

# FLORENCE CORPORATION

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## Updating Your Multifamily Mailboxes

Replacing Old and Obsolete Mail Delivery  
Systems with the Current USPS Standard





## When is It Time for a Mailroom Upgrade?

As your multifamily community continues to grow and evolve, so do the expectations and demands of residents pertaining to their mailroom experience. If your property is still using legacy 4B+ mailboxes or equipment that is 40+ years old, you may be experiencing the limitations of an outdated system—one that no longer meets today's standards for security, capacity, or compliance.

Increasing package volumes, updated USPS requirements, and rising concerns around mail theft are making it more difficult for older equipment to keep up. To deliver a modern mailroom experience, maintain USPS compliance and accessibility standards and support overall resident satisfaction, it may be time for an upgrade to the current USPS Standard mailbox equipment designed for modern day delivery—and built for the future.

### Key Signs It's Time to Upgrade

- Obsolete, outdated, or non-compliant equipment
- Insufficient parcel delivery capacity
- Damaged or dysfunctional equipment
- Poor resident experience
- Security concerns and/or mail theft
- Frequent repairs and maintenance issues
- Accessibility limitations
- Building renovations or mailroom relocation

### Useful Life of Mailboxes

Modern STD-4C mailboxes are engineered for durability, with a typical “useful life” of 15 years under normal usage and environmental conditions. With proper care, routine maintenance, and responsible use, units may last longer; however, factors such as extreme temperatures, corrosive environments, damage, or updated compliance requirements can shorten their lifespan.

Factoring the expected equipment lifespan into your long-term planning helps to avoid unexpected expenses and minimize potential disruptions to residents. While regular inspections, cleaning, and timely repairs can extend performance, they should not replace planning for full mailbox system upgrades over time. Taking a proactive approach to planning ensures your property remains compliant, functional, and aligned with modern resident expectations.

**Contact an Authorized Florence Dealer today to take your project planning to the next level for agency compliant, USPS Approved centralized mail delivery solutions.**

 [florencemailboxes.com/dealers](https://florencemailboxes.com/dealers)

# Replacing Dated Mail Delivery Equipment with the Current Postal Standard



## Replacement Guidelines

4

Understand when to repair or replace outdated mailboxes, factoring in USPS renovation requirements, compliance standards, and why upgrading to modern USPS Standard equipment is the most practical long-term solution.



## The Benefits of a Mailbox Upgrade

6

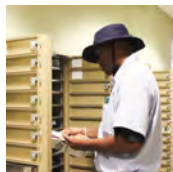
Explore the benefits of upgrading to USPS Standard equipment, including improved security, convenience, and overall resident experience. Plus, understand how modern systems compare to obsolete and outdated 4B+ mailboxes.



## USPS Approved Mailbox Equipment

8

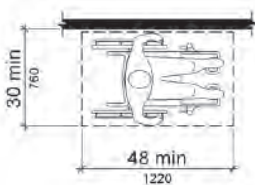
STD-4C mailboxes meet current USPS requirements and serve as the standard for indoor centralized mail delivery. Explore available equipment options and key features of STD-4C equipment for upgraded mailroom solutions.



## Postal Specifications

12

Understand current Postal requirements for compliant STD-4C installations, including required parcel locker minimums. When upgrading, mailrooms must meet the minimum USPS standard to ensure delivery service and compliance.



## Accessibility Requirements

14

ADA and FHA guidelines ensure accessibility to the vast majority of residents. With nearly 1 in 5 Americans identified as having a disability, accessibility is essential to modern mailrooms. Understand accessible reach ranges, turn space, and height requirements.



## Spatial Planning

18

Replacing obsolete 4B+ mailboxes with USPS Standard equipment requires careful spatial planning, as these units can occupy roughly twice the wall space. Understand your options such as adding interior wall space or relocating outdoors if interior space is limited.



## Mail Delivery Planning

20

The most important thing when it comes to a successful compliant centralized mailroom is planning as early as possible. Late planning can lead to last-minute changes that delay project timelines and even mail delivery. Be prepared with the resources you need.



## To Repair or Replace?

### Mailbox replacement and renovation guidelines for Property Managers

Determine whether to repair or replace existing mailboxes when renovating an apartment community with USPS compliant centralized mailboxes.

Apartment community with obsolete 4B+ horizontal mailboxes (shown right) upgrades to USPS Approved Florence STD-4C mailboxes (shown above).

## Repairs are Temporary—Replacement is the Long-Term Solution

While repairing outdated 4B+ mailbox equipment may seem like a cost-effective short-term solution, it ultimately serves as a temporary band-aid. These "legacy" systems no longer meet current USPS standards and inevitably will require a full replacement to updated equipment.

Additionally, any property renovations, whether large or small, or the relocation of centralized mailboxes will trigger the need to upgrade to current USPS Approved STD-4C or CBU mailboxes. Planning for your replacement project now can help avoid unexpected costs and budgetary disruptions later.

### Built Beyond the Highest Quality & Safety Standards

Today's USPS standard equipment is built to meet significantly more rigorous safety and performance requirements than those in place when legacy STD-4B centralized mailboxes were first introduced in 1975. Modern STD-4C units undergo strict structural and impact testing, including pull-load requirements of up to 1,400 pounds with minimal allowable deformation, along with steel drop testing to simulate real-world abuse.

Environmental performance standards are equally demanding, requiring successful water intrusion testing, salt fog corrosion resistance, and reliable operation in extreme temperatures. In addition, enhanced security testing is designed to resist tampering, forced entry, and mail theft.

These advancements in testing and performance standards deliver substantially greater durability, safety, and long-term reliability—making replacement with current USPS-compliant equipment a far more effective and sustainable solution than continuously repairing outdated units.

Always check with local U.S. Postal Service Officials before proceeding with mailbox replacement projects.

## Mailbox Replacement Guidelines

Always consult with local U.S. Postal Service officials before proceeding with mailbox replacement projects to ensure your selection of centralized mail equipment and placement are USPS Approved.

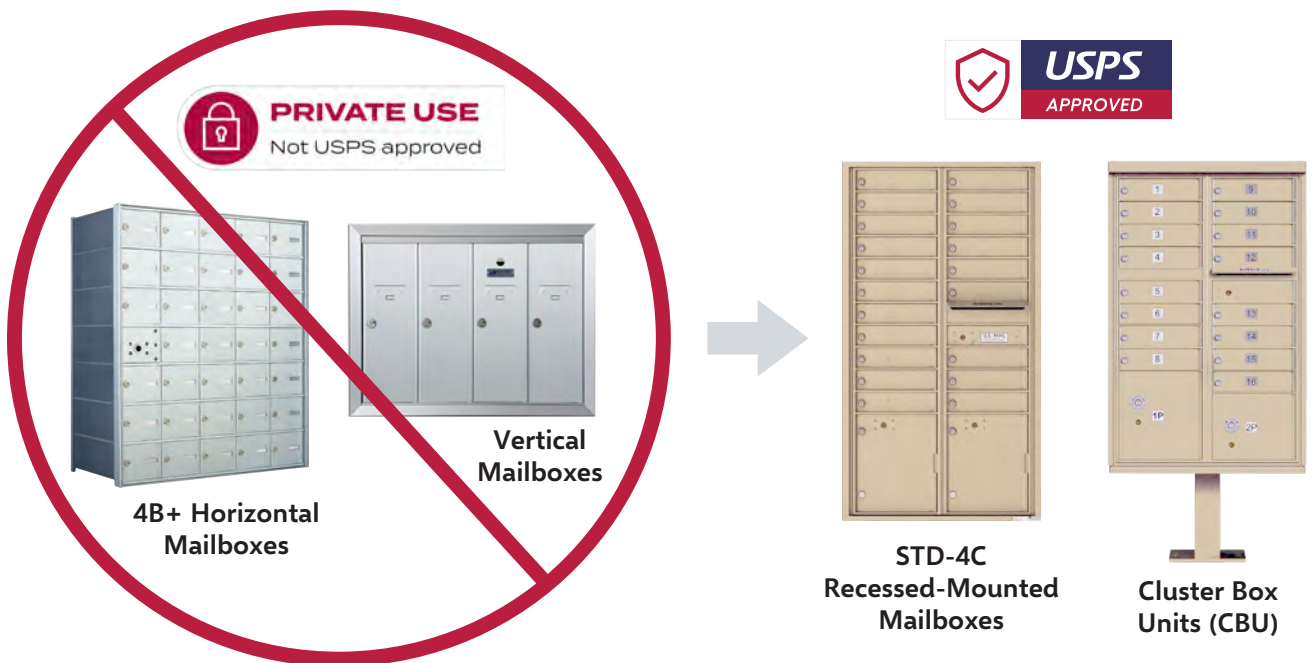
4B+ Vertical and Horizontal mailboxes do not meet current centralized mail delivery requirements and may not be authorized by the Postal Service to replace mailboxes in your facility. If an apartment community or other facility is being renovated or modified in any way and plans to replace mailboxes in the process, obsolete 4B+ Vertical or Horizontal mailboxes should be upgraded to STD-4C or CBU mailboxes to ensure USPS compliance.

As noted in the **Postal Operations Manual - Delivery Services Section 632.621** – “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.”

To learn more about USPS STD-4C wall-mounted mailboxes which are USPS Approved for replacement and new centralized mailbox projects, see details on pages 8-19.

## Replace Dated and Obsolete Mailbox Equipment with the Current USPS Standard

4B+ Vertical and Horizontal Mailboxes **do not meet** current USPS requirements for Centralized Mail Delivery.



When an apartment community or other multi-unit dwelling is renovated, the property must replace obsolete mail receptacles with current STD-4C equipment. Florence versatile™ 4C mailboxes meet current USPS requirements for centralized mail delivery.

For outdoor installations, or in cases of limited interior wall space where an outdoor installation may be considered, Florence vital™ Cluster Box Units (CBU) also meet current USPS standards.

# Discover the Benefits of USPS Standard Equipment

## Why Make the Upgrade to the Current USPS STD-4C Mailbox Equipment ?

The use of USPS Approved mailbox equipment is not only required for Postal delivery, but the current updated standard equipment also enhances multifamily communities by providing numerous advantages and security benefits for residents.



### ✓ Large Compartments

Standard mailbox compartments are significantly larger than outdated equipment. Its rectangular shape holds several days' worth of mail without it having to be rolled or folded.

### ✓ Outgoing Mail Collection

Locked and secure outgoing mail collection saves residents trips to the Post Office®. An anti-fish comb provides added security while the mail hood protects contents from weather.

### ✓ Improved Security

Updated Standard equipment is engineered with improved security, anti-theft, and anti-prying features including heavy duty locks and interlocking seams.

### ✓ Built-In Parcel Lockers

Integrated built-in parcel lockers help manage package deliveries, preventing overflow and keeping parcels secure, organized, and easily accessible for residents.

### ✓ Modernized Design

USPS Standard equipment is modern in design, and available in a variety of architectural powdercoat color finishes to complement your community's existing aesthetic.

### ✓ Happy Residents

Enhanced security, larger compartments, and increased capacity for parcel deliveries create a more convenient mailroom experience, and happier residents.

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

National Multifamily Housing Council/Kingsley Associates, Package Delivery Survey

See how the upgrade to modern mail & package delivery equipment results in happy residents.



[florencemailboxes.com/case-studies](https://florencemailboxes.com/case-studies)

## Replace Dated Equipment for Greater Security



### Outdated 4B+ Mailboxes & Obsolete Equipment Installed 40+ Years Ago

- No Built-In Parcel Lockers for Packages
- No Outgoing Mail Collection
- Old Security Standards
- Small, Square Compartments



### Today's USPS Standard Mailbox Equipment Has Improved Features

- Large, Built-in Parcel Lockers
- Secure Outgoing Mail Slot with Anti-fish Comb
- Overlapping Seams to Prevent Prying
- Large Compartments with Heavy-Duty Cam Locks

## Convenience and Security Features



Stainless steel hold open door catch on each side of master gate



Easy release handle to open master gate



Heavy-duty cam lock latches through frame for added security



Heavy-duty tenant cam lock with three keys



Integrated Outgoing Mail Slot with weather protection hood



Aluminum comb prevents mail fishing in outgoing mail collection compartment



Interlocking, overlapping seams to prevent prying



Product and manufacturer ID serial tag



Outgoing mail collection compartment prepared for USPS installed Arrow Lock



Fully integrated parcel locker(s) with key trapping lock prepared for USPS installed Arrow Lock



## Selecting USPS Standard Equipment

When an apartment community or other multi-unit dwelling is renovated, USPS Standard mailbox products should be ordered to replace obsolete mail equipment. STD-4C mailbox equipment meets current USPS requirements for multifamily centralized mailboxes for indoor mailrooms.



### STD-4C MAILBOXES

USPS STD-4C mailboxes must be **recessed-mounted** in wall. They can be installed indoors or outdoors, individually or in large groups.

- When installing equipment indoors, only USPS STD-4C fully recessed wall-mounted units are permitted. Surface mount, free standing, or pedestal-mounted 4C installations are not USPS Approved.
- Choices are plentiful when using STD-4C mailboxes with dozens of pre-configured modules in varying heights.
- When installing 4C equipment, there must be 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.

## Identifying Existing Mailbox Equipment

### Manufacturer Serial Tag

To determine what replacement equipment and/or parts you need, first identify your existing mailbox equipment. Typically this information can be found by simply reviewing the labels attached to the product.

If no label exists, submit a Mailbox ID Request Form by visiting [florencemailboxes.com/mailbox-identification](http://florencemailboxes.com/mailbox-identification) and we'll help you identify exactly what you're looking for.

### Product Door Type

Another way to identify the mailbox type for replacement purposes is by the shape of the compartments.



### PRO TIPS

## How to Find an USPS Approved Manufacturer



Finding manufacturers who have met all the rigorous standards and testing to achieve "USPS Approved" status is essential and can easily be found in the USPS published list of approved mail receptacles and manufacturers.

This list is published annually in the USPS Postal Bulletin as part of National Mailbox Improvement Week, which is designated the third full week of May each year. Referencing this list annually will ensure that your project specifications contain only approved providers as your basis for design. If approved, the manufacturer may then sell the product line, which will display a sticker indicating it is approved by the Postmaster General.



Vertical 4B+ mailboxes have tall skinny doors.



Horizontal 4B+ mailboxes have square doors.



USPS Standard 4C and CBU have wide rectangular doors.

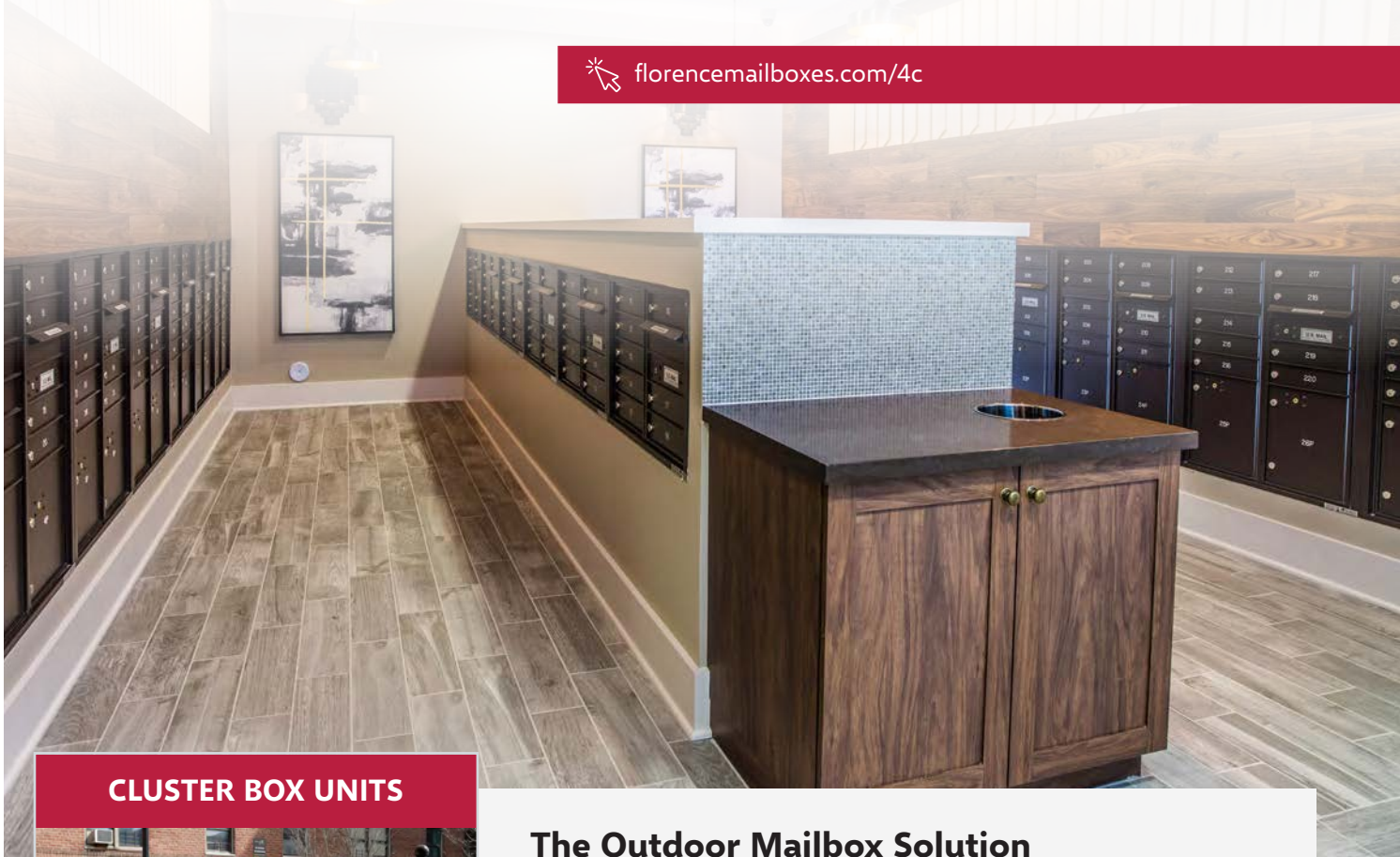
## USPS APPROVED MAILBOX EQUIPMENT

# Flexibility to Meet Your Needs

Versatility is the key to good design when planning for single or multifamily residential or commercial projects. Our robust versatile™ 4C mailbox line was developed with a simple-to-use modular system that provides a very flexible solution for your individual project needs—taking the guesswork out of meeting the necessary USPS requirements and/or ADA, and Fair Housing requirements.

With 12 different height options, choose from over 140 standard preconfigured mailbox modules, or custom build a solution from a base unit to make your centralized mail center stand out from the rest. This indoor/outdoor solution can effectively replace an outdated mailbox installation or be designed for any new construction project. Both preconfigured designs and customizable configurations make it easy to design a centralized mail area that's just right for your project needs.

 [florencemailboxes.com/4c](https://florencemailboxes.com/4c)



### CLUSTER BOX UNITS



### The Outdoor Mailbox Solution

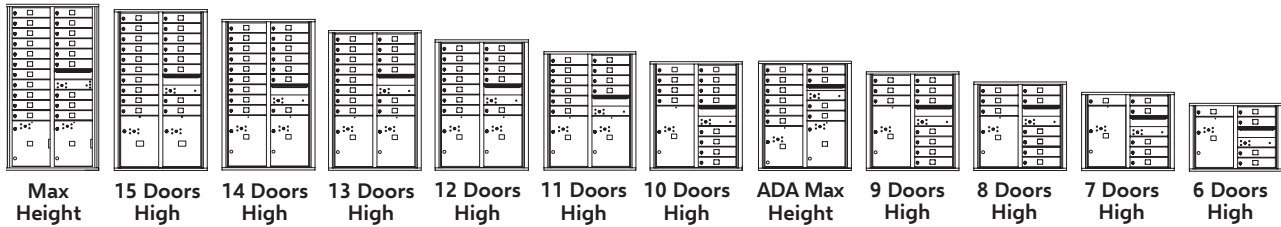
A cluster box unit (CBU) is a freestanding, pedestal-mounted centralized mailbox designed for outdoor installation, individually or in large groups. Available in six standard configurations, CBUs offer up to 16 secure mail compartments and four integrated parcel lockers. Parcel capacity can be added with matching Outdoor Parcel Lockers (OPLs). Each unit includes a pedestal and can be customized with decorative accessories to match your building's aesthetic.

 [florencemailboxes.com/cbu](https://florencemailboxes.com/cbu)

Customers must install mail receptacles that comply with USPS STD-4C Wall mounted Mail Receptacles or USPSB1118, Postal Service specification, Cluster Box Units Section 632.1 and 632.6 - USPS POM Postal Operations Manual



## 4C Recessed-Mounted Height Options for in-wall mounting



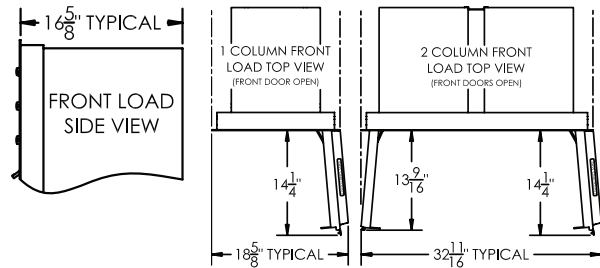
The versatile™ 4C mailbox suites offer 12 different heights with over 140 preconfigured individual modules. Varying suite heights provide greater flexibility in ensuring compliance with necessary regulations.

### Multi-Unit Connector Kits (MUCK)

Multi-Unit Connector Kits (MUCK) are available to secure multiple units across a larger rough opening, eliminating the need for wall studs. It also ensures a clean look for flush side-by-side mounting, reducing any gaps between modules.



### Top/Side Views for All Heights



Multiple 4C Installation Using Florence's Exclusive Multi-Unit Connector Kit (MUCK)

### ADA Compliant Mailboxes

The **ADA Max Height** suite ensures a maximum number of compliant tenant compartments to meet 100% ADA installation requirements as well as USPS requirements and FHA. See details on pages 14-15.

### FHA Compliant Mailboxes

The **11 Door Height** suite mailbox modules marked with (#) meet side reach limit requirements of the Fair Housing Act (FHA). See details on pages 16-17.

### USPS Max Height

The **Max Height** suite is designed to ensure the maximum number of USPS compliant tenant compartments are available within the allowed space. Browse the full collection of STD-4C mailboxes at [florencemailboxes.com](http://florencemailboxes.com).

**NOTE:** The reference module images and charts on the following pages show the proper installation heights for Florence's versatile™ 4C mailboxes and parcel lockers to help your project comply with USPS installation and accessibility codes. Drawings shown are for quick reference only. See following pages for details.

# VERSATILE™ 4C MAILBOXES

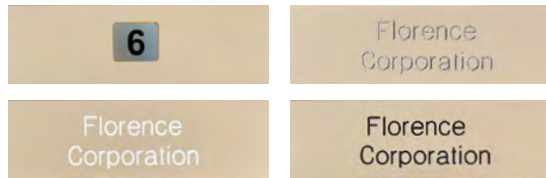
## Features & Options



### Door ID Options

**Decals:** All 4C modules come standard with silver adhesive decals which are 1-1/2" H x 1-3/4" W. Black lettering can contain up to five characters (alpha and numeric) per decal.

**Engraving:** Custom engraving utilizes the USPS Standard US Block font and is 3/4" tall. All engravings can include up to 12 characters on one or two lines.



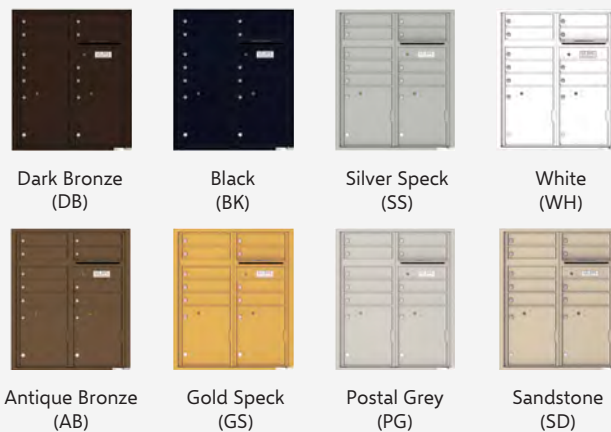
### Optional Accessories



Browse the full collection of optional add on 4C mailbox accessories at [florencemailboxes.com](http://florencemailboxes.com)

### Color Options

Customize your versatile™ 4C with one of eight architectural color options, all in a durable, powder coat finish.



**Note:** Colors shown are representative of the actual powder coat finish but are limited by printing conditions and may vary slightly from finished product.

### Compartment Sizes

	Tenant Compartments	Collection Compartments	Parcel Locker Compartments
One-High (3" H)	MB1	OM1	
Two-High (6-1/2" H)	MB2	OM2	PL2*
Three-High (10" H)	MB3	OM3	PL3*
Four-High (13-1/2" H)	MB4	OM4	PL4*
Five-High (17" H)	MB5	OM5	PL5
Six-High (20-1/2" H)	MB6		PL6
			Standard Parcel Locker Compartment (15" H) PL15

\* For Private Delivery, unless parcel locker ratio exceeds requirement - see below for full details

To satisfy the USPS STD-4C 1:5 parcel locker to mailbox ratio requirement, parcel lockers (PL) must meet a minimum compartment height of 15". If the total number of PL in the mailbox installation exceeds the 1:5 requirement, smaller PL may also be included. For example: If a project requires 200 mailboxes, then at least 40 PL with a minimum size of 15"H x 12"W x 15"D must be included. But, if you add more than 40 PL to the 200 mailboxes, then you may also choose to incorporate some smaller PL into the installation. Be sure to note PL height when utilizing only one 4C module type in your entire installation as not all built-in lockers are 15"H and may require the addition of parcel-only modules to meet the 1:5 requirements (e.g. 4C13D-16).



# Postal Specifications

All STD-4C-compliant mailboxes must meet official USPS design and installation requirements to receive a "USPS Approved" designation. Any wall-mounted mailbox system serviced by the U.S. Postal Service must be installed in accordance with these USPS specifications.



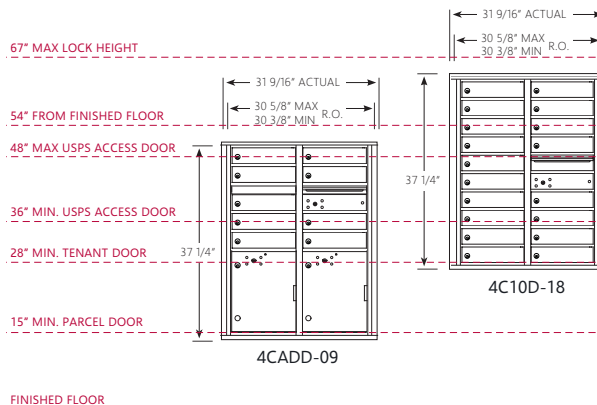
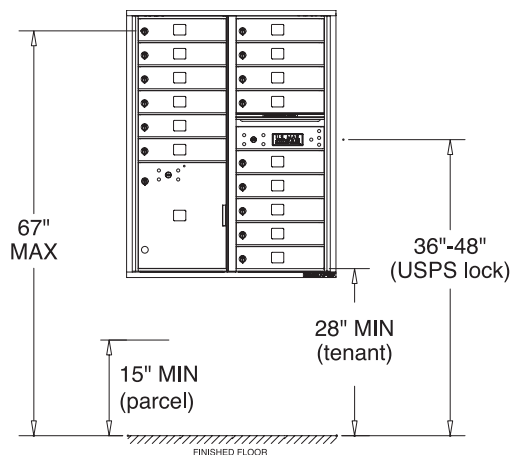
[florencemailboxes.com/postal-regulations](http://florencemailboxes.com/postal-regulations)

## USPS Installation Requirements

Florence Corporation USPS Approved 4C mailbox products are designed to adhere to STD-4C regulations. To ensure your project complies with USPS regulations for wall-mounted mailboxes, your mailbox center must be installed according to the following U.S. Postal Service guidelines.

**Installation requirements specified in the U.S. Postal Service STD-4C regulation are outlined below:**

1. At least one customer compartment shall be positioned less than 48 inches above the finished floor.
2. No parcel locker compartment (interior bottom shelf) shall be positioned less than 15 inches above the finished floor.
3. No customer lock shall be located more than 67 inches above the finished floor.
4. No customer compartment (interior bottom shelf) shall be positioned less than 28 inches above the finished floor.
5. The USPS arrow lock shall be located between 36 and 48 inches above the finished floor.



Standards Governing the Design of Wall-Mounted Centralized Mail Receptacles. Federal Register/Vol. 69, No 171/September 3, 2004

Rules and Regulations POSTAL SERVICE, 39 CFR Part 111.  
[www.gpo.gov/fdsys/pkg/FR-2004-09-03/pdf/04-19781.pdf](http://www.gpo.gov/fdsys/pkg/FR-2004-09-03/pdf/04-19781.pdf)

An example installation of heights based on compartment types within a given height module.

## USPS Parcel Locker Requirements



The USPS specifies that today’s centralized mailbox units have built-in parcel lockers for all centralized mail delivery equipment. These oversized compartments allow Postal Carriers to deliver larger packages instead of leaving a delivery attempt notice, saving residents trips to the Post Office.

### Built-in Parcel Lockers

Built-in parcel lockers are not assigned to one specific resident but rather are shared by all mailbox compartments within the unit. The key designating the parcel locker location is placed within the resident's mailbox compartment, who then uses it to retrieve their package.

### 1:5 Parcel Locker to Mailbox Ratio

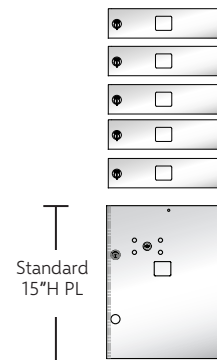
In July 2020, the USPS updated the standard regarding the overall number of parcel lockers in a mailroom available to receive packages. **This current standard requires at least one parcel locker for every five mailbox compartments.** There is no maximum limit on the number of parcel lockers permitted per installation, so mailrooms may include more than the minimum 1:5 parcel locker to mailbox ratio.

### Parcel Door Key-trapping Locks

By utilizing a special key-trapping lock, the package can only be retrieved by the resident it was meant for, while making delivery easy and efficient for the Postal Carrier as keys won’t get lost since they remain in the lock for the next delivery.



To satisfy the 1:5 parcel locker to mailbox ratio, all parcel lockers must meet a minimum height of 15 inches. As there are five other approved sizes for parcel lockers, be sure you have selected the one that meets the standard.



**USPS 4C Standard requires that for every five Mailbox Compartments, there must be one Parcel Locker**

**Parcel Locker must meet 15" height minimum to count toward 1:5 ratio requirement.**



# ADA Compliance

With roughly 19% of the population identified by the U.S. Census as having a disability, the reasoning is clear why planning for proper accessibility needs to be included when designing a mail and package room.

For interior mailrooms, the ADA mandates at minimum 5% of the mailboxes must meet the ADA accessibility guidelines specified below, but often local regulations require 100% ADA compliance.



 [florencemailboxes.com/compliance](http://florencemailboxes.com/compliance)

## ADA Reach Ranges & Height Requirements

Accessibility regulations may vary by type of facility and by governing jurisdictions; therefore, always consult local building officials and codes for applicable accessibility requirements that could affect your mailbox project. Below are references for your convenience.

### Accessible Forward Reach Range

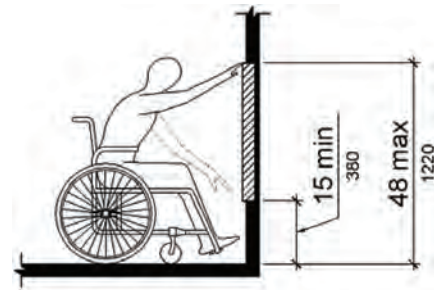
An accessible mailbox must be no lower than 15 inches and no higher than 48 inches from the finished floor. This is lower than the 67 inches the USPS specifications allow for the upper reach range.

Mailboxes must comply with Section 308 of the current 2010 ADA Standards governing clear floor space, equipment height, and operation.

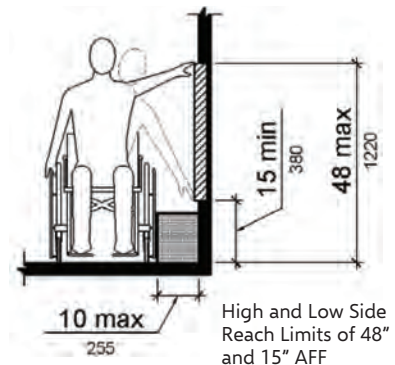
### Accessible Side Reach Range

An accessible mailbox must be no lower than 15 inches and no higher than 48 inches from the finished floor, as measured from a clearance of 10 inches from the installation wall.

Again, this is lower than the upper reach ranges the USPS specifications allow.



High Forward Reach Limit of 48" AFF



High and Low Side Reach Limits of 48" and 15" AFF

2010 ADA Standards for Accessible Design, Department of Justice Code of Federal Regulations, ADA CHAPTER 2: SCOPING REQUIREMENTS, 228.2 Mail Boxes: Where mail boxes are provided in an interior location, at least 5 percent, but no fewer than one, of each type shall comply with 309. In residential facilities, where mail boxes are provided for each residential dwelling unit, mail boxes complying with 309 shall be provided for each residential dwelling unit required to provide mobility features complying with 809.2 through 809.4. The full text can be found at: [www.ada.gov/law-and-regs/design-standards/2010-stds](http://www.ada.gov/law-and-regs/design-standards/2010-stds)

## Meeting Partial ADA Compliance

In order to be compliant with the ADA, 5% of all mailboxes must be installed at a height between 15 and 48 inches above the finished floor.

However, local city inspectors can increase that percentage to 100%, so it is important to check with the authorities having jurisdiction prior to finalizing the design as accessibility regulations and local building codes may vary. Determining agency compliance requirements as early as possible will ensure the appropriate amount of space is allotted to meet today's larger mailroom requirements.

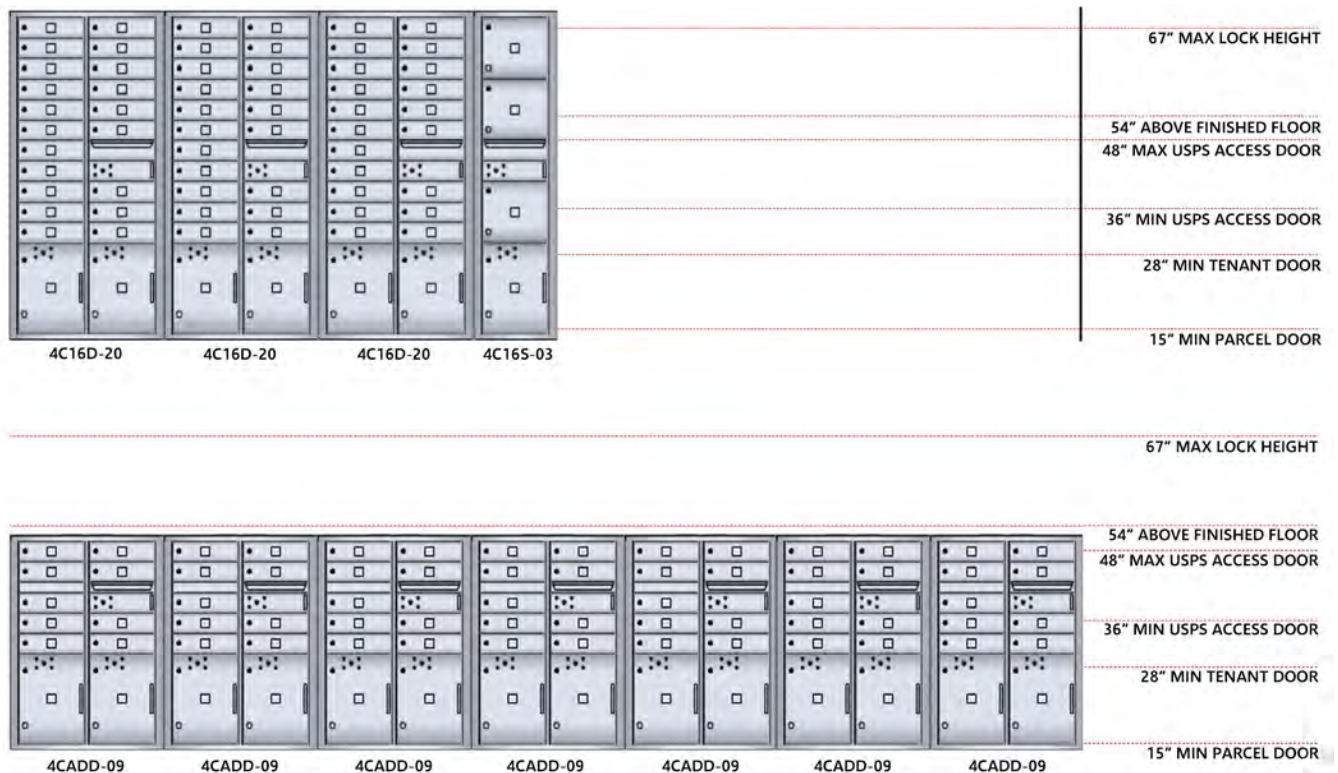
## Partial 5% Versus 100% ADA Compliance

For mailrooms requiring 100% ADA compliance, the most important thing to keep in mind is the added amount of horizontal wall space that is necessary for the mailbox installation due to the compressed vertical wall space.

Below are two examples of 63 compartment mailrooms. In the lower example, 100% of the compartments are compliant with ADA reach ranges. In the upper example, only a portion of the compartments meet ADA reach requirements. It is easy to see how much more horizontal space is needed when designing for 100% compliant mailrooms.



The US Census identifies 19% of the population as having a disability, making accessibility planning essential for proper mail and package room design.



# The Fair Housing Act (FHA)

The FHA is administered by the Department of Housing and Urban Development (HUD) and was enacted in 1968 to outlaw discrimination in public and private housing, along with related facilities and services, based on race, color, religion, sex, national origin, or familiar status. In 1988, disability protections were added, which include accessibility guidelines. The purpose of the FHA is to provide certain classes of people with equal access to housing and to the facilities and services associated with housing.



 [florencemailboxes.com/compliance](https://florencemailboxes.com/compliance)

## FHA Design & Construction Requirements

The FHA plays a significant role when designing the mail and package delivery area, as that area is considered common use space. FHA has very specific requirements when it comes to the overall dwellings, but there are only two requirements that would pertain to Section 10 Postal Specialties requirements:

### Requirement 1: ANSI Standard

#### Accessible Building Entrance on Accessible Route

FHA guidelines state that there must be an, "Accessible building entrance on an accessible route." The technical guidance for this requirement is first found in ANSI Section 4.3 which covers the slope of the route and then again in Section 4.4 for protruding objects.

**Key specifications for an accessible route outlined in ANSI Section 4.3 include:**

- A minimum 36" width
- A maximum slope of 1:20
- Cross slopes may not exceed 1:50

ANSI Section 4.4 states that wall-hung objects must not protrude more than 4 inches when located between 27 inches and 80 inches above the finished floor, if located along walks, corridors, and other passageways.

Objects mounted lower than 27 inches above the finished floor may protrude any amount, as long as the 36 inch minimum clear width of an accessible route is maintained.

### Requirement 2: ANSI Standard

#### Accessible and Usable Public and Common Use Areas

The primary requirement for the mailroom portion of a design can be found in Requirement 2, which states that there must be, "Accessible and usable public and common use areas." These areas cover all parts of housing outside of the individual living units, and include building-wide fire alarms, parking lots, storage areas, indoor and outdoor recreational areas, lobbies, mailrooms and mailboxes, and laundry areas.

Since the American National Standards Institute (ANSI) does not provide a standard specifically for mailboxes, designers must consult the related human factors and performance specifications to design accessible features, specifically space allowances, reach ranges, accessible routes, and protruding objects.

**The human factors and specifications in ANSI Section 4 include:**

- 4.2 – Space Allowances and Reach Ranges
- 4.3 – Accessible Route
- 4.4 – Protruding Objects

## ANSI Turn Space & Clear Floor Space Requirements

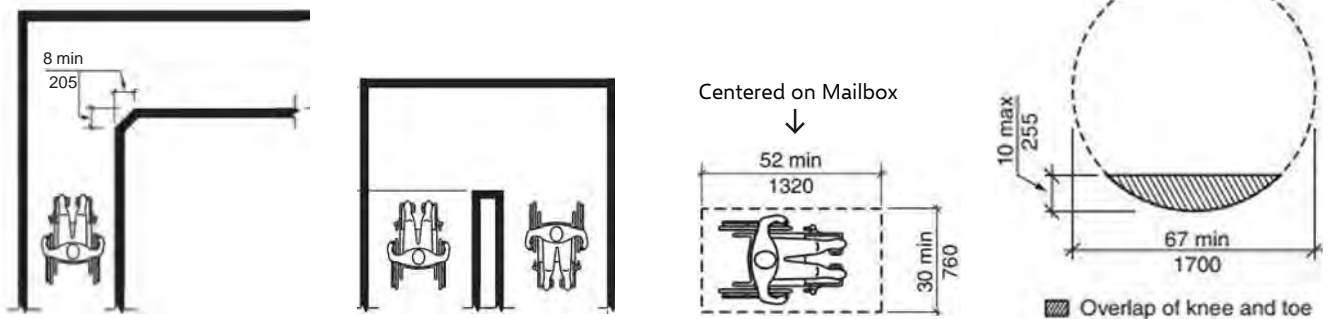
Since mailrooms are often configured in layouts that contain 90- and/or 180-degree turns, it is important to consider clear path requirements. In 2017, ICC increased the circular and T-turn clear floor space, due in large part to the increased use of motorized chairs and scooters.

- T-turn length must be 52 inches at minimum
- Circular turnaround space must be 67 inches at minimum
- Clear floor or ground space must be 30 inches x 48 inches minimum
- Mailbox equipment must be positioned for either a forward or side approach
- A forward approach requires clear space for direct, front-facing access to mailboxes with knee and toe clearance depending on mounting conditions
- A side approach must allow for side access to mailboxes (without the knee clearance requirement)



While ADA requires 5% of the mailboxes be accessible, FHA requires mailroom compliance for the appropriate number of covered dwellings pertaining to the FHA within the community. However, this can be overruled by local authorities, who may decide that 100% of the mailboxes must be accessible.

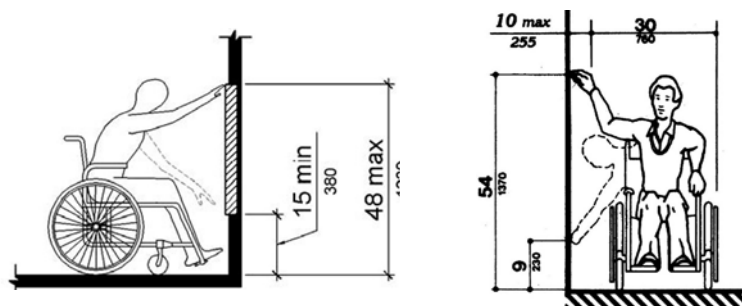
**Note that where these various laws overlap, the more stringent requirements of each law must be met.**



## ANSI Reach Range Requirements

The FHA maximum side approach reach is higher than the side reach regulated by ADA and USPS.

- The mailboxes must maintain a forward approach of 48 inches maximum and 15 inches minimum (same as ADA).
- The mailboxes must maintain a side approach of 54 inches maximum and 9 inches minimum (differs from ADA and USPS). Note that ICC Section 1104.1.2 Mailboxes also allows for 54 inches maximum side approach.



# Spatial Planning

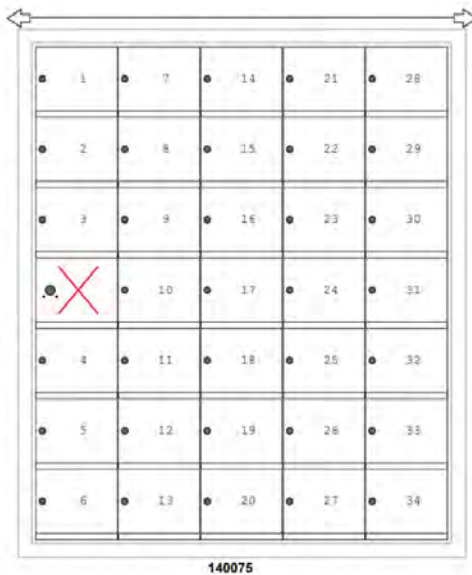
Current USPS Standard 4C mailboxes require significantly more wall space than older equipment. Planning ahead is essential to ensure a proper fit early in the design phase.



## Example 4B+ Legacy Install

Width: 36-1/8"

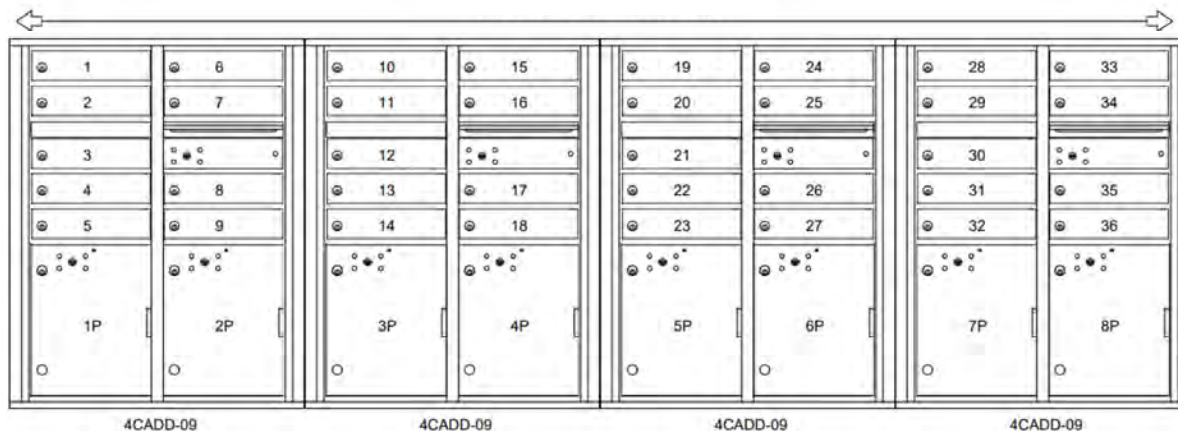
(34 Total Mailboxes, 0 Total Parcel Lockers)



## Example STD-4C Replacement

Width: 10' 6-1/4"

(36 Total Mailboxes, 8 Total Parcel Lockers)



## Upgrading from 4B+ to STD-4C Mailbox Equipment

When replacing legacy 4B+ mailboxes with updated STD-4C mailbox equipment, additional wall space and/or wall(s) must be added to the existing interior mailroom to accommodate the larger footprint of STD-4C mailboxes compared to the existing outdated 4B+ mailbox modules.

## Comparing STD-4C to STD-4B+

Modern STD-4C mailboxes have compartments that can accommodate today's modern mail, e.g. laying publications flat without rolling them, as well as small packages and oversized envelopes, while the legacy STD-4B+ compartments were square and mail had to be rolled to be delivered. STD-4C mailboxes also have built-in parcel lockers to accommodate larger packages as well as outgoing mail slots for resident convenience.

When updating existing legacy STD-4B+ installations during a renovation project, the walls will need to be reframed to accommodate the larger sized mailboxes.

**As STD-4C equipment is nearly double the size, more wall space is needed which may cause the install to be moved outdoors if proper space is not available.**

### Upgrading from 4B+ to Outdoor Cluster Box Units

When replacing legacy 4B+ mailboxes with current USPS Approved equipment, spatial or budgetary constraints may require relocating your mailroom to an outdoor mail area as the most practical solution. In these cases, pedestal-mounted Cluster Box Units (CBUs) are the approved USPS Standard for centralized mail delivery.

Transitioning from an indoor to outdoor installation introduces additional planning considerations, including protection from the elements for your residents, concrete pad and foundation requirements, and proximity to residential units. Depending on the installation location, USPS may also require curb ramps to ensure accessibility compliance.

### Identifying the Right Installation Location

Selecting the right installation location is key to both security and convenience. Highly visible, well-lit, and centrally located areas provide protection against theft and vandalism while enhancing resident safety, ease of access, and peace of mind. USPS guidelines recommend placing CBUs within one block of residences. Coordination with local USPS representatives is essential to confirm appropriate placement and compliance.

### Concrete Foundation Preparation

Whether you're installing a single unit or a multiunit cluster, the concrete pad foundation must meet specific USPS guidelines for stability and accessibility. Be prepared to add a curb ramp in the foundation installation plan if the accessible path to the CBU mail area intersects with a street or other paved area at a vertical curb. For more detailed information and diagrams on concrete spec requirements and minimum maneuvering space measurements, refer to the [USPS National Delivery Planning Guide](#).

Download the guide from USPS Growth Management at [about.USPS.com](http://about.USPS.com) and click on What We Do / Business Services / Delivery Growth Management.



Provide shelter from weather by installing CBUs under a gazebo or covered area near parking for resident convenience.



### Parcel Delivery Management

All USPS Approved centralized mail systems must include parcel lockers. While a balanced 1:5 parcel locker to mailbox compartment ratio is not a requirement for Cluster Box Unit installations, it is strongly recommended to keep up with the flow of package deliveries. Parcel lockers can be included within each individual mailbox module, or grouped together in one location near the centralized mail area.



Example of balanced 1:5 parcel locker to mailbox CBU ratio.

# Good Planning Yields Good Results



## Ensure Adequate Wall Space

Upgrading to the current USPS Standard equipment means planning for a larger mailbox footprint. Determine early whether your existing walls can accommodate STD-4C units or if modifications such as extending the existing wall space or adding new walls are required. If space limitations cannot be addressed indoors, relocating the mail area outdoors may be necessary.

Outdoor CBUs should be placed near sidewalks with adequate clearance and turnaround space for both residents and carriers. Always coordinate placement with local Postal Officials to ensure compliance.



## Provide Security & Flexibility Through Sequential Numbering

Sequential numbering rather than matching identification to apartment numbers provides greater privacy and security for residents by restricting any correlation between a mailbox and a specific apartment or house number.

It also allows greater flexibility in providing accessible mailbox compartments that meet the 5% ADA specification. When a new resident requires a mailbox that is accessible, they can be assigned any box within those parameters.



## Exceed Parcel Locker Requirements

Since July 2020, the U.S. Postal Service STD-4C specifications have required there be a minimum of one (1) 15 inch tall parcel locker for every five (5) mail compartments (1:5) in each centralized mailbox installation location. These parcel lockers can be included within each individual mailbox module, or grouped together in one location near the centralized mailbox installation.

The exponential growth of online sales validates that planning for additional postal lockers is more important than ever to keep up with both present and future package volumes.

# Mailbox Configurator

The online Florence Product Configurator helps you design the perfect mailbox layout to meet your project specifications. Choose your product line, and in a few simple clicks, you can design your perfect layout, set your numbering schedule, and pick custom options.

The Configurator can also help select mailbox solutions based on a few simple inputs, or allow you to build a completely custom solution that fits your individual project needs. And, to ensure you get it right the first time, you can also select 100% Postal Approved and/or 100% ADA to ensure you can easily create an approved installation. Your final creation will be conveniently emailed to you in PDF, as well as in CAD or Revit formats as desired.

 [florencemailboxes.com/configurator](https://florencemailboxes.com/configurator)



## Florence Dealer Network

To ensure your project goes smoothly from conception to construction, our nationwide network of Authorized Florence Dealers is ready to assist you at every step of the way. Authorized Florence Dealers can:

- Quote information on large jobs
- Help you select the right products for your project
- Provide technical assistance, and even in some cases install everything for you
- Assist with replacement and refurbishment of current mailbox installations
- Help navigate local USPS requirements to ensure mail delivery is not disrupted for your tenants
- Work with your local resources to ensure proper placement for new mailbox installations

By purchasing products directly through Florence factory-authorized distributors, you are guaranteed local, friendly service to help guide you throughout the entire process; providing you with a trusted resource even after the sale.

 [florencemailboxes.com/dealers](https://florencemailboxes.com/dealers)

## Postal Growth Coordinators

Your Florence Dealer is ready to assist you with preparing your project for USPS mail delivery service by coordinating with USPS Officials early in the planning process. In addition, the U.S. Postal Service also has a team of dedicated Postal Growth Coordinators.

Every area where the U.S. Postal Service provides mail delivery, there is a Postal Official assigned to help with planning mail service. To find the official that covers your specific geography, please contact the nearest Post Office and ask to speak to the Growth Manager, Station Manager, and/or person assigned to assist with planning mail service in your area. Connecting with these officials early in the project will save you headaches later in the project.

To find your local Postal Service representative, visit [www.USPS.com](https://www.USPS.com) and search using your ZIP Code. You can also contact your Authorized Florence Dealer for guidance and support in coordinating with USPS throughout your project.

 [about.usps.com/what/business-services](https://about.usps.com/what/business-services)

## IMPORTANT PRODUCT INFORMATION

### Key Management

All centralized mailboxes come supplied with individual compartment locks and keys from the manufacturer; however, there will only be an empty hole for any compartment that will be accessed by the Postal Carriers so they can install their 'master access lock'. These 'master access locks' are owned by the Postal Service and will be installed into the master access compartment as well as any parcel lockers within each unit.

It is incumbent upon the builder to contact the USPS Growth Coordinators in their area to schedule the installation of the USPS master lock, also known as the 'Arrow Lock', for each centralized mailbox being added to service. These Arrow Locks allow the Postal Carriers access to deliver the mail and packages to the residents of the installed centralized mailbox.



### Replacement Keys

The loss of a mailbox key can be a frustrating experience. For emergency key situations, contact a local locksmith or hardware store. Otherwise, the entire lock mechanism for the mailbox compartment will need to be replaced. Work with your local postal carrier to gain access to the appropriate compartment as needed.



### Replacement Parts

Looking to repair your older mailboxes? Chances are Florence can bring new life to the unit with replacement parts such as doors, locks, keys, and various standard parts. When the situation calls for basic repairs rather than replacing the entire unit, simply contact an Authorized Florence Dealer or visit our website for assistance.

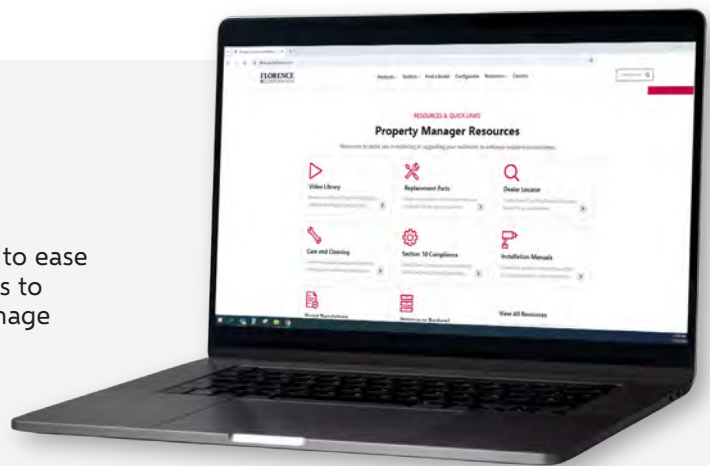
 [florencemailboxes.com/parts](https://florencemailboxes.com/parts)

### PLAN YOUR DESIGN

## The Property Manager Toolkit

Our toolkits for industry professionals are pre-loaded to ease your project planning. Select from simplified resources to replace or upgrade existing mailboxes, find parts, manage keys and/or add accessories, or contact our team for personalized assistance.

 [florencemailboxes.com/toolkits](https://florencemailboxes.com/toolkits)



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MANUFACTURING SINCE 1934

## What Makes Us Florence

Florence Corporation has been the innovator in centralized mail delivery equipment from the beginning. Since our first mailbox patent in 1934, we have developed our product lines to provide the best solutions for mail and package management systems that comply with both USPS and building regulations. Design and construction professionals know they can trust Florence to provide the right solution that complies with their project requirements.

Our portfolio of products covers centralized mail and package delivery applications for many different architectural styles, providing both standard pre-configured and custom configurable options in multiple popular powder coat color finishes.

Florence Corporation has served on the board that helped develop the latest USPS STD-4C and has been recognized over the years by the USPS with six different awards for Supplier Excellence, Supplier Quality, and Supplier Innovation.

Whether you want to do-it-yourself or prefer to have someone help you at every step of the way, Florence has a solution just for you!



### Care & Cleaning

The surface of all Florence Corporation aluminum or powder coated products may be cleaned of dirt or grime with a soft cloth dampened with any mild detergent or properly diluted biodegradable, water-based cleaner.

Wipe from top to bottom to avoid run-down. Avoid use of abrasives, which might damage the product surface. Rinse with plain water and dry. Avoid cleaning during extreme temperature conditions. Matching touch-up paint products may be available from an Authorized Florence Dealer for products which utilize powder coat finishes.

 [florencemailboxes.com/care](http://florencemailboxes.com/care)

# 5 YEAR PRODUCT WARRANTY

Florence Corporation provides a five-year warranty on its products from the date of shipment when purchased from an Authorized Florence Dealer. Full details on the warranty, as well as how to find a local product expert nearest you, can be found by visiting our website or calling us today!

 [florencemailboxes.com/warranty](http://florencemailboxes.com/warranty)



**Your Trusted Partner in Commercial and Residential Centralized Mailbox Designs for Nearly 95 Years!**

Like all great stories, ours started in a garage – with elbow grease and a sweaty brow. It’s that kind of story. Nearly 95 years later, we’re still hard at it; continually perfecting our craft, allowing you to perfect yours. You may take our products for granted. We take that as a compliment. Our products don’t require attention or fuss. They’re built smart, designed to work, and engineered to last.

We empower our customers with the products, the support, and the tools to design faster. Build smarter. Manage better. We understand that in a world of global commerce, demands of efficiency and last-minute deadlines, you need a partner that can keep pace. You’ve met your match with Florence. Established. Dependable. Strong. It’s not just what we make...it’s what makes us.



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