



Question and Answer:

Q: How often does Informed Delivery add new areas? I've been trying to sign us up for over a year, but it's not yet available in 35986.

A: You must live in an eligible ZIP Code™ location and be able to verify your identity in order to sign up for Informed Delivery. In rare instances, you may live in an eligible ZIP Code, but cannot sign up for the feature because your individual mailbox is not uniquely coded; this coding determines which images are provided to each Informed Delivery user and ensures that users view mail destined for their address only. While most addresses are uniquely coded, not all are, especially in high density areas (e.g., apartment buildings or condos). If your address is not uniquely coded, you will not be able to sign up for Informed Delivery at this time; please check back at a later date. USPS is working to increase the number of addresses with access to Informed Delivery.

The feature is available to residential consumers and eligible personal PO Box™ addresses, but Informed Delivery is not currently available to business customers. We hope to offer Informed Delivery to small business customers in the future.