

TIPS FOR SPECIFYING POSTAL SPECIALTIES

Best Practices for Multifamily Developments

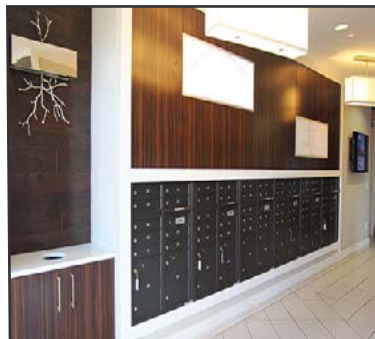


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INTRODUCTION

Have you ever seen a stunning building or development, then noticed something out of place — a mail area that didn't quite fit with the design, or seemed tacked on as if it were shoehorned into a tight spot?

We understand Section 10 Postal Specialties may not be the highest priority when you're in design mode. [THAT'S WHY WE'RE HERE.](#)

This eBook will help you avoid common pitfalls and incorporate centralized mail and package delivery easily, successfully, and elegantly into your project.



What is centralized mail delivery?

Centralized mail delivery is the act of providing delivery and collection services at a common location in a multi-unit building or development. Both residential and commercial properties use centralized mail delivery.

To ensure it provides the most efficient, effective mail service, the USPS will specify centralized mail delivery whenever possible because it is a cost effective method of mail delivery. It also provides customers with security for their mail and packages.

[Download our Centralized Mail Delivery guide.](#)

“With nearly 80 years in the industry, we understand the unique needs for centralized mail delivery from all perspectives — architects, developers, contractors, and the United States Postal Service.”

Lori Ladouceur, National Sales Manager,
Florence Corporation



BEST PRACTICES FOR SPECIFYING SECTION 10 POSTAL SPECIALTIES

When planning for centralized mail delivery, we've found these best practices help ensure the smoothest process for architects and other stakeholders, facilitate the most seamless integration with a visual concept, and provide the best experience for residents.



Planning Checklist

START EARLY

- Find an ideal location
- Involve stakeholders
- Include renovations

INTEGRATE MAILBOXES INTO THE DESIGN

- Determine the type of delivery (private or USPS)
- Identify the type of mailboxes
- Customize for functionality

PROVIDE ADEQUATE SPACE FOR PACKAGES

- Plan for growing package volume
- Consider adding an automated package management system



Start Early

The most important thing architects can do is plan for a mail area as early as possible. Late planning can lead to last-minute changes that delay project timelines and even mail delivery.

“A mailbox is not something you put a lot of thought into in the beginning, but we've found the earlier we get started on it, the better ... (Many) times we have to check with the Postal Service (to find out) where they would like to see (mailboxes) placed — they have to flow with the surrounding area.”

Karen Roeser, Office Manager, HRC Apartments and Townhomes

Starting early will help ensure all key requirements and specifications are met, proper storage is available for residents, and the mailbox installation is seamlessly integrated with the project's overall design.

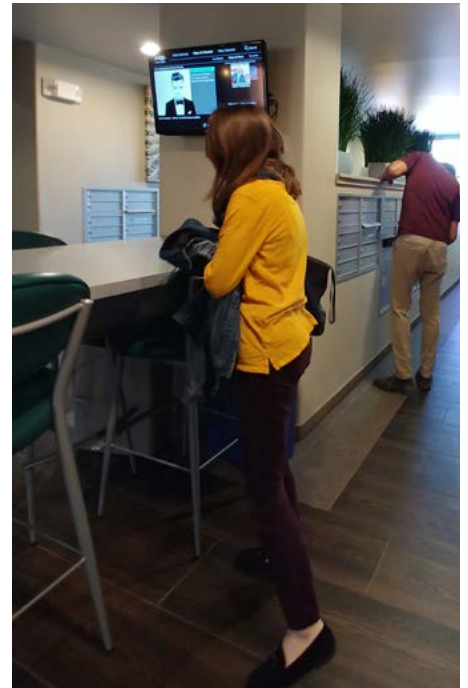
Start Early



Find an ideal location

Finding room for a central mail area late in the process can be challenging. The only space left might be in a dark corner on a far side of a development. This could result in a bland, unwelcoming area that appears cobbled together.

But by working the mail area deliberately into a project's design, any mail area — whether indoors or outdoors — can be transformed into a meeting area in the community, which is also a convenient, functional place for residents to get their mail and packages.



Identify a well-lit, welcoming, and highly visible location to improve safety for residents and postal carriers, provide better accessibility, and decrease the risk of theft or vandalism.



Start Early



Involve stakeholders

If your project includes single- and multifamily residences in a large planned development, you will need to start mail planning even earlier.

Just as universal service providers such as water, gas, communications, and electricity representatives need to determine appropriate placement for their infrastructure elements during the initial phases of a project, the discussion of common space allocation should include representatives from the USPS, too. They will need to help determine delivery locations, adequate space, and appropriate mail equipment to be used.

By including postal officials, you can prevent unwelcome surprises, delays, and headaches down the line.

For example, simply not having everyone on the same page for address and mailbox designations can result in a numbering error, delays to a project, or delayed mail delivery service. Sequential numbering on centralized mail equipment can help avoid that potential pitfall.

Be sure to check with local postal authorities before planning a mailbox installation. To locate the appropriate USPS Growth Manager, visit www.USPS.com or email Delivery.Growth@USPS.gov

Include renovations

Planned remodels in existing facilities should also take centralized mail delivery into account. Just as with a new development, the earlier in the process that USPS representatives can be included, and appropriate mail equipment identified, the better.

Also, if a major renovation will disturb the existing rough opening — the unfinished opening in a wall where the mailbox is currently installed — newer equipment may be required to replace obsolete mailboxes.



≡ Integrate Mailboxes Into the Design

You give a lot of thought to the look and feel of each of your projects... sleek, modern, traditional, elegant, playful, vibrant, and so on. The mail installation should be no different. Integrate the centralized mail location into the overall look and feel of your design for an unexpected wow factor, rather than tacking it on as an afterthought.



“Today, people expect more aesthetically from their residences and offices than ever before. No matter where they are — at home, in a common area, outside around the development — they want their surroundings to be attractive. That includes their mail areas!”

Casey Culbertson, AIA, NCARB,
LEED AP, Action Pact Design

We’ve heard from many architects who approach the mail area by specifying standard mailboxes and designing around them, fitting the structure to the size of the mailboxes, which ensures adequate room is available for this common space amenity.

Postal-delivered mail is relevant in residents’ daily lives

98%

of consumers bring in
their mail the day it’s
delivered

77%

sort through their mail
immediately

55%

“look forward” to
discovering the mail
they receive

www.prc.gov

Integrate Mailboxes Into the Design



Determine type of mail delivery

Some centralized mail delivery installations are not serviced directly by the USPS, such as universities, corporate mailrooms, or military installations where non-USPS personnel deliver mail to individual compartments. This is called private distribution.

Mailboxes in private distribution installations are not required to adhere to strict “USPS Approved” specifications and have more flexibility in how they are laid out. However, USPS Approved mailboxes and parcel lockers may also be used in private delivery application.



CBU

- Preconfigured units
- Compartments accommodate 8-16 residents per unit
- Built-in package lockers
- Multiple finishes
- Accessories available

Identify type of compliant mailboxes

The primary types of centralized mail delivery equipment are:

- **Cluster Box Units** (CBU): These clustered mailboxes are USPS Approved, freestanding, pedestal-mounted units.
- **Standard 4C** (STD-4C): These USPS Approved mailboxes can be mounted in or on a wall, in a freestanding cabinet, or in an outdoor kiosk.



STD-4C

- Modular design
- Customizable door sizes
- Varying height options
- Compartments accommodate 3-29 residents per module
- Package locker options
- Multiple finishes and installation accessories

≡ Integrate Mailboxes Into the Design

Customize for functionality

Customization — whether mailbox colors, engraving, size of mailboxes, number of package lockers and more — provides an opportunity for you to make a statement with the mail area and provide greater functionality for residents.

Although CBUs are pre-configured according to set USPS Approved specifications, they can be customized with color or decorative pedestal and cap accessories.



STD-4C mailboxes have a greater range of customization options. They come in standard USPS Approved configurations, as well as non-USPS Approved modules for private delivery.

STD-4C modules also come in wall-mounted or freestanding kiosk options. They can be customized by color, door engraving fonts, height, compartment size, front- and rear-loading installations, surface and pedestal mounts, and more.



≡ Provide Adequate Space for Packages

With the continued increase in e-commerce, package deliveries are seeing unprecedented growth. Over the past five years, package volume for the USPS alone has gone up more than a billion packages.



Plan for growing package volume

Because of the boom in online shopping, be mindful of the ratio of mailboxes to package lockers and plan to have adequate space, both in the number of package lockers and the size of the individual compartments.



1:10



The USPS requires at least one package locker for every 10 mailboxes. We recommend providing even more parcel lockers to accommodate the exponential growth of package delivery.

Consider automated package management systems

Also consider incorporating specialized equipment, such as electronic package locker systems, into or near the mail area.

Package locker systems offer a secure delivery solution for packages that residents can access 24/7. These systems can accept package deliveries from any carrier. The USPS will also deliver packages into automated systems if the USPS parcel lockers are full.

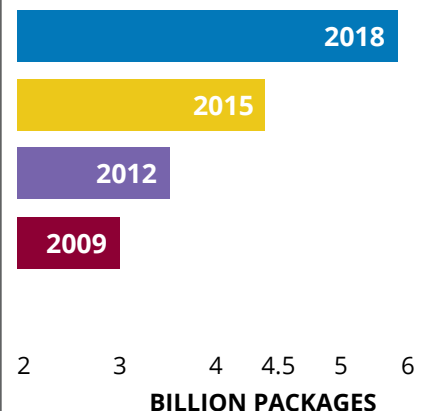
Automated package management locker systems can save property managers valuable staff time, money, and space, and are popular features among residents.

A holding area / delivery room for packages is the second most popular amenity in a community after fitness centers.

“With all the ordering online, there’s been a paradigm shift with how retail works and it’s really impacting apartment communities.”

Georgianna Oliver, Founder and CEO, Package Concierge

Total USPS Shipping / Package Volume



Includes Priority Mail, Priority Mail Express, First-Class Packages, Package Services, Parcel Return Service and Parcel Select



Provide Adequate Space for Packages



CONVENIENT:

24/7 access, digital notifications

SECURE:

Safe, secure storage for packages

CARRIER NEUTRAL:

USPS, UPS, FedEx, and any carriers authorized by the owner

COST EFFECTIVE:

Low monthly cost per occupant, less expensive than staff managing packages

Electronic Package Lockers

Electronic package lockers combine the functionality of parcel lockers with technology to offer an all-in-one package management solution.

How they work: Carriers deliver packages directly to the electronic package locker, which then triggers the system to notify recipients via email or text that they have a package waiting.

Visit www.packageconciierge.com for more information, including a how-to video and testimonials from residents and community management.



TIPS ON ACCESSIBILITY

A common concern among our customers is how to know if a mailbox installation will be both USPS- and FHA/ADA-compliant. Because regulations can vary locally and regionally, we always recommend coordinating with local USPS and building officials. However, these guidelines are generally universal.

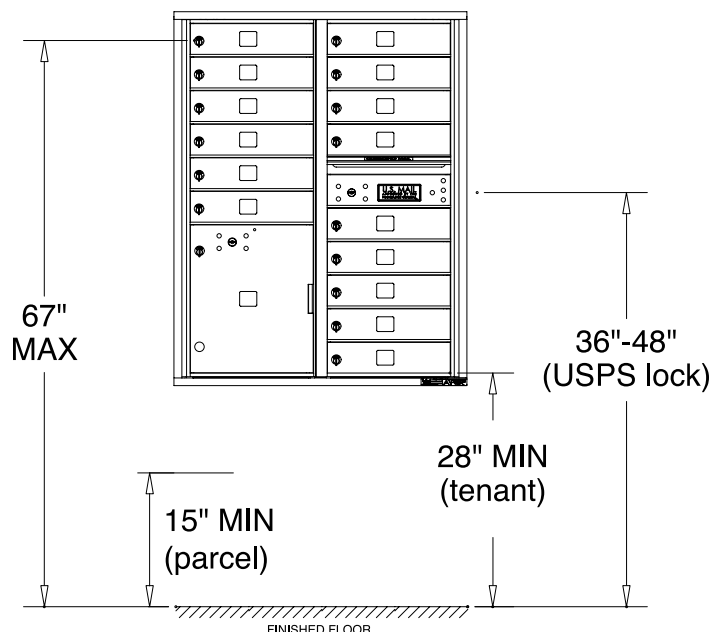
USPS Specifications

USPS equipment specifications and installation requirements were developed to help ensure mailboxes are secure, durable, and safe to use.

To receive a USPS Approved designation, mailbox equipment must meet or exceed all USPS design specifications and pass rigorous testing. Mailboxes must also be weather-resistant for USPS approval. Some products like CBUs are also officially licensed by the USPS.

USPS guidelines also specify accessibility requirements and call for adequate space in the mail area so customers using mobility devices can safely maneuver and turn around.

Installation specifications for STD-4C mailboxes incorporate minimum and maximum heights to accommodate reach ranges and be applicable to USPS ergonomic requirements.



For example, a STD-4C module must have at least one resident compartment positioned less than 48 inches above the finished floor, but no mail compartments (as measured from the bottom of the interior shelf) may be less than 28 inches from the finished floor.

≡ ADA / FHA Requirements

Centralized mail delivery locations must also meet the Americans with Disabilities Act or Fair Housing Act accessibility requirements in multifamily facilities. Mailboxes must comply with Section 309 specifications governing a location's clear floor space, equipment height, and operation.

Reach ranges

To accommodate an unobstructed forward reach range, an accessible mailbox must be no lower than 15 inches from the finished floor and no higher than 48 inches from the finished floor, as specified in ADA Standards, Chapter 3, 308, Reach Ranges. (Note: Per USPS regulations, only parcel lockers are allowed lower than 28 inches from the floor.)

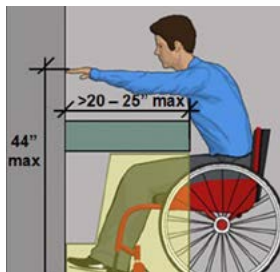
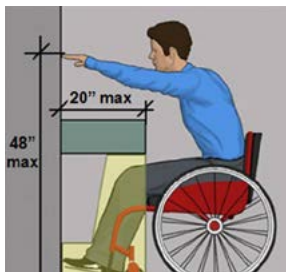
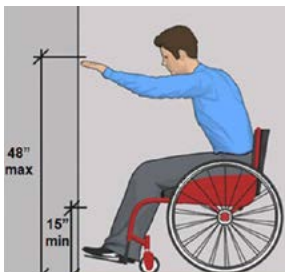
To accommodate unobstructed side reach ranges as measured from a clearance of 10 inches from the installation wall, the same installation height specifications apply — no lower than 15 inches and no higher than 48 inches from the finished floor.



Numbering for flexibility

Mailbox numbering is also a factor to consider when meeting accessibility standards. Instead of tying a specific address to a specific mailbox number, numbering mailboxes sequentially allows greater flexibility in meeting the 5% accessible mailbox compartment guidelines. A secondary benefit is greater security and privacy for residents.

So, rather than having each compartment assigned an apartment, suite, or house number, consider numbering mailboxes sequentially in your next project.



Adequate space

Indoor mail installations need to take into account clearance for maneuvering mobility devices, as well as space for postal carriers to stage mail and packages.

Outdoor mail installations will need to have right-of-way access. Any mail kiosk located at a parking lot must also have at least one accessible parking space.

5%

For interior mailrooms, at least 5% of the mailboxes must meet accessibility guidelines including:

- Clear floor space with ample room and minimum slope for maneuvering mobility devices;
- Slots for outgoing mail within allowable reach;
- Height requirements for front and side reach accessibility;
- Unobstructed access to mailboxes — however, shallow shelves adhering to specified depth and reach placement are permissible.

2010 ADA Standards for Accessible Design, 228.2 Mail Boxes

HOW FLORENCE CAN HELP

Product Recap

Florence Corporation offers an array of USPS Approved equipment options from vital™ Cluster Box Units to versatile™ 4C mailbox suites.

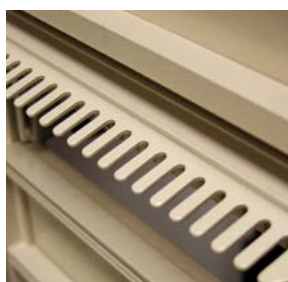
With standard, pre-configured CBU models and a full suite of configurable options for STD-4C mailboxes, we help you to reflect the vision and creativity of the overall design in every aspect of your project — even the mailboxes.

CLUSTER BOX UNITS:

- USPS Approved & private delivery
- Pedestal & cap decorative accessories
- Secure
- Durable
- Stand up to outdoor use
- Color options

PRODUCT LINES:

- [1570 Series Cluster Box Units](#)
- [1590 Series Outdoor Parcel Lockers](#)



Product Recap

VERSATILE™ 4C MAILBOX SUITES:

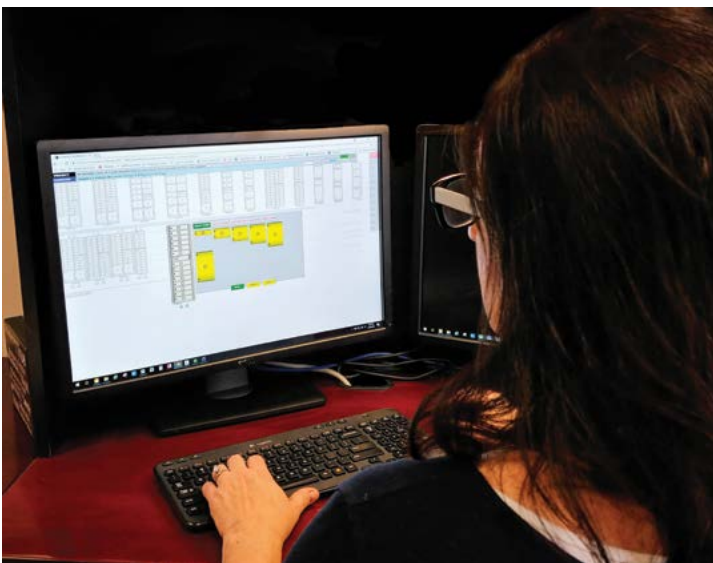
- USPS Approved & private delivery
- Customizable
- Mounting options - recessed or surface mount
- Secure
- Durable
- Color options
- Installation options — indoor & outdoor

PRODUCT LINES:

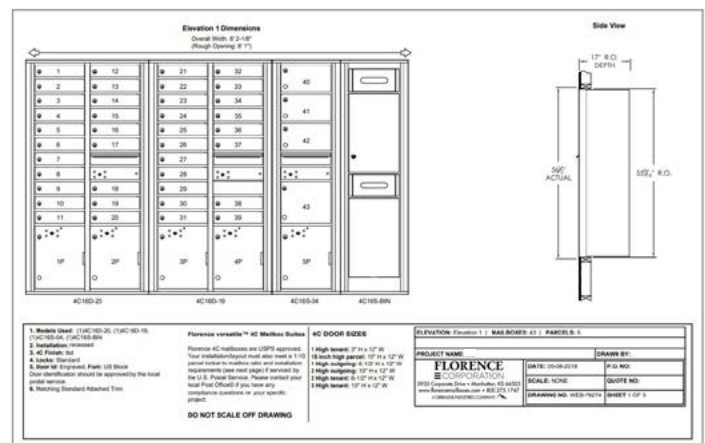
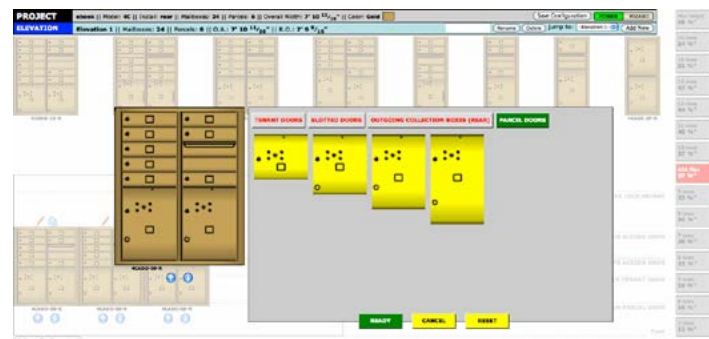
- [versatile™ 4C Mailboxes](#)



Our online product configurator lets you design a customized STD-4C mailbox installation that will integrate with your overall design. Its drag-and-drop interface makes it easy to design, lay out, and even update installation details. The configurator can also generate PDF drawings, CAD and BIM files, and DWG blocks to streamline your project documentation and to help contractors during the quote and order processes.



FLORENCE
CORPORATION
CONFIGURATOR

[illegible]

CUSTOM TOOLKITS & RESOURCES



Architect Toolkit

Design support for Section 10 55 00 postal specialties in the U.S. plus dedicated resources like CAD drawing and BIM objects



Builder/Developer Toolkit

Tools to assist you in planning and implementing USPS compliant mailbox installations



USPS Toolkit

Compiled resources specifically for our US Postal Service customers



Property Manager Toolkit

Simplified resources to replace or upgrade existing mailboxes, find parts, manage keys or add accessories like a recycling center for resident convenience

CONNECT WITH FLORENCE

Contact

Since Florence was founded in 1934, we have demonstrated a commitment to making quality products. Let Florence be your choice to take a common mail area and make it remarkable.

Contact us today to get started!



800-275-1747



sales@florencecorporation.com



5935 Corporate Drive, Manhattan, KS 66503



www.florencemailboxes.com

Support

Our products are backed by a [5-year warranty](#), which demonstrates our confidence in the quality of our products and our commitment to customer satisfaction.

Service

Our Florence sales team and nationwide network of Authorized Florence Dealers provides you with access to regional experts who can help navigate local codes, accessibility requirements, and USPS regulations. They also provide your clients with a valuable resource before, during, and after each sale.

Locate assistance near you:

[Find a Regional Sales Manager](#)

[Find a Florence Authorized Dealer](#)



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