Delivery Instructions Overview Webinar

Start Time: 11:00 AM ET

United States Postal Service

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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
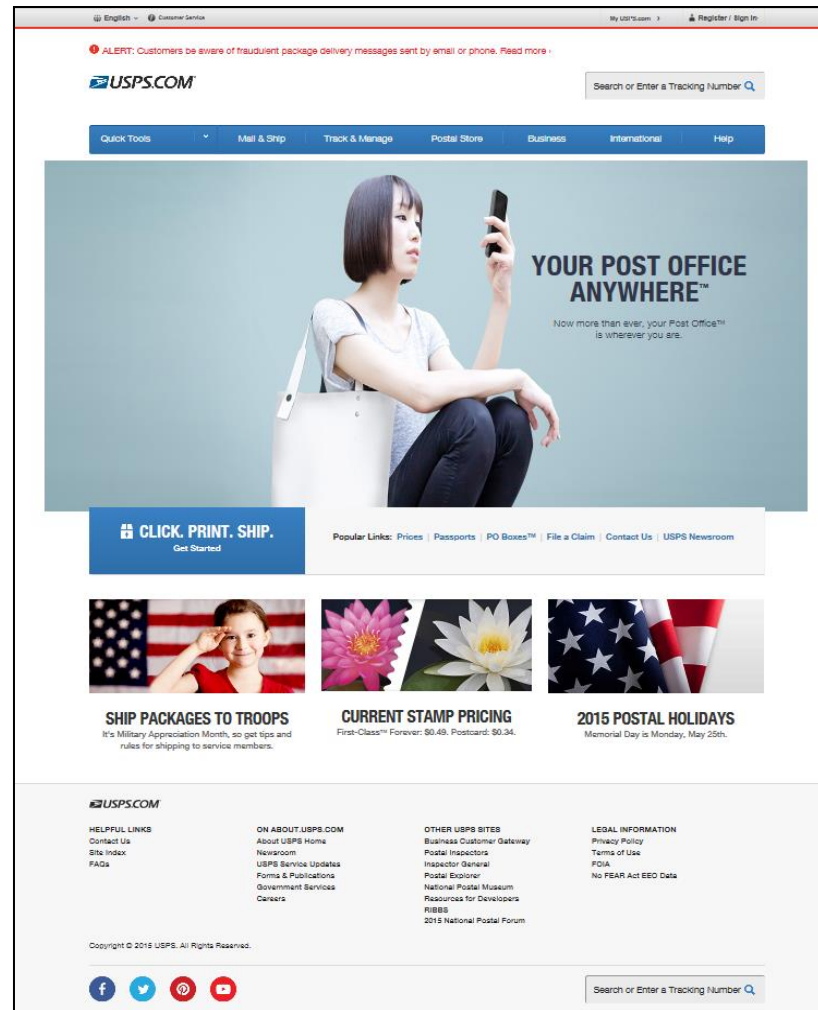
- add Extra Services including domestic Insurance

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
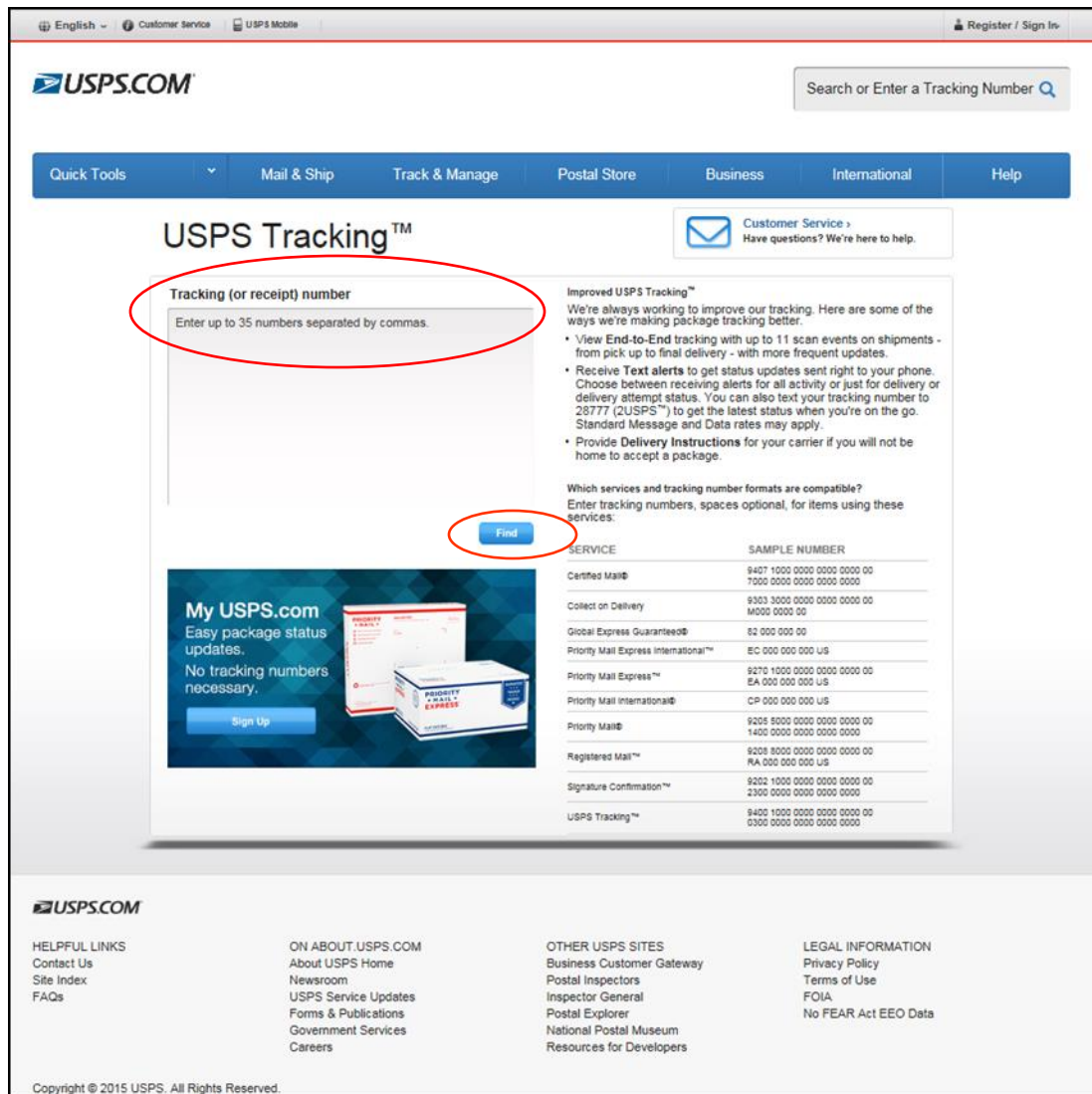
1. Users go to usps.com.

2. Under the Quick Tools tab, select "Tracking".
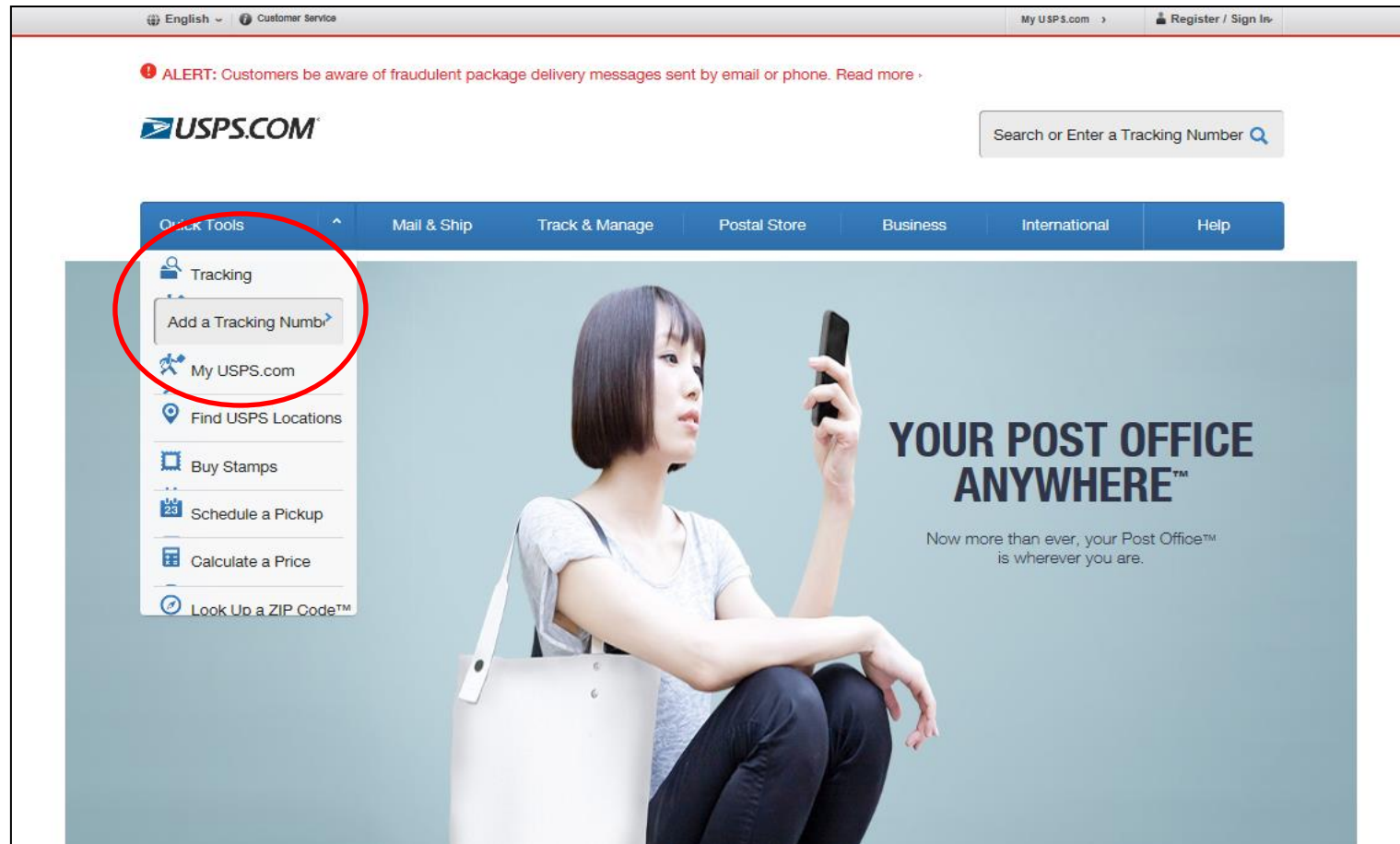
3. User enters tracking number of the package and clicks "Find".

Making Your Delivery Instructions Request

1. Delivery Instructions appears as an "Available Action". Click on "Delivery Instructions".

2. When Delivery Instructions is selected User must "sign in".

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

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

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

Delivery Options

1. User selects their "Delivery Instructions" option from the selections.

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

3. User selects "Hold it at a Post Office". Enter ZIP Code and click "Search". Verify location and click "Continue".
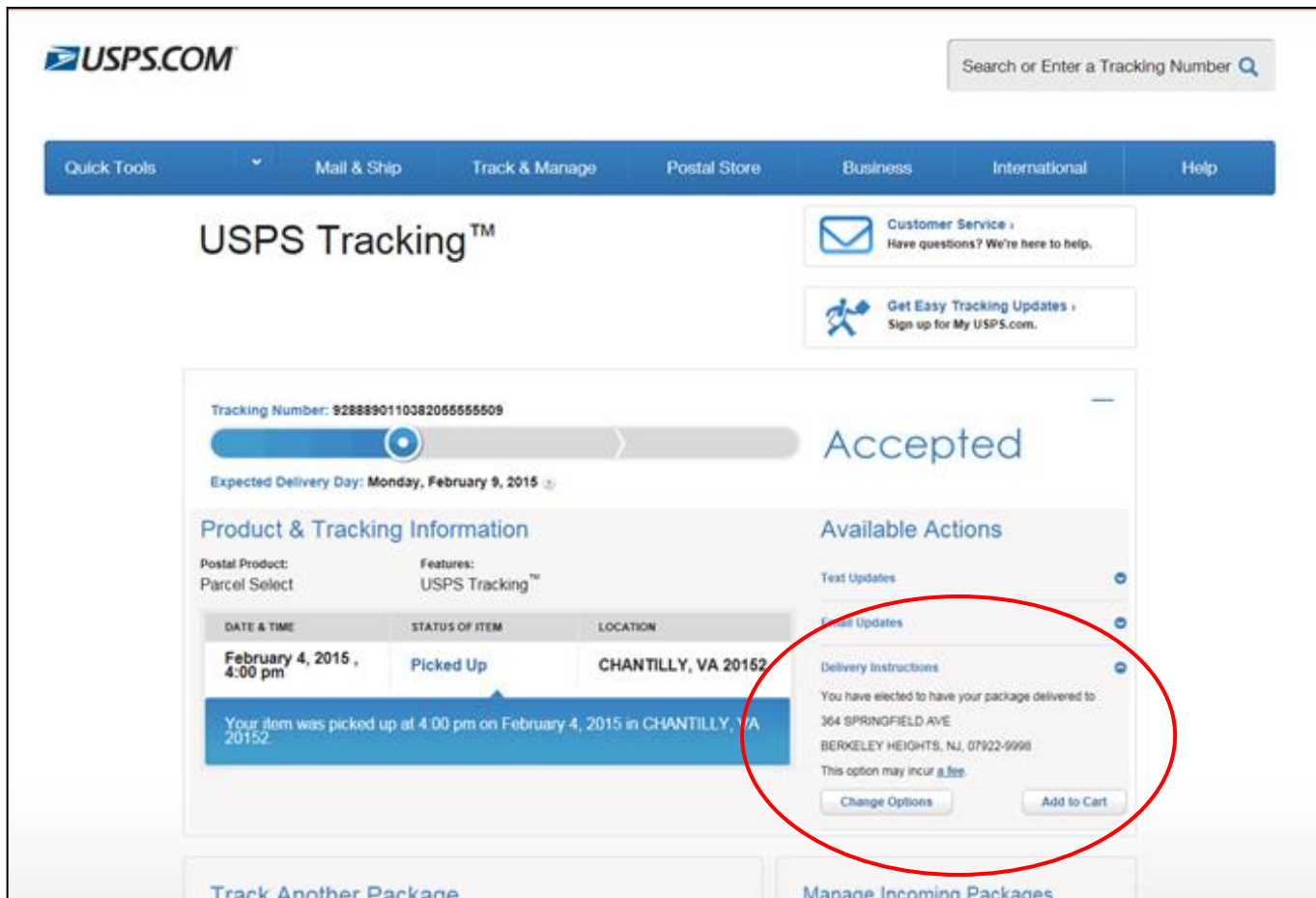
4. The selected Post Office location is displayed.

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

5. User will receive email notification of their request.

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.
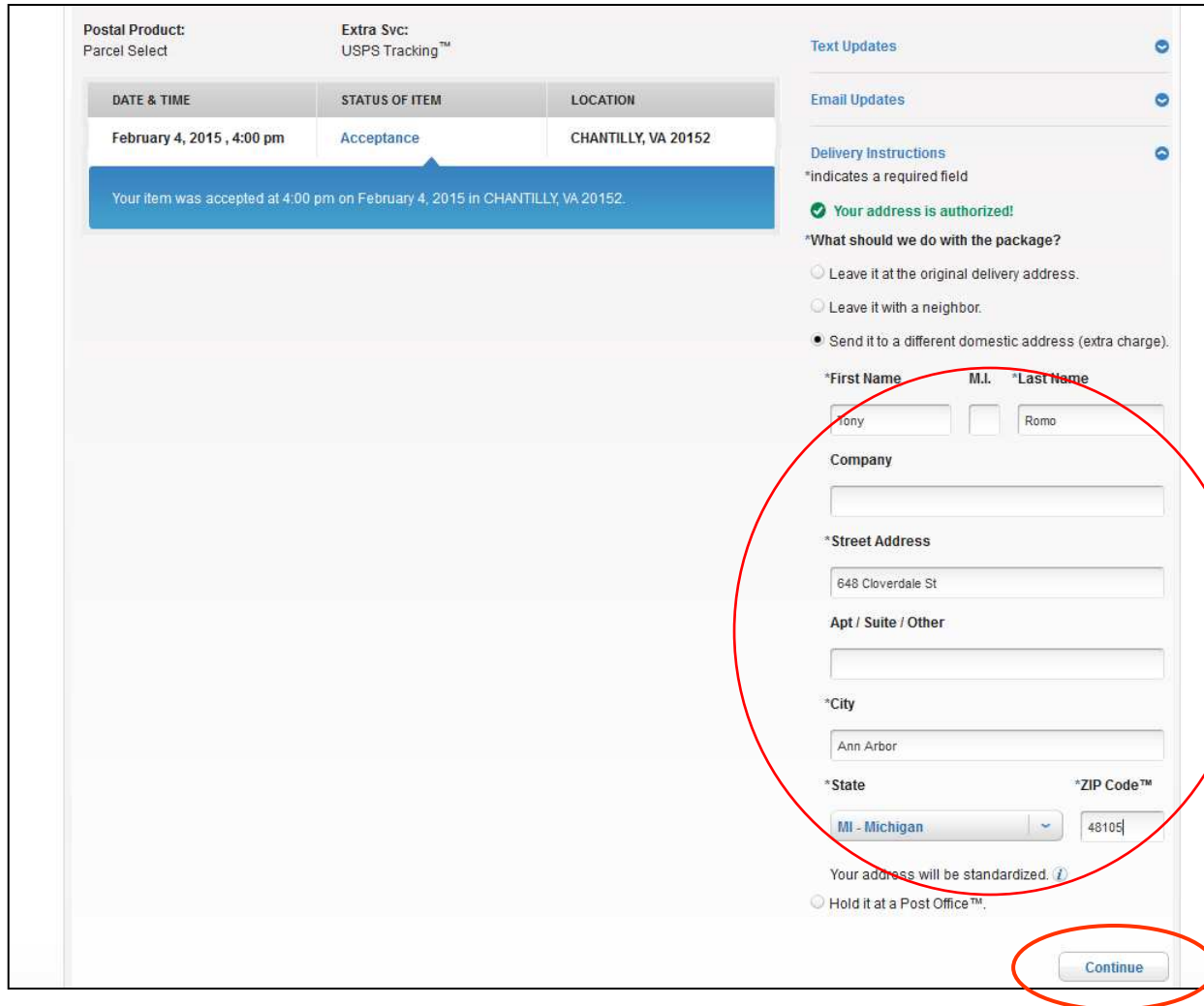
2. User inputs different domestic delivery address and clicks "Continue".

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

4. User selects "Add more insurance" enters additional insurance amount.

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

6. User is taken to the Shopping Cart Order Summary. Review the order and click "Checkout" to proceed.
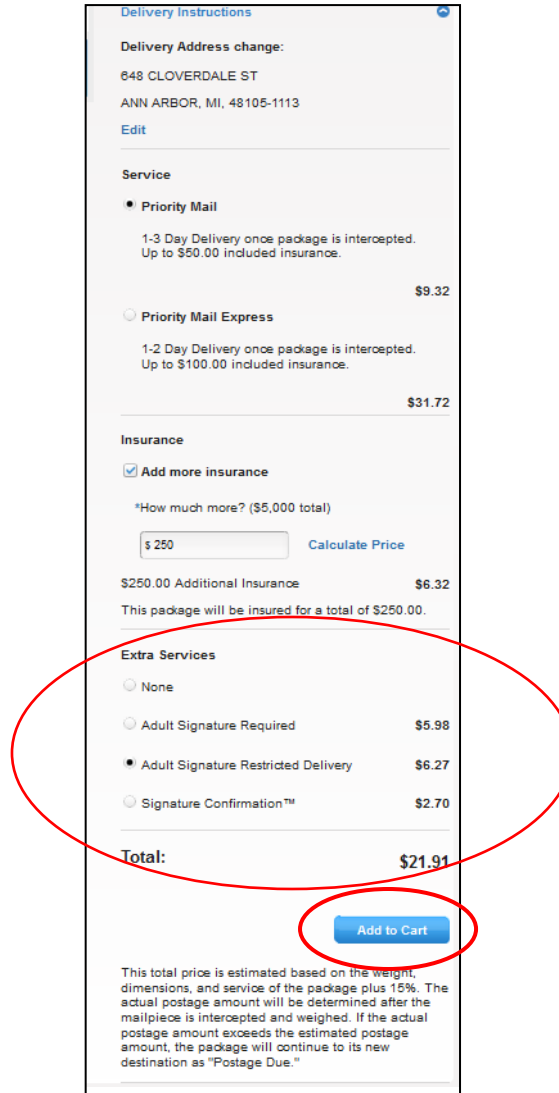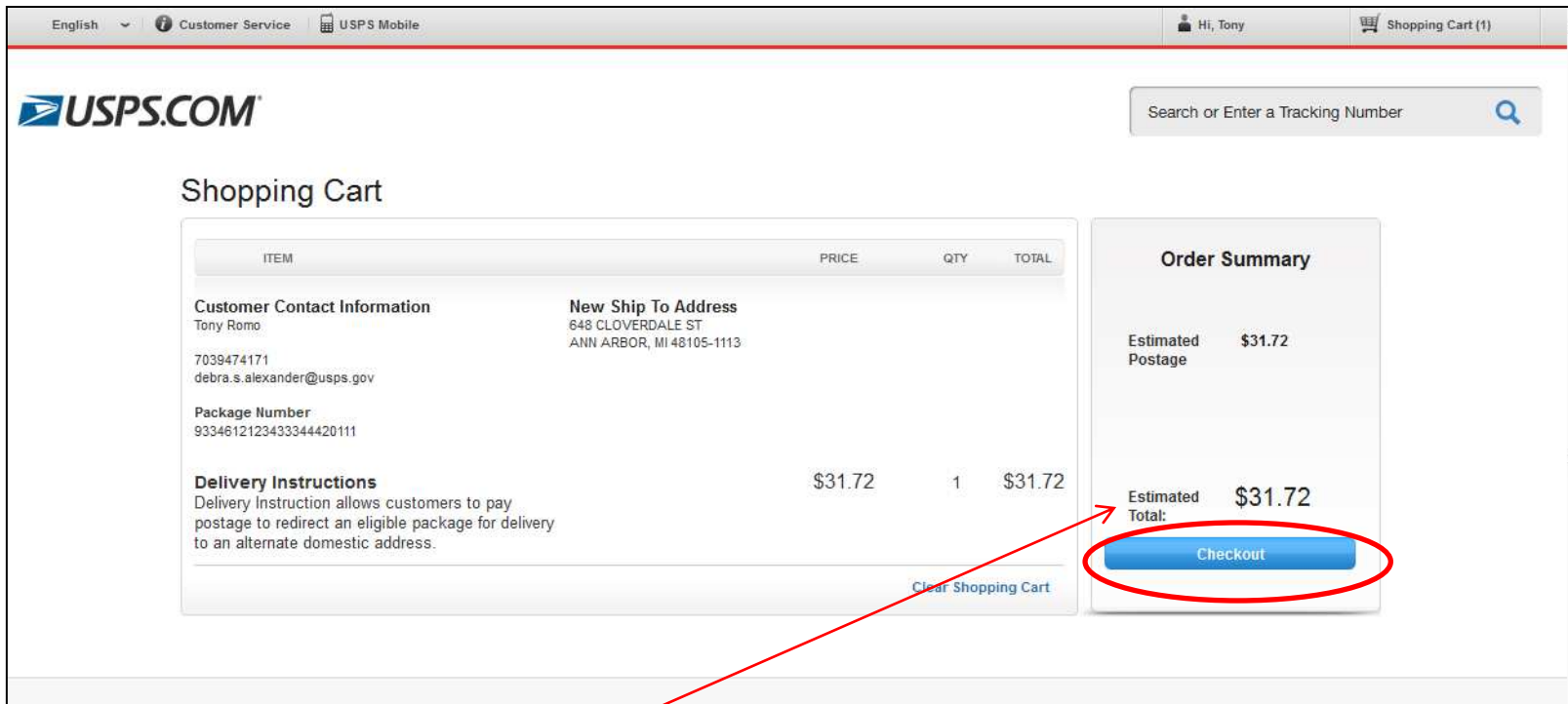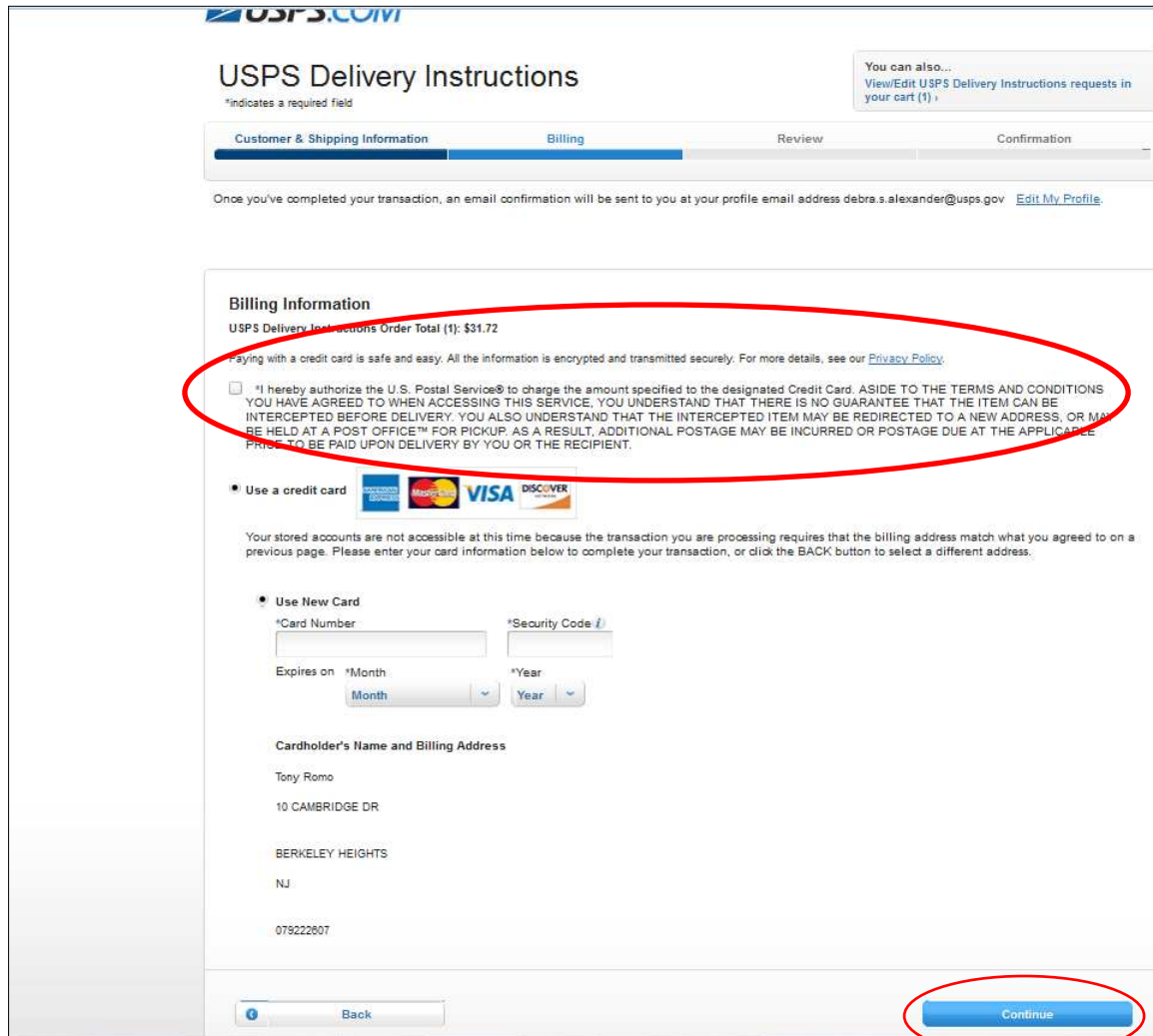
★ The total price is estimated based on the weight, dimensions, and service of the package plus 15%. The actual postage amount will be determined after the mailpiece is intercepted and weighed. If the actual postage amount exceeds the estimated postage amount, the package will continue to its new destination as "Postage Due."

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

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

9. Confirmation that the Delivery Instruction has been placed.

10. User receives email notification of the request.
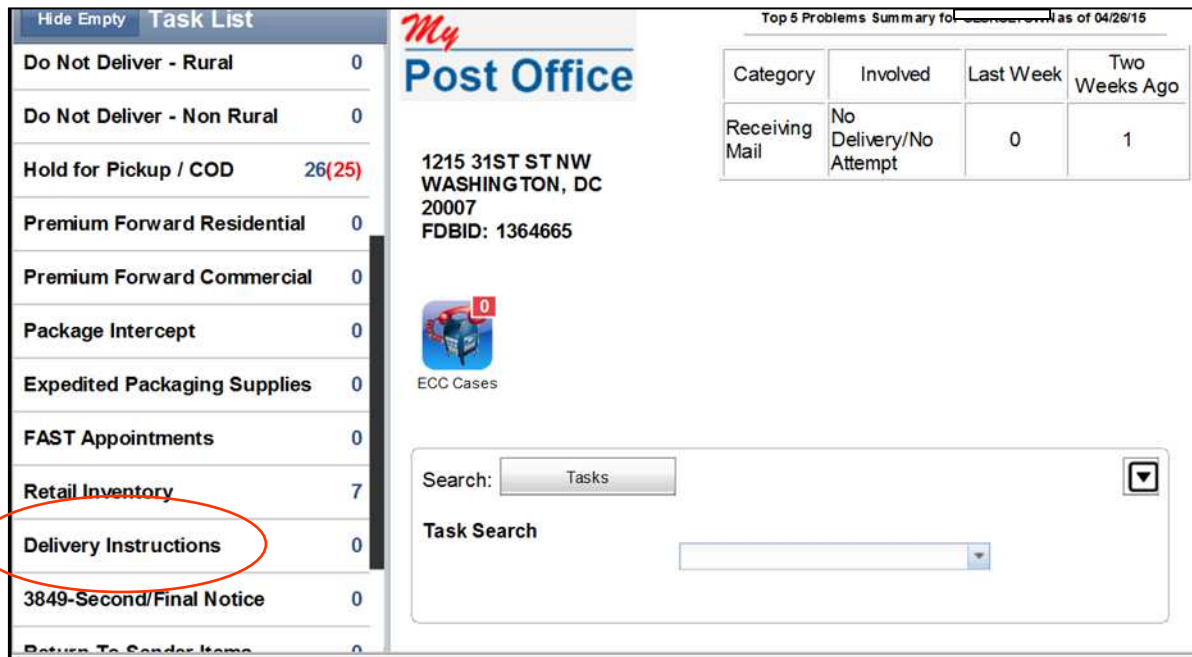
Local Post Office Notification through My Post Office (MyPO)

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

2. 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".
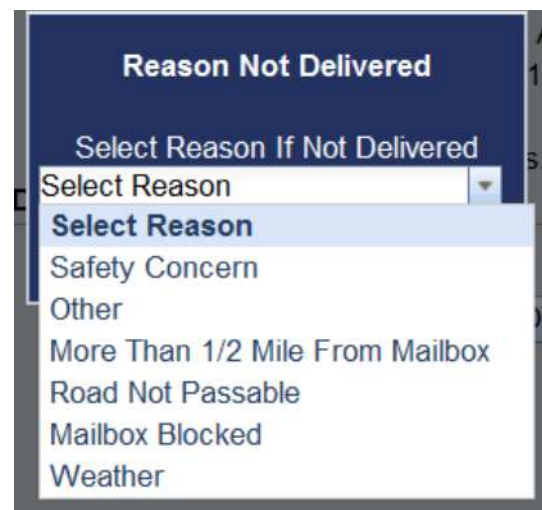
4. If "Not Delivered" is selected user must entered a reason must be entered.

5. From the Detail screen the user will select "Print Label".

USPS RESTRICTED INFORMATION

Tracking Number: 9334612123433344420135

Package Intercept Record Information

Origination:	Delivery Instructions
Request ID:	TOI24104
Current Status:	Intercepted
Package Intercept Type:	Redirect
Original Tracking Number:	9334612123433344420135
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.

Reports

(Internal Only)

1. Locate Enterprise Data Warehouse (EDW)

2. Click "Enter the ASR".

3. Click "eCommerce Reporting".
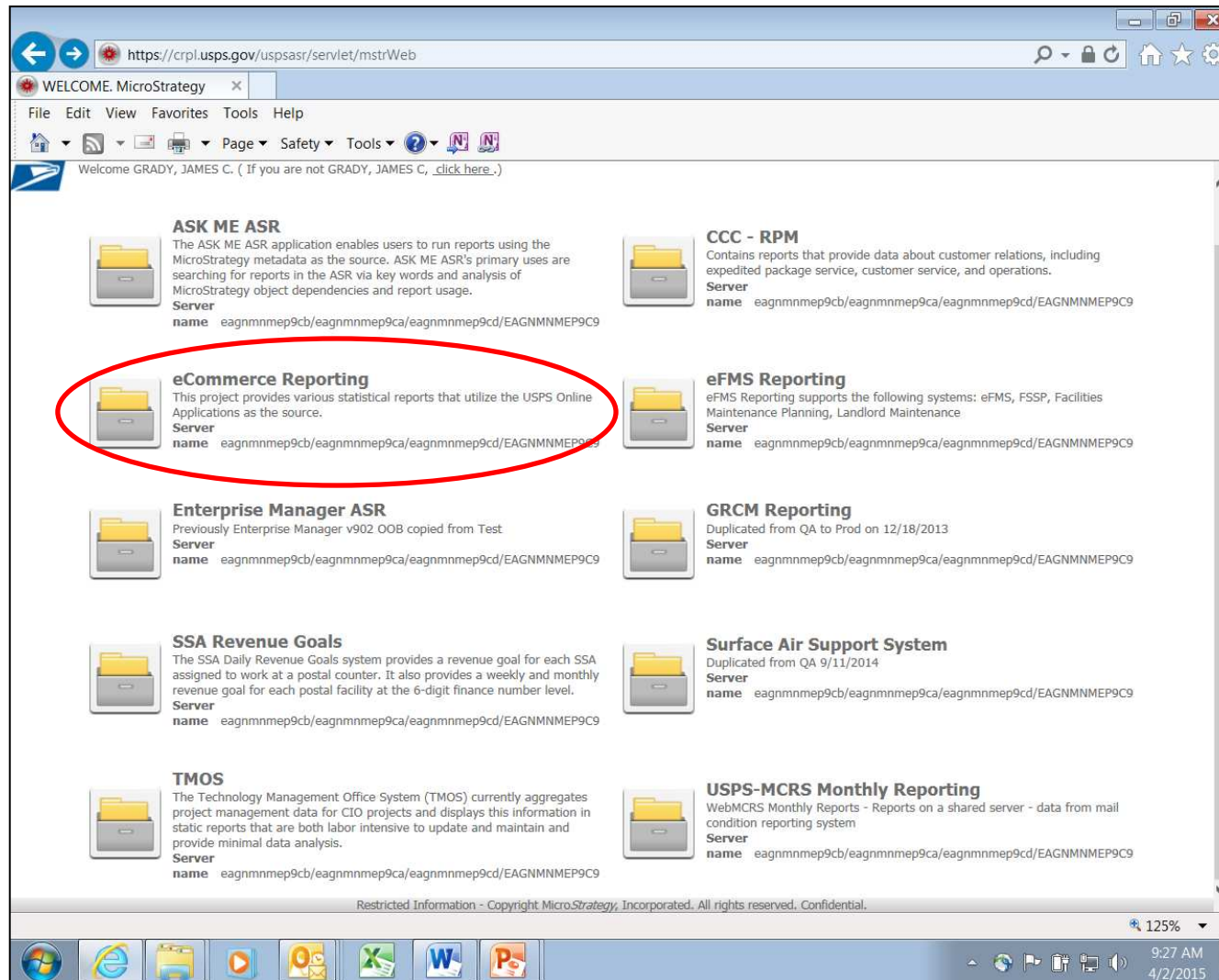
4. Click "Shared Reports".

5. Next click "Postal Store".

6. Next click "Operational Reports".

- 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.

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Question and Answer Session

United States Postal Service

Sherri D. Evans
Product Development Specialist
Shipping Products and Services

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The webinar is now concluded

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