



April 9, 2026

The Honorable Ted Budd
United States Senator
5380 US Hwy 158 Ste. 202,
Advance, NC 27006-6974

Dear Senator Budd:

This responds to your March 16 inquiry on behalf of Ms. Kim Phillips, Regulatory Affairs Director for the Triad Real Estate and Building Industry Coalition (TREBIC) in Greensboro, regarding the location of mail receptacles in new communities.

I understand your interest in assisting Ms. Phillips and regret any frustration she has experienced while pursuing supervisory review of the U.S. Postal Service's process for approving the placement of cluster box units (CBUs) for mail delivery.

In response to Ms. Phillips' specific questions, we contacted City Delivery Strategy and Policy officials at postal headquarters, who oversee the policies outlined in the *Builder's Guide* and the standards governing CBUs. They confirmed that should Ms. Phillips or other TREBIC representatives wish to escalate their concerns or submit an appeal of any direction or guidance shared by postal officials, she may contact North Carolina District Manager Scott Manier. The appeal should be submitted in writing to the following address:

Scott Manier
District Manager, North Carolina
418 Gallimore Dairy Rd
Greensboro, NC 27409-9998

An appeal outlining the basis for the request should include any supporting documentation, project details, or operational considerations relevant to the delivery mode determination. Appeals are reviewed in accordance with established Postal Service policies, which require decisions to be based on service efficiency, safety, accessibility, and compliance with applicable delivery standards. A decision letter will be sent to the customer, with subsequent appeal options, if applicable.

To ensure a complete and timely review, a customer's request should include the following:

- A detailed explanation of the issue prompting the appeal.
- Relevant site plans, construction timelines, or access information.
- Documentation demonstrating how the proposed delivery mode aligns with Postal Service policy.
- Contact information for the individual authorized to discuss the appeal on behalf of their organization.

As noted in a previous response to your office, dated September 29, 2025, we regret any incorrect information provided to Ms. Phillips and have taken appropriate steps to ensure postal officials are providing guidance consistent with policy. To ensure accuracy and avoid conflicting guidance, please refer to the information provided in the official policy resources referenced in that letter. Specifically, *Handbook PO-632, National Delivery Planning Standards: A Guide for Builders and Developers* outlines the standards, placement requirements, and planning expectations for CBUs. This guide is available at <https://about.usps.com/handbooks/po632/welcome.htm> and is the authoritative source for developers. Referring to official materials will provide the most accurate and consistent direction for planning and implementing centralized delivery service.

Thank you for writing. Please let me know if I can assist with other postal matters.

Sincerely,

A handwritten signature in blue ink that reads "Scott R. Slusher". The signature is written in a cursive style with a large, stylized initial 'S'.

Scott R. Slusher
Director, Government Liaison