

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

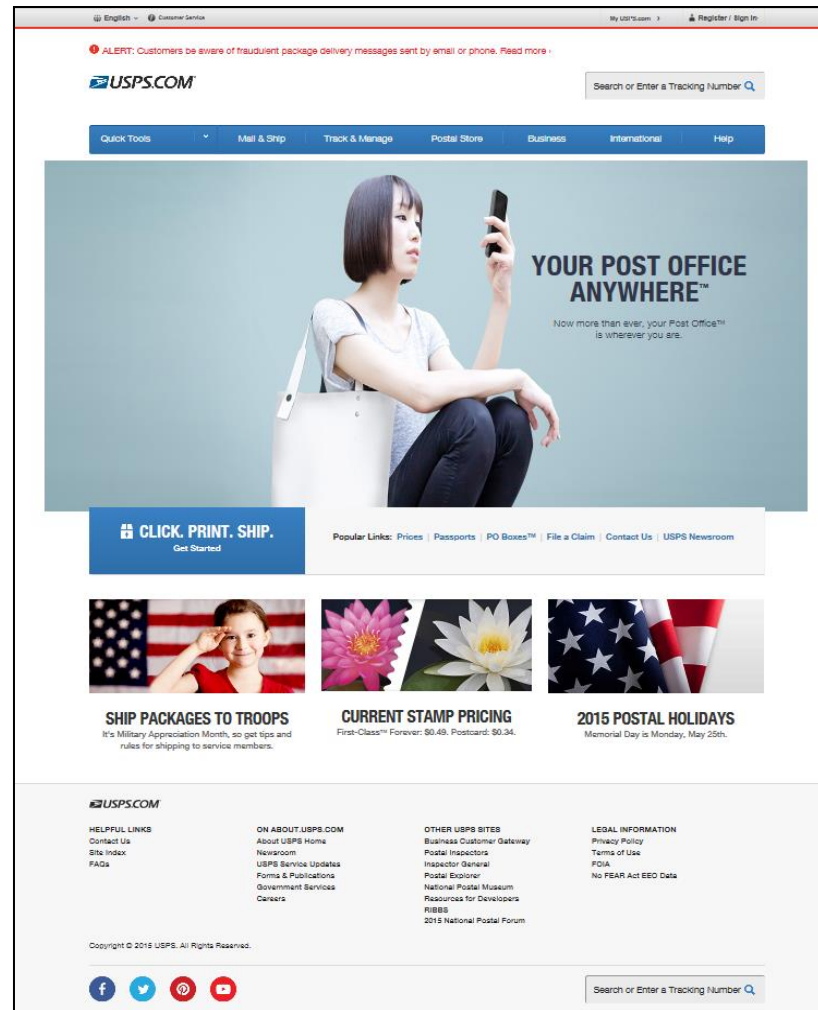
Service Availability

This service is offered for all domestic packages that:

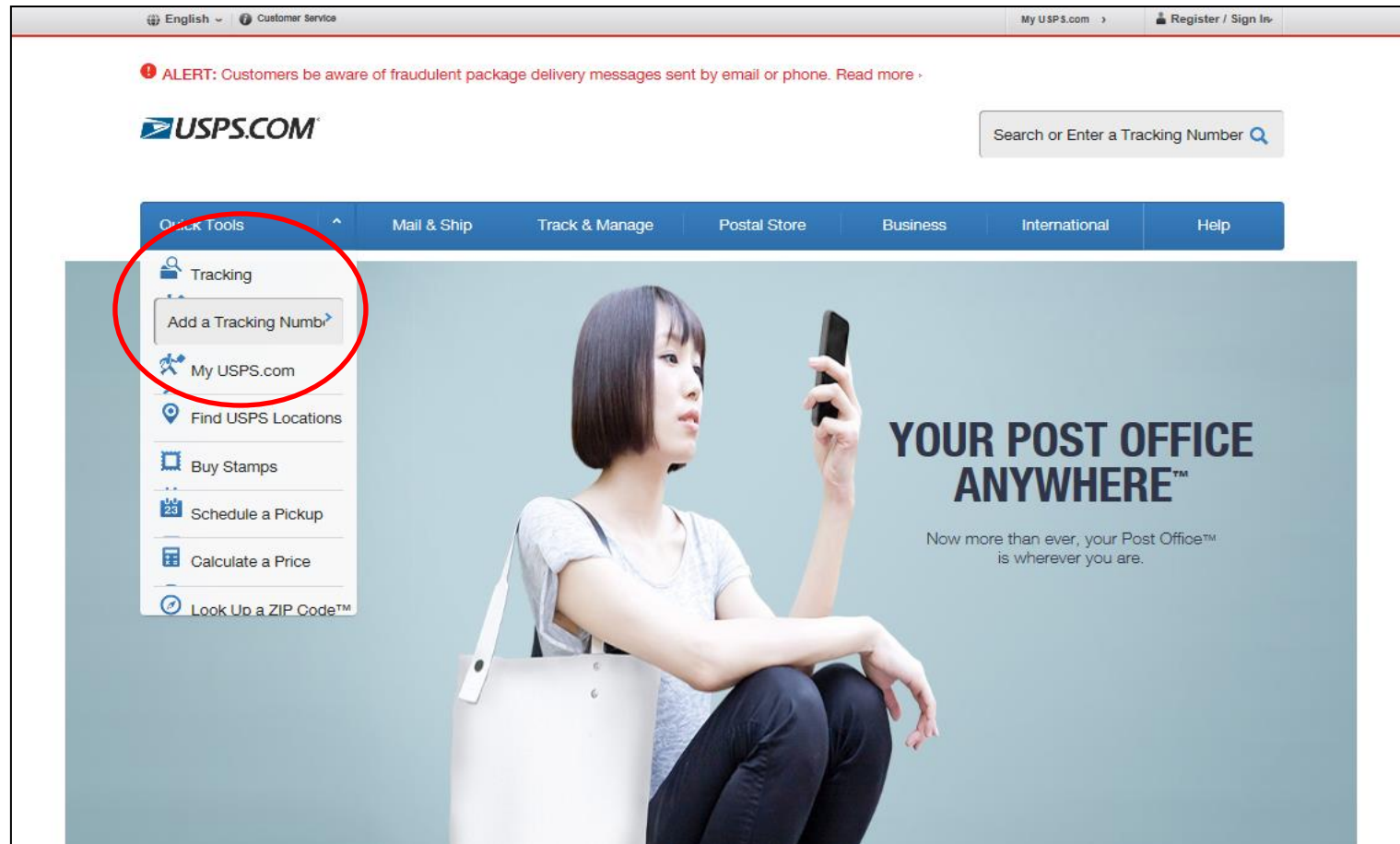
- have an Intelligent Mail package barcode (IMpb).
- do not require a signature.
- are insured for less than \$500.
- not available for International shipments.

USPS.com

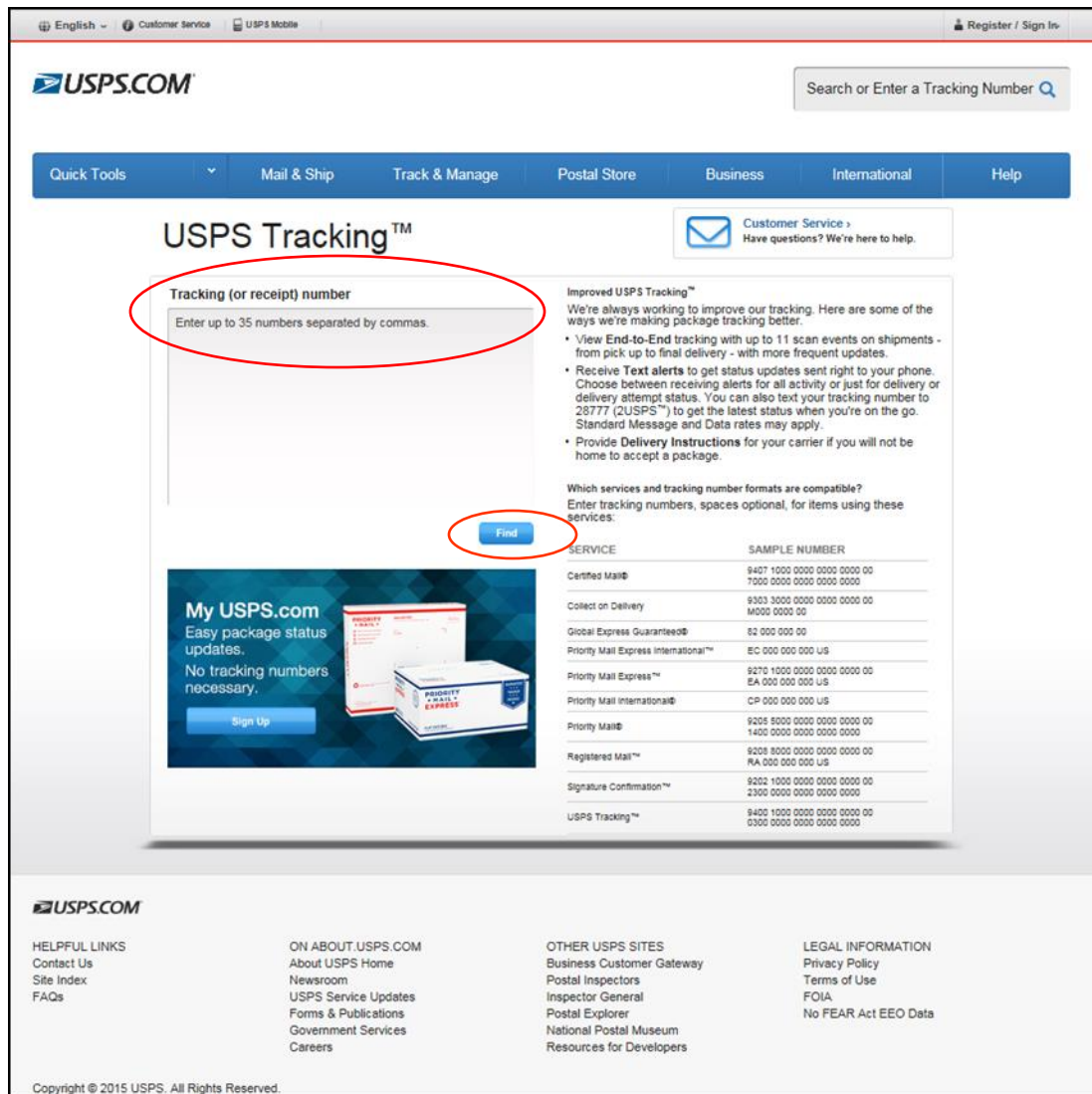
1. Users go to usps.com.



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



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



English Customer Service USPS 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 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:

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 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

USPS.COM

HELPFUL LINKS
Contact Us
Site Index
FAQs

ON ABOUT USPS.COM
About USPS Home
Newsroom
USPS Service Updates
Forms & Publications
Government Services
Careers

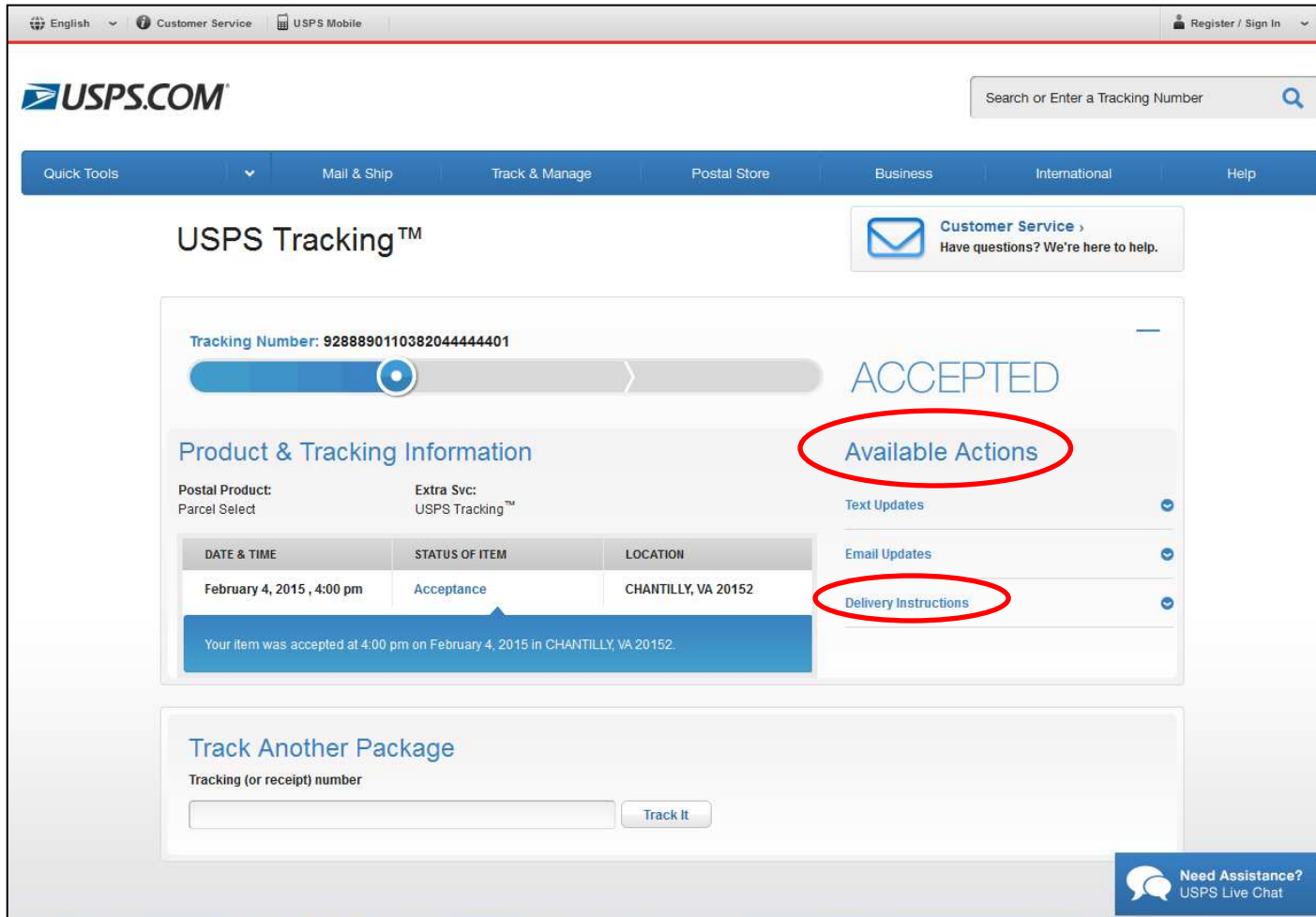
OTHER USPS SITES
Business Customer Gateway
Postal Inspectors
Inspector General
Postal Explorer
National Postal Museum
Resources for Developers

LEGAL INFORMATION
Privacy Policy
Terms of Use
FOIA
No FEAR Act EEO Data

Copyright © 2015 USPS. All Rights Reserved.

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'. Under the 'Available Actions' section, 'Delivery Instructions' is highlighted with a red circle. The 'Product & Tracking Information' section includes a table with the following data:

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

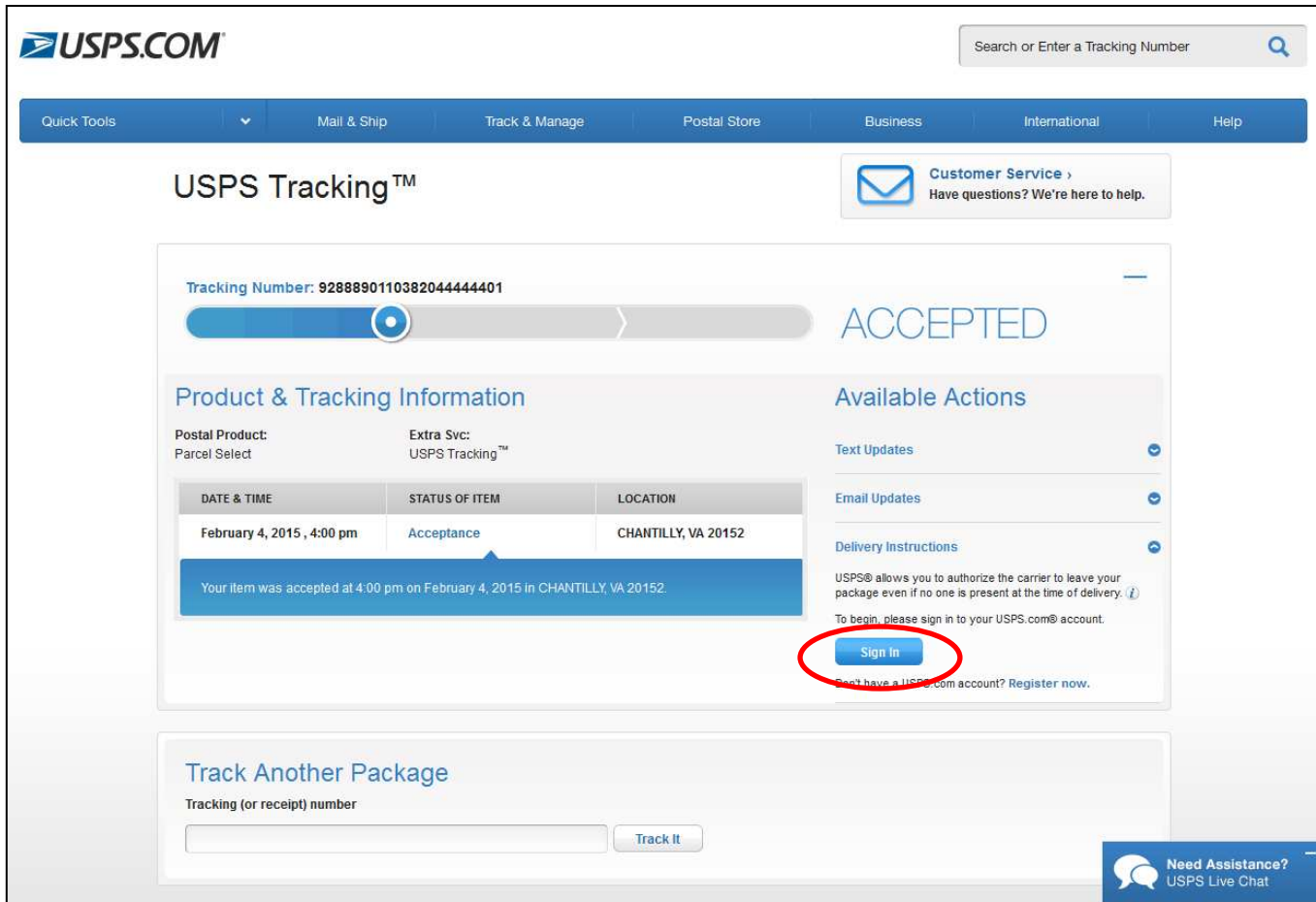
Below the table, a message states: "Your item was accepted at 4:00 pm on February 4, 2015 in CHANTILLY, VA 20152."

The 'Available Actions' list includes:

- Text Updates
- Email Updates
- Delivery Instructions

The 'Delivery Instructions' link is circled in red. At the bottom right, there is a 'Need Assistance? USPS Live Chat' button.

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



The screenshot shows the USPS Tracking page for a package with tracking number 928889011038204444401. The package status is 'ACCEPTED'. The 'Product & Tracking Information' section shows the item was accepted on February 4, 2015, at 4:00 pm in CHANTILLY, VA 20152. The 'Available Actions' section includes links for Text Updates, Email Updates, and Delivery Instructions. The 'Delivery Instructions' section contains a message about authorizing the carrier to leave the package and a 'Sign In' button, which is circled in red. Below the 'Sign In' button is a link to 'Register now'.

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 Register now.

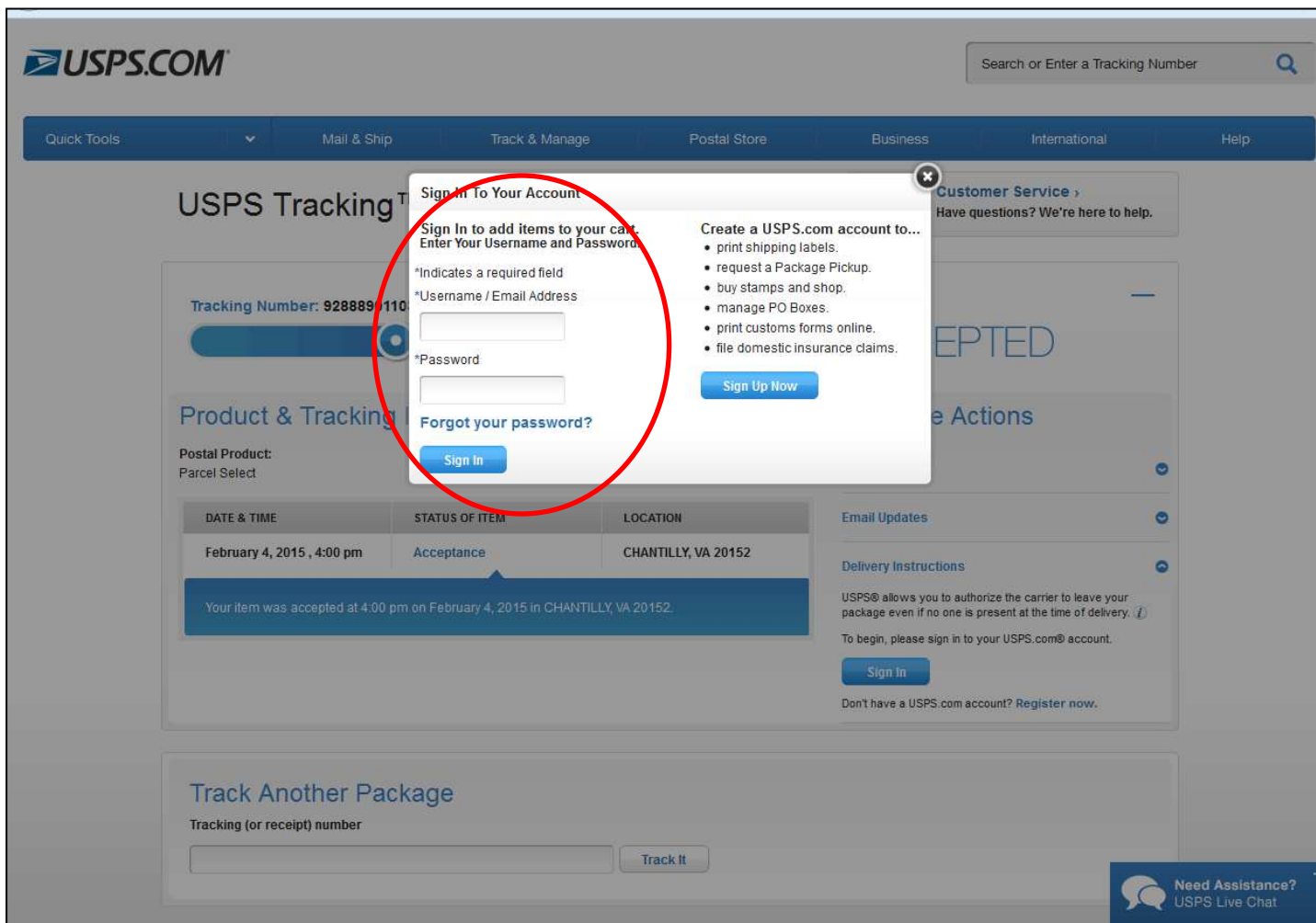
Track Another Package

Tracking (or receipt) number

Track It

Need Assistance? USPS Live Chat

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



USPS.COM Search or Enter a Tracking Number

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

USPS Tracking

Sign In To Your Account

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

Create a USPS.com account to...

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

Sign Up Now

Tracking Number: 92889 110

Product & Tracking

Postal Product:
Parcel Select

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.

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.

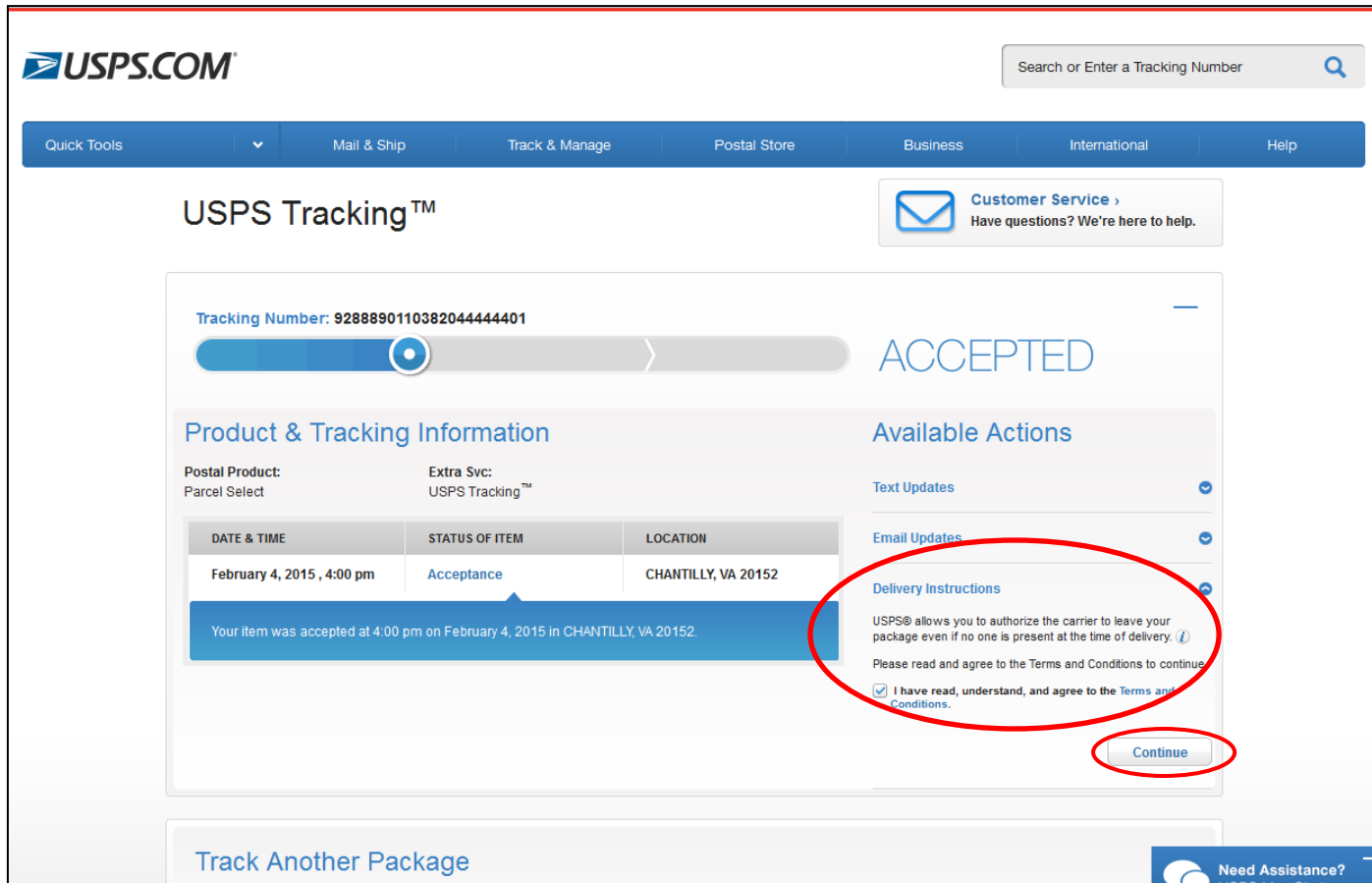
Track Another Package

Tracking (or receipt) number

Track It

Need Assistance?
USPS Live Chat

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



The screenshot shows the USPS Tracking page for a package with tracking number 928889011038204444401. The package status is 'ACCEPTED'. The 'Available Actions' section on the right is circled in red, and the 'Continue' button at the bottom right is also circled in red.

USPS Tracking™

Tracking Number: 928889011038204444401

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

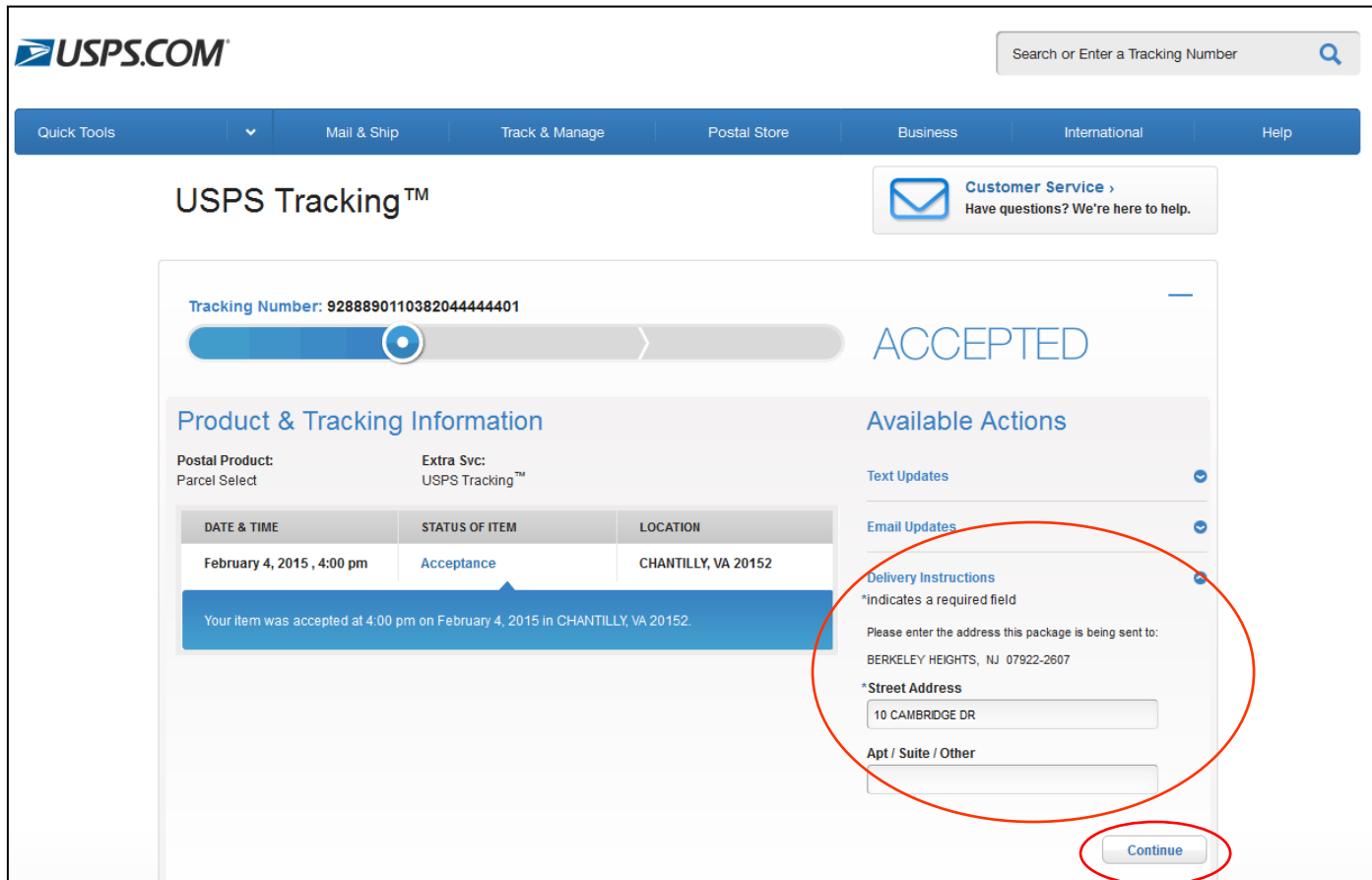
USPS® allows you to authorize the carrier to leave your package even if no one is present at the time of delivery. ⓘ

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

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

Continue

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



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

*Indicates a required field

Please enter the address this package is being sent to:
BERKELEY HEIGHTS, NJ 07922-2607

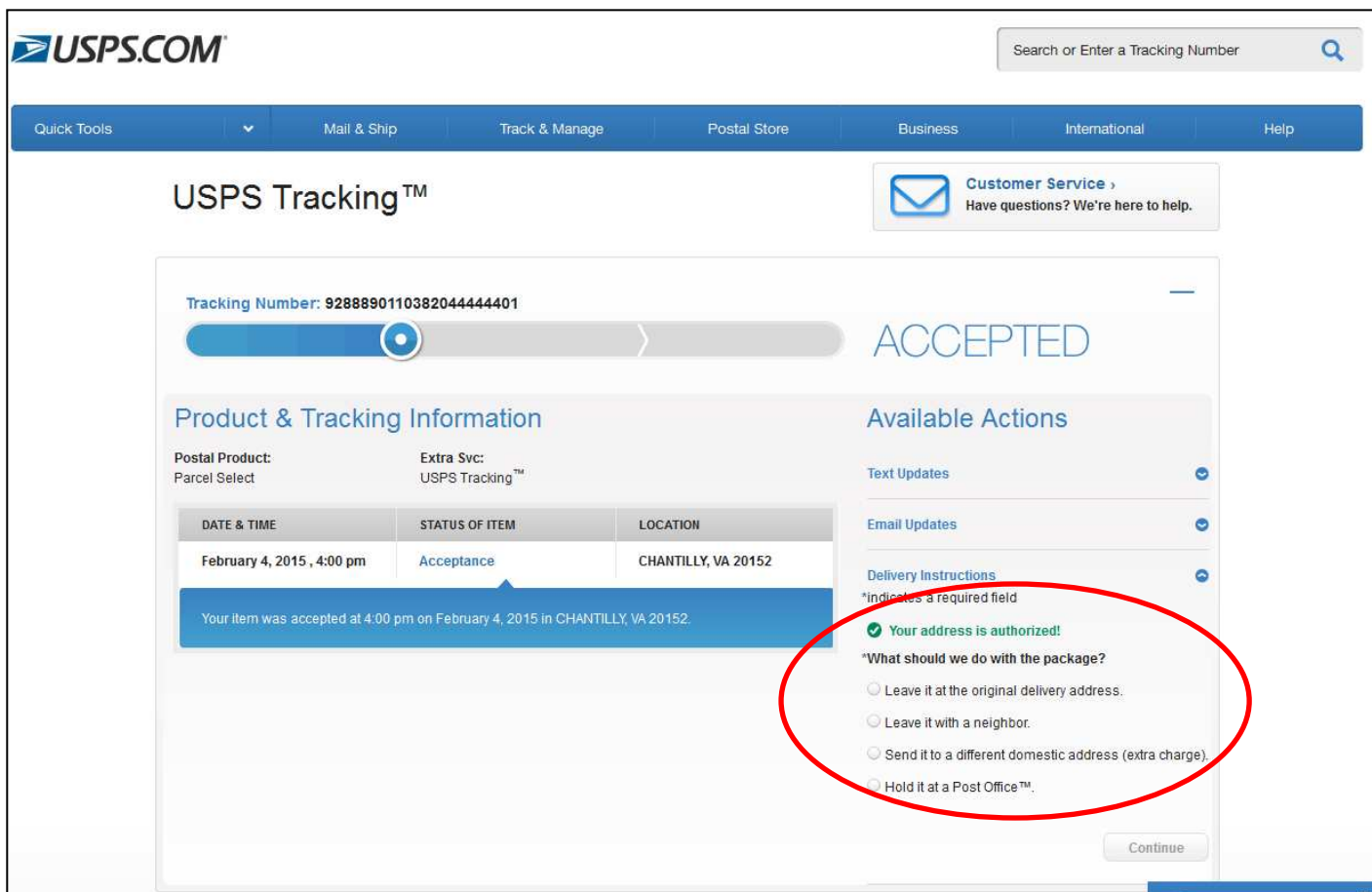
*Street Address
10 CAMBRIDGE DR

Apt / Suite / Other

Continue

Delivery Options

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



The screenshot shows the USPS Tracking page for a package with tracking number 9288890110382044444401. The package is in the 'ACCEPTED' stage. The 'Product & Tracking Information' section shows the postal product as 'Parcel Select' and the extra service as 'USPS Tracking™'. A table provides details on the acceptance date and location.

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

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

The 'Available Actions' section on the right includes options for 'Text Updates', 'Email Updates', and 'Delivery Instructions'. The 'Delivery Instructions' section is highlighted with a red circle and contains the following text:

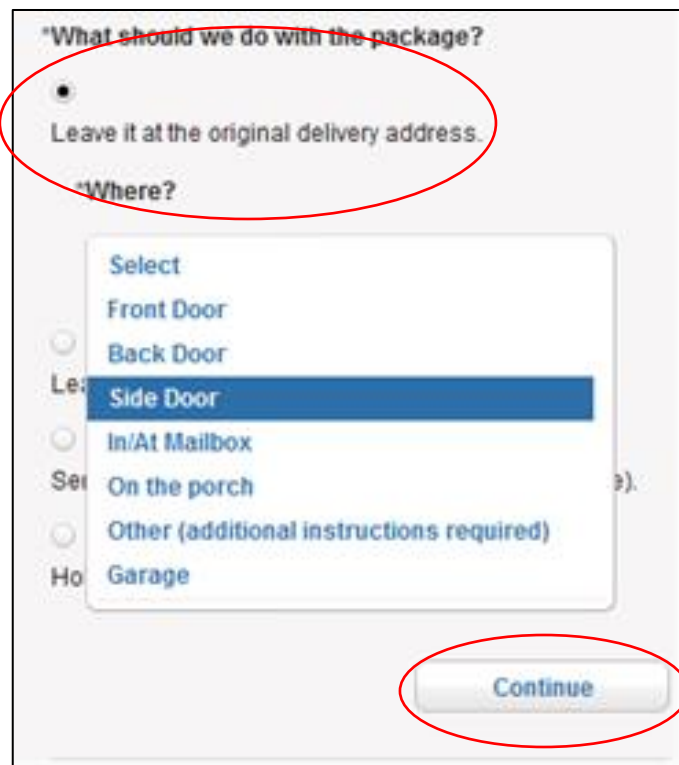
✓ Your address is authorized!

***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™.

A 'Continue' button is located at the bottom right of the 'Delivery Instructions' section.

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

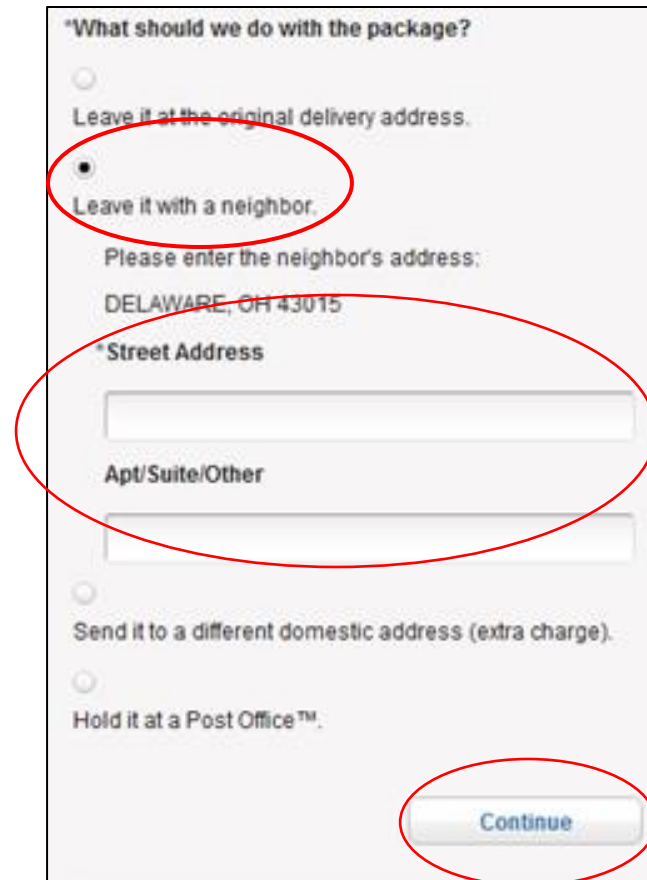
In/At Mailbox

Se: 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

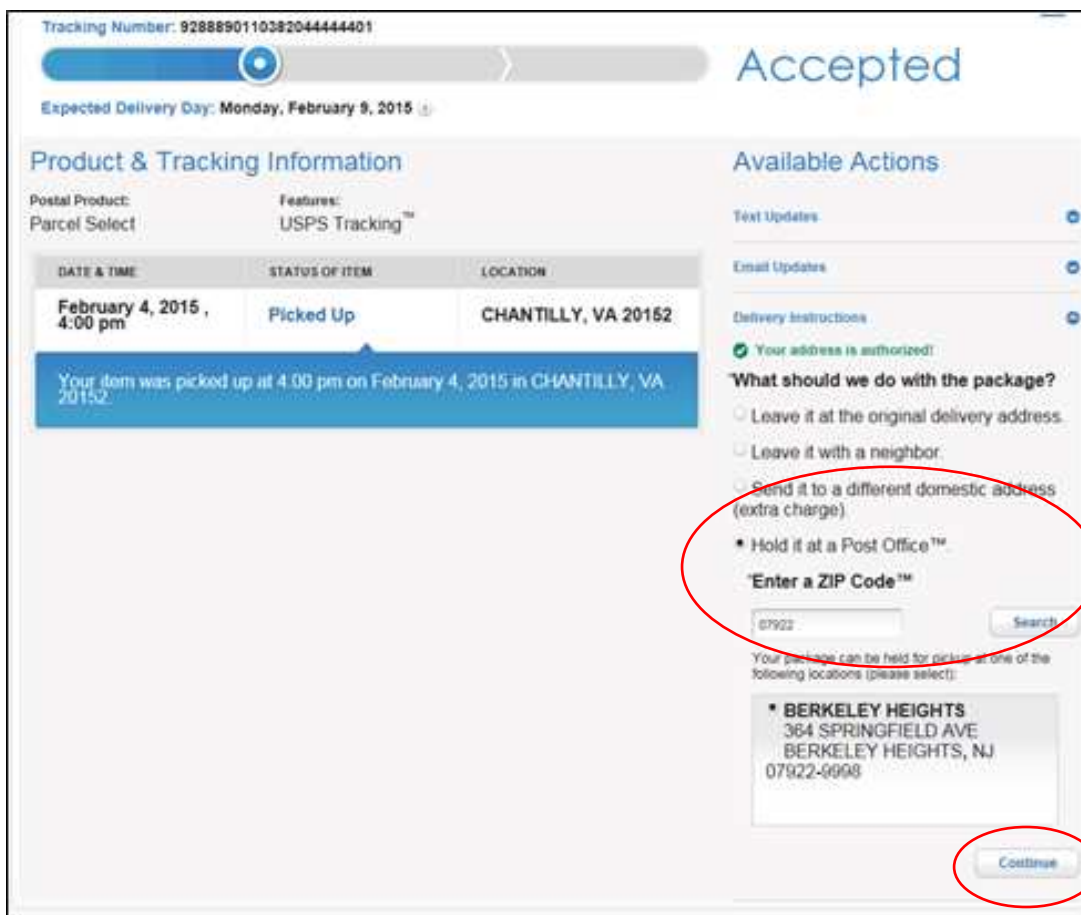
Apt/Suite/Other

☐ 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™

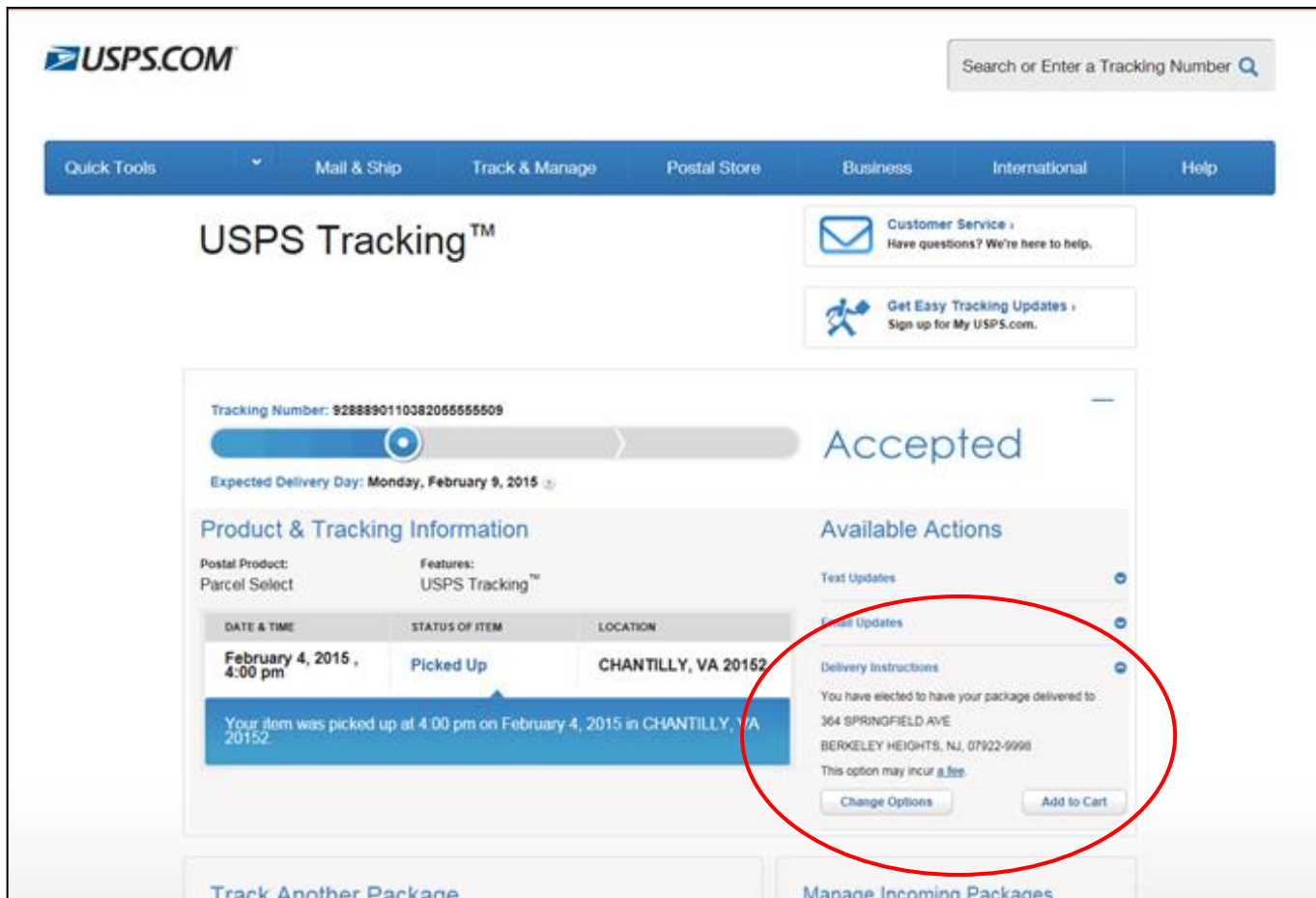
07922 Search

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.



The screenshot shows the USPS Tracking page for a package with tracking number 92889011038205555509. The package is marked as "Accepted" and "Picked Up" on February 4, 2015, at 4:00 pm in CHANTILLY, VA 20152. A red circle highlights the "Available Actions" section, which includes "Text Updates", "Email Updates", and "Delivery Instructions". The "Delivery Instructions" section shows that the package is held at a post office location (364 SPRINGFIELD AVE, BERKELEY HEIGHTS, NJ, 07922-9998) and that this option may incur a fee. The "Change Options" and "Add to Cart" buttons are also visible.

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.

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

Tracking Number: 92889011038205555509

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

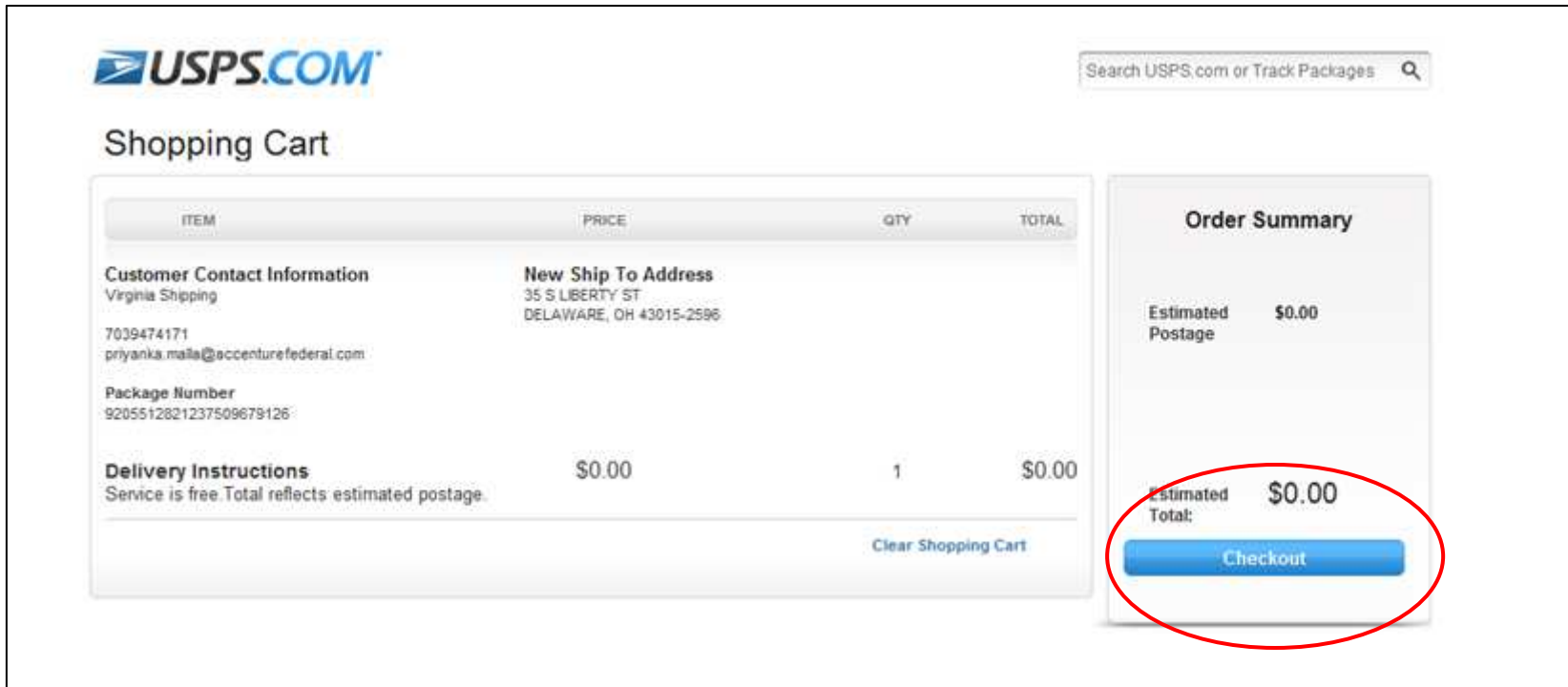
Delivery Instructions

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

Change Options Add to Cart

Track Another Package Manage Incoming Packages

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



The screenshot shows the USPS.COM Shopping Cart interface. The main cart area displays customer contact information, a new ship-to address, and a package number. Below this, a table shows the delivery instructions and a total of \$0.00 for one item. To the right, an order summary shows the estimated postage as \$0.00 and the estimated total as \$0.00. A red circle highlights the 'Checkout' button at the bottom of the order summary.

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.

[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.

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](#)

*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**

Apt / Suite / Other

***City**

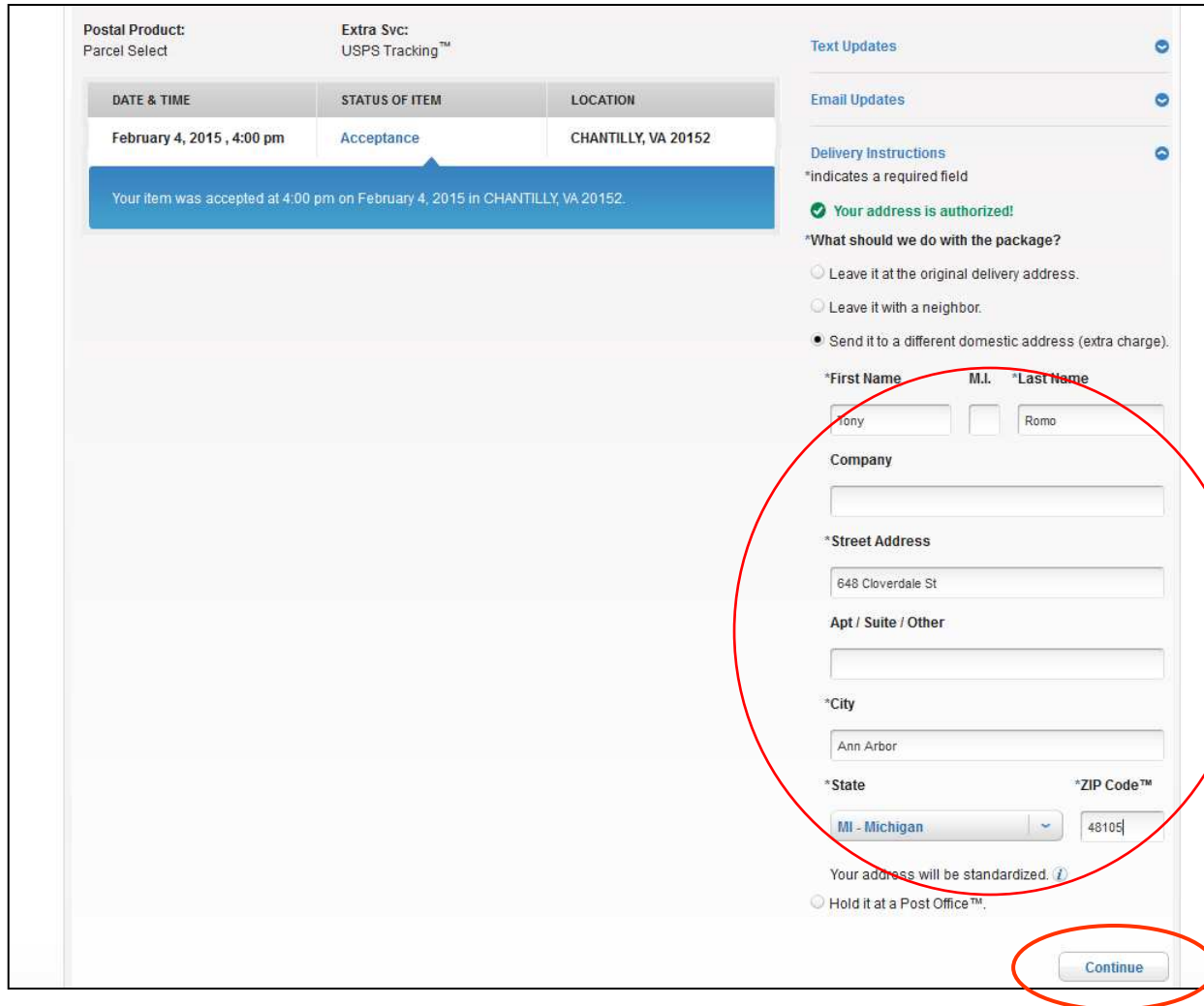
***State** ***ZIP Code™**

Select

Your address will be standardized.

☐ 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**

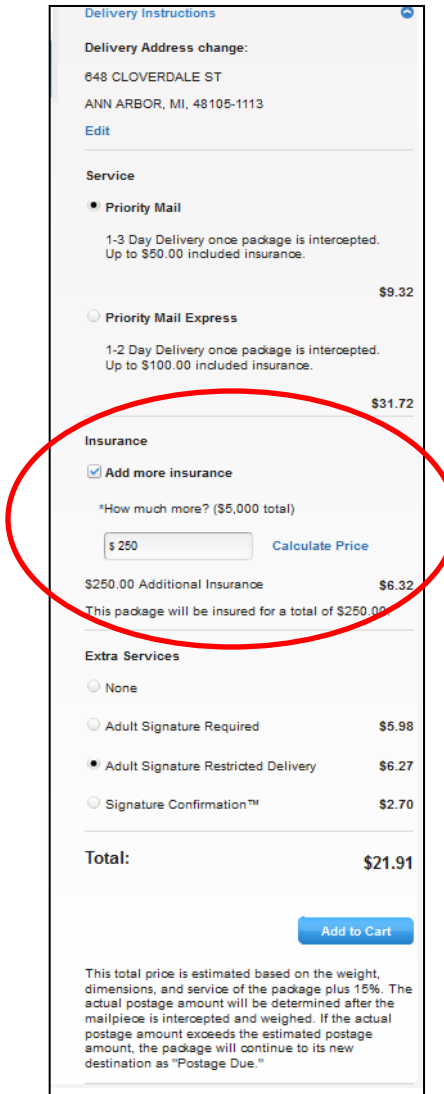
☐ Adult Signature Restricted Delivery **\$6.27**

☐ 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)

\$ 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

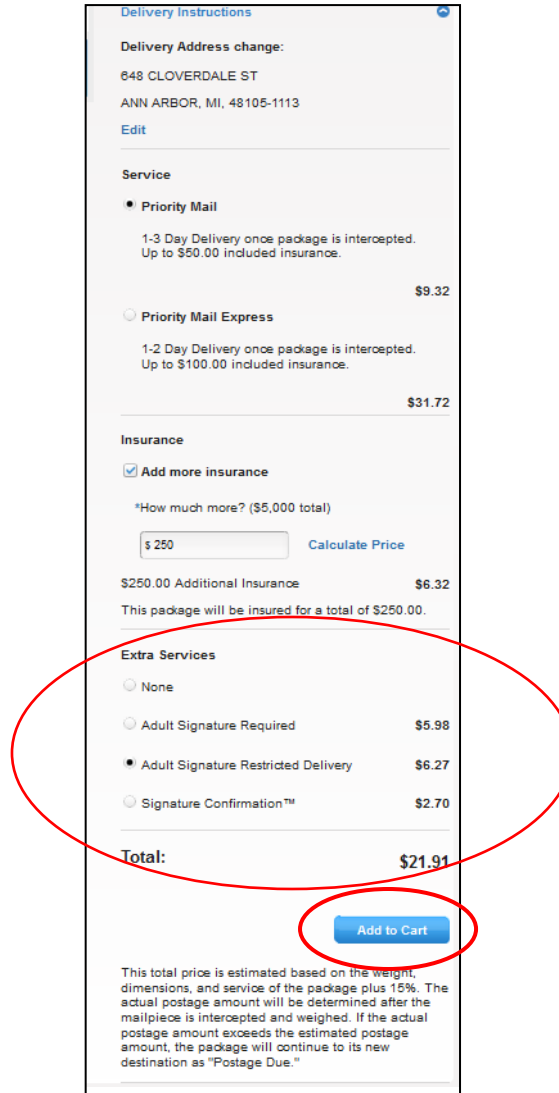
☐ Signature Confirmation™ \$2.70

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."

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

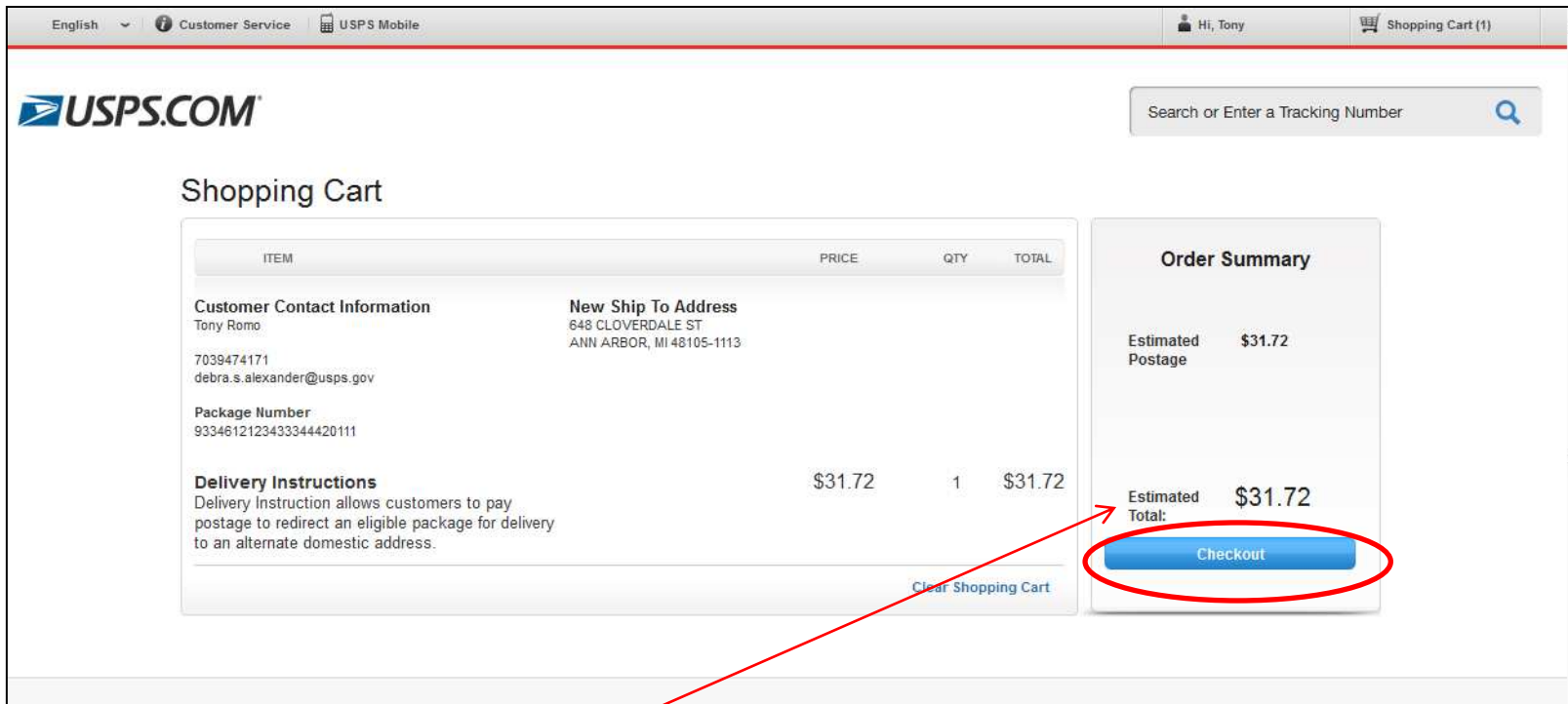
☐ Signature Confirmation™ \$2.70

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
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.	New Ship To Address 648 CLOVERDALE ST ANN ARBOR, MI 48105-1113		
	\$31.72	1	\$31.72

Clear Shopping Cart

Order Summary

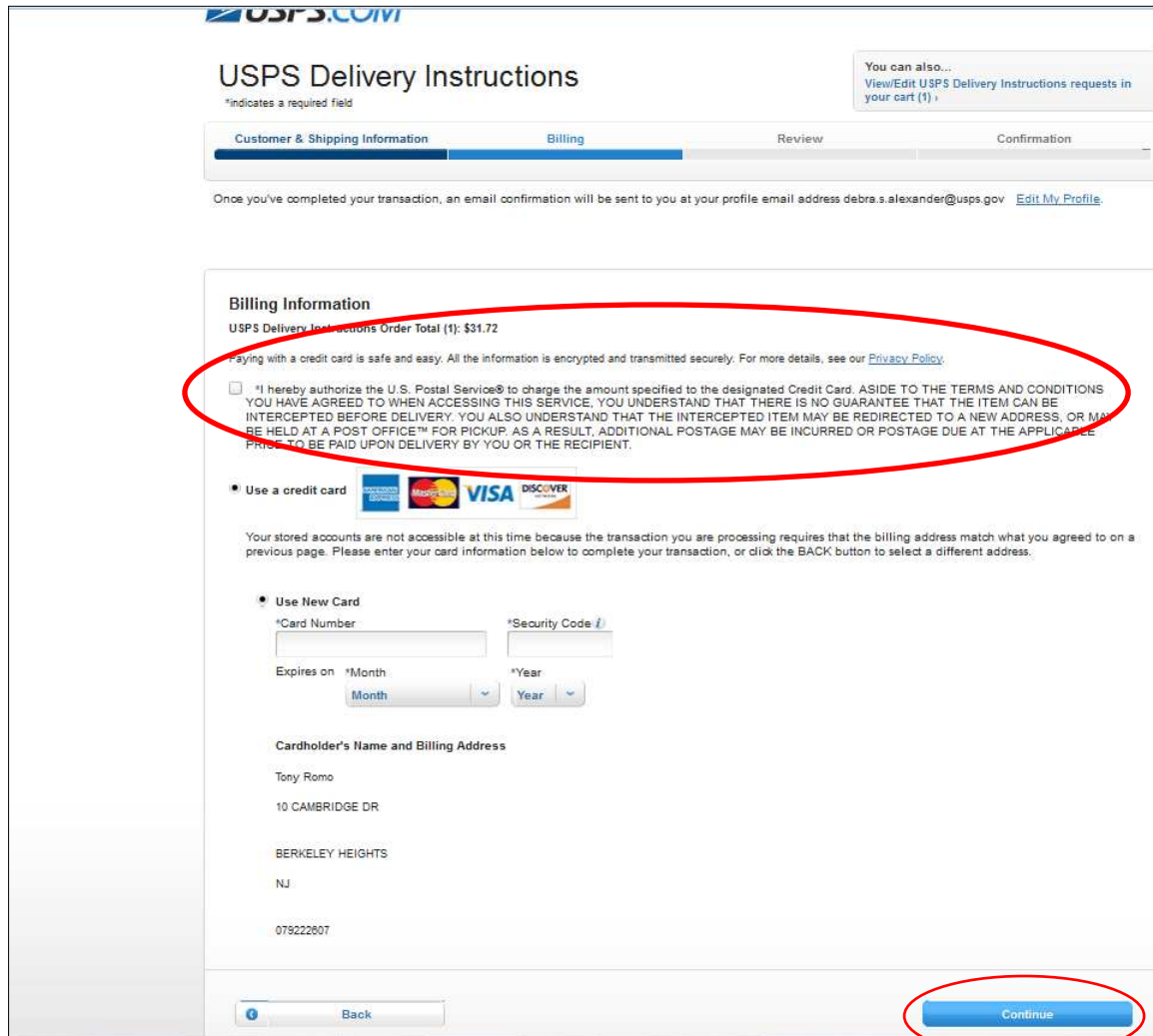
Estimated Postage \$31.72

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 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

Cardholder's Name and Billing Address

Tony Romo
10 CAMBRIDGE DR
BERKELEY HEIGHTS
NJ
079222807

[Back](#) [Continue](#)

- 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](#)

Order Summary

Estimated Postage **\$31.72**


Estimated Total: **\$31.72**

[Place My Order](#)

[Save Cart for Later](#)

ITEM	QTY	PRICE	TOTAL
<div> <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>Modify Cart</p> </div> <div> <p>New Ship To Address 648 CLOVERDALE ST ANN ARBOR, MI 48105-1113</p> </div>			
	1x	\$31.72	= \$31.72

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 [0181730143](#)

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](#)

Status: Order Processing

Order: 0000015

Placed:

Bill To:

Tony Romo
10 CAMBRIDGE DR
BERKELEY HEIGHTS, NJ 079222807
7039474171
debra.s.alexander@usps.gov

Payment:

AmericanExpress: ending in 8141

Exp: 12/2018


ITEM	QTY	PRICE	TOTAL
<div> <p>Customer Contact Information</p> <p>Tony Romo 7039474171 debra.s.alexander@usps.gov</p> <p>Package Number: 9334612123432344420111</p> </div> <div> <p>New Ship To Address</p> <p>643 CLOVERDALE ST ANN ARBOR, MI 48105-1113</p> </div>			
<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®
 

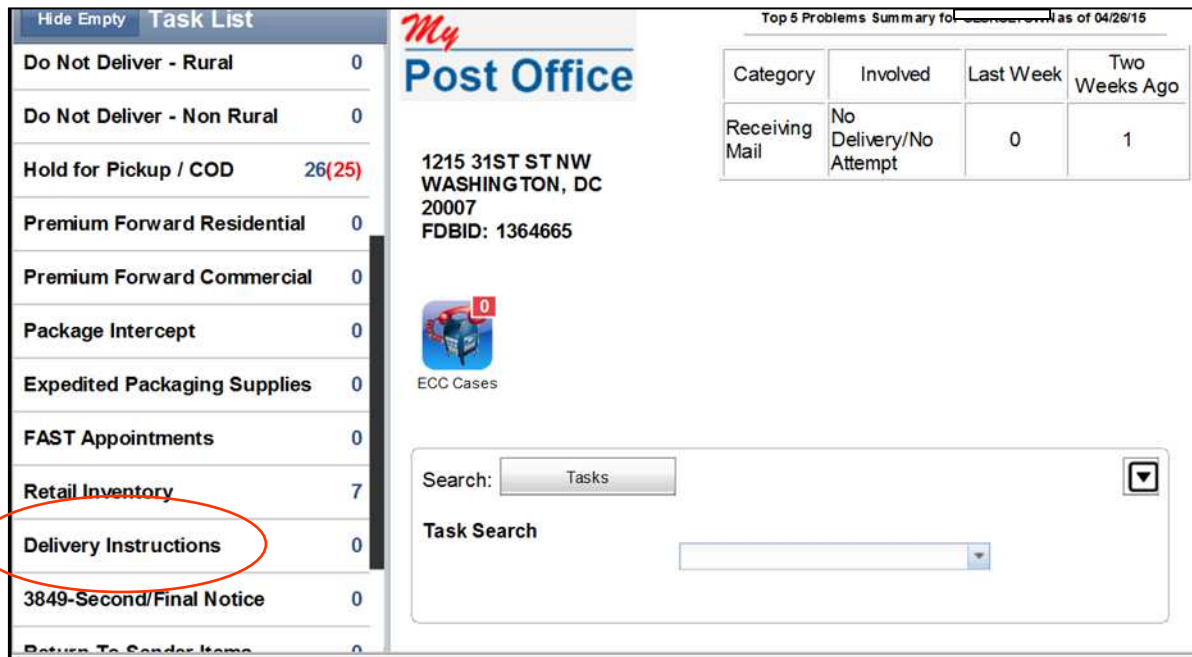
[USPS.com](#) | [Privacy Policy](#) | [Customer Service](#) | [FAQs](#)

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”.



Task List

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

My Post Office

1215 31ST ST NW
WASHINGTON, DC 20007
FDBID: 1364665

Top 5 Problems Summary for [redacted] as of 04/26/15

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

ECC Cases

Search: Tasks

Task Search

- 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)

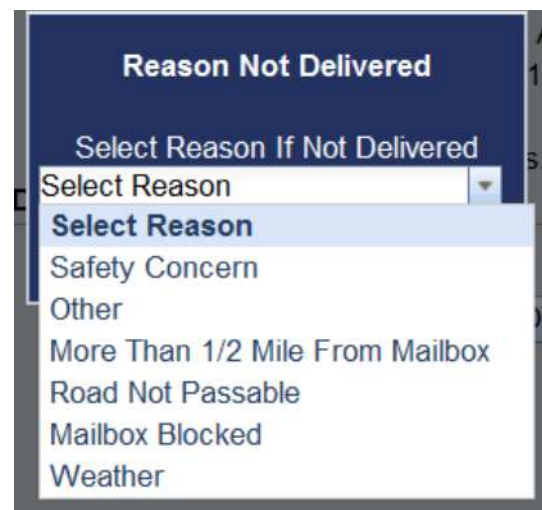
Neighbor Information

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

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



A dark blue dialog box titled "Reason Not Delivered". Inside, the text "Select Reason If Not Delivered" is displayed above a white text input field containing the placeholder "Select Reason". At the bottom of the dialog are two light gray buttons labeled "CLOSE" and "CANCEL".




A dark blue dialog box titled "Reason Not Delivered". Inside, the text "Select Reason If Not Delivered" is displayed above a white dropdown menu. The dropdown menu is open, showing a list of reasons: "Select Reason" (highlighted in blue), "Safety Concern", "Other", "More Than 1/2 Mile From Mailbox", "Road Not Passable", "Mailbox Blocked", and "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

- 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™	
<div style="display: flex; justify-content: space-between;"> <div> TIMOTHY MORRIS 15 LENOX AVE AVENEL NJ 07001-1438 </div> <div> Ship Date: 04/17/15 Expected Delivery: 04/18/15 Weight: 1 lb 0 oz Ref: TOI24104 0021 </div> </div> <div style="text-align: right; margin-top: 10px;"> <div style="border: 1px solid black; padding: 2px 5px;">C058</div> </div> <div style="text-align: center; margin-top: 20px;"> TIMOTHY MORRIS 1013 KILSYTH RD ELIZABETH NJ 07208-2902 </div>	
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](#)

Essential Links

- 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

General Tools

- 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

Moving The Mail Tools

- 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

Safety Resource Tools

- HR Safety Dashboard
- Safety Toolkit
- Safety Depends on Me
- Serious Accident Report
- Suspicious Mail

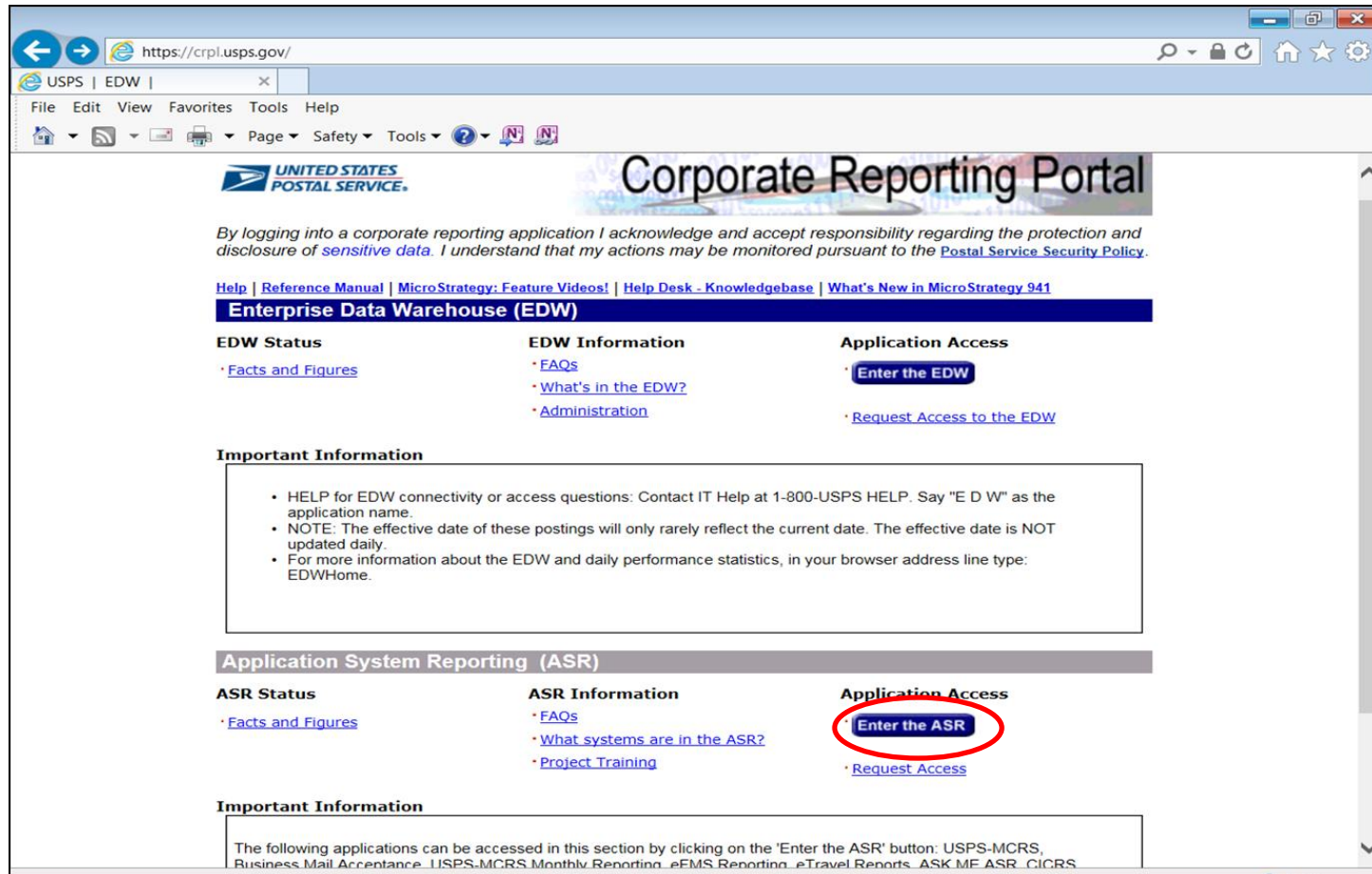
Customer Contact Tools

- Business Connect
- CICRS
- COARS
- Customer Insights
- **EDW Home**
- Marketing Intelligence Library
- PostalOne!
- Sales Force Resource

HR Professionals' Info

- Benefits Calculators
- Compensation Calculators
- Computerized Bidding Info
- eMedical Assessment
- ICPAS
- Overview of Personnel Selection Methods
- Qualification Standards

2. Click “Enter the ASR”.



The screenshot shows the USPS Corporate Reporting Portal in a web browser. The address bar displays <https://crpl.usps.gov/>. The page title is "Corporate Reporting Portal". Below the title, 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." Below this, there are links for "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.

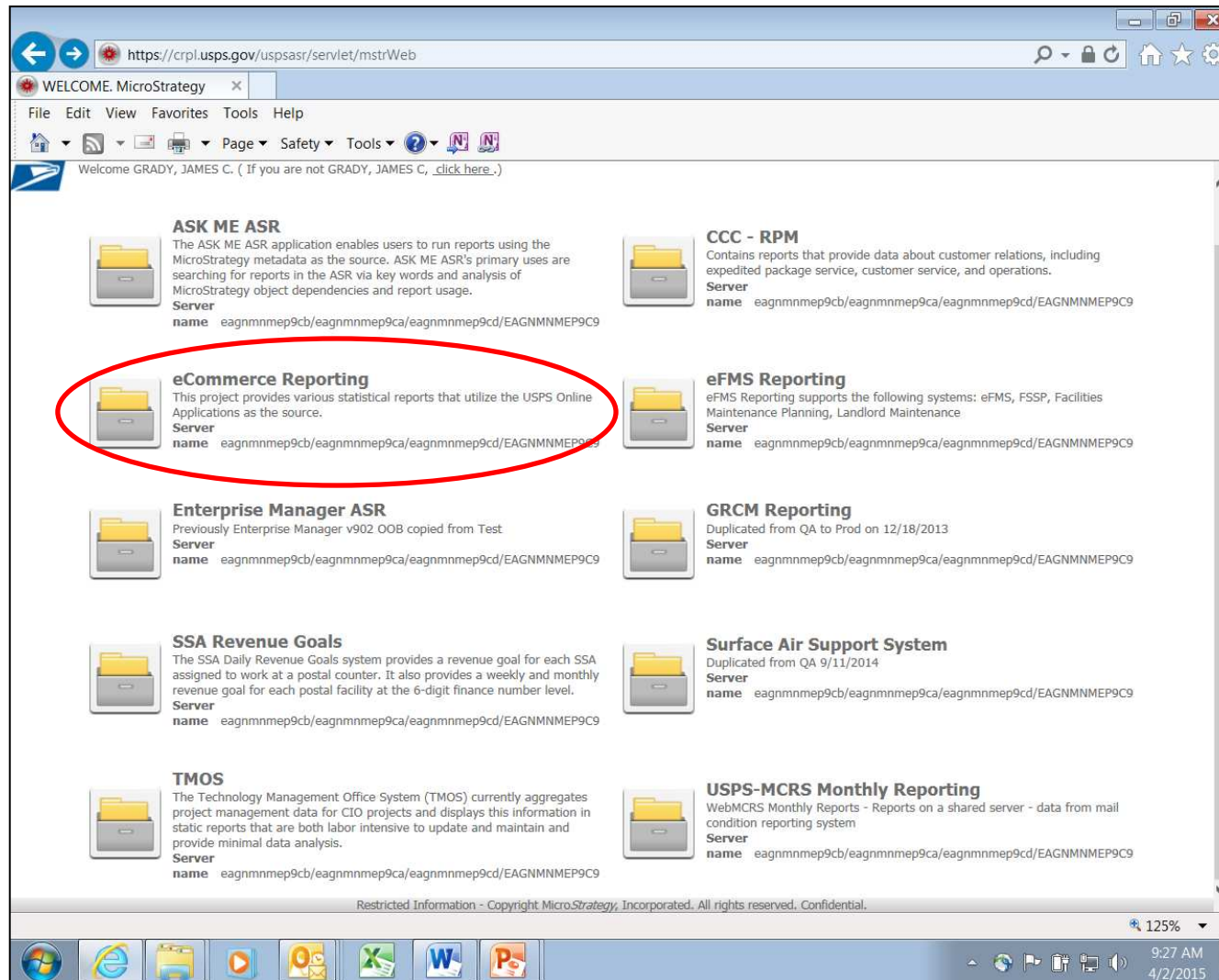
Application System Reporting (ASR)

- 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, CIGRS.


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

**Sherri 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>