

United States Postal Service®

INDUSTRYALERT

August 1, 2022

Informed Delivery Enhancements

Effective August 1, 2022, the Postal Service is adding returns and outbound packages to the Informed Delivery Daily Digest email. The new Outbound section on the Daily Digest will include packages being delivered by USPS® when they are within three business days of the expected delivery date. This value-added enhancement will provide customers the convenience of monitoring their return and outbound packages via Informed Delivery, just as they do with incoming packages today.

The Informed Delivery feature by USPS lets customers digitally preview their mail and manage their packages scheduled to arrive soon. Informed Delivery allows customers to view greyscale images of the exterior, address side of letter-sized mailpieces and track and manage packages in one convenient location.



There is no action needed from the customer as Informed Delivery will automatically identify the return and outbound packages within the USPS network and will display them on the Daily Digest, email notification.

Benefits

- Ability to automatically view return and outbound packages via Informed Delivery Daily Digest Email
- Customer convenience
- Enhanced visibility

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