

My USPS - Commercial Webinar

Start Time: 11:00 AM ET

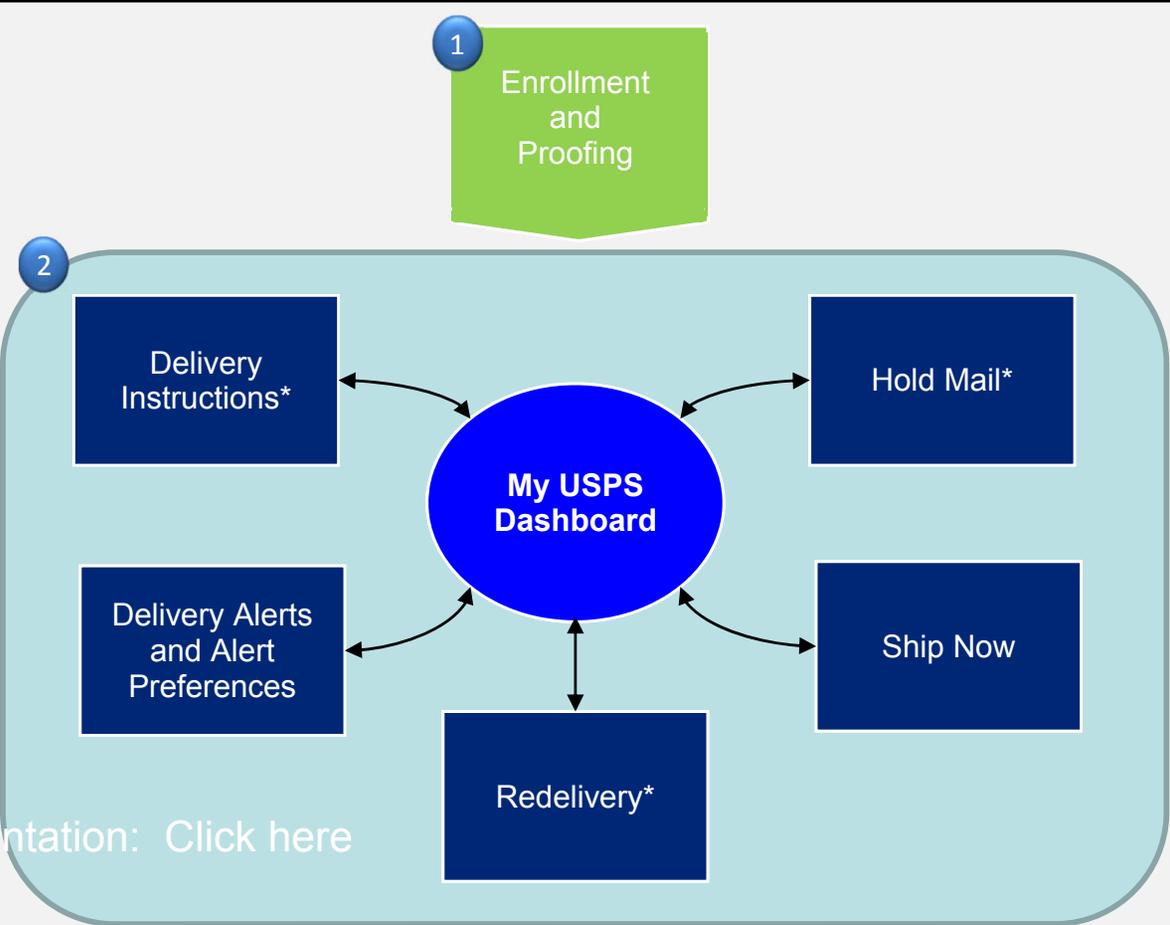
United States Postal Service

Patti Mason
Manager, Digital Media
New Products and Innovation

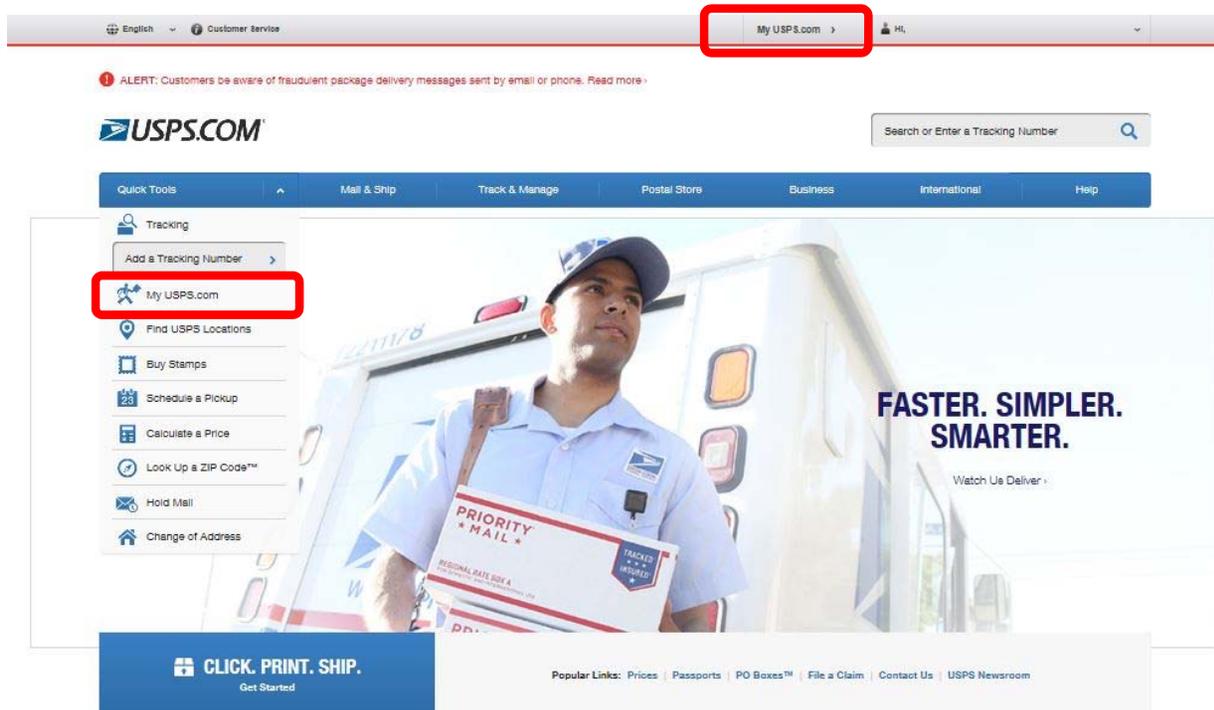
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Tuesday, August 18, 2015

My USPS launched in September of 2014. The application provides customers with a single, comprehensive dashboard solution to track and manage incoming USPS packages.

Feature Descriptions	
<p>Enrollment and Proofing: Allows a user to complete the enrollment process and complete online identity verification .</p>	 <p>The diagram illustrates the user flow for the My USPS Dashboard. It starts with 'Enrollment and Proofing' (step 1) leading to the 'My USPS Dashboard' (step 2). The dashboard is a central hub connected to several features: 'Delivery Instructions*', 'Hold Mail*', 'Delivery Alerts and Alert Preferences', 'Ship Now', and 'Redelivery*'. A watermark 'Presentation: Click here' is visible at the bottom of the diagram area.</p>
<p>Delivery Alerts and Alert Preferences: Allows a user to select/edit how they would like to receive notifications on package delivery status (email and/or text).</p>	
<p>Inbound Package Tracking Dashboard: Provides a central location where users can view inbound package tracking information whether automatically or manually entered.</p>	
<p>Ship Now (CNS Create Label): Provides the user with easy access to a label creation form.</p>	
<p>Delivery Instructions: Allows a user to direct the carrier on where to leave a package.</p>	
<p>Hold Mail: Allows the user to provide upcoming dates where they would like mail to be held for pickup or delivery at a later date.</p>	
<p>Redelivery: Allows users to request a package be redelivered based on a failed delivery attempt.</p>	

A user will be able to navigate to My USPS numerous ways.



A user will be able to navigate to My USPS a number of different ways from the USPS.com home page.

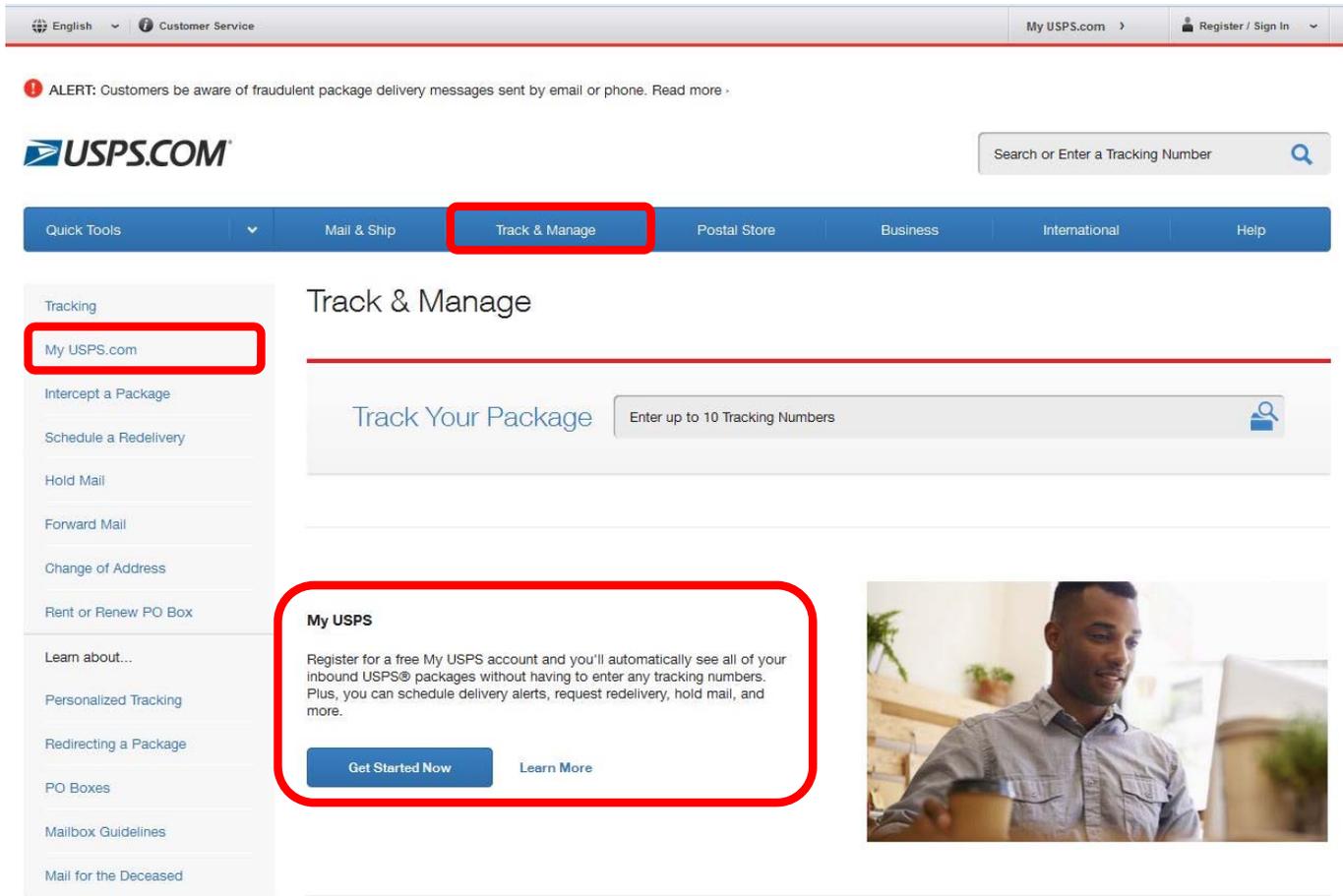
1 – From the Global Header by clicking on the My USPS link

2- From Quick Tools

3- From the banner on the USPS.com home page



A user will be able to navigate to My USPS numerous ways.

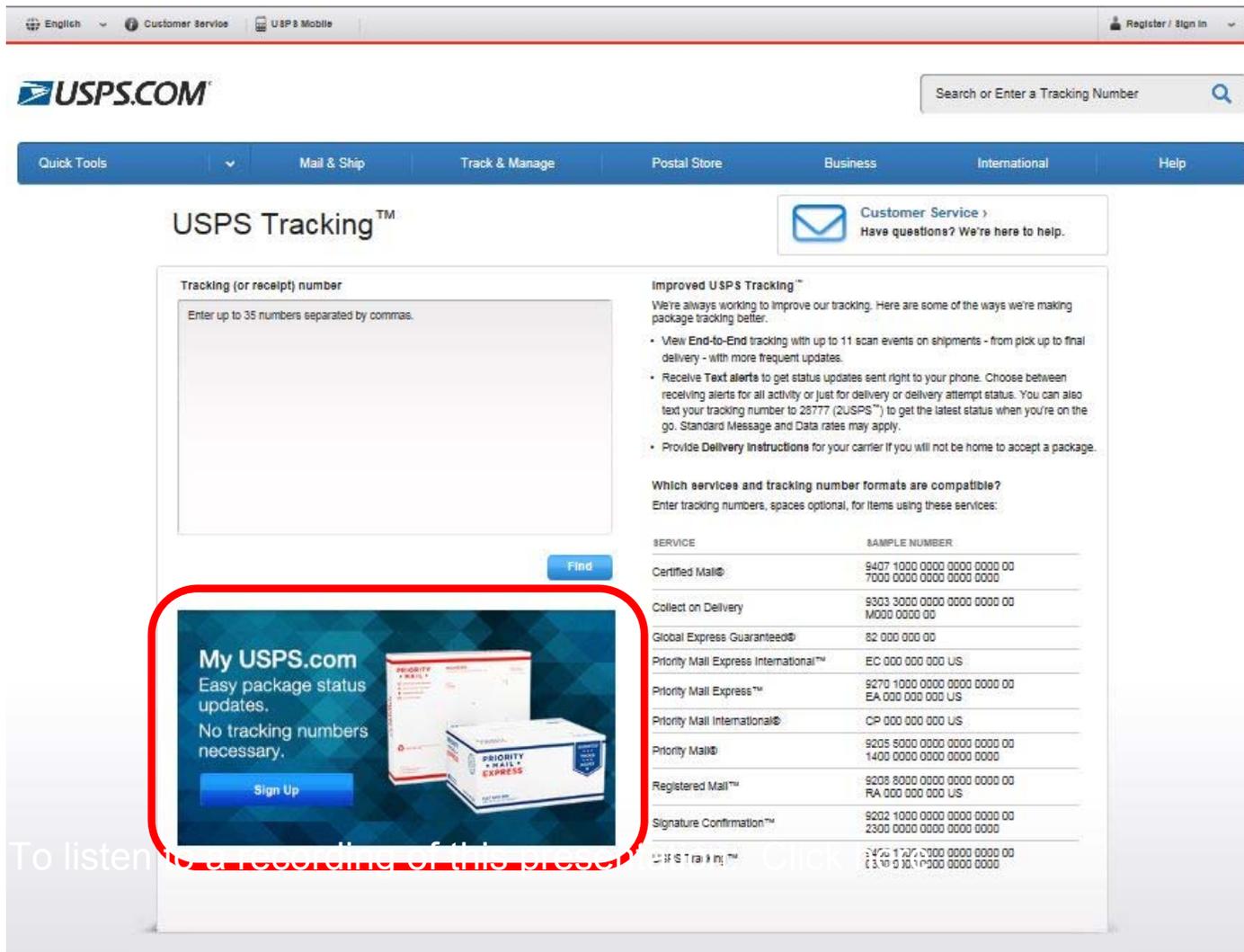


The screenshot shows the USPS.com website interface. At the top, there is a navigation bar with links for "Quick Tools", "Mail & Ship", "Track & Manage", "Postal Store", "Business", "International", and "Help". The "Track & Manage" link is highlighted with a red box. Below this, a sidebar menu lists various services, with "My USPS.com" highlighted by a red box. The main content area is titled "Track & Manage" and features a "Track Your Package" section with a search input field. Below this, there is a "My USPS" section with a red box around it, containing a description of the service and two buttons: "Get Started Now" and "Learn More".

4- The user can access My USPS by navigating to the *My USPS* link under *Track & Manage*.

They can also select *My USPS* from available links once on the *Track & Manage* page where they will see a reference to My USPS along with a *Get Started Now* button and *Learn More* link.

A user will be able to navigate to My USPS numerous ways.



English Customer Service USP & Mobile Register / Sign In

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 (or receipt) number
Enter up to 35 numbers separated by commas.

Find

My USPS.com
Easy package status updates.
No tracking numbers necessary.
Sign Up

Improved USPS Tracking™
We're always working to improve our tracking. Here are some of the ways we're making package tracking better.

- 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 23777 (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.

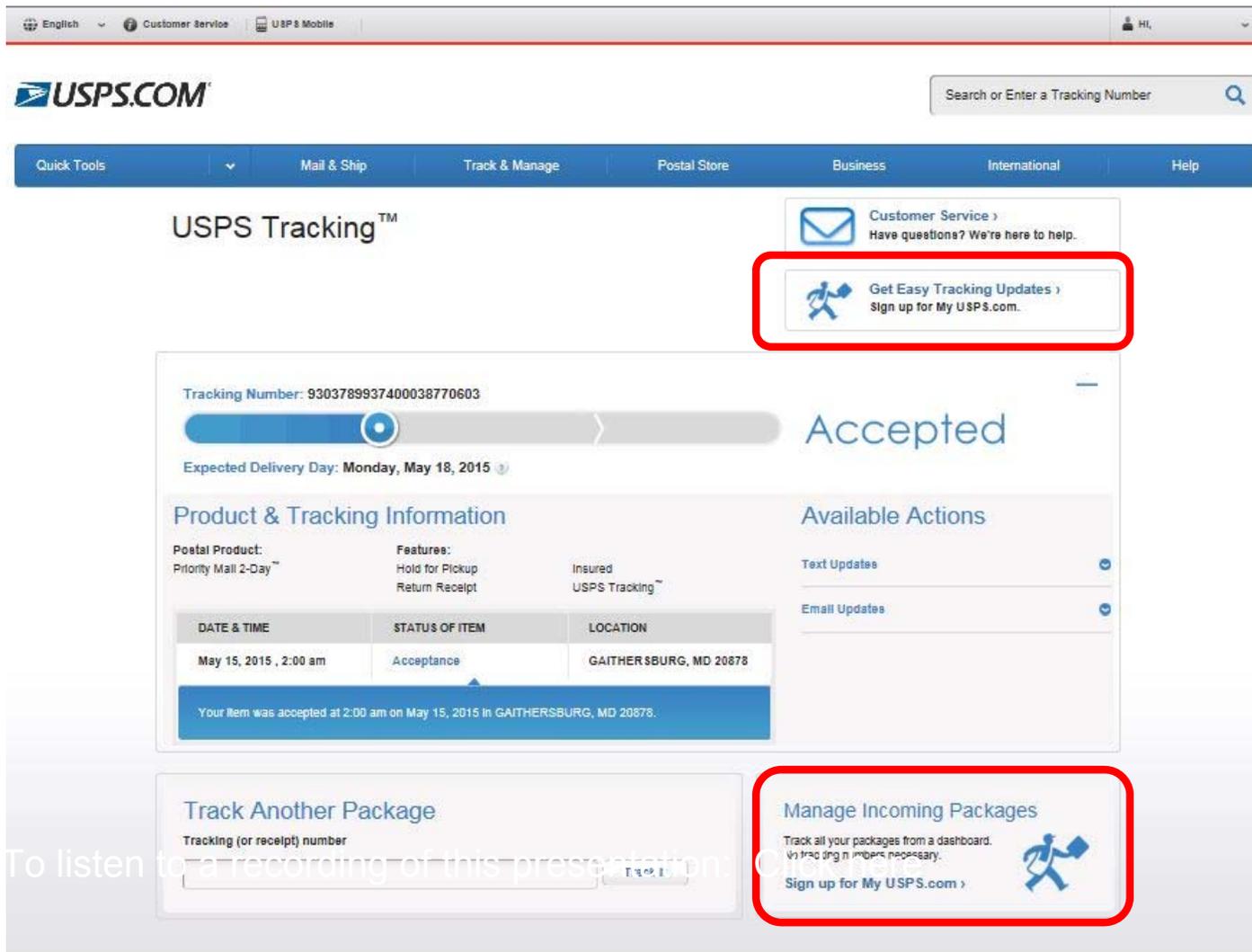
Which services and tracking number formats are compatible?
Enter tracking numbers, spaces optional, for items using these services:

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™	9270 1000 0000 0000 0000 00 EA 000 000 000 US
Priority Mail International®	CP 000 000 000 US
Priority Mail®	9205 5000 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
Signature Confirmation™	9202 1000 0000 0000 0000 00 2300 0000 0000 0000 0000

5 - The user can access My USPS by clicking on the banner on the USPS Tracking™ page.

To listen to a recording of this presentation, click on the link below.

A user will be able to navigate to My USPS numerous ways.



The screenshot shows the USPS.com tracking interface. At the top, there is a navigation bar with links for Quick Tools, Mail & Ship, Track & Manage, Postal Store, Business, International, and Help. Below this, the main heading is "USPS Tracking™". A search bar is present with the text "Search or Enter a Tracking Number".

Two red boxes highlight navigation options for "My USPS":

- A box around the "Get Easy Tracking Updates" link, which includes the text "Sign up for My USPS.com."
- A box around the "Manage Incoming Packages" link, which includes the text "Track all your packages from a dashboard. (Tracking numbers necessary.) Sign up for My USPS.com"

The main content area shows tracking information for a package with tracking number 9303789937400038770603. The status is "Accepted" and the expected delivery day is "Monday, May 18, 2015".

DATE & TIME	STATUS OF ITEM	LOCATION
May 15, 2015, 2:00 am	Acceptance	GAITHERSBURG, MD 20878

Product & Tracking Information:

- Postal Product: Priority Mail 2-Day™
- Features: Hold for Pickup, Return Receipt, Insured, USPS Tracking™

Available Actions:

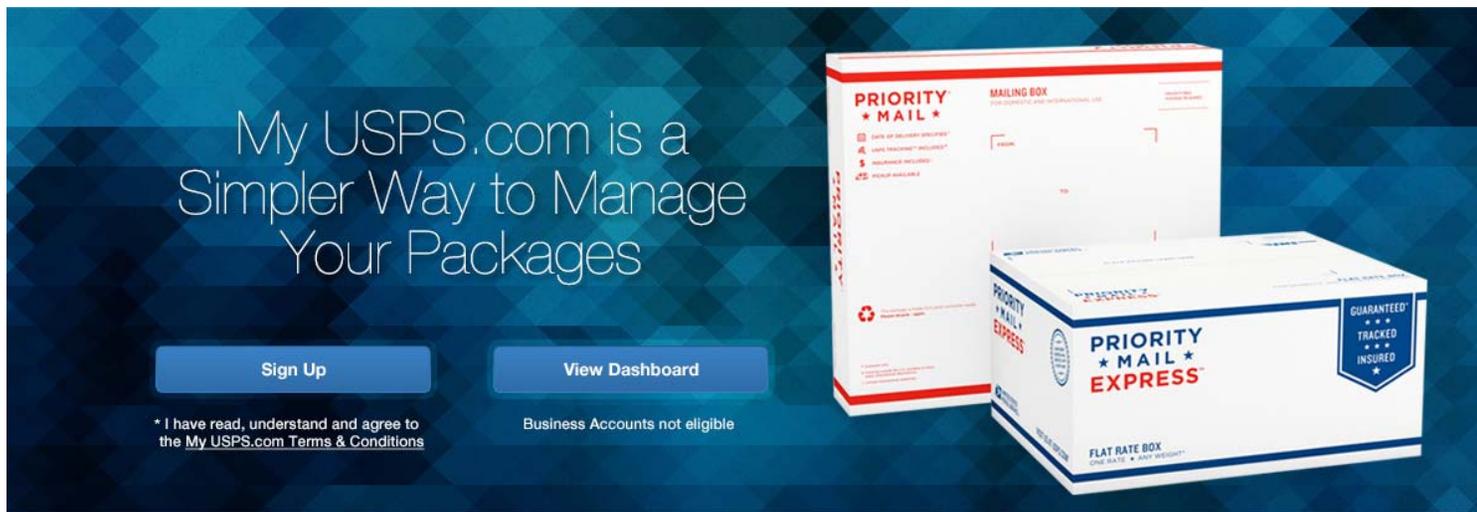
- Text Updates
- Email Updates

Track Another Package: Tracking (or receipt) number [input field]

6 - The user can also access My USPS by clicking on the banners that are displayed once a label is submitted for tracking updates in USPS Tracking™.

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The My USPS Landing Page provides an overview of the application.



The landing page displays information regarding My USPS, directions on how to get started, and feature descriptions which are visible in the next set of slides.

The My USPS Landing Page provides an overview of the application.

Get started in 3 easy steps



1 Create Your Account

Use your existing USPS® account. Business accounts are not eligible.



2 Verify Your Identity

Verify your identity to ensure only you have secure access to your dashboard.



3 Manage Your Packages

Set up notifications and start receiving tracking updates.

In order to get started, users can create a USPS.com account and verify eligibility, complete online identity proofing and immediately begin using their My USPS dashboard.

The My USPS Landing Page provides an overview of the application.

Features

Secure Access
Verify your identity to ensure you have access to your secure dashboard.

Delivery Instructions
Can't be home to accept a delivery? Give us online authorization to leave your package at your door.

Manage Notifications
Schedule email and/or text-based alerts to track the delivery status of your packages.

Ship Now
Easily create, print, and pay for shipping labels.

Redelivery
Schedule redelivery online if you weren't home when we tried to deliver your packages.

View All Your Packages
Easily view your incoming packages before they arrive at your home.

Hold Mail
Let us know when you'll be out of town, and we will hold all your mail at your local Post Office™

[Get Started Now](#)



A description of the features available in My USPS is provided on the landing page as well as answers to a series of frequently asked questions.

Frequently Asked Questions

[See all](#) 

What is My USPS.com? 

My USPS.com is a dashboard that displays your incoming USPS domestic packages in a central location to view status information and manage your packages. You can check the status of your packages at any time from a computer or web-enabled device.

What packages can I view? 

Who can sign up for My USPS.com? 

How will the verification process work? 

Why do I need to go through a verification process? 

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

The My USPS Landing Page allows the user to sign-up.

The landing page displays information regarding My USPS, directions on how to get started, and feature descriptions. It directs customers to Customer Registration to create a profile.



Get started in 3 easy steps



1 Create Your Account
Use your existing USPS account. Business accounts are not eligible.



2 Verify Your Identity
Verify your identity to ensure only you have secure access to your dashboard.



3 Manage Your Packages
Set up notifications and start receiving tracking updates.

[Get Started Now](#)

Features

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Verify your identity to ensure you have access to your secure dashboard.

Delivery Instructions

Can't be home to accept a delivery? Give us online authorization to leave your package at your door.

Manage Notifications

Schedule email and web-based alerts to track the delivery status of your packages.

Ship Now

Quickly create, print, and pay for shipping labels.

Hold Mail

Let us know when you'll be out of town, and we'll hold all your mail at your local Post Office.™

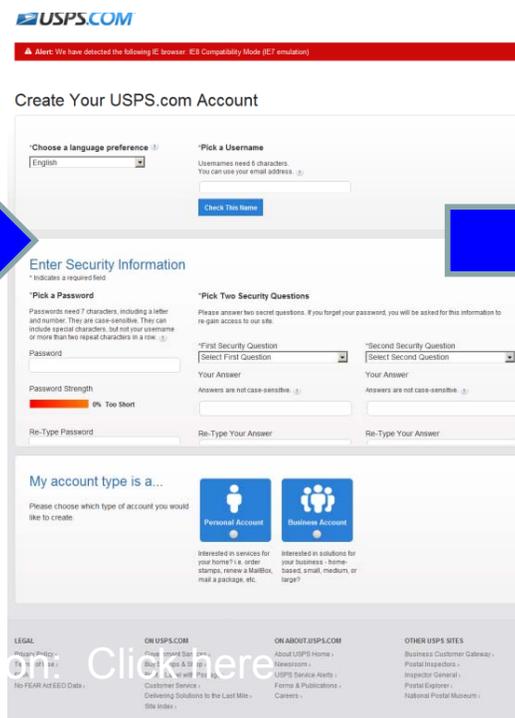
Hold Mail

Schedule redelivery online if you weren't home when we tried to deliver your package.

View All Your Packages

Quickly view your incoming packages before they arrive at your home.

[Get Started Now](#)



To learn more about our services, click here

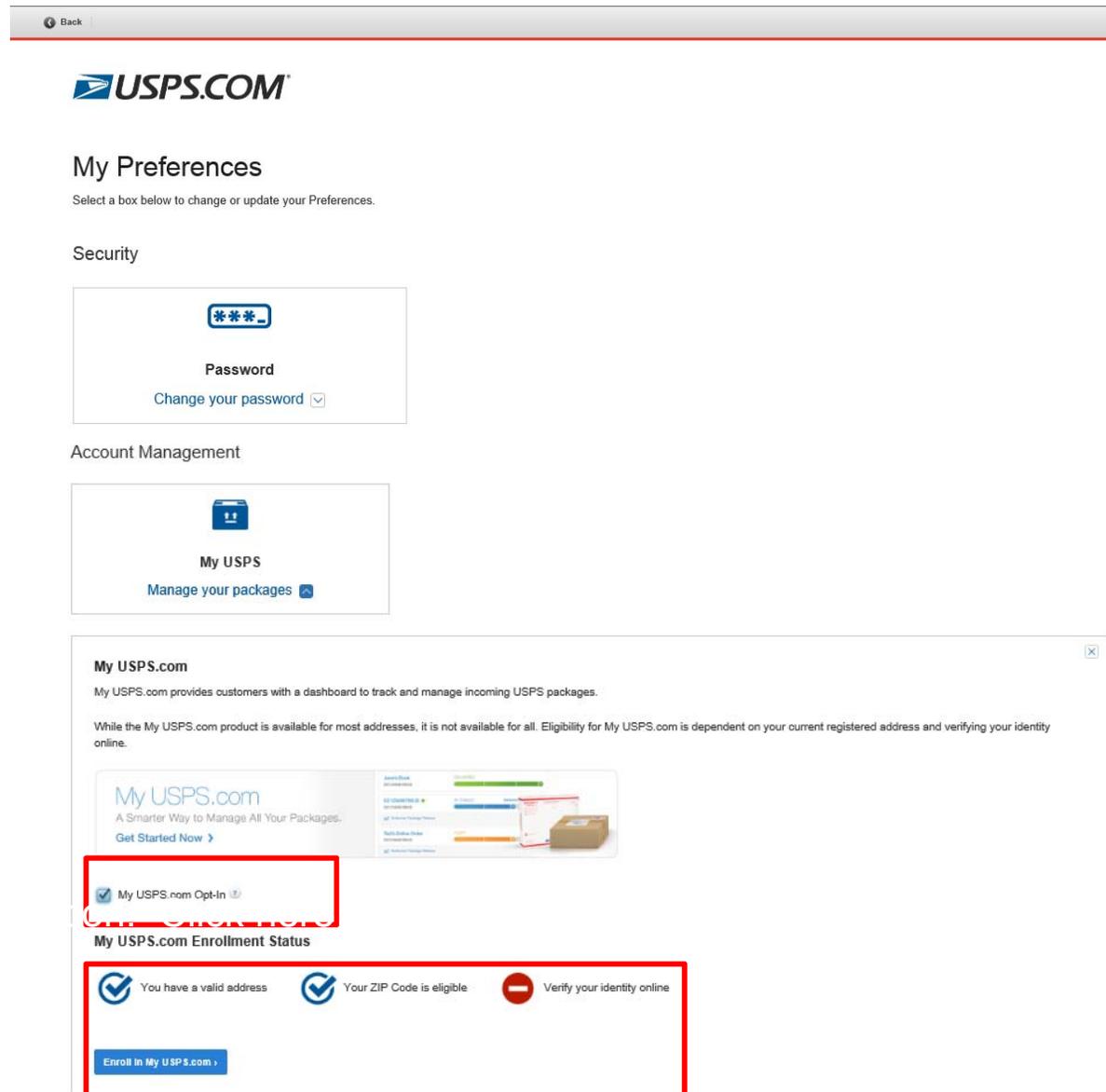
What is My USPS.com™?	How will the verification process work?
What packages can I view?	Why do I need to go through a verification process?
Who can sign up for My USPS.com™?	

Users must meet eligibility criteria to enroll for My USPS

Users can see their enrollment status as it relates to eligibility criteria:

- Valid address
- Eligible zip code
- Online Identity verification

The user must select to opt-in in order to proceed to enroll in My USPS.



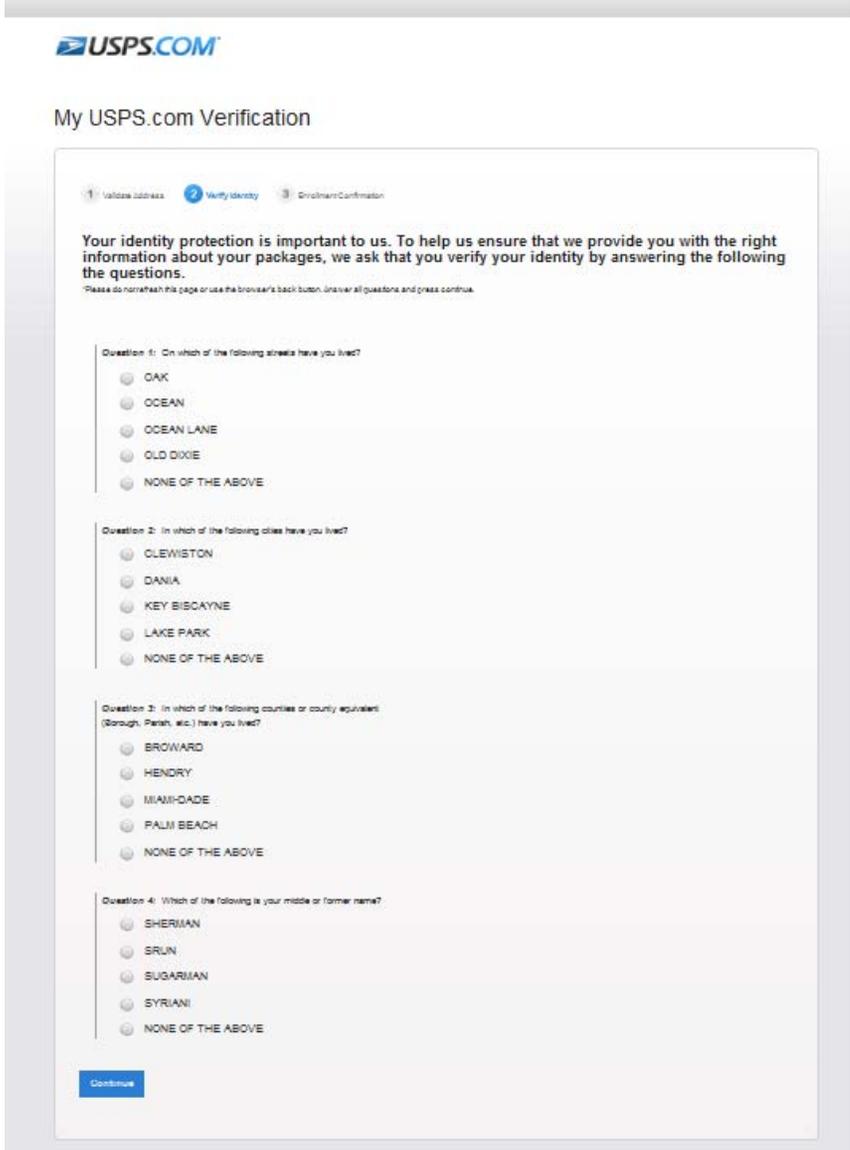
The screenshot shows the USPS.COM interface. At the top, there is a "Back" button. Below the USPS.COM logo, the "My Preferences" section is visible, with a sub-header "Security" and a "Password" field with a "Change your password" link. Under "Account Management", there is a "My USPS" section with a "Manage your packages" link. A large modal window titled "My USPS.com" is open, containing a description of the service and a "Get Started Now" button. Below this, there is a "My USPS.com Opt-In" checkbox which is checked and highlighted with a red box. Underneath, the "My USPS.com Enrollment Status" section shows three items: "You have a valid address" (checked), "Your ZIP Code is eligible" (checked), and "Verify your identity online" (not checked, highlighted with a red minus sign). At the bottom of this section, there is an "Enroll in My USPS.com" button, also highlighted with a red box.

Users must also complete Identity Proofing online

Customers will be asked questions based on their history.

- Provided by Equifax
- Postal Service does not see either the questions or the responses

Some customers may not be eligible based on their address.



USPS.COM

My USPS.com Verification

1 Validate address 2 **Verify identity** 3 Divulsiore Confirmation

Your identity protection is important to us. To help us ensure that we provide you with the right information about your packages, we ask that you verify your identity by answering the following the questions.

*Please do not refresh this page or use the browser's back button. Answer all questions and press continue.

Question 1: On which of the following streets have you lived?

- OAK
- OCEAN
- OCEAN LANE
- OLD DIXIE
- NONE OF THE ABOVE

Question 2: In which of the following places have you lived?

- CLEWISTON
- DANIA
- KEY BISCAYNE
- LAKE PARK
- NONE OF THE ABOVE

Question 3: In which of the following counties or county equivalents (Borough, Parish, etc.) have you lived?

- BROWARD
- HENDRY
- MIAMI-DADE
- PALM BEACH
- NONE OF THE ABOVE

Question 4: Which of the following is your middle or former name?

- SHERMAN
- SRUN
- SUGARMAN
- SYRIANI
- NONE OF THE ABOVE

[Continue](#)

The Success Page alerts the user of successful enrollment and navigates the user to their dashboard



My USPS.com Verification

1 Validate Address 2 Verify Identity **3 Enrollment Confirmation**

Congratulations! You are now ready to use My USPS.com. You will now be redirected to your My USPS dashboard.

You are now eligible for My USPS.com. Any future changes to your name or address will require you to complete the enrollment process once again.

LEGAL

[Privacy Policy >](#)
[Terms of Use >](#)
[FOIA >](#)
[No FEAR Act EEO Data >](#)

ON USPS.COM

[Government Services >](#)
[Buy Stamps & Shop >](#)
[Mail & Shipping Usage >](#)
[Customer Service >](#)
[Delivering Solutions to the Last Mile >](#)

ON ABOUT.USPS.COM

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[Forms & Publications >](#)
[Careers >](#)

OTHER USPS SITES

[Business Customer Gateway >](#)
[Postal Inspectors >](#)
[Inspector General >](#)
[Postal Explorer >](#)
[National Postal Museum >](#)

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With My USPS, users have the ability to follow their packages via text messaging or email.

The user can select either text messaging, email notifications or both.

Under email, the user can select to receive all future event scans.

Under text messaging, the user can select to receive all Delivery events.

My USPS.com [Have Questions about My USPS.com?](#)
[Browse our FAQs](#)

Package Dashboard **64** | Preferences | Ship Now > | Hold Mail >

Preferences

Update your notification preferences to have My USPS inform you of tracking information via email and/or text message.

Contact Details

An email and/or mobile number must be provided in order to receive notifications.

*Email

*Mobile Phone Number

Notification Types

Select the delivery methods of your notifications.

Email:
 Send me all future events.

Mobile Phone Number:
 Send me delivery or delivery attempt events.

Request Text Tracking to receive a text message when your package moves throughout the USPS network.
Message frequency is based on the request type; packages may have up to 11 tracking events.
Standard Message and Data rates may apply.
For additional information, text HELP to 2USPS (28777). You may opt out by texting STOP to 2USPS.
[Read more about Text Tracking >](#)

Note

Your previous notification settings will be applied to packages in your dashboard prior to any updates you make to your notification preferences.

Delivery Instructions

Setting Delivery Instructions per package is now available for your location.
[Learn More >](#)

[Go to my Profile >](#)

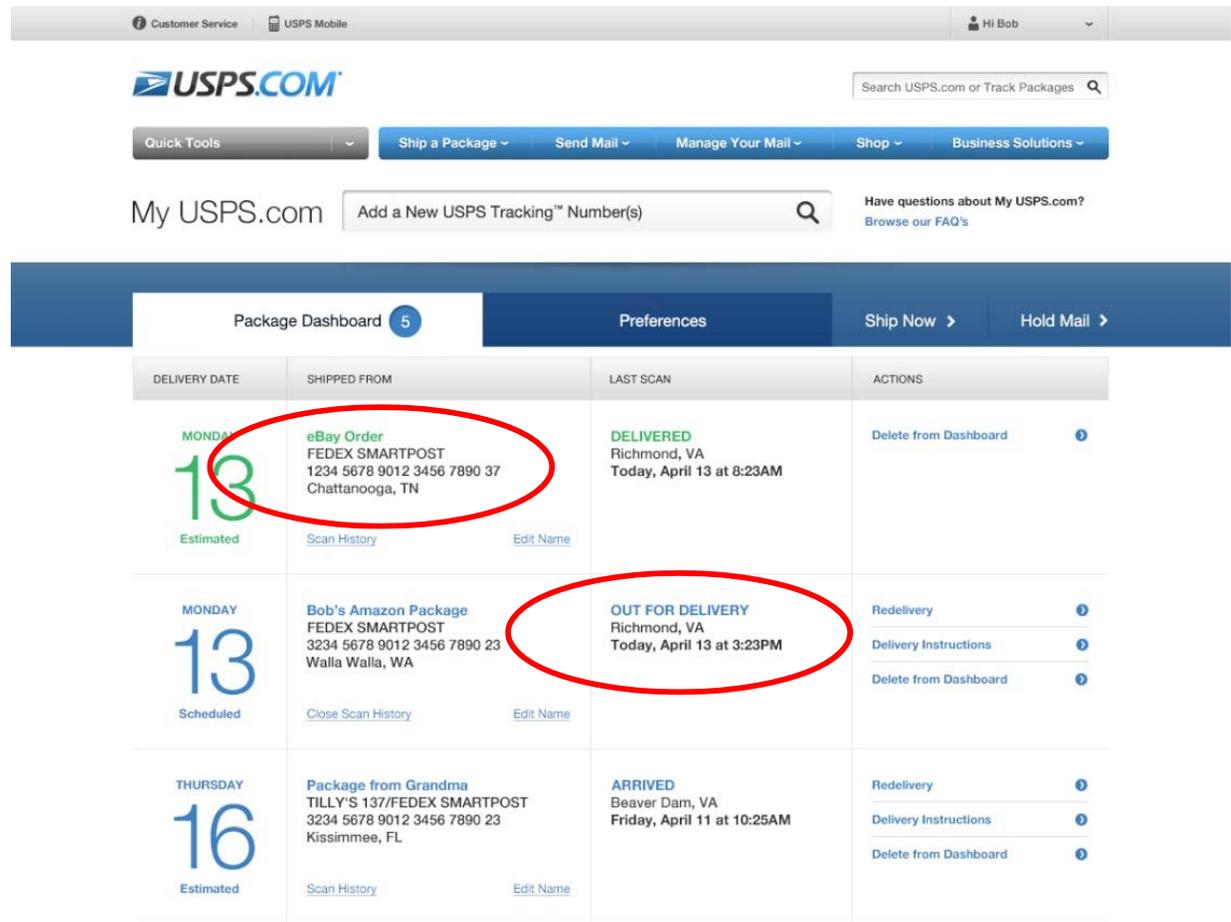
Packages appear on the dashboard as they enter the mail stream.

Any packages heading to the user's enrolled address appear on the dashboard.

Package summary data includes:

- *Tracking Identification number and / or nickname*
- *Status since latest scan*

User's can also manually enter a package in the dashboard

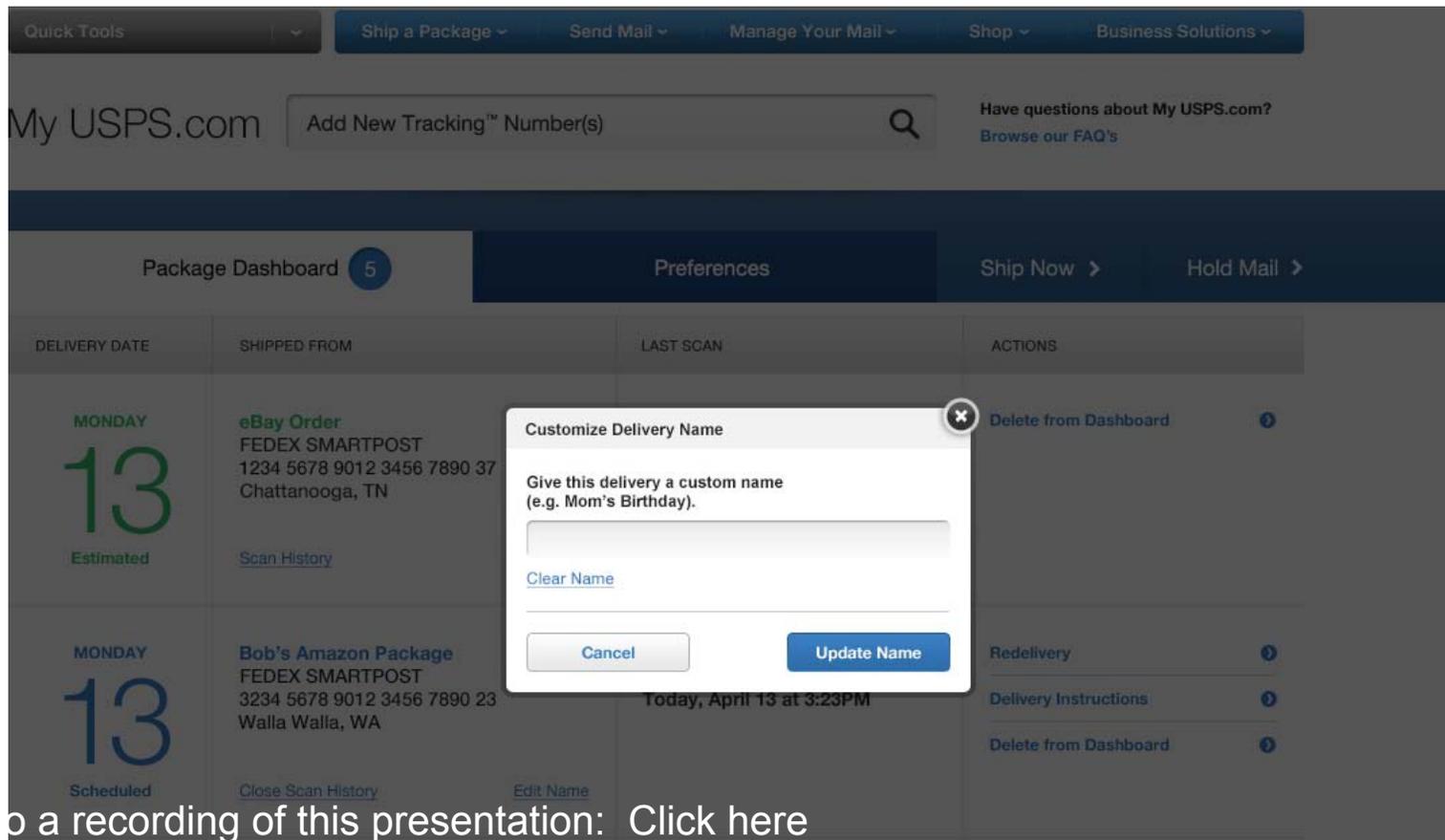


The screenshot shows the USPS.com interface. At the top, there's a navigation bar with 'Customer Service', 'USPS Mobile', and a user profile 'Hi Bob'. Below that is the USPS.COM logo and a search bar. A secondary navigation bar includes 'Quick Tools', 'Ship a Package', 'Send Mail', 'Manage Your Mail', 'Shop', and 'Business Solutions'. The main content area is titled 'My USPS.com' and features a search bar for tracking numbers and a link to FAQs.

The 'Package Dashboard' section shows a table with 5 packages. The table has columns for 'DELIVERY DATE', 'SHIPPED FROM', 'LAST SCAN', and 'ACTIONS'. Three packages are highlighted with red circles:

DELIVERY DATE	SHIPPED FROM	LAST SCAN	ACTIONS
MONDAY 13 Estimated	eBay Order FEDEX SMARTPOST 1234 5678 9012 3456 7890 37 Chattanooga, TN	DELIVERED Richmond, VA Today, April 13 at 8:23AM	Delete from Dashboard
MONDAY 13 Scheduled	Bob's Amazon Package FEDEX SMARTPOST 3234 5678 9012 3456 7890 23 Walla Walla, WA	OUT FOR DELIVERY Richmond, VA Today, April 13 at 3:23PM	Redelivery Delivery Instructions Delete from Dashboard
THURSDAY 16 Estimated	Package from Grandma TILLY'S 137/FEDEX SMARTPOST 3234 5678 9012 3456 7890 23 Kissimmee, FL	ARRIVED Beaver Dam, VA Friday, April 11 at 10:25AM	Redelivery Delivery Instructions Delete from Dashboard

The Package Dashboard enables the user to enter a custom name for their package so that they can easily identify the package on their dashboard



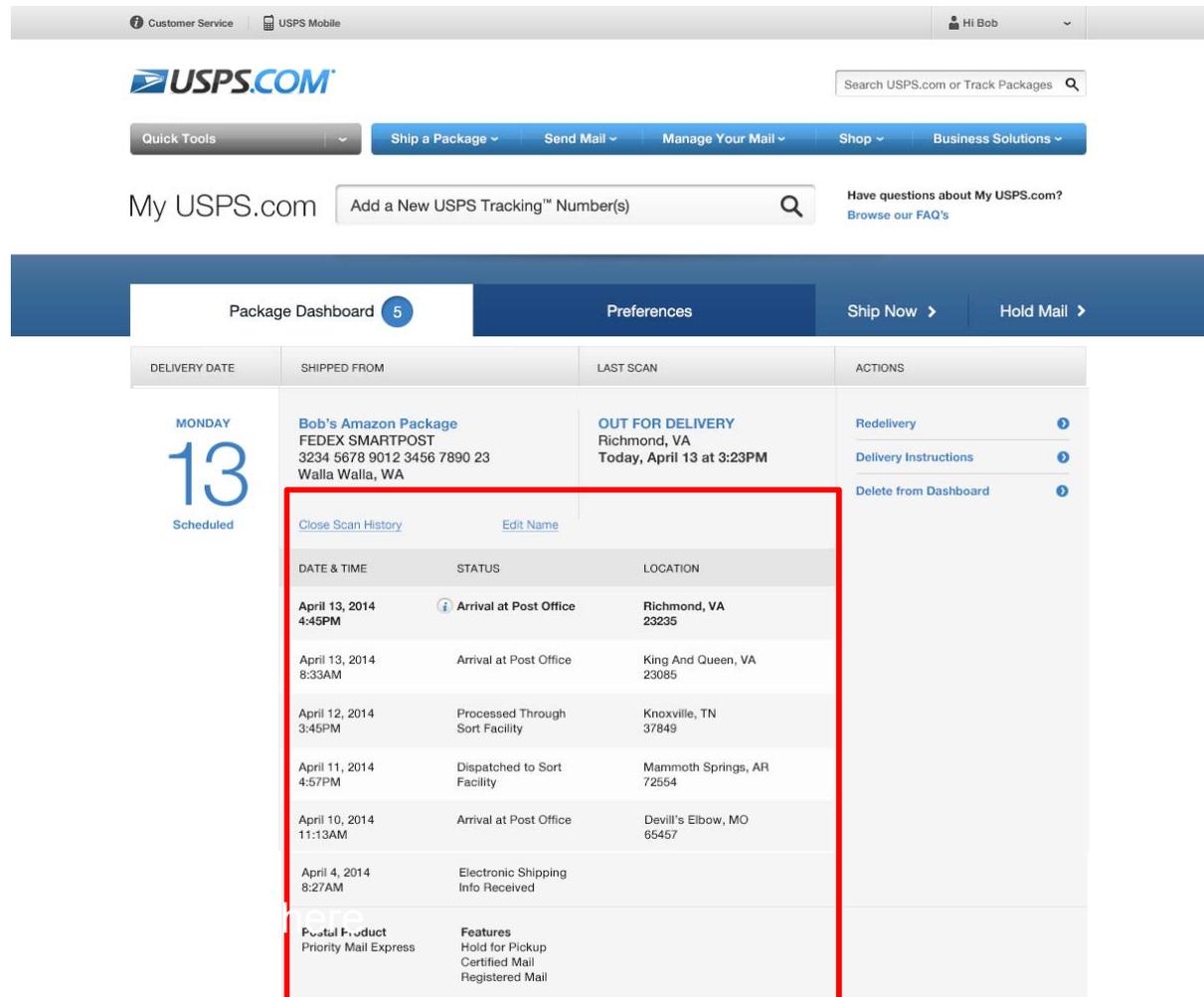
The screenshot shows the My USPS Package Dashboard interface. At the top, there are navigation tabs: Quick Tools, Ship a Package, Send Mail, Manage Your Mail, Shop, and Business Solutions. Below this is a search bar for tracking numbers and a link to browse FAQs. The main content area is titled 'Package Dashboard' and shows a list of packages. A dialog box titled 'Customize Delivery Name' is open, prompting the user to 'Give this delivery a custom name (e.g. Mom's Birthday)'. The dialog includes a text input field, a 'Clear Name' link, and 'Cancel' and 'Update Name' buttons. The background shows two packages: 'eBay Order' and 'Bob's Amazon Package', both with delivery dates of Monday, April 13.

DELIVERY DATE	SHIPPED FROM	LAST SCAN	ACTIONS
MONDAY 13 Estimated	eBay Order FEDEX SMARTPOST 1234 5678 9012 3456 7890 37 Chattanooga, TN		Delete from Dashboard
MONDAY 13 Scheduled	Bob's Amazon Package FEDEX SMARTPOST 3234 5678 9012 3456 7890 23 Walla Walla, WA	Today, April 13 at 3:23PM	Redelivery Delivery Instructions Delete from Dashboard

o a recording of this presentation: [Click here](#)

Package information can be expanded to provide additional shipment and status details.

When the user expands a record in the dashboard the latest details for the package are displayed. Information is updated based on new scan data.



The screenshot shows the USPS My USPS Package Dashboard. At the top, there are navigation links for Customer Service, USPS Mobile, and a user profile for 'Hi Bob'. The main navigation bar includes 'Quick Tools', 'Ship a Package', 'Send Mail', 'Manage Your Mail', 'Shop', and 'Business Solutions'. A search bar is present for tracking packages. Below this, there's a section for 'My USPS.com' with a search for tracking numbers and a link to FAQs.

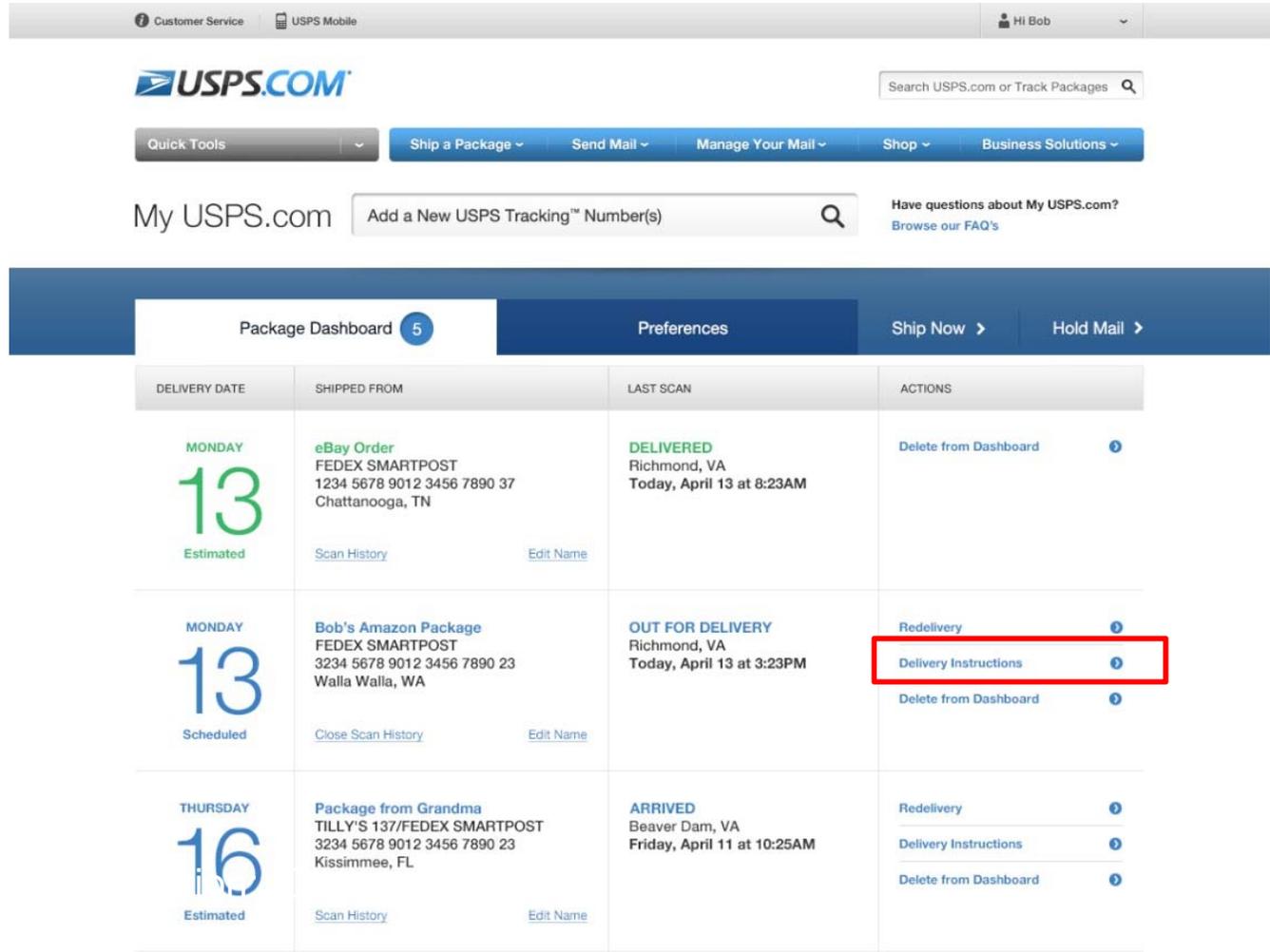
The main content area shows a 'Package Dashboard' with 5 packages. The selected package is 'Bob's Amazon Package' (FEDEX SMARTPOST) with tracking number 3234 5678 9012 3456 7890 23, shipped from Walla Walla, WA. The status is 'OUT FOR DELIVERY' in Richmond, VA, scheduled for today, April 13 at 3:23PM. Actions include Redelivery, Delivery Instructions, and Delete from Dashboard.

The expanded scan history table is highlighted with a red border:

DATE & TIME	STATUS	LOCATION
April 13, 2014 4:45PM	Arrival at Post Office	Richmond, VA 23235
April 13, 2014 8:33AM	Arrival at Post Office	King And Queen, VA 23085
April 12, 2014 3:45PM	Processed Through Sort Facility	Knoxville, TN 37849
April 11, 2014 4:57PM	Dispatched to Sort Facility	Mammoth Springs, AR 72554
April 10, 2014 11:13AM	Arrival at Post Office	Devill's Elbow, MO 65457
April 4, 2014 8:27AM	Electronic Shipping Info Received	

Below the scan history, the 'Postal Product' is listed as Priority Mail Express, and 'Features' include Hold for Pickup, Certified Mail, and Registered Mail.

Users may select to provide Delivery Instructions for eligible packages.



The screenshot shows the My USPS Package Dashboard interface. At the top, there are navigation links for Customer Service, USPS Mobile, and a user profile for 'Hi Bob'. Below this is the USPS.COM logo and a search bar. A navigation bar contains links for Quick Tools, Ship a Package, Send Mail, Manage Your Mail, Shop, and Business Solutions. The main content area is titled 'My USPS.com' and features a search bar for tracking numbers and a link to browse FAQs. The dashboard is divided into sections: Package Dashboard (with a notification badge '5'), Preferences, Ship Now, and Hold Mail. A table lists three packages with columns for Delivery Date, Shipped From, Last Scan, and Actions.

DELIVERY DATE	SHIPPED FROM	LAST SCAN	ACTIONS
<p>MONDAY</p> <p>13</p> <p>Estimated</p>	<p>eBay Order</p> <p>FEDEX SMARTPOST</p> <p>1234 5678 9012 3456 7890 37</p> <p>Chattanooga, TN</p> <p>Scan History Edit Name</p>	<p>DELIVERED</p> <p>Richmond, VA</p> <p>Today, April 13 at 8:23AM</p>	<p>Delete from Dashboard</p>
<p>MONDAY</p> <p>13</p> <p>Scheduled</p>	<p>Bob's Amazon Package</p> <p>FEDEX SMARTPOST</p> <p>3234 5678 9012 3456 7890 23</p> <p>Walla Walla, WA</p> <p>Close Scan History Edit Name</p>	<p>OUT FOR DELIVERY</p> <p>Richmond, VA</p> <p>Today, April 13 at 3:23PM</p>	<p>Redelivery</p> <p>Delivery Instructions</p> <p>Delete from Dashboard</p>
<p>THURSDAY</p> <p>16</p> <p>Estimated</p>	<p>Package from Grandma</p> <p>TILLY'S 137/FEDEX SMARTPOST</p> <p>3234 5678 9012 3456 7890 23</p> <p>Kissimmee, FL</p> <p>Scan History Edit Name</p>	<p>ARRIVED</p> <p>Beaver Dam, VA</p> <p>Friday, April 11 at 10:25AM</p>	<p>Redelivery</p> <p>Delivery Instructions</p> <p>Delete from Dashboard</p>

Delivery Instructions allow the user to specify where to have a package dropped of, such as:

- Front Door
- Back Door
- Side Door
- Neighbor
- Other

Delivery instructions are overruled if a package fits in the mailbox.

The Package Dashboard enables the user to provide Delivery Instructions on where to drop off a package if it does not fit in their mailbox.

Customer Service | USPS Mobile | Hi, Rhonda

USPS.COM Search or Enter a Tracking Number

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

My USPS.com Add a New USPS Tracking™ Number(s) Have Questions about My USPS.com? Browse our FAQs

Delivery Instructions

< Back to Dashboard

If your package doesn't fit in your mailbox, where should we leave it?

*Drop-off Location
Side Door

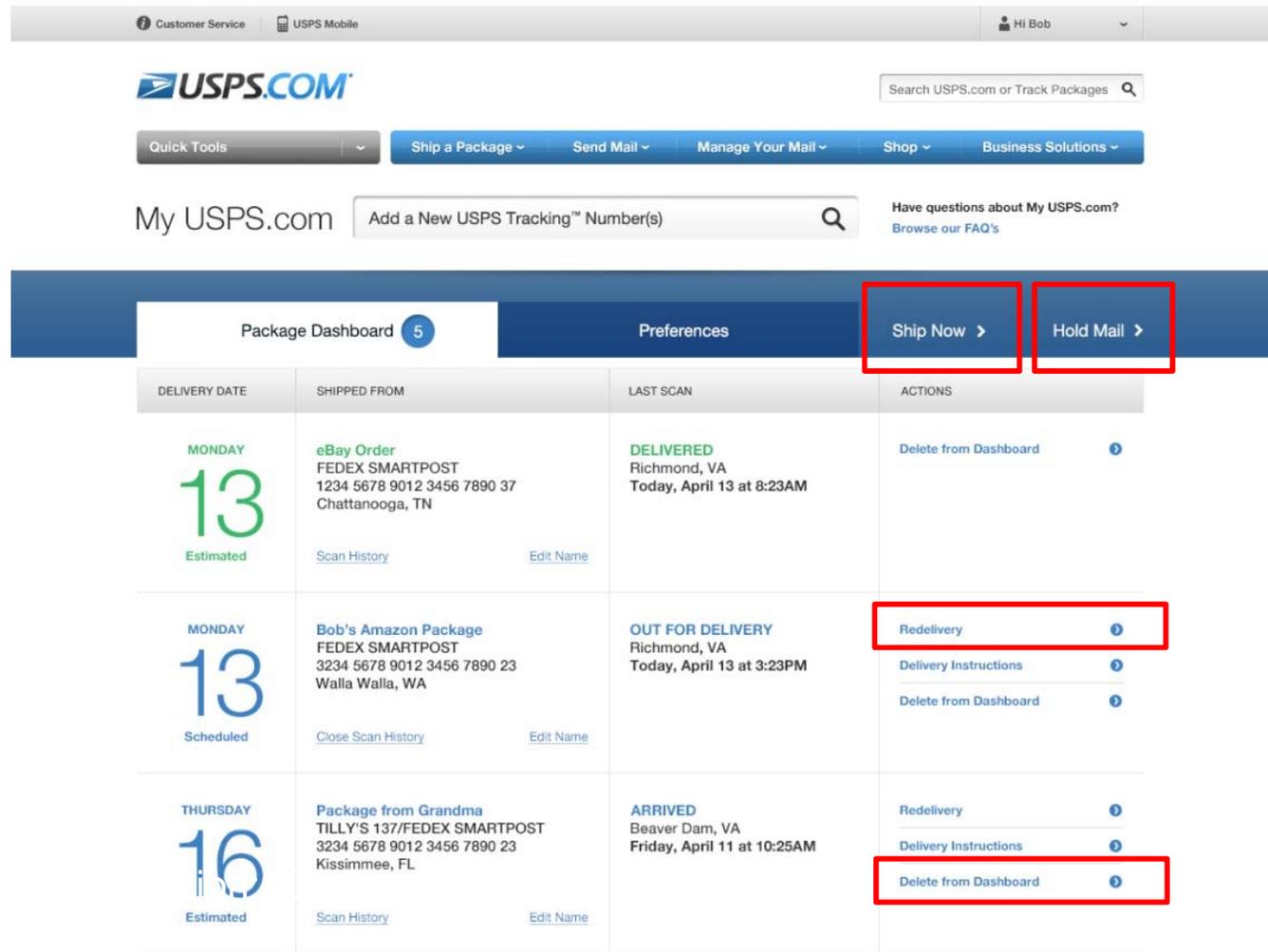
*I have read and understand the Terms and Conditions and Privacy Policy.

Cancel Submit

Users may access other features in USPS.com.

Users may print new labels and request to have the postal service hold their mail by clicking *Ship Now* and *Hold Mail* respectively.

If a user has a missed delivery, they can also use the *Redelivery* option to submit a redelivery request.

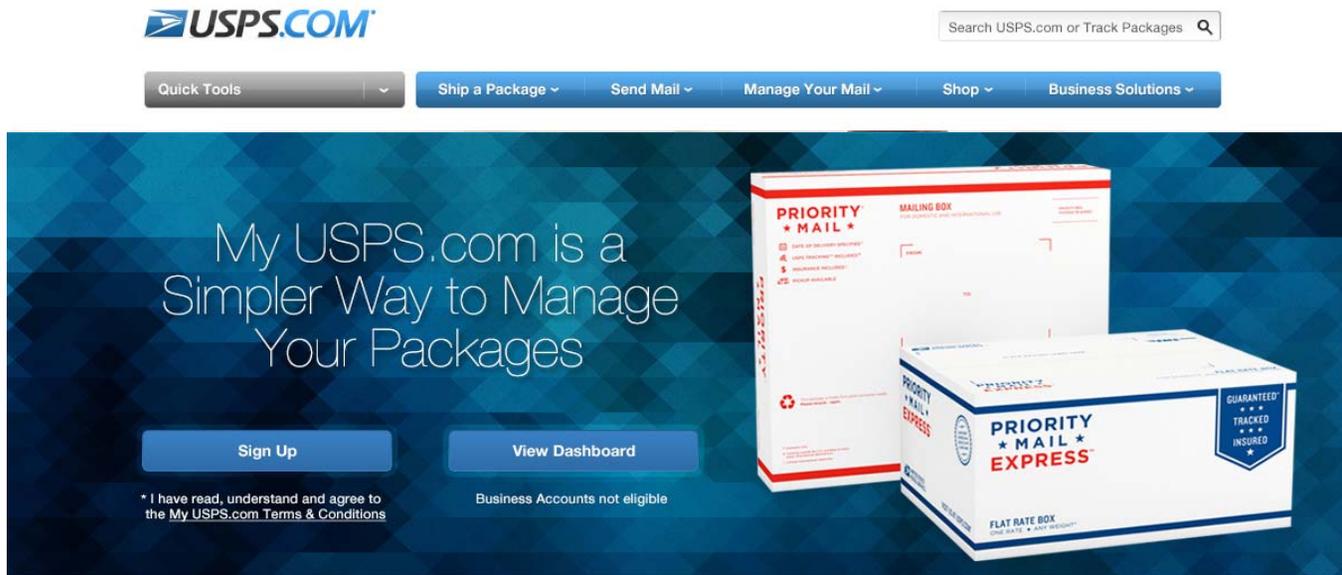


The screenshot shows the USPS My USPS Package Dashboard. At the top, there are navigation links for 'Customer Service', 'USPS Mobile', and a user profile 'Hi Bob'. Below this is the USPS.COM logo and a search bar. A 'Quick Tools' dropdown menu is visible, with options for 'Ship a Package', 'Send Mail', 'Manage Your Mail', 'Shop', and 'Business Solutions'. Below the navigation is a 'My USPS.com' section with a search bar for tracking numbers and a link to 'Have questions about My USPS.com? Browse our FAQ's'.

The main content area features a 'Package Dashboard' with 5 packages and 'Preferences' settings. Two buttons, 'Ship Now >' and 'Hold Mail >', are highlighted with red boxes. Below this is a table of packages with columns for 'DELIVERY DATE', 'SHIPPED FROM', 'LAST SCAN', and 'ACTIONS'. The 'ACTIONS' column for the 'OUT FOR DELIVERY' package has 'Redelivery' and 'Delete from Dashboard' options highlighted with red boxes.

DELIVERY DATE	SHIPPED FROM	LAST SCAN	ACTIONS
MONDAY 13 Estimated	eBay Order FEDEX SMARTPOST 1234 5678 9012 3456 7890 37 Chattanooga, TN	DELIVERED Richmond, VA Today, April 13 at 8:23AM	Delete from Dashboard
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THURSDAY 16 Estimated	Package from Grandma TILLY'S 137/FEDEX SMARTPOST 3234 5678 9012 3456 7890 23 Kissimmee, FL	ARRIVED Beaver Dam, VA Friday, April 11 at 10:25AM	Redelivery Delivery Instructions Delete from Dashboard

My USPS empowers customers.



My USPS enables users to:

- Have constant package visibility throughout the delivery process via the dashboard and notifications
- Identify specifically where a mail carrier should leave an eligible package using *Delivery Instructions*
- Utilize *Hold Mail* and *Ship Now* features in USPS.com

My USPS - Commercial Webinar

Question and Answer Session

United States Postal Service

Patti Mason
Manager, Digital Media
New Products and Innovation

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My USPS - Commercial Webinar

The webinar is now concluded

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

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