

Informed Delivery[®] by USPS

March 2024 Informed Delivery[®] User Survey | Aggregated Results

4,919 respondents in 3,931 ZIP Code[™] locations

USER SATISFACTION

89%

ARE SATISFIED OR VERY SATISFIED with the Informed Delivery feature.

+69

NET PROMOTER SCORE for the Informed Delivery feature on an NPS scale between -100 and +100.

WHY INFORMED DELIVERY[®]?

89%

I use it as part of my routine to keep track of my mail.

66%

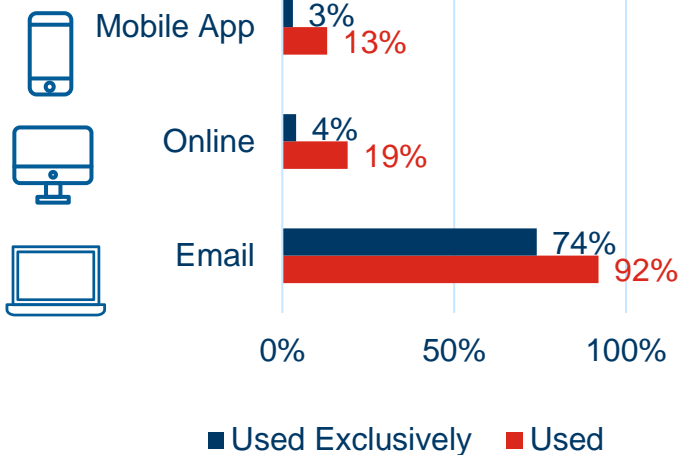
I use it as part of my routine to keep track of my packages.

49%

I like to know what mail or packages are arriving when I'm out of town.

NOTIFICATIONS

Percent of respondents who use each method for viewing daily Informed Delivery notifications



USER TESTIMONIALS

I use it as a safeguard to prevent possible theft of packages from my mailbox.

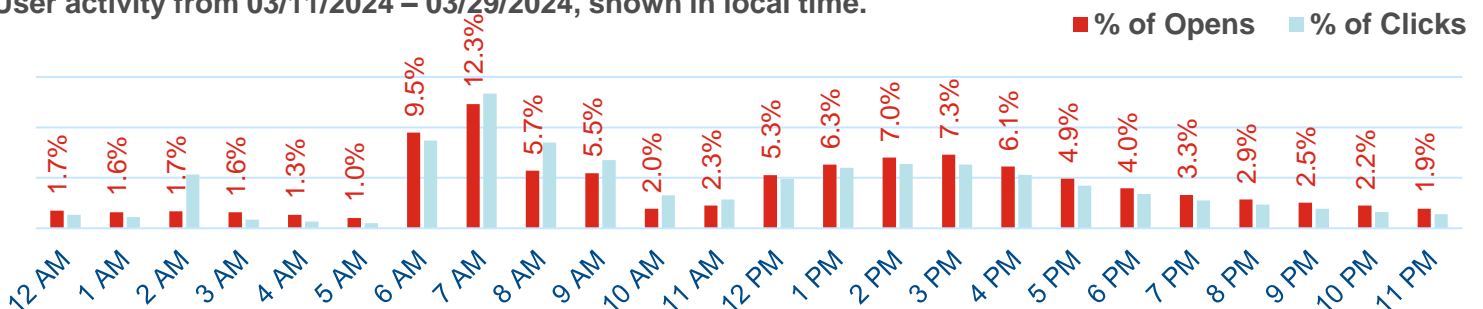
We expect checks in the mail and want to make certain they are there.

I use it as part of my routine and scheduling visits to my PO Box

I ship and receive a number of packages and I track them.

ENGAGEMENT BY TIME OF DAY

User activity from 03/11/2024 – 03/29/2024, shown in local time.



NOTE: This data is for all Informed Delivery[®] users and is not connected with the survey

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MAIL USE PROFILE

89%

Of respondents said they are almost always the primary household member retrieving mail.

81%

Indicated they check their physical mailbox every day or almost every day.

GENDER

*Out of 4,640 who answered

39%

MALE

61%

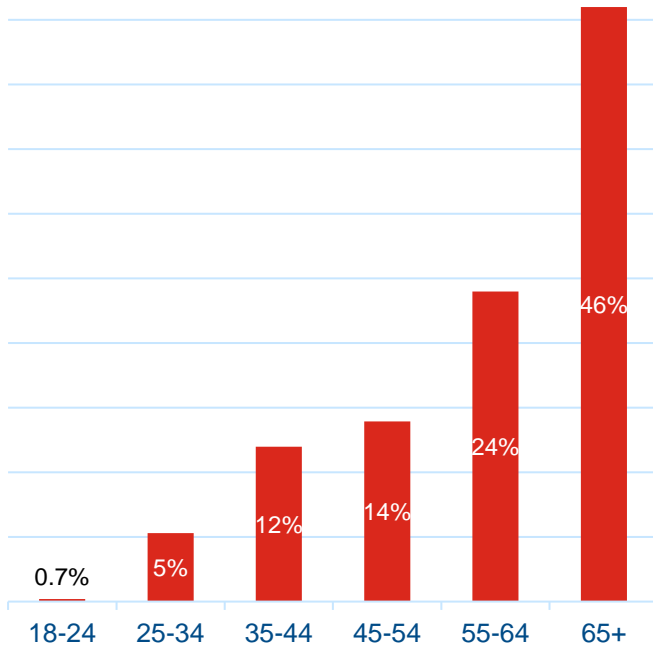
FEMALE

0.3%

OTHER

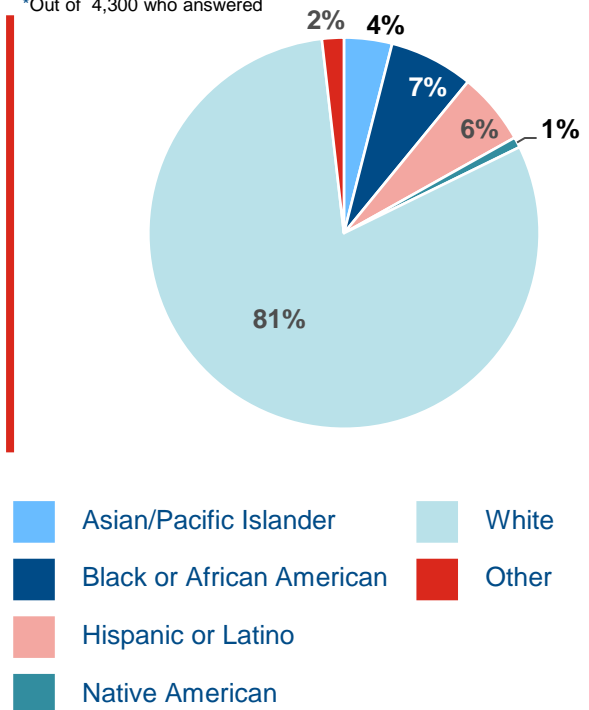
AGE

*Out of 4,526 who answered



RACE & ETHNICITY

*Out of 4,300 who answered



HOUSEHOLD INCOME

*Out of 3,074 who answered

