

United States Postal Service®

INDUSTRYALERT

August 6, 2020

Redelivery Enhancement

The Postal Service is updating the existing user interfaces by which a USPS® customer can submit a Redelivery request. These interfaces include the USPS.com® Redelivery and Tracking applications as well as Mobile Redelivery pages. Going forward, customers will only be able to submit Redelivery requests for packages for which they have a tracking number. In addition, greater visibility into the processing of Redelivery requests will be provided to customers by use of the scan events listed below:

- **Available for Redelivery or Pickup**
- **Out for Redelivery**

With this new process, the Available for Redelivery or Pickup scan event will be linked to a facility identifier which will allow USPS® to accurately communicate to our customers where their package is being held. These enhancements will also be deployed in the Customer 360 (C360) application used by our Enterprise Customer Care Center agents as well as the Interactive Voice Response (IVR) application to ensure a consistent experience across all channels.

Most notably, the incorporation of Customer Pickup Locations (CPUL) will provide customers with up to date Post Office hours and locations. In addition, the new option for customers to sign up for Informed Delivery® when scheduling their redelivery request, will create a more robust experience for our customers.

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