

HCM 2010 Frequently Asked Questions

When will the Highway Capacity Manual be available?

The HCM 2010 was released Monday, 4/11/11. All advance orders have been released.

How can I purchase the Highway Capacity Manual?

You can order the Highway Capacity Manual directly from the [TRB Bookstore](#).

You can also order over the phone or by fax. Please see [How to Purchase](#) for details.

How can I pay for the Highway Capacity Manual?

*Payments can be made by **Credit Card, Check or Wire Transfer**.*

Please see [How to Purchase](#) for details.

What are my shipping options?

For domestic and international shipping rates and options please see our [Shipping Policy](#) page.

All deliveries outside the United States will be made using a traceable shipping service. This also will ensure you receive your manual normally within two to three weeks from ordering.

A note on all international deliveries:

Due to the value of HCM 2010 and to ensure expedient delivery to our international customers, we use a traceable delivery service, FedEx International, at no additional charge. However, customs; broker; in-country transportation; and duty and taxes are the responsibility of the recipient and will not be reimbursed by TRB. If you refuse your package because of the fees, FedEx will return your book to TRB and you will be reimbursed for the price of the book, less shipping.

What formats are available for the Highway Capacity Manual?

Print

The Highway Capacity Manual is a 4 volume set; 3 printed volumes and the 1 electronic volume. Each print volume is in a 3-ring binder (included) contained in a single slip case. A 4th volume will be available online.

Online

You will receive a registration code with your order for access to the 4th volume online.

CD-Rom

The 2010 Highway Capacity Manual is not available in CD-ROM format.

PDF

All 35 chapters contained in volumes 1 through 4 are available for purchase individually or in total in PDF format. To purchase the entire book, log in and register at the [MetaPress site](#), use the “browse HCM” feature and select “Add to shopping cart” from upper right hand corner of the screen. To purchase a chapter PDF, click on the PDF. By logging in and registering before making your purchase, the book will always be available electronically.

Separate complimentary access to the electronic [Volume 4 site](#) is advisable with the purchase of the full book as, in addition to the vol. 4 supplemental chapters, the vol. 4 site includes three additional types of content: interpretations, clarifications, and corrections; comprehensive case studies; and a technical reference library. Once the full PDF file is purchased, contact [TRBSales](#) and provide the proof of purchase in order to receive the registration code for single-user access to the vol. 4 site.

How can I order the HCS software?

The Transportation Research Board does not produce highway capacity software. To purchase the software, please search the internet for “highway capacity software.” There are several organizations that produce and sell the software.

Are there discounts available?

General

Please see our [Discount Policy](#) for a complete list of available discounts.

Students

Students attending full-time (at least 12 credit hours in a semester) post-secondary institutions are eligible for a 50% discount. The discount will only be given directly to the student. Documentation of full-time participation in a post-secondary institution must be provided. A copy of individual’s course schedule that includes individual’s name and dates of courses is acceptable. Photocopy of ID cards are not acceptable.

Faculty

Desk copies are available to faculty members who submit a written request on university letterhead with purchase of 10 or more (non-returnable) copies of the HCM.

What if I need to return or cancel an order?

Cancelations

Orders normally ship within one business day of placing the order. Cancellation requests must be received before the order is shipped.

Returns

Please see our [Return Policy](#) for details on how to return your 2010 Highway Capacity Manual.

