are converted to the evaluated compensation system, at the appropriate classification.

Note: Authorized relief days are granted on Saturdays unless another day is desired by the regular carrier and is mutually agreeable to the postmaster and carrier. For J routes, the postmaster may schedule the relief day on either the first or second Saturday of the pay period.