

Delivery Instructions Overview Webinar

Start Time: 11:00 AM ET

United States Postal Service

Sherri D. Evans
Manager, Shipping Development
Shipping Products and Services

To listen to the recording of this presentation: [Click here](#)

Delivery Instructions Overview

Delivery Instructions allows the recipient of a package through usps.com to electronically authorize USPS to leave a package:

- at a specific location
- leave with neighbor
- hold at Post Office
- reroute their package to a new domestic destination

Beginning May 31, customers will also be able to:

- upgrade their service to Priority Mail or Priority Mail Express
- add Extra Services including domestic Insurance

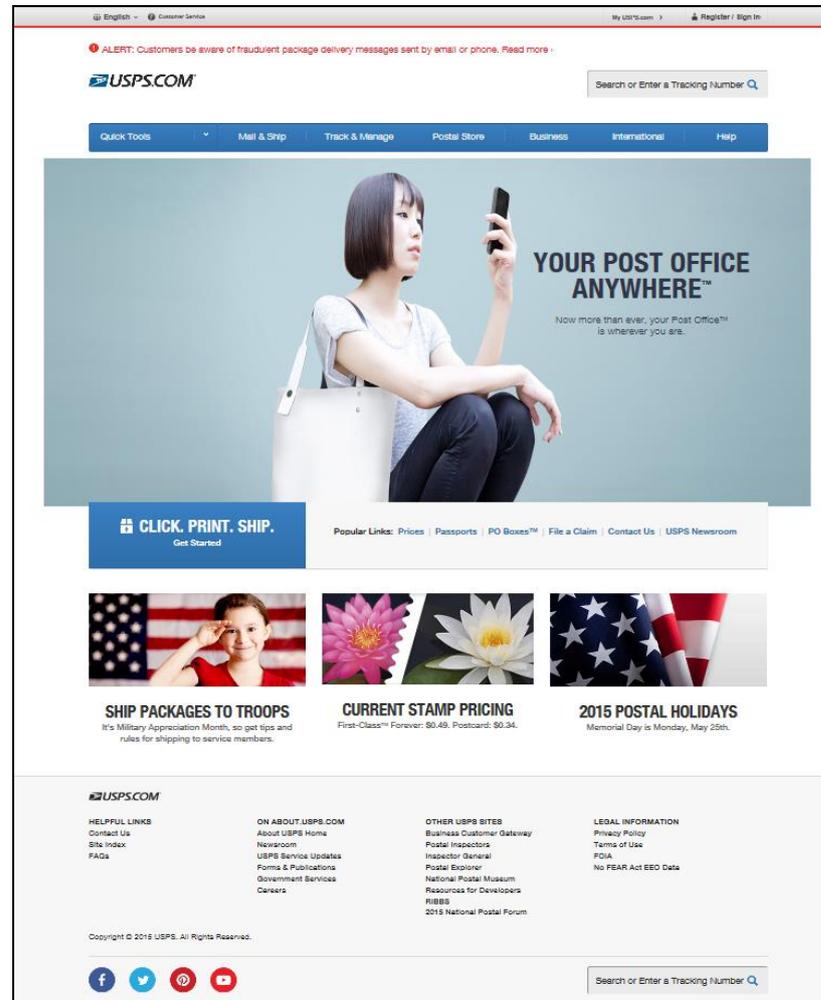
Service Availability

This service is offered for all domestic packages that:

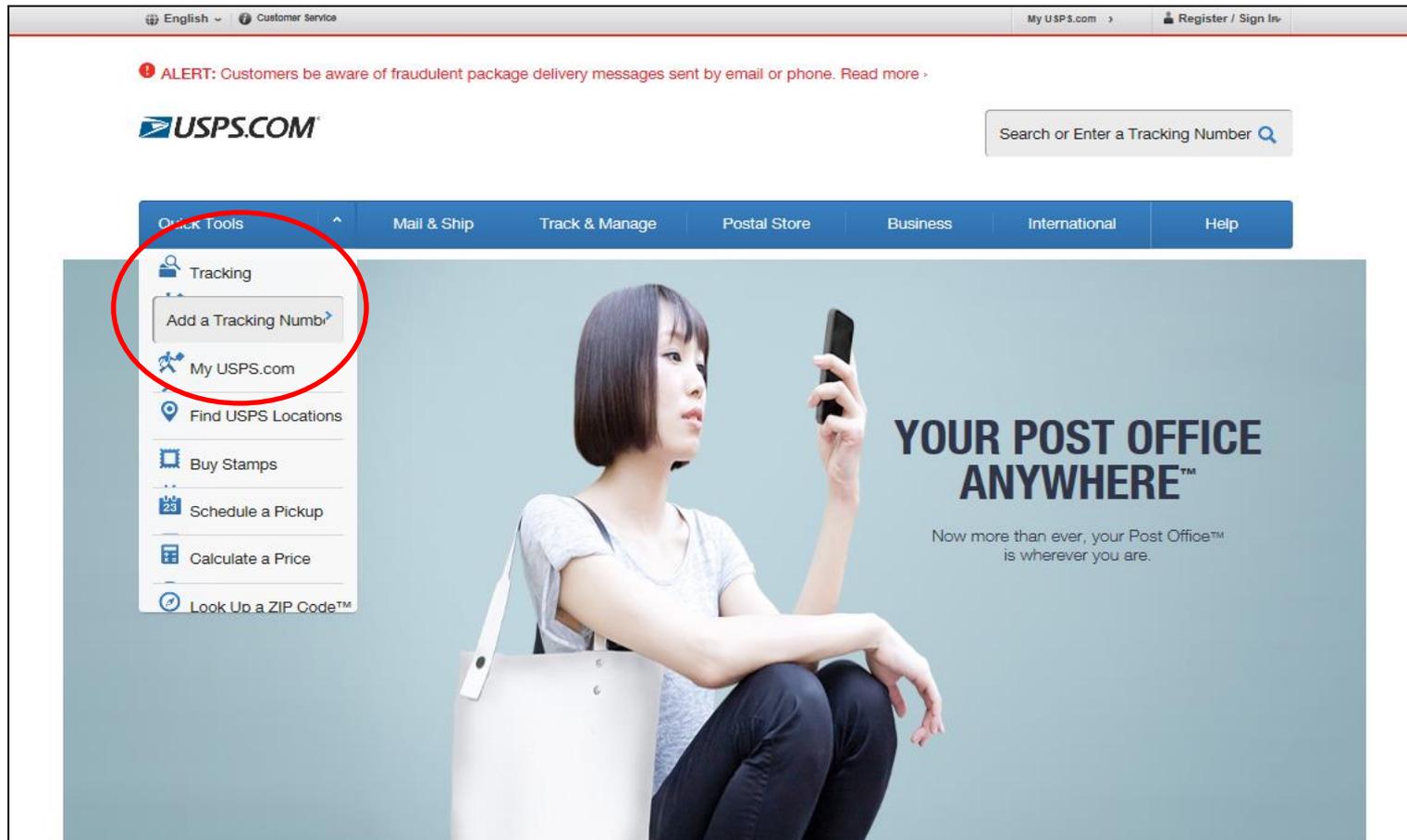
- have an Intelligent Mail package barcode (IMpb).
- do not require a signature.
- are insured for less than \$500.
- not available for International shipments.

USPS.com

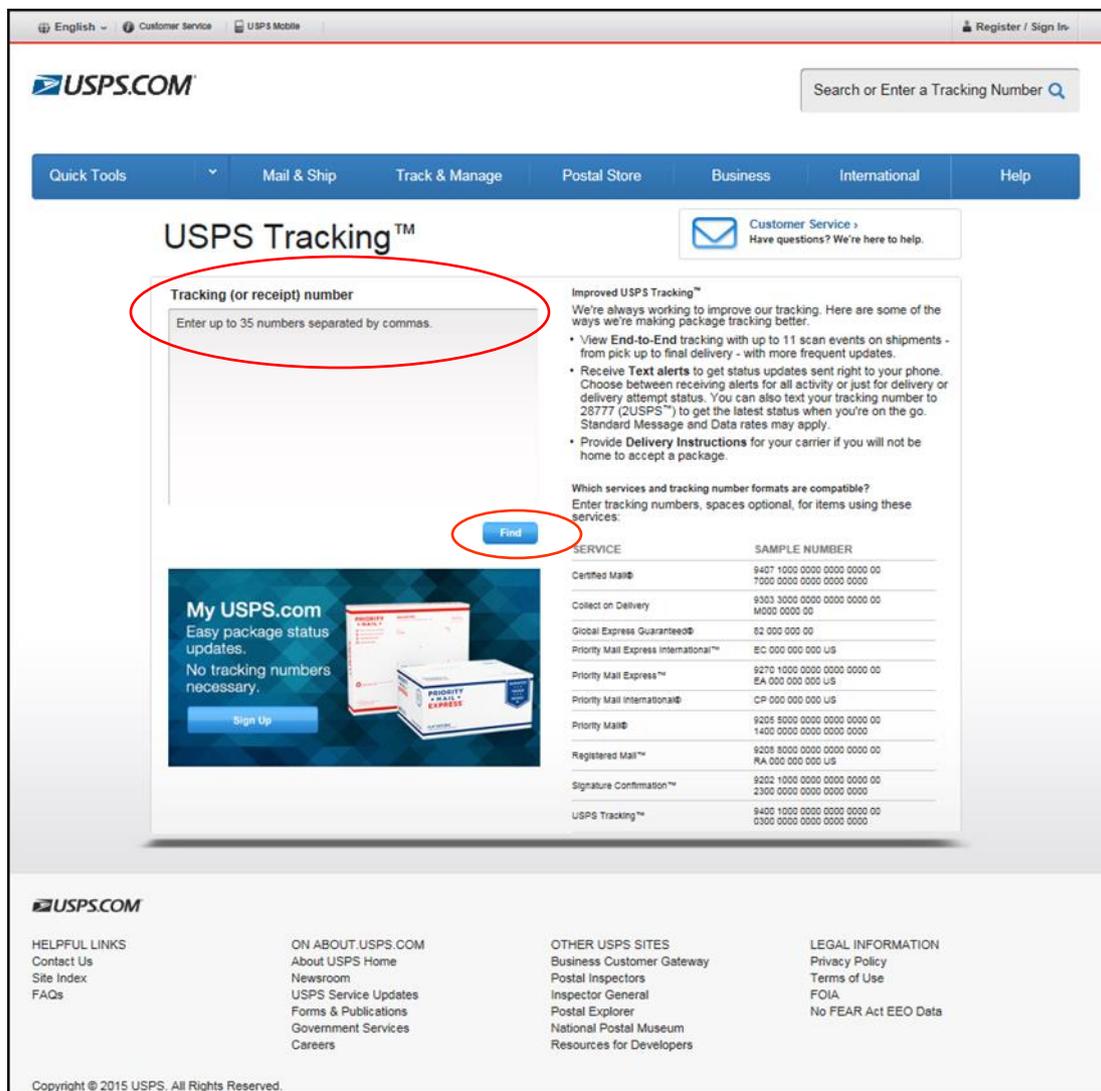
1. Users go to usps.com.



2. Under the Quick Tools tab, select “Tracking”.



3. User enters tracking number of the package and clicks “Find”.



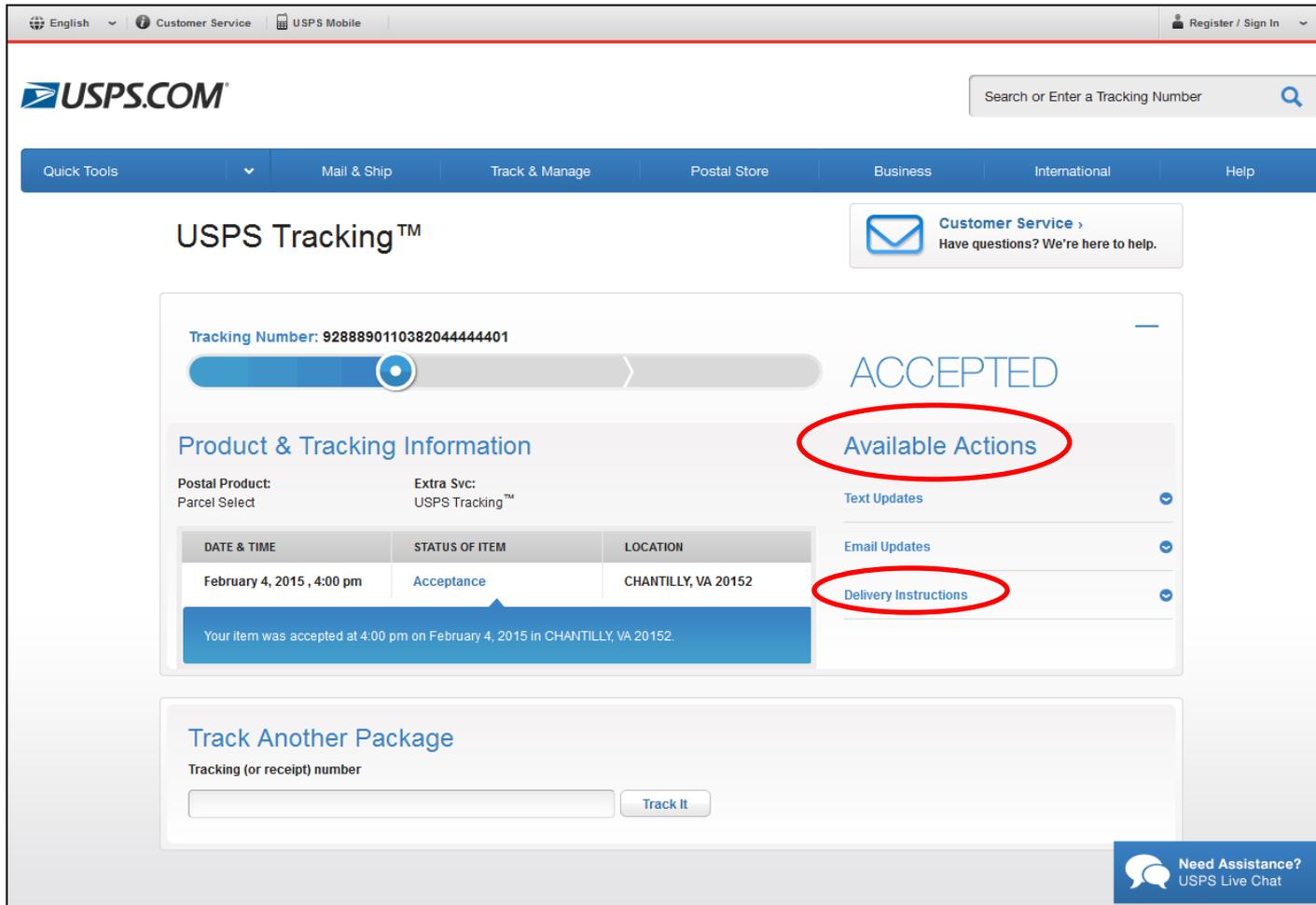
The screenshot shows the USPS Tracking page with the following elements:

- Header:** English, Customer Service, USPS Mobile, Register / Sign In
- Navigation:** Quick Tools, Mail & Ship, Track & Manage, Postal Store, Business, International, Help
- Search Bar:** Search or Enter a Tracking Number
- Tracking (or receipt) number:** A text input field with the placeholder "Enter up to 35 numbers separated by commas." This field is circled in red.
- Find Button:** A blue button labeled "Find" located below the input field, also circled in red.
- Customer Service:** A link with an envelope icon and the text "Customer Service > Have questions? We're here to help."
- Improved USPS Tracking™:** A section with the text "We're always working to improve our tracking. Here are some of the ways we're making package tracking better." followed by a list of features:
 - View **End-to-End** tracking with up to 11 scan events on shipments - from pick up to final delivery - with more frequent updates.
 - Receive **Text alerts** to get status updates sent right to your phone. Choose between receiving alerts for all activity or just for delivery or delivery attempt status. You can also text your tracking number to 28777 (2USPS™) to get the latest status when you're on the go. Standard Message and Data rates may apply.
 - Provide **Delivery Instructions** for your carrier if you will not be home to accept a package.
- Which services and tracking number formats are compatible?** Enter tracking numbers, spaces optional, for items using these services:
- Table of Services and Sample Numbers:**

SERVICE	SAMPLE NUMBER
Certified Mail®	9407 1000 0000 0000 0000 00 7000 0000 0000 0000 0000
Collect on Delivery	9303 3000 0000 0000 0000 00 M000 0000 00
Global Express Guaranteed®	82 000 000 00
Priority Mail Express International™	EC 000 000 000 US
Priority Mail Express™	9278 1000 0000 0000 0000 00 EA 000 000 000 US
Priority Mail International®	CP 000 000 000 US
Priority Mail®	9205 8000 0000 0000 0000 00 1400 0000 0000 0000 0000
Registered Mail™	9208 8000 0000 0000 0000 00 RA 000 000 000 US
Signature Confirmation™	9202 1000 0000 0000 0000 00 2300 0000 0000 0000 0000
USPS Tracking™	9400 1000 0000 0000 0000 00 0300 0000 0000 0000 0000
- My USPS.com:** A promotional banner with the text "Easy package status updates. No tracking numbers necessary." and a "Sign Up" button.
- Footer:**
 - HELPFUL LINKS:** Contact Us, Site Index, FAQs
 - ON ABOUT USPS.COM:** About USPS Home, Newsroom, USPS Service Updates, Forms & Publications, Government Services, Careers
 - OTHER USPS SITES:** Business Customer Gateway, Postal Inspectors, Inspector General, Postal Explorer, National Postal Museum, Resources for Developers
 - LEGAL INFORMATION:** Privacy Policy, Terms of Use, FOIA, No FEAR Act EEO Data

Making Your Delivery Instructions Request

1. Delivery Instructions appears as an “Available Action”. Click on “Delivery Instructions”.



The screenshot shows the USPS Tracking page for a package with tracking number 928889011038204444401. The package status is 'ACCEPTED'. The 'Available Actions' menu is expanded, showing options for Text Updates, Email Updates, and Delivery Instructions. The 'Delivery Instructions' option is circled in red, indicating it is the target of the instruction.

USPS Tracking™

Tracking Number: 928889011038204444401

ACCEPTED

Product & Tracking Information

Postal Product: Parcel Select
Extra Svc: USPS Tracking™

DATE & TIME	STATUS OF ITEM	LOCATION
February 4, 2015, 4:00 pm	Acceptance	CHANTILLY, VA 20152

Your item was accepted at 4:00 pm on February 4, 2015 in CHANTILLY, VA 20152.

Available Actions

- Text Updates
- Email Updates
- Delivery Instructions

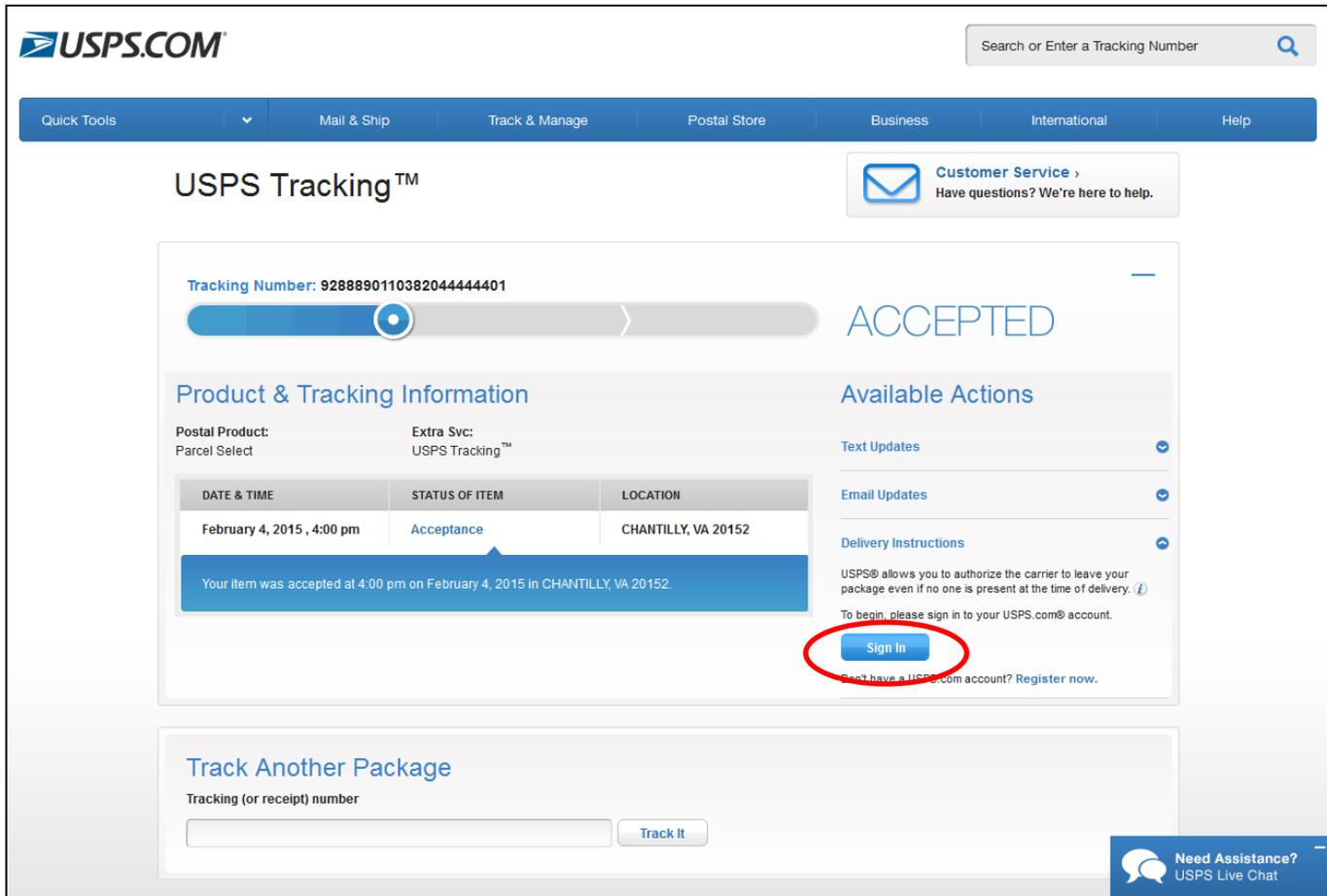
Track Another Package

Tracking (or receipt) number

Track It

Need Assistance?
USPS Live Chat

2. When Delivery Instructions is selected User must “sign in”.



The screenshot shows the USPS Tracking page for tracking number 928889011038204444401. The package status is 'ACCEPTED'. The 'Product & Tracking Information' section shows the item was accepted at 4:00 pm on February 4, 2015, in Chantilly, VA 20152. The 'Available Actions' section includes 'Text Updates', 'Email Updates', and 'Delivery Instructions'. The 'Delivery Instructions' section contains the text: 'USPS® allows you to authorize the carrier to leave your package even if no one is present at the time of delivery. To begin, please sign in to your USPS.com® account.' A blue 'Sign In' button is circled in red. Below this, there is a link for 'Register now.' The bottom of the page features a 'Track Another Package' section with a text input field and a 'Track It' button, and a 'Need Assistance? USPS Live Chat' button.

USPS.COM Search or Enter a Tracking Number

Quick Tools Mail & Ship Track & Manage Postal Store Business International Help

USPS Tracking™

Customer Service > Have questions? We're here to help.

Tracking Number: 928889011038204444401

ACCEPTED

Product & Tracking Information

Postal Product: Parcel Select Extra Svc: USPS Tracking™

DATE & TIME	STATUS OF ITEM	LOCATION
February 4, 2015, 4:00 pm	Acceptance	CHANTILLY, VA 20152

Your item was accepted at 4:00 pm on February 4, 2015 in CHANTILLY, VA 20152.

Available Actions

- Text Updates
- Email Updates
- Delivery Instructions

USPS® allows you to authorize the carrier to leave your package even if no one is present at the time of delivery. To begin, please sign in to your USPS.com® account.

[Sign In](#)

Don't have a USPS.com account? [Register now.](#)

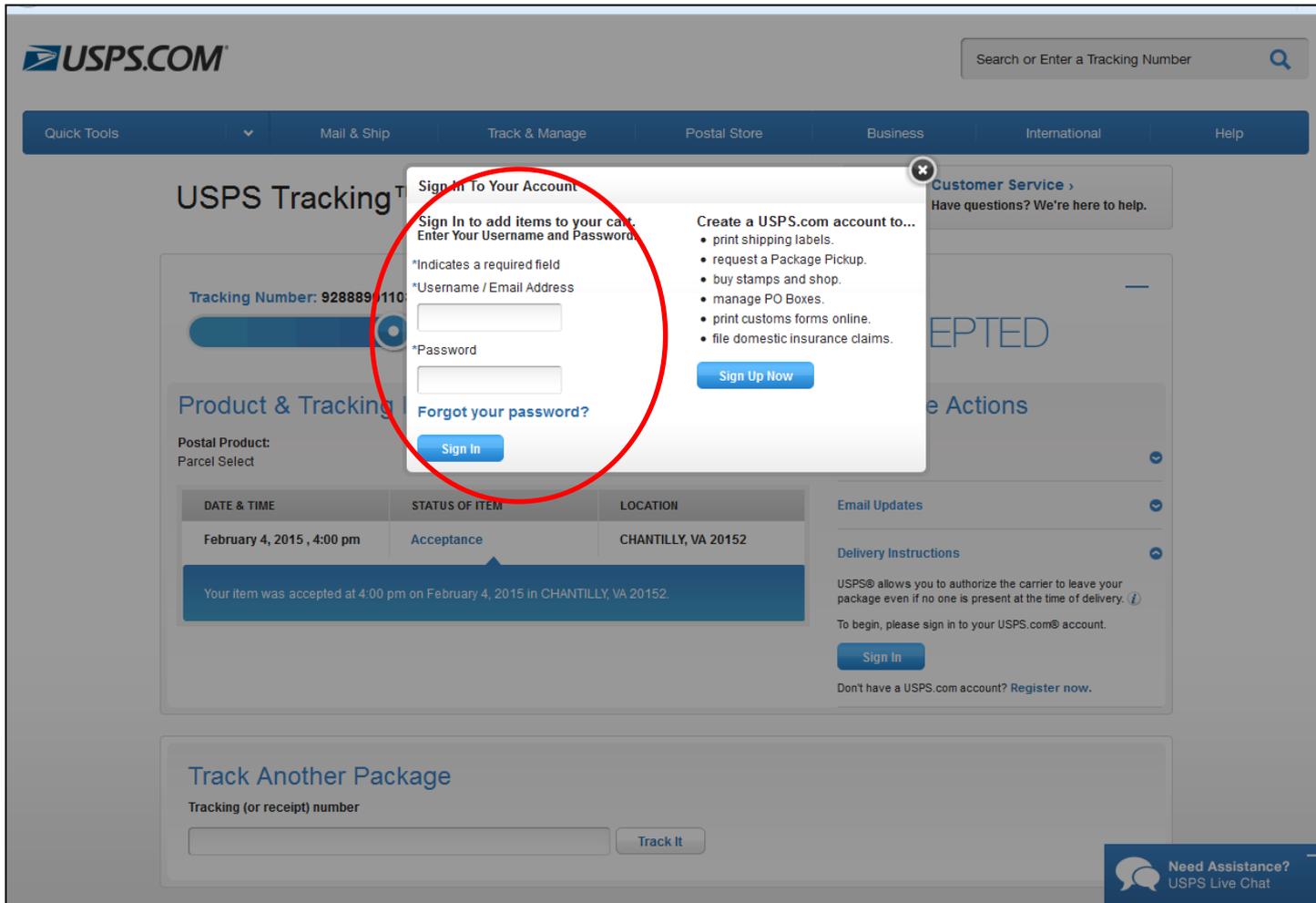
Track Another Package

Tracking (or receipt) number

[Track It](#)

Need Assistance? USPS Live Chat

3. User will enter their User Name and Password then click “Sign In”.



The screenshot shows the USPS.com website with a sign-in modal window open. The modal is titled "Sign In To Your Account" and contains the following text and elements:

- Sign In to add items to your cart. Enter Your Username and Password.
- *Indicates a required field
- *Username / Email Address
-
- *Password
-
- Forgot your password?
- Sign In
- Sign Up Now

The modal also lists benefits of creating a USPS.com account:

- print shipping labels.
- request a Package Pickup.
- buy stamps and shop.
- manage PO Boxes.
- print customs forms online.
- file domestic insurance claims.

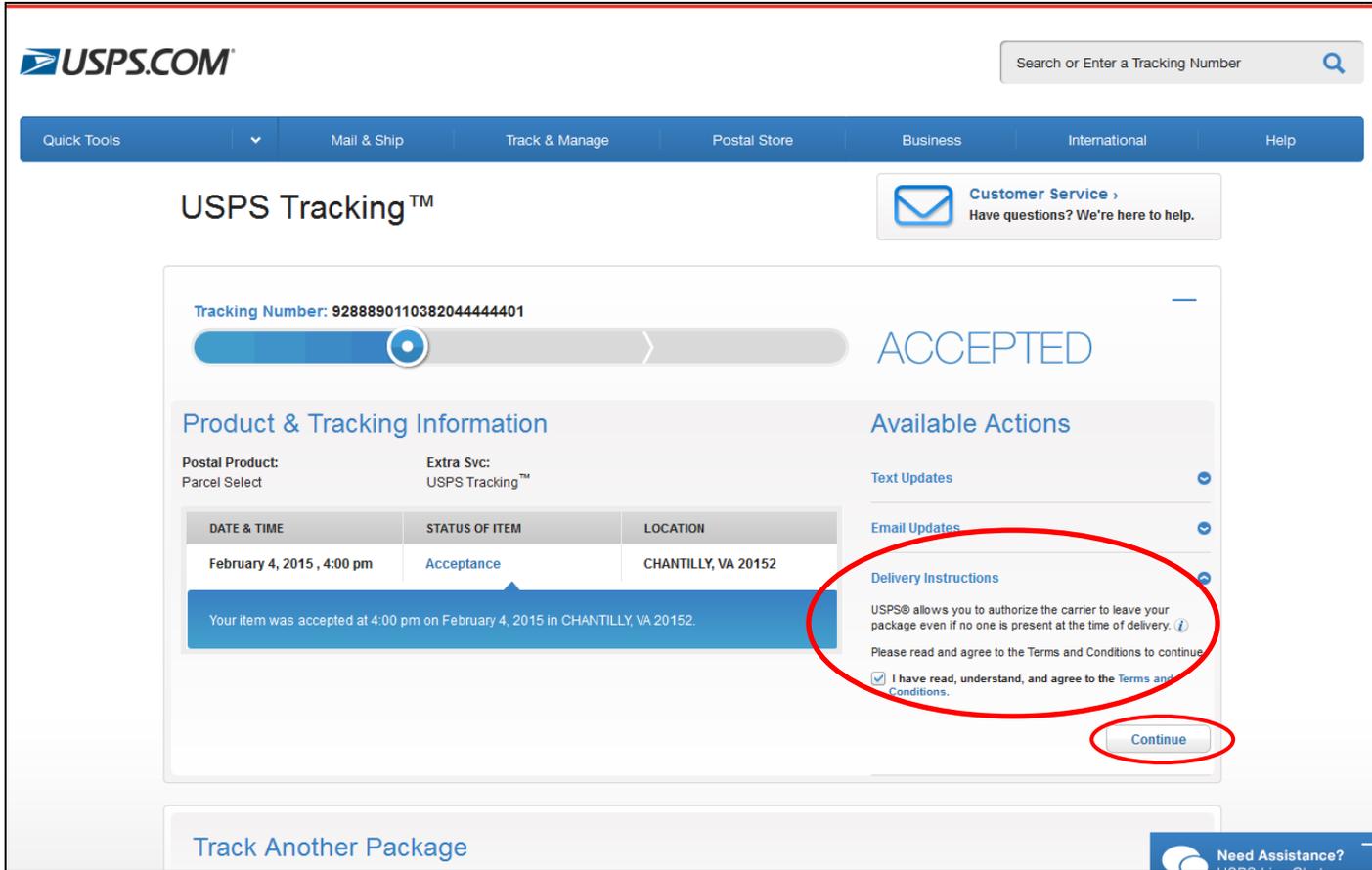
The background of the page shows a tracking page for a package with tracking number 92889110. The package status is "Accepted" at 4:00 pm on February 4, 2015, in Chantilly, VA 20152. A table below the status shows the date, time, status, and location.

DATE & TIME	STATUS OF ITEM	LOCATION
February 4, 2015 , 4:00 pm	Acceptance	CHANTILLY, VA 20152

A message box states: "Your item was accepted at 4:00 pm on February 4, 2015 in CHANTILLY, VA 20152."

At the bottom of the page, there is a "Track Another Package" section with a text input field for the tracking number and a "Track It" button. A "Need Assistance? USPS Live Chat" button is also visible in the bottom right corner.

4. User must read and agree to the Terms and Conditions and click “Continue”.



The screenshot shows the USPS Tracking page for tracking number 9288890110382044444401. The package status is 'ACCEPTED'. The 'Available Actions' section is circled in red, containing 'Text Updates', 'Email Updates', and 'Delivery Instructions'. The 'Delivery Instructions' section includes a checkbox for 'I have read, understand, and agree to the Terms and Conditions.' and a 'Continue' button, both of which are also circled in red.

USPS.COM Search or Enter a Tracking Number

Quick Tools Mail & Ship Track & Manage Postal Store Business International Help

USPS Tracking™

Customer Service › Have questions? We're here to help.

Tracking Number: 9288890110382044444401

ACCEPTED

Product & Tracking Information

Postal Product: Parcel Select Extra Svc: USPS Tracking™

DATE & TIME	STATUS OF ITEM	LOCATION
February 4, 2015, 4:00 pm	Acceptance	CHANTILLY, VA 20152

Your item was accepted at 4:00 pm on February 4, 2015 in CHANTILLY, VA 20152.

Available Actions

- Text Updates
- Email Updates
- Delivery Instructions

USPS® allows you to authorize the carrier to leave your package even if no one is present at the time of delivery. ⓘ

Please read and agree to the Terms and Conditions to continue.

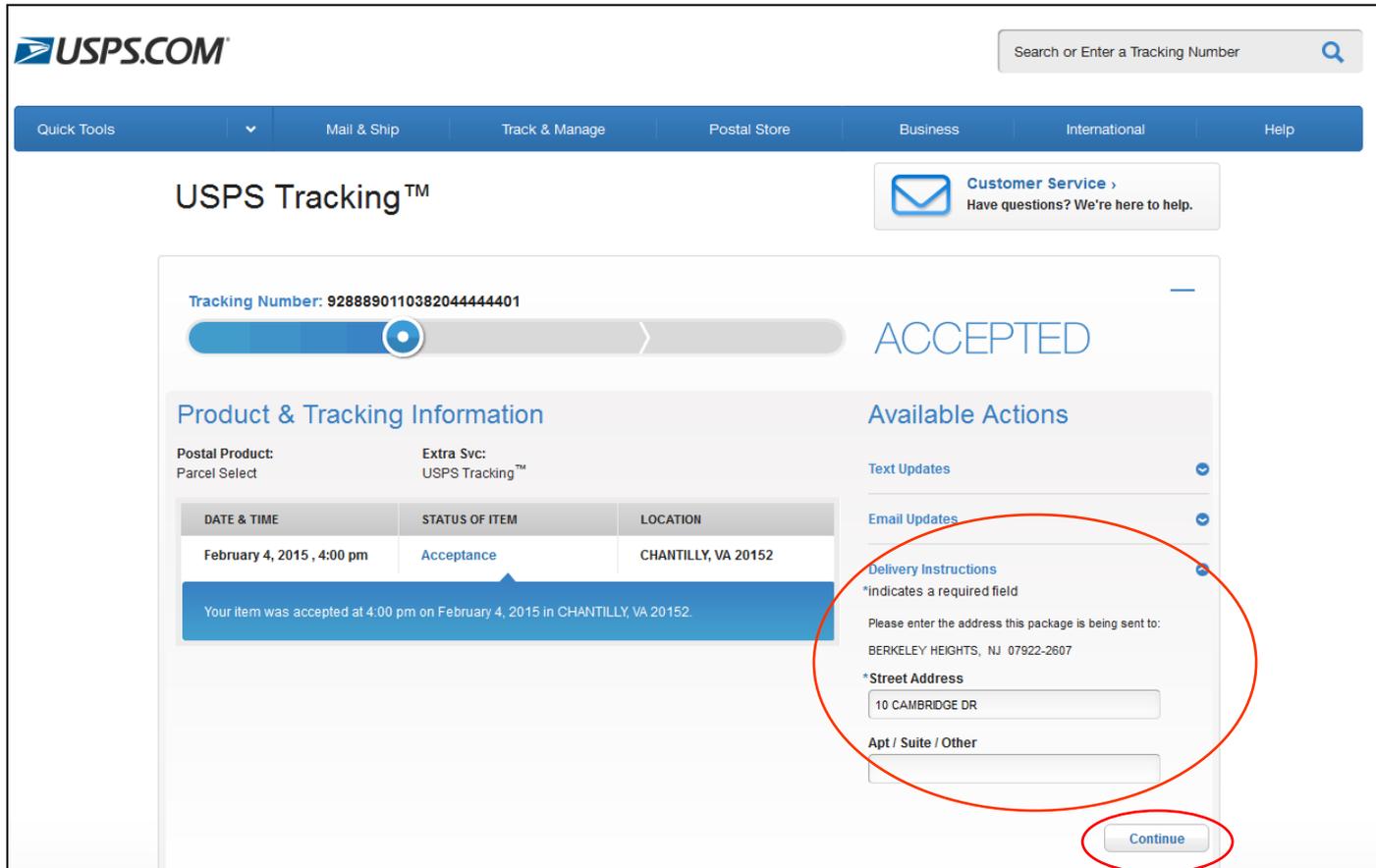
I have read, understand, and agree to the Terms and Conditions.

Continue

Track Another Package

Need Assistance? USPS Live Chat

5. Logged in users address is pre-populated. Click continue to select a leave at location.



The screenshot shows the USPS Tracking website interface. At the top, there is a search bar and navigation tabs for Quick Tools, Mail & Ship, Track & Manage, Postal Store, Business, International, and Help. The main heading is "USPS Tracking™". Below this, a progress bar shows the tracking number 928889011038204444401 and the status "ACCEPTED".

The "Product & Tracking Information" section displays the following details:

DATE & TIME	STATUS OF ITEM	LOCATION
February 4, 2015, 4:00 pm	Acceptance	CHANTILLY, VA 20152

Below the table, a blue box states: "Your item was accepted at 4:00 pm on February 4, 2015 in CHANTILLY, VA 20152."

The "Available Actions" section includes:

- Text Updates
- Email Updates
- Delivery Instructions

The "Delivery Instructions" section contains the following text:

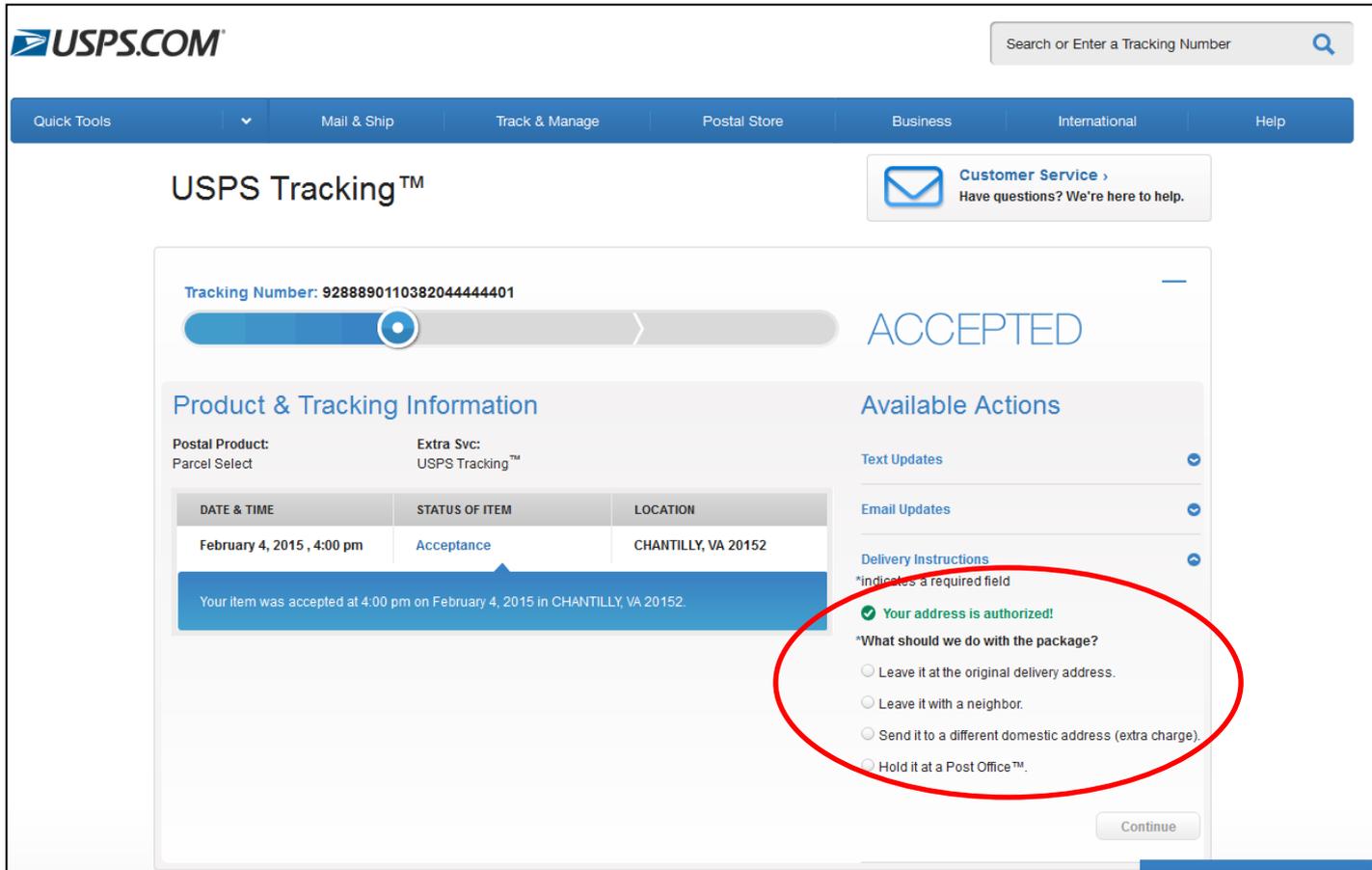
*Indicates a required field
Please enter the address this package is being sent to:
BERKELEY HEIGHTS, NJ 07922-2607

The "Street Address" field is pre-populated with "10 CAMBRIDGE DR". The "Apt / Suite / Other" field is empty.

A red circle highlights the "Continue" button at the bottom right of the page.

Delivery Options

1. User selects their “Delivery Instructions” option from the selections.



The screenshot shows the USPS Tracking website interface. At the top, there is a search bar and navigation tabs for Quick Tools, Mail & Ship, Track & Manage, Postal Store, Business, International, and Help. The main heading is "USPS Tracking™". Below this, a tracking number "9288890110382044444401" is displayed with a progress bar. The status is "ACCEPTED".

Product & Tracking Information

DATE & TIME	STATUS OF ITEM	LOCATION
February 4, 2015, 4:00 pm	Acceptance	CHANTILLY, VA 20152

Your item was accepted at 4:00 pm on February 4, 2015 in CHANTILLY, VA 20152.

Available Actions

- Text Updates
- Email Updates
- Delivery Instructions

*Indicates a required field

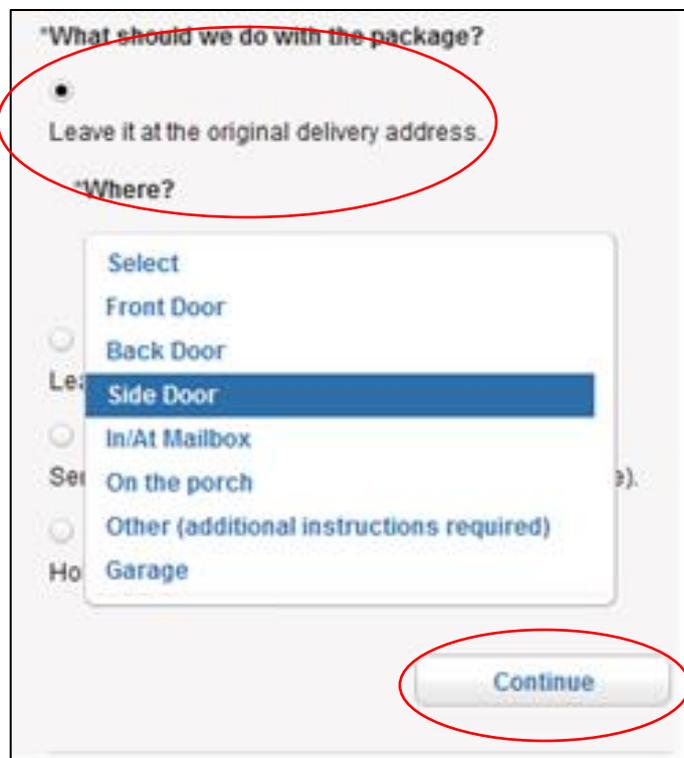
✔ Your address is authorized!

*What should we do with the package?

- Leave it at the original delivery address.
- Leave it with a neighbor.
- Send it to a different domestic address (extra charge).
- Hold it at a Post Office™.

Continue

2. Select the desired leave at location or enter the neighbors address and click “Continue”.



*What should we do with the package?

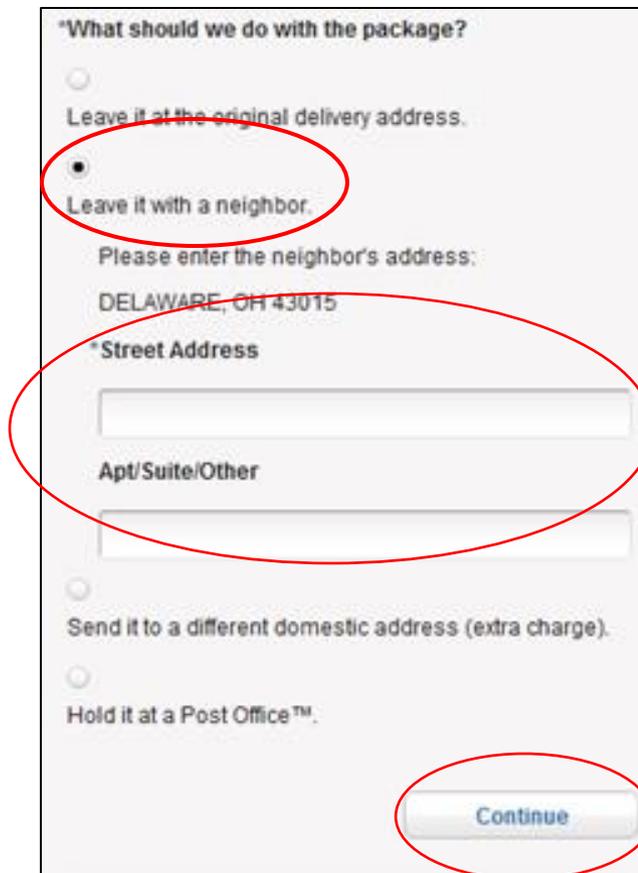
Leave it at the original delivery address.

*Where?

Select

- Front Door
- Back Door
- Le: **Side Door**
- In/At Mailbox
- Set: On the porch
- Other (additional instructions required)
- Ho: Garage

Continue



*What should we do with the package?

Leave it at the original delivery address.

Leave it with a neighbor.

Please enter the neighbor's address:

DELAWARE, OH 43015

*Street Address

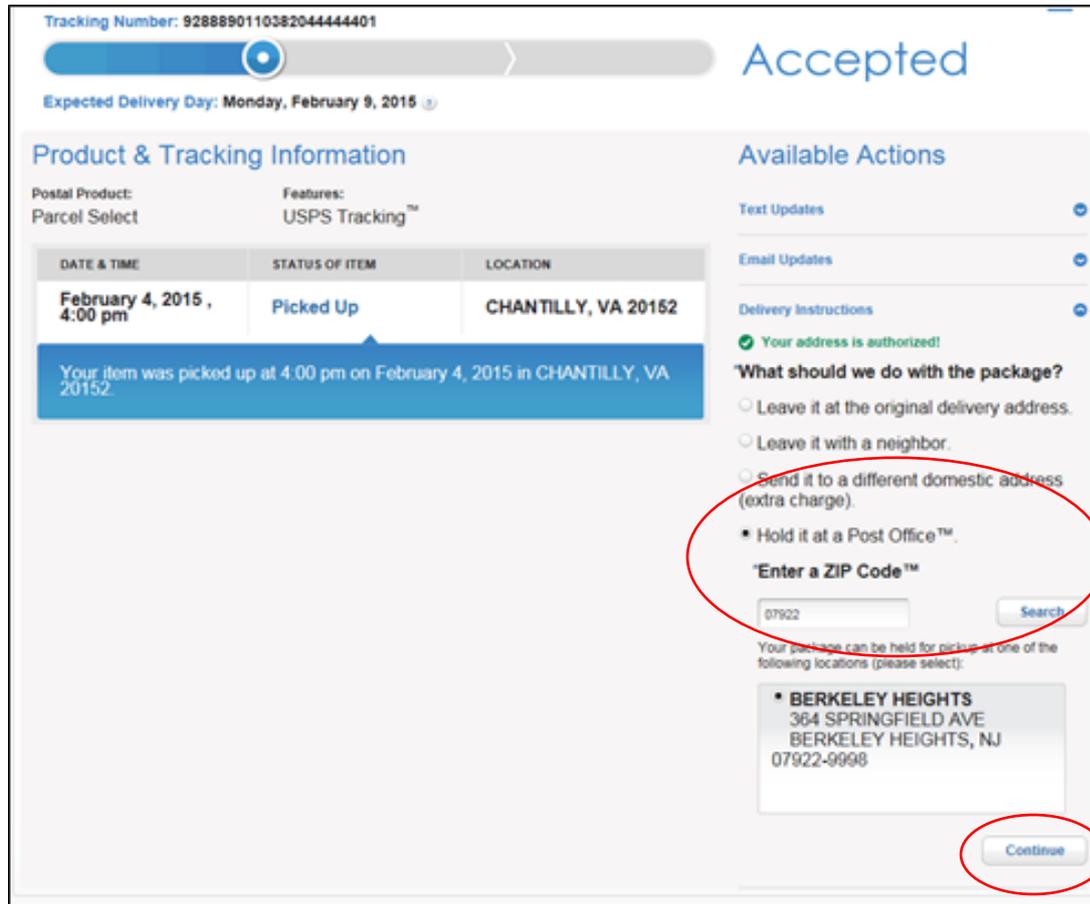
Apt/Suite/Other

Send it to a different domestic address (extra charge).

Hold it at a Post Office™.

Continue

3. User selects “Hold it at a Post Office”. Enter ZIP Code and click “Search”. Verify location and click “Continue”.



Tracking Number: 9288890110382044444401

Accepted

Expected Delivery Day: Monday, February 9, 2015

Product & Tracking Information

Postal Product: Parcel Select Features: USPS Tracking™

DATE & TIME	STATUS OF ITEM	LOCATION
February 4, 2015, 4:00 pm	Picked Up	CHANTILLY, VA 20152

Your item was picked up at 4:00 pm on February 4, 2015 in CHANTILLY, VA 20152.

Available Actions

Text Updates

Email Updates

Delivery Instructions

✓ Your address is authorized!

What should we do with the package?

- Leave it at the original delivery address.
- Leave it with a neighbor.
- Send it to a different domestic address (extra charge).
- Hold it at a Post Office™.**

Enter a ZIP Code™

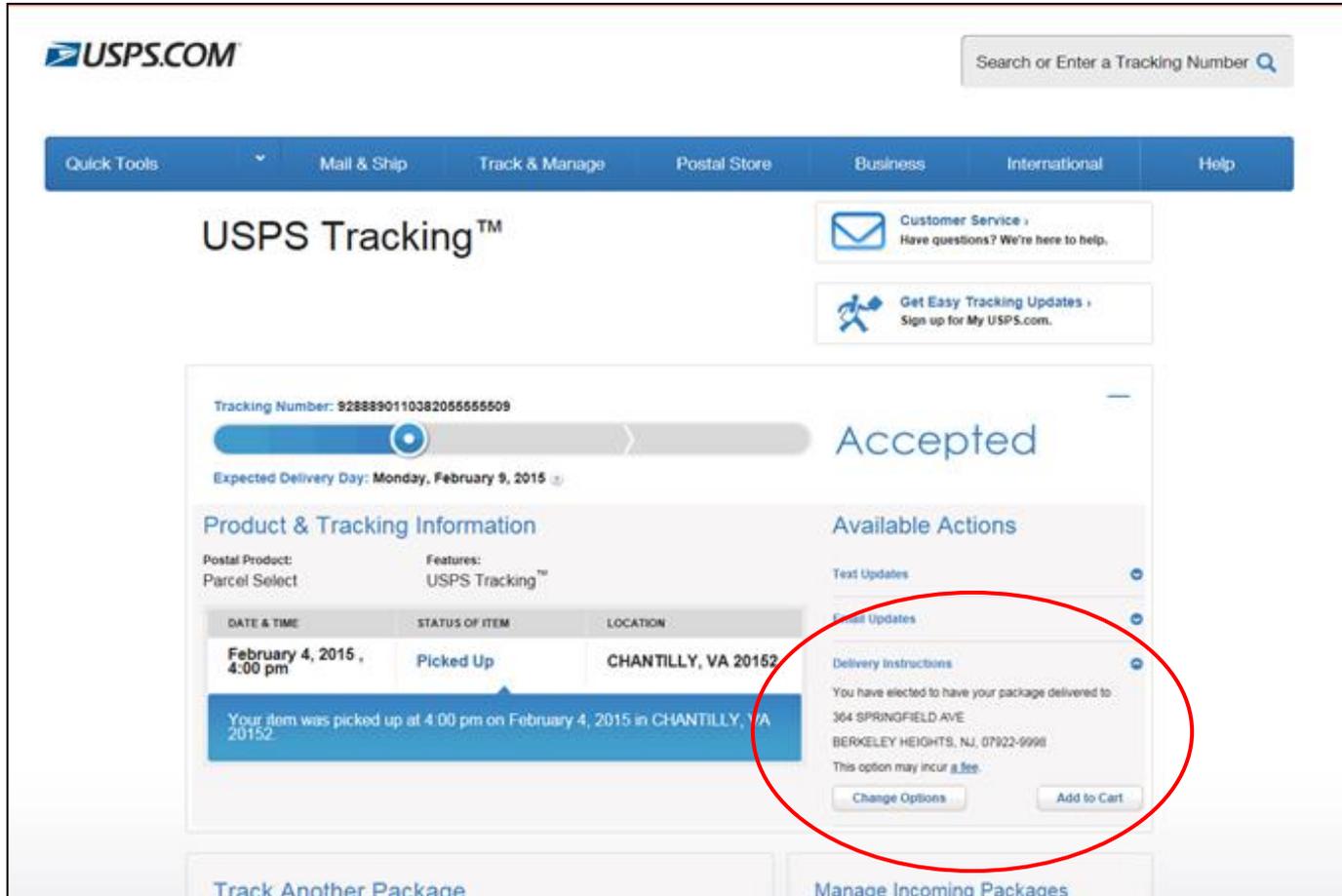
07922 Search

Your package can be held for pickup at one of the following locations (please select):

- BERKELEY HEIGHTS**
364 SPRINGFIELD AVE
BERKELEY HEIGHTS, NJ
07922-9998

Continue

4. The selected Post Office location is displayed.



USPS.COM

Quick Tools Mail & Ship Track & Manage Postal Store Business International Help

USPS Tracking™

Customer Service : Have questions? We're here to help.

Get Easy Tracking Updates : Sign up for My USPS.com.

Tracking Number: 9288890110382055555509

Expected Delivery Day: Monday, February 9, 2015

Accepted

Product & Tracking Information

Postal Product: Parcel Select Features: USPS Tracking™

DATE & TIME	STATUS OF ITEM	LOCATION
February 4, 2015, 4:00 pm	Picked Up	CHANTILLY, VA 20152

Your item was picked up at 4:00 pm on February 4, 2015 in CHANTILLY, VA 20152.

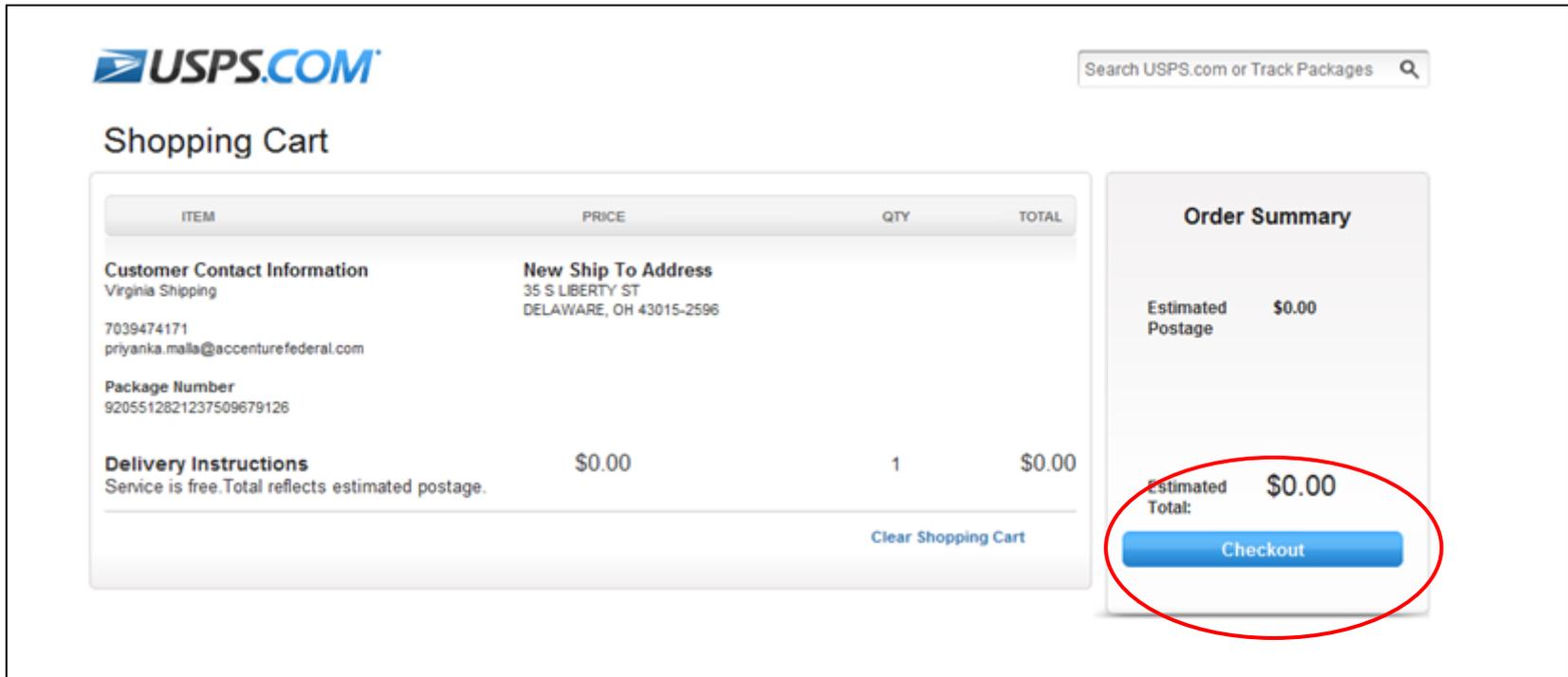
Available Actions

- Text Updates
- Print Updates
- Delivery Instructions

You have elected to have your package delivered to:
364 SPRINGFIELD AVE
BERKELEY HEIGHTS, NJ, 07922-9998
This option may incur a fee.

[Track Another Package](#) [Manage Incoming Packages](#)

4. Checkout will appear with a zero total. Click “Checkout” to continue.



USPS.COM Search USPS.com or Track Packages

Shopping Cart

ITEM	PRICE	QTY	TOTAL
Customer Contact Information Virginia Shipping 7039474171 priyanka.malla@accenturefederal.com	New Ship To Address 35 S LIBERTY ST DELAWARE, OH 43015-2596		
Package Number 9205512821237509679126			
Delivery Instructions Service is free.Total reflects estimated postage.	\$0.00	1	\$0.00

[Clear Shopping Cart](#)

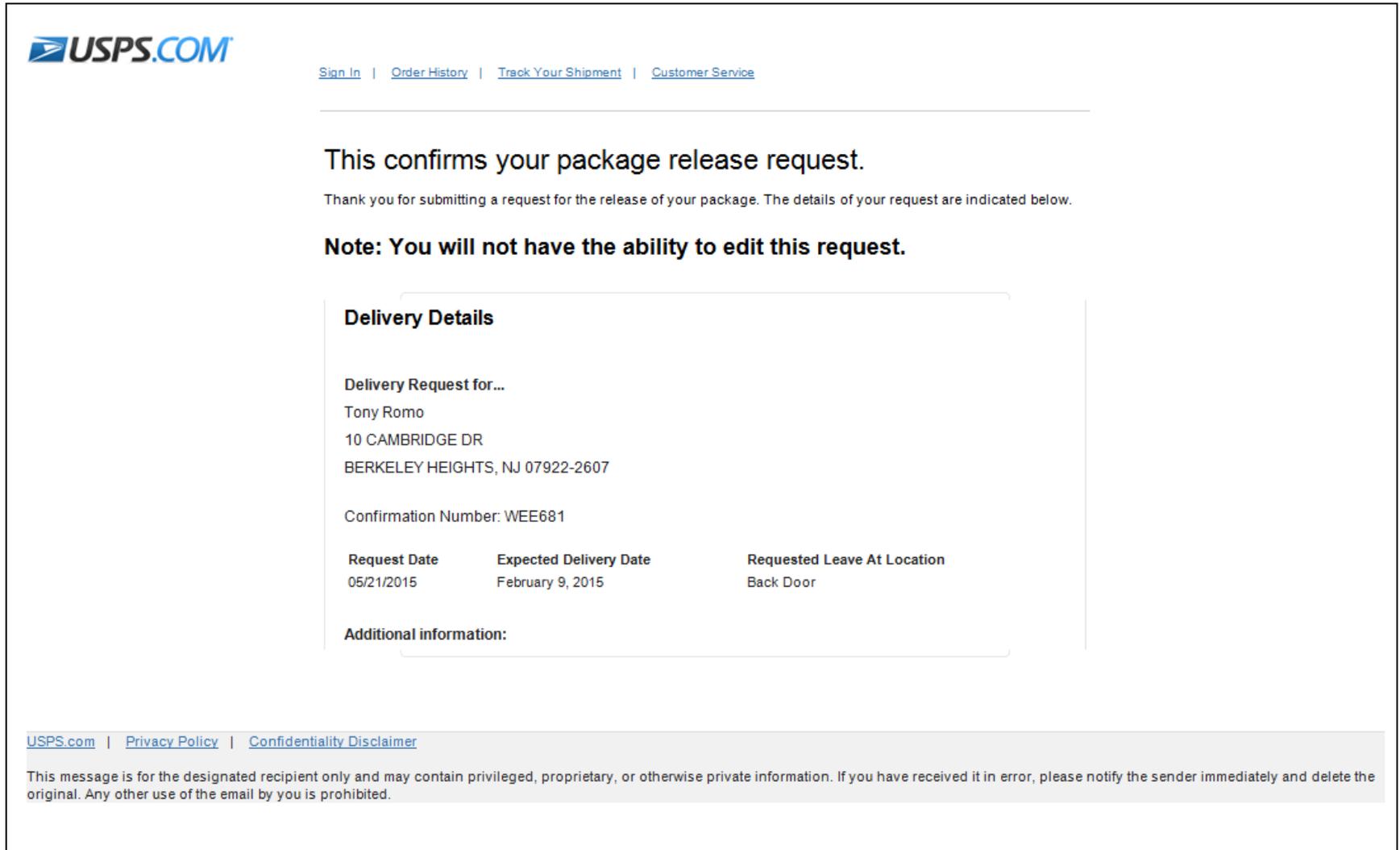
Order Summary

Estimated Postage \$0.00

Estimated Total: **\$0.00**

[Checkout](#)

5. User will receive email notification of their request.



USPS.COM

[Sign In](#) | [Order History](#) | [Track Your Shipment](#) | [Customer Service](#)

This confirms your package release request.

Thank you for submitting a request for the release of your package. The details of your request are indicated below.

Note: You will not have the ability to edit this request.

Delivery Details

Delivery Request for...
Tony Romo
10 CAMBRIDGE DR
BERKELEY HEIGHTS, NJ 07922-2607

Confirmation Number: WEE681

Request Date	Expected Delivery Date	Requested Leave At Location
05/21/2015	February 9, 2015	Back Door

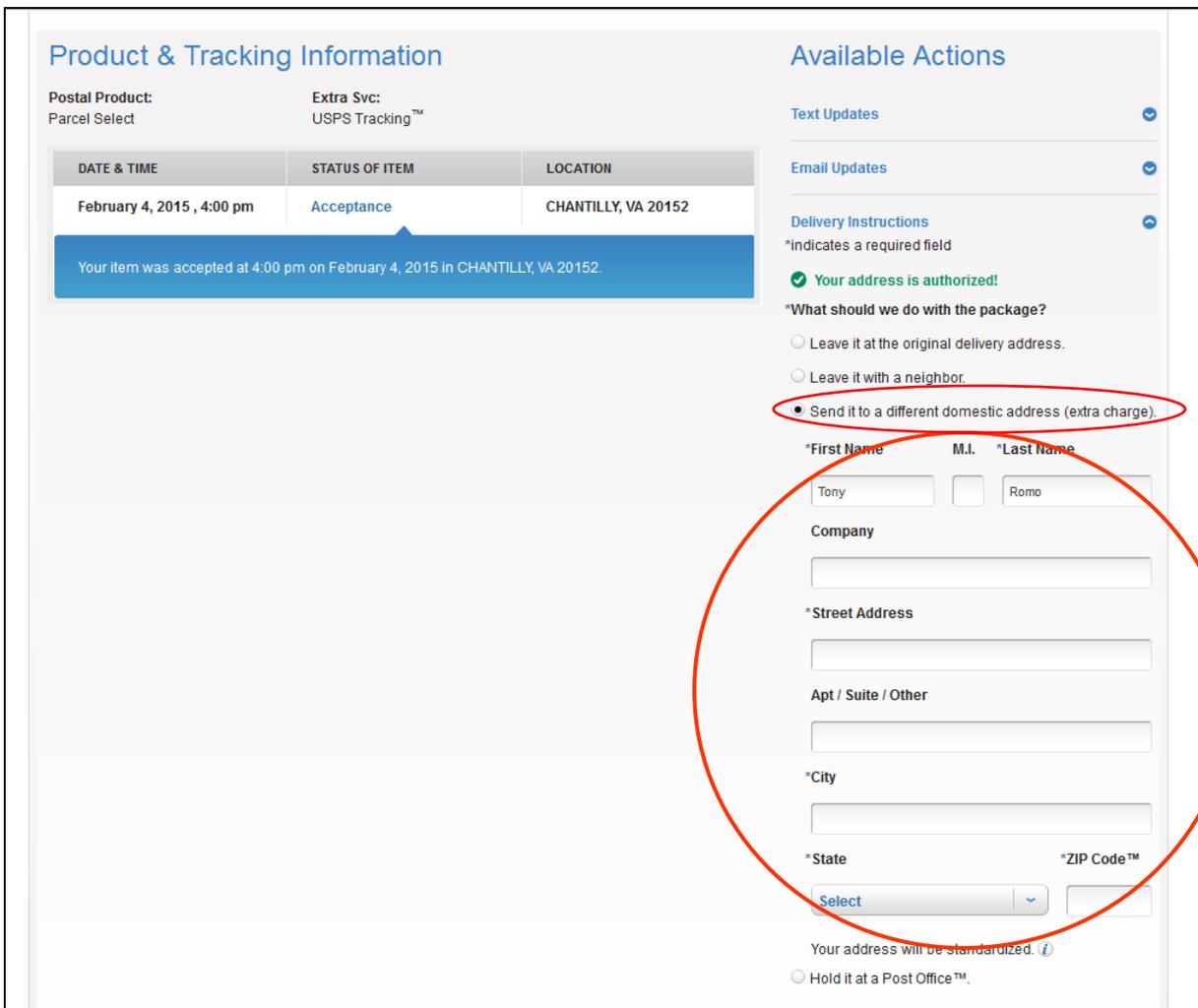
Additional information:

[USPS.com](#) | [Privacy Policy](#) | [Confidentiality Disclaimer](#)

This message is for the designated recipient only and may contain privileged, proprietary, or otherwise private information. If you have received it in error, please notify the sender immediately and delete the original. Any other use of the email by you is prohibited.

**Ship to Alternate Domestic Address,
Upgrade Service,
Add Insurance and Extra Service**

1. When “Send to a different domestic address” is selected, address field is displayed for user to input address.

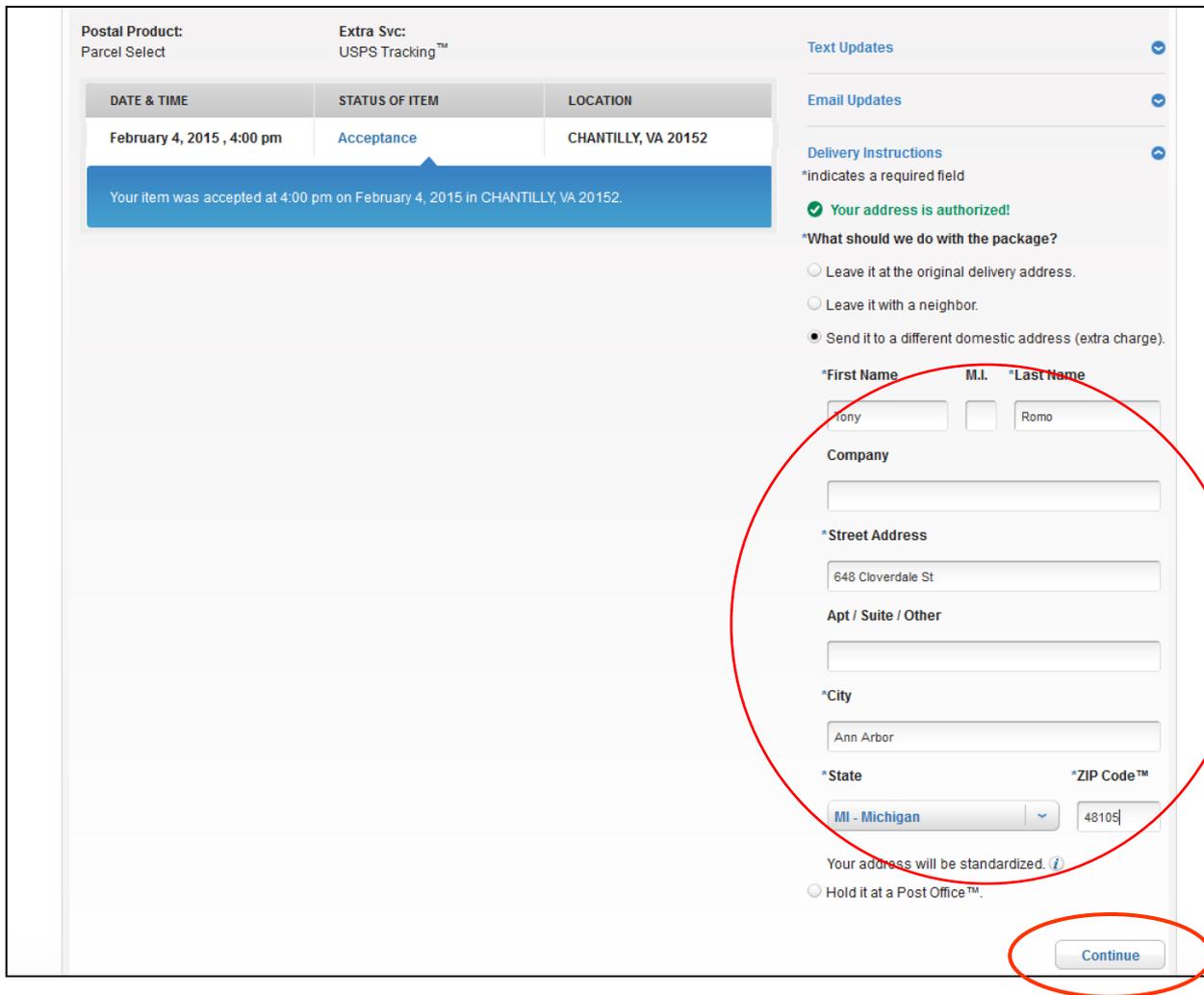


The screenshot displays the USPS tracking interface. On the left, under 'Product & Tracking Information', the 'Postal Product' is 'Parcel Select' and 'Extra Svc.' is 'USPS Tracking™'. A table shows the item was accepted on February 4, 2015, at 4:00 pm in CHANTILLY, VA 20152. A blue notification box states: 'Your item was accepted at 4:00 pm on February 4, 2015 in CHANTILLY, VA 20152.'

On the right, under 'Available Actions', the 'Send it to a different domestic address (extra charge)' option is selected and circled in red. Below this, the address input fields are also circled in red. These fields include: *First Name (Tony), *M.I. (empty), *Last Name (Romo), Company, *Street Address, Apt / Suite / Other, *City, *State (dropdown menu), and *ZIP Code™.

Additional options at the bottom include 'Your address will be standardized.' and 'Hold it at a Post Office™'.

2. User inputs different domestic delivery address and clicks “Continue”.



Postal Product: Parcel Select Extra Svc: USPS Tracking™

DATE & TIME	STATUS OF ITEM	LOCATION
February 4, 2015, 4:00 pm	Acceptance	CHANTILLY, VA 20152

Your item was accepted at 4:00 pm on February 4, 2015 in CHANTILLY, VA 20152.

Text Updates 

Email Updates 

Delivery Instructions 

*indicates a required field

Your address is authorized!

*What should we do with the package?

Leave it at the original delivery address.

Leave it with a neighbor.

Send it to a different domestic address (extra charge).

*First Name M.I. *Last Name

Tony Romo

Company

*Street Address

648 Cloverdale St

Apt / Suite / Other

*City

Ann Arbor

*State *ZIP Code™

MI - Michigan 48105

Your address will be standardized. [?](#)

Hold it at a Post Office™.

Continue

3. User may upgrade service by selecting Priority Mail or Priority Mail Express.

Postal Product:
Parcel Select

Extra Svc:
USPS Tracking™

DATE & TIME	STATUS OF ITEM	LOCATION
February 4, 2015 , 4:00 pm	Acceptance	CHANTILLY, VA 20152

Your item was accepted at 4:00 pm on February 4, 2015 in CHANTILLY, VA 20152.

Text Updates ▼

Email Updates ▼

Delivery Instructions ▼

Delivery Address change:

648 CLOVERDALE ST
ANN ARBOR, MI, 48105-1113

[Edit](#)

Service

- Priority Mail** \$9.83
1-3 Day Delivery once package is intercepted.
Up to \$50.00 included insurance.
- Priority Mail Express** \$38.49
1-2 Day Delivery once package is intercepted.
Up to \$100.00 included insurance.

Insurance

Add more insurance

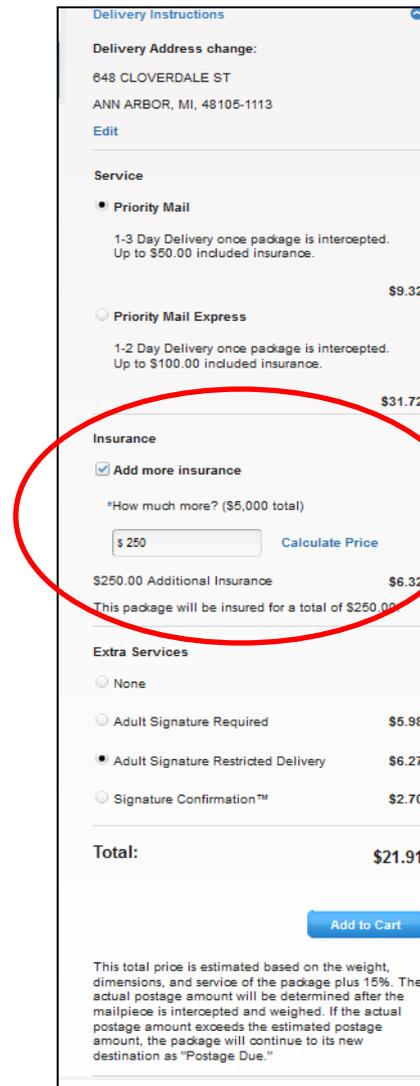
Extra Services

- None
- Adult Signature Required \$5.98
- Adult Signature Restricted Delivery \$6.27
- Signature Confirmation™ \$2.70

Total: **\$9.83**

Add to Cart

4. User selects “Add more insurance” enters additional insurance amount.



Delivery Instructions

Delivery Address change:
648 CLOVERDALE ST
ANN ARBOR, MI, 48105-1113
[Edit](#)

Service

Priority Mail
1-3 Day Delivery once package is intercepted.
Up to \$50.00 included insurance. **\$9.32**

Priority Mail Express
1-2 Day Delivery once package is intercepted.
Up to \$100.00 included insurance. **\$31.72**

Insurance

Add more insurance

*How much more? (\$5,000 total)

[Calculate Price](#)

\$250.00 Additional Insurance **\$6.32**
This package will be insured for a total of \$250.00

Extra Services

None

Adult Signature Required **\$5.98**

Adult Signature Restricted Delivery **\$6.27**

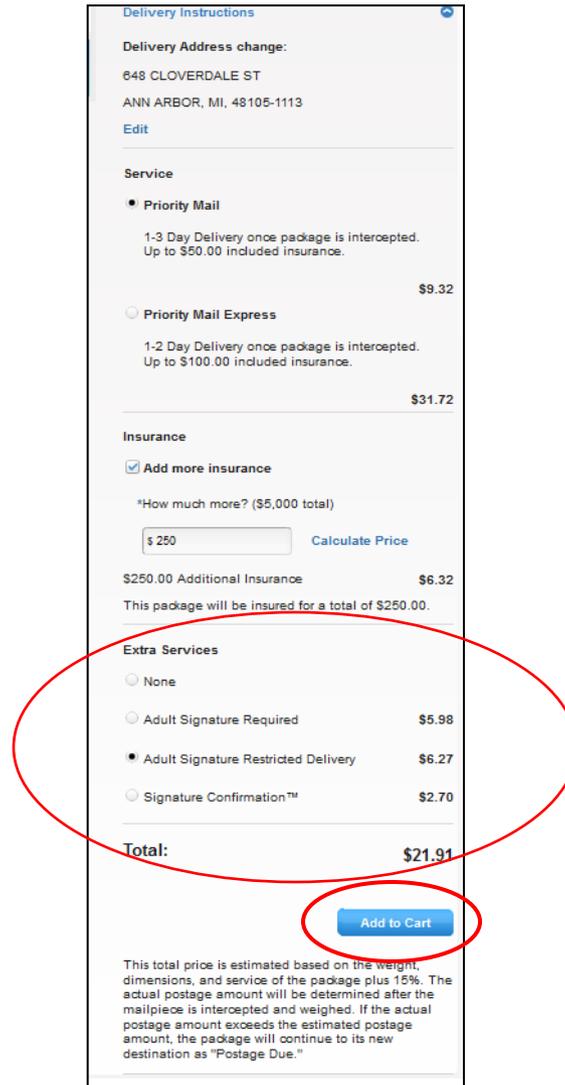
Signature Confirmation™ **\$2.70**

Total: \$21.91

[Add to Cart](#)

This total price is estimated based on the weight, dimensions, and service of the package plus 15%. The actual postage amount will be determined after the mailpiece is intercepted and weighed. If the actual postage amount exceeds the estimated postage amount, the package will continue to its new destination as "Postage Due."

5. User selects an Extra Service. The price is calculated and total is displayed. Users clicks “Add to Cart”.



Delivery Instructions

Delivery Address change:
648 CLOVERDALE ST
ANN ARBOR, MI, 48105-1113
[Edit](#)

Service

Priority Mail
1-3 Day Delivery once package is intercepted.
Up to \$50.00 included insurance.
\$9.32

Priority Mail Express
1-2 Day Delivery once package is intercepted.
Up to \$100.00 included insurance.
\$31.72

Insurance

Add more insurance

*How much more? (\$5,000 total)

\$ 250 [Calculate Price](#)

\$250.00 Additional Insurance \$6.32
This package will be insured for a total of \$250.00.

Extra Services

None

Adult Signature Required \$5.98

Adult Signature Restricted Delivery \$6.27

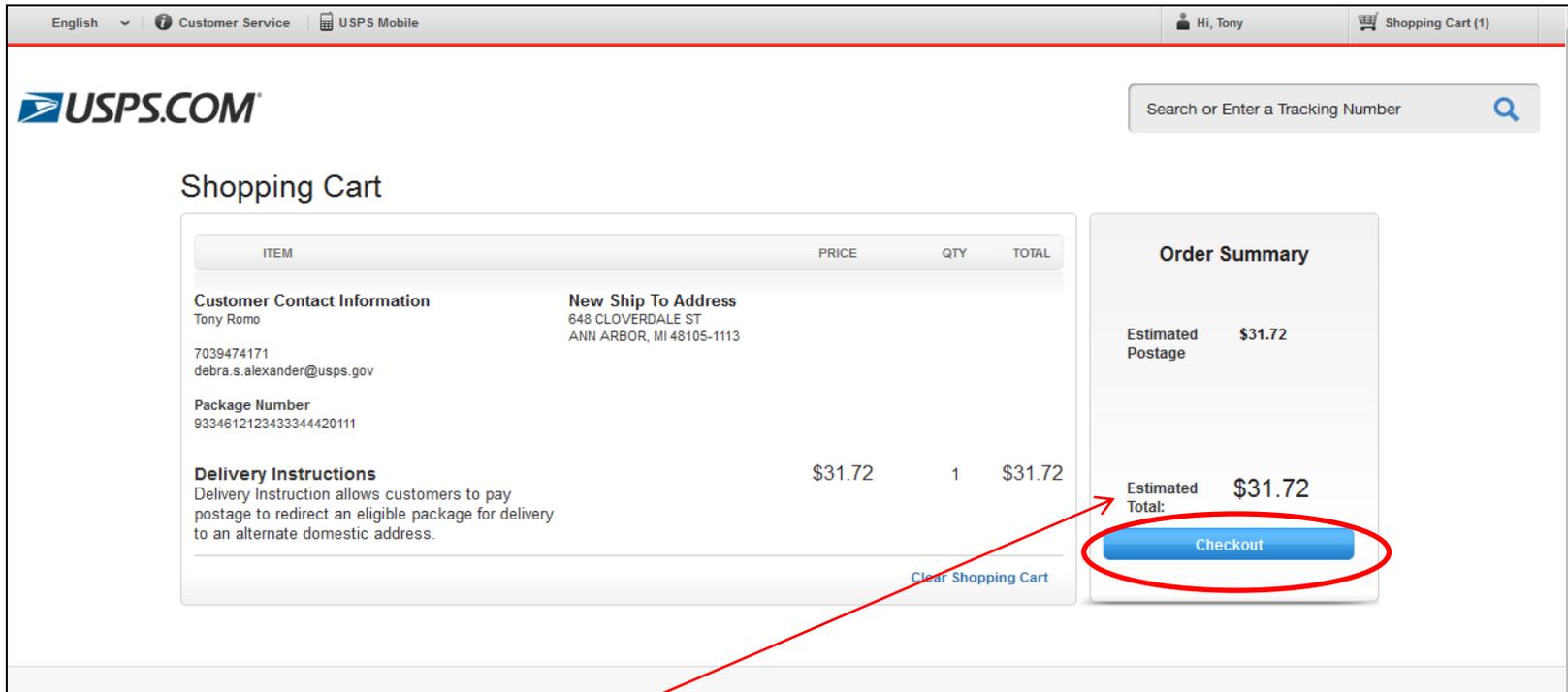
Signature Confirmation™ \$2.70

Total: \$21.91

[Add to Cart](#)

This total price is estimated based on the weight, dimensions, and service of the package plus 15%. The actual postage amount will be determined after the mailpiece is intercepted and weighed. If the actual postage amount exceeds the estimated postage amount, the package will continue to its new destination as "Postage Due."

6. User is taken to the Shopping Cart Order Summary. Review the order and click “Checkout” to proceed.



English Customer Service USPS Mobile Hi, Tony Shopping Cart (1)

USPS.COM Search or Enter a Tracking Number

Shopping Cart

ITEM	PRICE	QTY	TOTAL
<p>Customer Contact Information Tony Romo 7039474171 debra.s.alexander@usps.gov</p> <p>Package Number 9334612123433344420111</p> <p>Delivery Instructions Delivery Instruction allows customers to pay postage to redirect an eligible package for delivery to an alternate domestic address.</p> <p>Clear Shopping Cart</p>	\$31.72	1	\$31.72

Order Summary

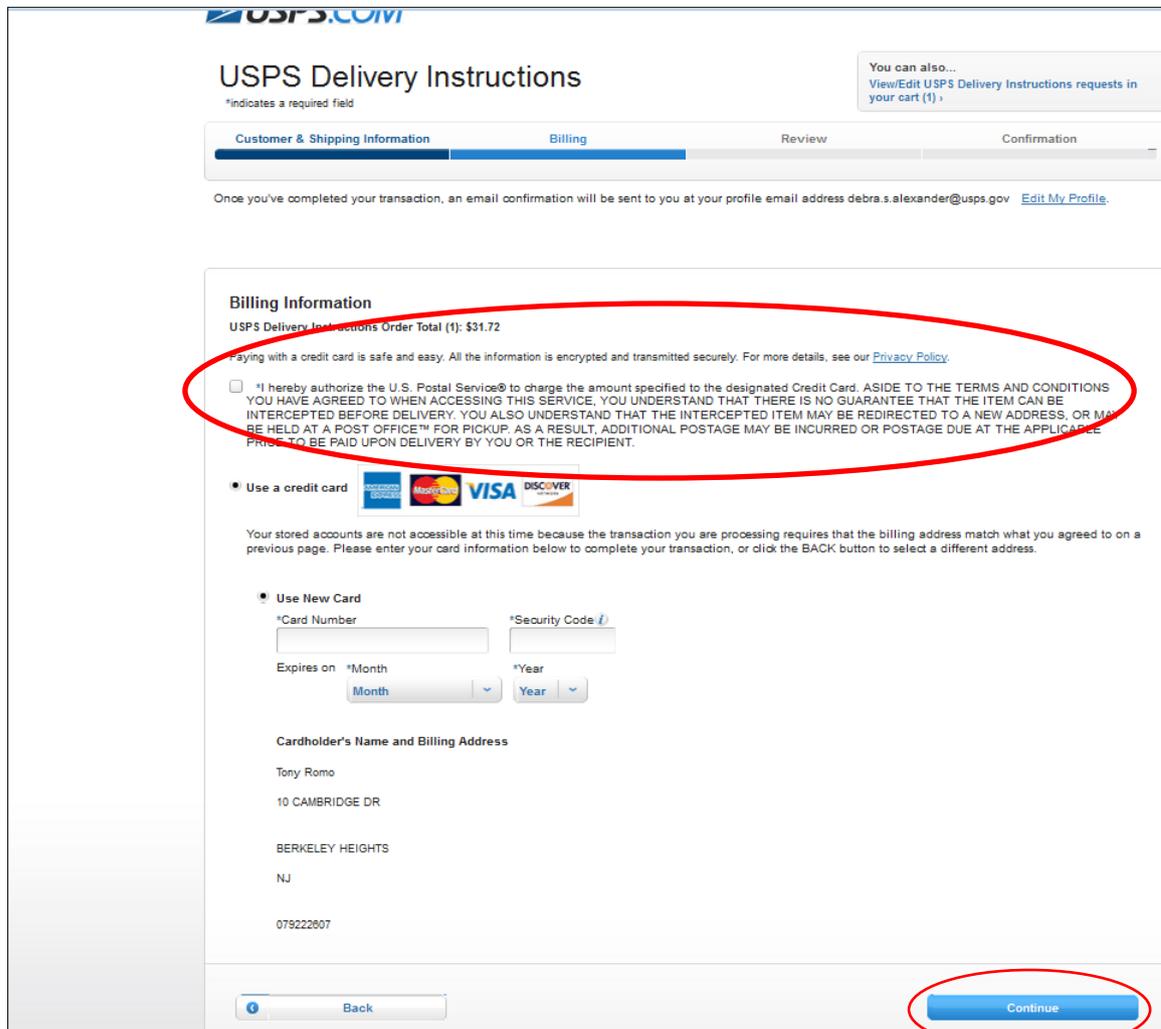
Estimated Postage \$31.72

Estimated Total: \$31.72

[Checkout](#)

- ★ The total price is estimated based on the weight, dimensions, and service of the package plus 15%. The actual postage amount will be determined after the mailpiece is intercepted and weighed. If the actual postage amount exceeds the estimated postage amount, the package will continue to its new destination as “Postage Due.”

7. User must read and agree to the payment authorization. Review credit card information and click “Continue”.



USPS.COM

USPS Delivery Instructions

*indicates a required field

You can also...
[View/Edit USPS Delivery Instructions requests in your cart \(1\)](#)

Customer & Shipping Information | **Billing** | Review | Confirmation

Once you've completed your transaction, an email confirmation will be sent to you at your profile email address debra.s.alexander@usps.gov [Edit My Profile](#).

Billing Information

USPS Delivery Instructions Order Total (1): \$31.72

Paying with a credit card is safe and easy. All the information is encrypted and transmitted securely. For more details, see our [Privacy Policy](#).

*I hereby authorize the U.S. Postal Service® to charge the amount specified to the designated Credit Card. ASIDE TO THE TERMS AND CONDITIONS YOU HAVE AGREED TO WHEN ACCESSING THIS SERVICE, YOU UNDERSTAND THAT THERE IS NO GUARANTEE THAT THE ITEM CAN BE INTERCEPTED BEFORE DELIVERY. YOU ALSO UNDERSTAND THAT THE INTERCEPTED ITEM MAY BE REDIRECTED TO A NEW ADDRESS, OR MAY BE HELD AT A POST OFFICE™ FOR PICKUP. AS A RESULT, ADDITIONAL POSTAGE MAY BE INCURRED OR POSTAGE DUE AT THE APPLICABLE PRICE TO BE PAID UPON DELIVERY BY YOU OR THE RECIPIENT.

Use a credit card



Your stored accounts are not accessible at this time because the transaction you are processing requires that the billing address match what you agreed to on a previous page. Please enter your card information below to complete your transaction, or click the BACK button to select a different address.

Use New Card

*Card Number *Security Code

Expires on *Month *Year

Month Year

Cardholder's Name and Billing Address

Tony Romo
10 CAMBRIDGE DR
BERKELEY HEIGHTS
NJ
079222807

8. Checkout allows another review of order. Click “Place My Order” to proceed.



Search or Enter a Tracking Number 🔍

Checkout:

Customer & Shipping Information

Billing

Review

Confirmation

Bill To:
 Tony Romo
 10 CAMBRIDGE DR
 BERKELEY HEIGHTS, NJ 079222607
 7039474171
[Edit](#)

Payment:
 AmericanExpress: ending in 8141
 Exp: 12/2015 [Edit](#)

ITEM	QTY	PRICE	TOTAL
Customer Contact Information			
Tony Romo 7039474171 debra.s.alexander@usps.gov			
Package Number			
9334612123433344420111			
Delivery Instructions			
Delivery Instruction allows customers to pay postage to redirect an eligible package for delivery to an alternate domestic address.			
	1x	\$31.72	=\$31.72

[Modify Cart](#)

Order Summary

Estimated Postage \$31.72

Estimated Total: \$31.72

Place My Order

[Save Cart for Later](#)

29

9. Confirmation that the Delivery Instruction has been placed.



Search or Enter a Tracking Number

Your Order has been Placed!

Customer & Shipping Information
Billing
Review
Confirmation ✔

Success!

Your order number is [2181730123](#)

A confirmation email was sent to: debra.s.alexander@usps.gov

You can review your order by clicking on the order number now or going to the [Orders](#) section.

Review your Delivery Instructions details [here](#).

<p>Status: Order Processing</p> <p>Order: 22022015</p> <p>Placed:</p>	<p>Bill To:</p> <p>Tony Romo 10 CAMBRIDGE DR BERKELEY HEIGHTS, NJ 079222807 7039474171 debra.s.alexander@usps.gov</p>
<p>Payment:</p> <p>AmericanExpress: ending in 8141</p> <p>Exp: 12/2015</p>	

ITEM	QTY	PRICE	TOTAL
<p>Customer Contact Information</p> <p>Tony Romo 7039474171 debra.s.alexander@usps.gov</p> <p>Package Number 933481212343344420111</p>			
<p>New Ship To Address</p> <p>848 CLOVERDALE ST ANN ARBOR, MI 48105-1113</p>			
<p>Delivery Instructions</p> <p>Delivery instruction allows customers to pay postage to redirect an eligible package for delivery to an alternate domestic address.</p>	1x	\$31.72	=\$31.72

Order Summary

Estimated Postage	\$31.72
Estimated Total:	\$31.72

10. User receives email notification of the request.


Order #: o166270001

Hello Tony Romo,

Thank you for using USPS.com.

Order #: o166270001
 Placed on: May 21, 2015 3:21:28 PM
 Status: Order Processing
 Bill to: AmericanExpress: ending in 8141
 Exp: 12/2015

Item	QTY	Price	Total
Delivery Instructions			
Delivery instruction allows customers to pay postage to redirect an eligible package for delivery to an alternate domestic address.	1x	\$17.94	= \$17.94
Estimated Postage			\$17.94
Tax:			\$0.00
Estimated Total:			\$17.94

Refunds
 To see if this transaction is eligible for a refund, review our refund process.
[Learn More](#)

Download USPS Mobile®


[USPS.com](#) | [Privacy Policy](#) | [Customer Service](#) | [FAQs](#)



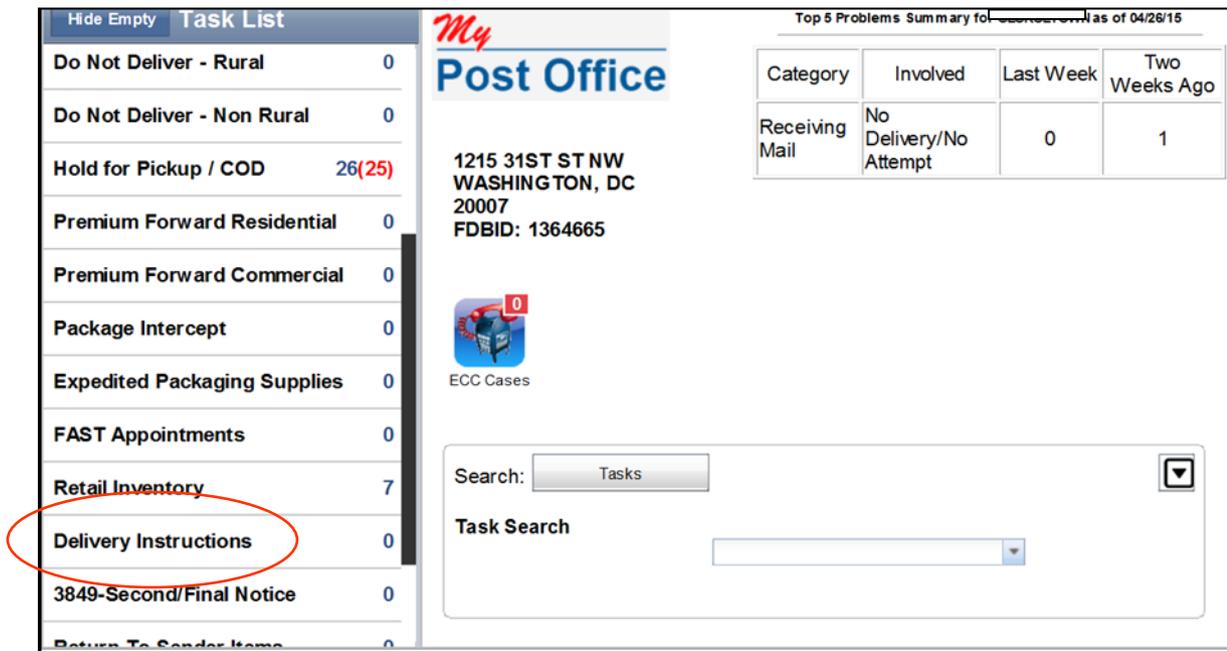




This is an automated email, please do not reply to this message. This message is for the designated recipient only and may contain privileged, proprietary, or otherwise private information. If you have received it in error, please delete. Any other use of the email by you is prohibited.

Local Post Office Notification through My Post Office (MyPO)

1. MyPO user, either the Postmaster or their designee, selects “Delivery Instructions”.



The screenshot displays the My Post Office (MyPO) interface. On the left, a 'Task List' is shown with various tasks and their counts. The 'Delivery Instructions' task is circled in red. The right side of the interface shows the 'My Post Office' header with the address '1215 31ST ST NW WASHINGTON, DC 20007' and 'FDBID: 1364665'. Below this is a 'Top 5 Problems Summary' table for the week of 04/26/15. The table shows 'Receiving Mail' with 'No Delivery/No Attempt' having 0 occurrences last week and 1 occurrence two weeks ago. There is also a search box for tasks and a dropdown menu for 'Task Search'.

Category	Involved	Last Week	Two Weeks Ago
Receiving Mail	No Delivery/No Attempt	0	1

Task	Count
Do Not Deliver - Rural	0
Do Not Deliver - Non Rural	0
Hold for Pickup / COD	26(25)
Premium Forward Residential	0
Premium Forward Commercial	0
Package Intercept	0
Expedited Packaging Supplies	0
FAST Appointments	0
Retail Inventory	7
Delivery Instructions	0
3849-Second/Final Notice	0
Return To Sender Items	0

- Open requests appear as “Undelivered”. Double click the request to open.

Print All Delivery Instructions			
Confirmation Number	Customer Information	Request Date	Status
WEE306	Shaha 173 EUCLID AVE APT 1002	WED 10/22/2014	Undelivered >
WEE305	Troy 1 WASHINGTON ST	WED 10/22/2014	Undelivered >
WEE304	Morris 14 ROSS ST	WED 10/22/2014	Undelivered >

3. Delivery Instruction detail screen allows the user close the request as “Delivered” or “Not Delivered”.

USPS RESTRICTED INFORMATION

Confirmation Number: WEE304

416 Tracking Number: 9205512821237509760206

Delivery Instructions Record Information

Request Date: Wed Oct 22, 2014
Current Status: Undelivered
Fulfill Date:

Customer Information

Name: Kimberlee Morris
Address: 14 ROSS ST
City, State, ZIP: KINGSTON PA 18704
Phone Number: (570) 761-9987
Email: james.a.brown3@usps.gov
Delivery Location: Neighbor (address required)

Neighbor Information

Address: 15 ROSS ST
City, State, ZIP: KINGSTON PA 18704

4. If “Not Delivered” is selected user must entered a reason must be entered.

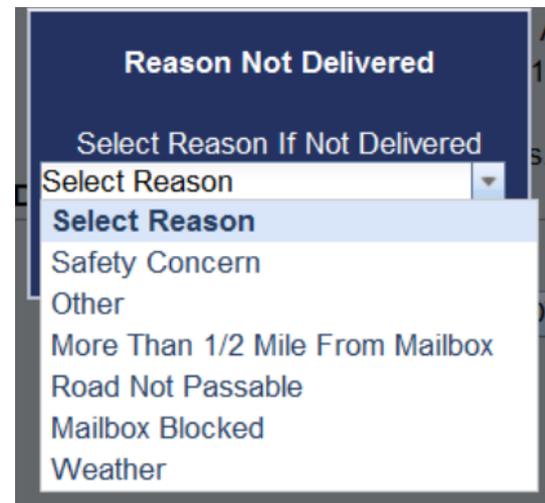


Reason Not Delivered

Select Reason If Not Delivered

Select Reason

CLOSE CANCEL



Reason Not Delivered

Select Reason If Not Delivered

Select Reason

- Select Reason
- Safety Concern
- Other
- More Than 1/2 Mile From Mailbox
- Road Not Passable
- Mailbox Blocked
- Weather

5. From the Detail screen the user will select “Print Label”.

USPS RESTRICTED INFORMATION
Tracking Number: 933461212343344420135
Package Intercept Record Information
Origination: Delivery Instructions Request ID: TOI24104 Current Status: Intercepted Package Intercept Type: Redirect Original Tracking Number: 933461212343344420135 New Tracking Number: 420072089407401699320000003487 Mail Class: Priority Mail Insurance Value: \$500.00 Comments: test
Services
Signature Confirmation
Sender Information
Name: Timothy C Morris Street Address: 15 LENOX AVE City, State ZIP: AVENEL, NJ 07001-1438
Original Destination Information
Name: Timothy C Morris Street Address: 15 LENOX AVE City, State ZIP: AVENEL, NJ 07001-1438
Forwarded Destination Information
Name: Timothy C Morris Street Address: 1013 KILSYTH RD City, State ZIP: ELIZABETH, NJ 07208-2902
Print Label

6. MyPO will generate a new label. User will print the new shipping label and affix over the existing label, ensuring that the previous barcode has been covered. The package should then be scanned as accepted and dispatched as usual.

P	U.S. Postage & Fees Paid Priority
PRIORITY MAIL 1-DAY™	
TIMOTHY MORRIS 15 LENOX AVE AVENEL NJ 07001-1438	Ship Date: 04/17/15 Expected Delivery: 04/18/15 Weight: 1 lb 0 oz Ref: TOI24104 0021
C058	
TIMOTHY MORRIS 1013 KILSYTH RD ELIZABETH NJ 07208-2902	
USPS SIGNATURE TRACKING #	
	
9407 4016 9932 0000 0034 87	

Reports (Internal Only)

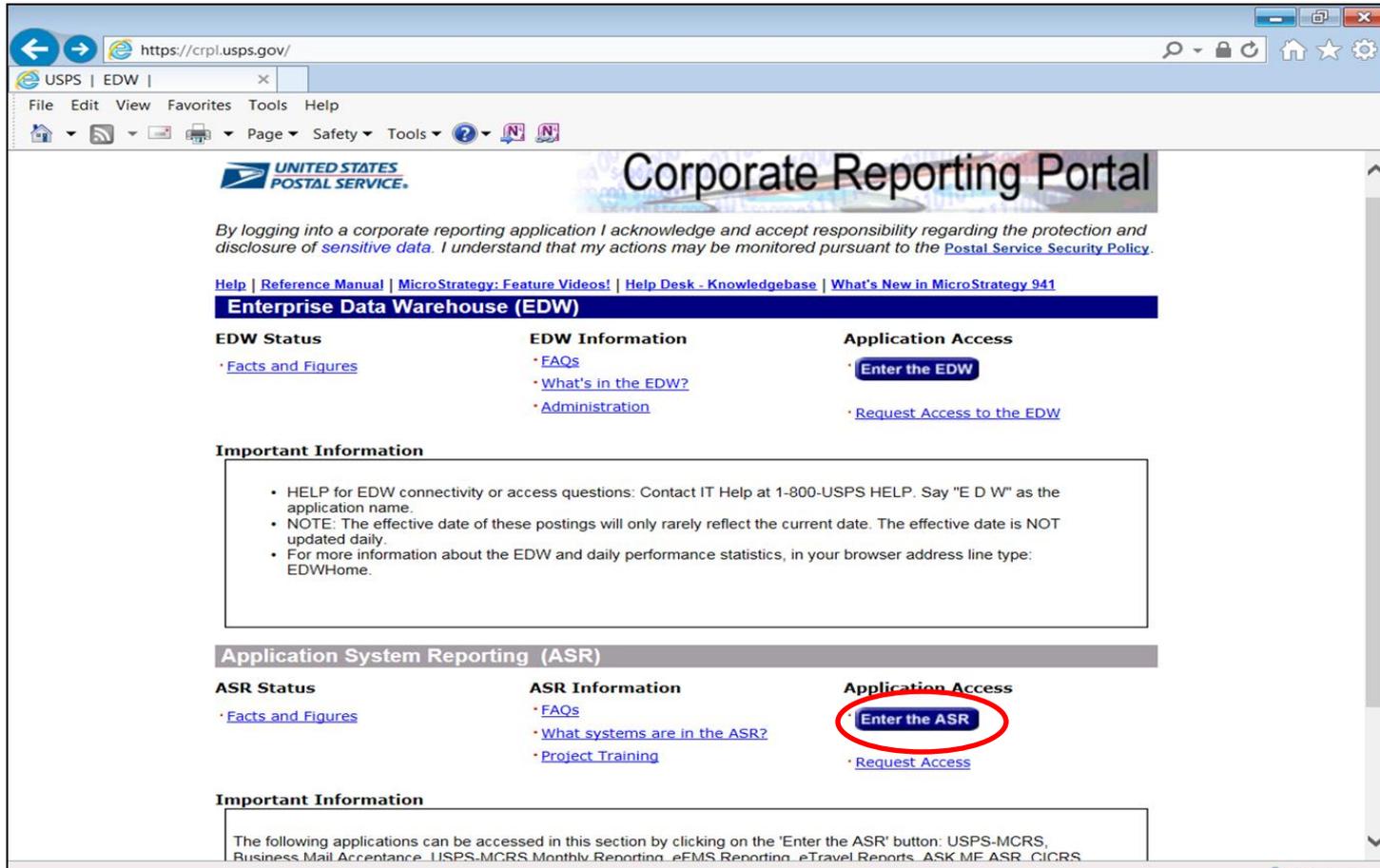
1. Locate Enterprise Data Warehouse (EDW)

Blue United States Postal Service
You deliver for the country, we deliver for you.

Home
My Work
My Life
Inside USPS

<p>Essential Links</p> <ul style="list-style-type: none"> ■ Connecting with Customers ■ Corporate Information Security ■ Continuous Improvement ■ CSDC ■ DRIVE ■ eAccess ■ eAwards ■ eBuy/eBuy2 ■ eHRSSC forms ■ eIdeas ■ ePayroll ■ ePassword Reset ■ eTravel ■ Employee Deals ■ Find It ■ Forms ■ IT Self Help ■ Learning Management System ■ My Post Office ■ News ■ NPA ■ Performance Evaluation System (PES) ■ Phone Directory ■ PolicyNet ■ Postal Bulletin ■ PostalEASE ■ Postal Explorer ■ PostalOne! ■ Relocation and 	<p>General Tools</p> <ul style="list-style-type: none"> ■ ACE ■ Automated Enrollment System ■ CAMS ■ eAccess ■ eBuy/eBuy2 ■ eDeploy ■ eFlash ■ eFleet ■ eIdeas ■ eRMS ■ eTravel ■ Enterprise Data Whse ■ GetThere ■ Network Operations Dashboard ■ Postal Explorer ■ Section 508 ■ SPEC (Pub112) ■ TACS ■ Transfer of Accountability Forms ■ UPU <p>Safety Resource Tools</p> <ul style="list-style-type: none"> ■ HR Safety Dashboard ■ Safety Toolkit ■ Safety Depends on Me ■ Serious Accident Report ■ Suspicious Mail <p style="background-color: #003366; color: white; padding: 2px;">HR Professionals' Info</p> <ul style="list-style-type: none"> ■ Benefits Calculators ■ Compensation Calculators ■ Computerized Bidding Info ■ eMedical Assessment ■ ICPAS ■ Overview of Personnel Selection Methods ■ Qualification Standards 	<p>Moving The Mail Tools</p> <ul style="list-style-type: none"> ■ AMS DPFNow ■ AVUS ■ CPMS ■ CSDRS ■ Delivery Helper ■ DOIS ■ EDDM Lookup ■ eMARS ■ eMIR ■ Employee BarCode ■ EMPOWER ■ eUARS ■ FAMS ■ IMDHELP ■ MHTS ■ MSP ■ MTSC ■ PO Boxes Blue ■ Postmaster's Toolkits ■ Product Tracking & Reporting ■ Rate Calculators ■ RIBBS ■ Track and Confirm ■ TTMS (EXFC) ■ Variance Programs ■ WebBATS <p>Customer Contact Tools</p> <ul style="list-style-type: none"> ■ Business Connect ■ CICRS ■ COARS ■ Customer Insights ■ EDW Home ■ Marketing Intelligence Library ■ PostalOne! ■ Sales Force Resource
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2. Click “Enter the ASR”.



The screenshot shows a web browser window at <https://crpl.usps.gov/>. The page title is "Corporate Reporting Portal". Below the header, there is a disclaimer: "By logging into a corporate reporting application I acknowledge and accept responsibility regarding the protection and disclosure of sensitive data. I understand that my actions may be monitored pursuant to the Postal Service Security Policy." Navigation links include "Help", "Reference Manual", "MicroStrategy: Feature Videos!", "Help Desk - Knowledgebase", and "What's New in MicroStrategy 941".

The main content area is divided into two sections: "Enterprise Data Warehouse (EDW)" and "Application System Reporting (ASR)".

Enterprise Data Warehouse (EDW)

- EDW Status**
 - [Facts and Figures](#)
- EDW Information**
 - [FAQs](#)
 - [What's in the EDW?](#)
 - [Administration](#)
- Application Access**
 - [Enter the EDW](#)
 - [Request Access to the EDW](#)

Important Information

- HELP for EDW connectivity or access questions: Contact IT Help at 1-800-USPS HELP. Say "E D W" as the application name.
- NOTE: The effective date of these postings will only rarely reflect the current date. The effective date is NOT updated daily.
- For more information about the EDW and daily performance statistics, in your browser address line type: EDWHome.

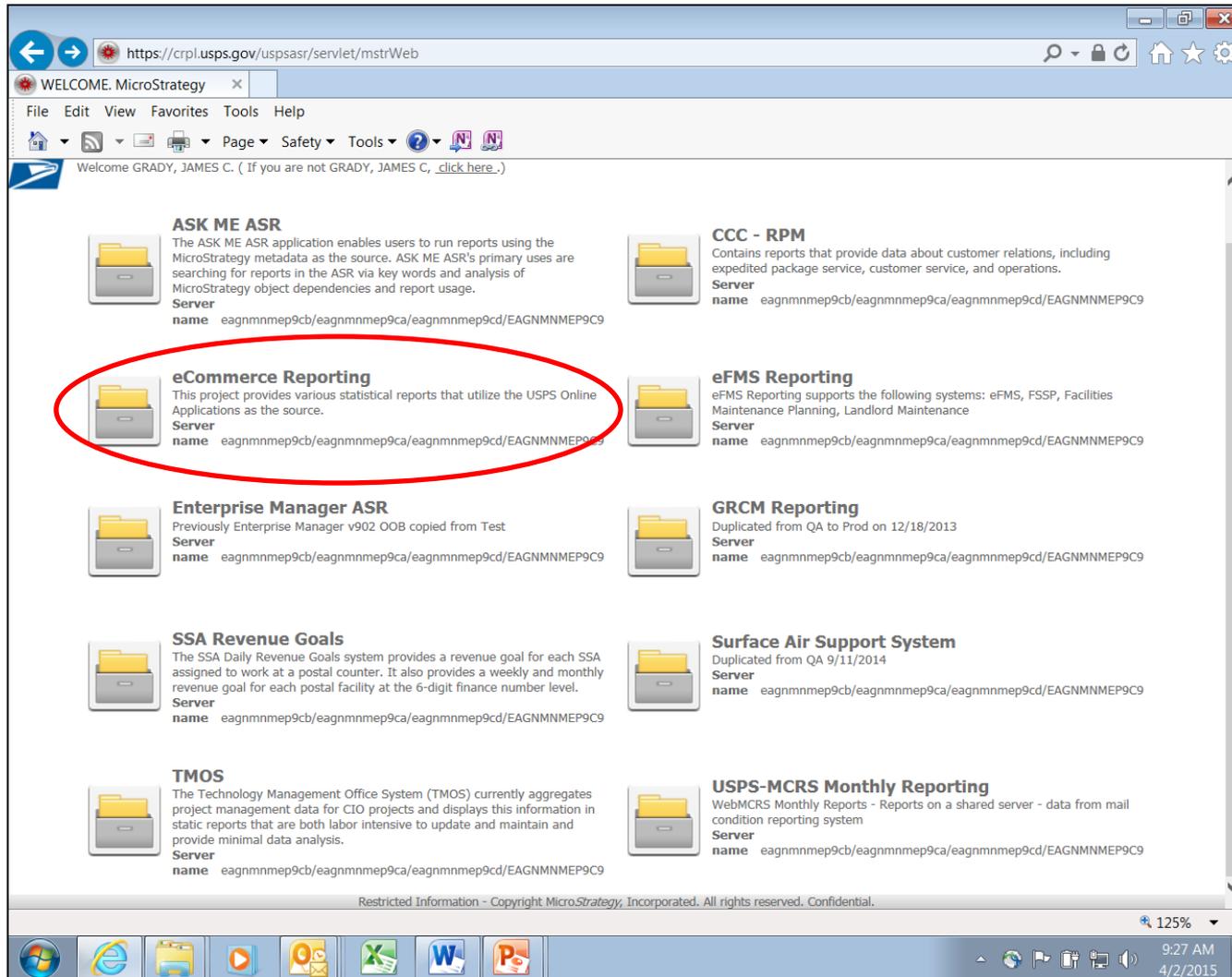
Application System Reporting (ASR)

- ASR Status**
 - [Facts and Figures](#)
- ASR Information**
 - [FAQs](#)
 - [What systems are in the ASR?](#)
 - [Project Training](#)
- Application Access**
 - [Enter the ASR](#)
 - [Request Access](#)

Important Information

The following applications can be accessed in this section by clicking on the 'Enter the ASR' button: USPS-MCRS, Business Mail Acceptance, USPS-MCRS Monthly Reporting, eFMS Reporting, eTravel Reports, ASK ME ASR, CICRS.

3. Click “eCommerce Reporting”.



4. Click “Shared Reports”.



5. Next click “Postal Store”.

	Name	Owner	Modified	Description
	Inventory and Fullfillment	Administrator	3/15/11 9:39:14 AM	Inventory Management, Inve
	Postal Store	Administrator	7/31/13 2:25:27 PM	Postal Store Reports Folder

6. Next click “Operational Reports”.

	Name	Owner	Modified	Description
	Operational Reports	Administrator	4/29/15 8:42:31 AM	
	Order Merchandise	Administrator	6/19/13 3:30:29 PM	Order Merchandise

- Request Statistics - provides counts of Delivery Instructions requests that were sent to MyPO and the completion success.

National	# of EASR Requests Completed before the Request Date	# of EASR Requests Completed the same day as the Request Date	# of EASR Requests Completed after the Request Date	% of EASR Requests Completed (for selected time period)	# of EASR Requests not Acknowledged in MyPO (for selected time period)	% of EASR Requests not Acknowledged in MyPO (for selected time period)
NATIONAL	0	97,559	17,964	28.05%	98,735	24.41%

- Request Summary – provides count of Delivery Instruction requests completed, not completed and the reason.

National	# of EASR Requests Received	# of EASR Requests Completed	# of EASR Requests not Completed	Reason Code - Weather	Reason Code - Mailbox blocked	Reason Code - More than 1/2 mile from mailbox	Reason Code - Road not passable	Reason Code - Safety concern	Reason Code - Other
NATIONAL	411,788	115,523	29,408	191	79	115	71	1,397	27,555

Benefits

- Ease of use for customers.
- Reduce failed delivery attempts and use of the PS Form 3849, Delivery Notice/Reminder/Receipt. *6,245,961 mailpieces were scanned “Notice Left” in FY ‘14 .
- Requests submitted by 2:00 a.m. (cst) are sent to local office that day.
- No fee is charged. Customer pays for postage, service upgrade and extra services added to ship to alternate address.

Changes

- May 2015 adding ability to upgrade service to Priority Mail Express or Priority Mail based on postage.
- May 2015 ability to add insurance over the \$50 included with Priority Mail and \$100 included with Priority Mail Express.

*Data source – Corporate Reporting Portal – EDW – Delivery Success Report

Resources

- User's Guide posted on RIBBS Website: <https://ribbs.usps.gov>.
- My Post Office (MyPO) User Guide (for Internal Use)

Contact

- Shippingservices@usps.gov.

Delivery Instructions Overview Webinar

Question and Answer Session

United States Postal Service

Sherry D. Evans
Product Development Specialist
Shipping Products and Services

Tuesday, May 26, 2015

Delivery Instructions Overview Webinar

The webinar is now concluded

RIBBS Website: <https://ribbs.usps.gov>