How to Sign Up for Informed Delivery®

Eligibility
In order to get Informed Delivery notifications, you must first meet the following requirements:

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Information and Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>You must be a residential consumer</td>
<td>Informed Delivery notifications are not available to business customers.</td>
</tr>
<tr>
<td>You must be a registered usps.com® user</td>
<td>If do not already have a personal usps.com account, go to usps.com and click the “Register / Sign In” button, and create a personal account.</td>
</tr>
<tr>
<td>Your ZIP Code™ and address must be eligible for Informed Delivery</td>
<td>To see if your ZIP Code is eligible for Informed Delivery, visit <a href="http://informeddelivery.usps.com">http://informeddelivery.usps.com</a>. Your address eligibility will be determined during Step 5 of the sign up process.</td>
</tr>
<tr>
<td>You must complete an identity verification process</td>
<td>Identity verification confirms you live at the address for which you are requesting the feature.</td>
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</tbody>
</table>

In order to check your address eligibility and sign up for Informed Delivery, follow the steps below.

1. Visit www.usps.com and sign in into your personal account. Hover the mouse over the username section in the upper right-hand corner until a drop-down menu appears.

2. From the drop-down menu, click on “My Profile.” You will be directed to your profile page.

3. Ensure your information is current; especially your residential address. If it is not, click “Edit” to update your profile. Then select “Preferences.”
4. Within “My Preferences”, click the down arrow titled “Manage your mail and packages” in the box labeled “Informed Delivery.”
   a. This will cause the Informed Delivery box to expand to show the available options. *Important Note: you will only see this box if you live in an eligible ZIP Code location.*
   b. In the expanded Informed Delivery box, read the Terms and Conditions and Privacy Notice. Then check the box below the “Privacy Notice” to accept these terms and proceed.
5. You will also see additional expanded text that describes your Enrollment Status. To complete the sign up process for Informed Delivery, all three items must be checked.
   a. The arrows in the screenshot on the next page depict a consumer who has a valid address located within an eligible ZIP Code; however, he or she has not yet verified his or her identity online.
      i. At this point, if your delivery address or ZIP Code indicates it is not valid, we regret that we cannot provide Informed Delivery to you at this time. We continually strive to make additional addresses eligible for this feature.
   b. To verify identity online select “Enroll in Informed Delivery.” Proceed to step 6.
   c. If all three items are checked, go to Step 9.

6. Complete the identity verification process by responding to the questions posed to you (examples are shown below). Your responses are confidential and are not shared with USPS. When you have answered all the questions, click “Continue.”
7. Once you have successfully verified your identity, you will be shown a confirmation page. After a few seconds, you will be redirected to your Informed Delivery dashboard. You will be able to view your mailpiece images within a few days.

![Informed Delivery Verification](image)

- If you successfully verified your identity online, skip to step 9.
- If you were unable to verify your identity online, continue with step 8.

8. If you were unable to verify your identity online, you will see the message below. This may occur if the information you provided does not match records from the third party identity verification service or if you use a credit monitoring service.
   - In these cases, we offer In-Person Identity Verification. If you would like to continue the process in person at a local Post Office™, click the “Opt-in” button. **Note: In-Person Identity Verification is not available at all Post Office locations.**

![Unable to Verify Identity](image)

- A screen will appear showing you Post Office locations that are close to the address in your profile.
  - If you would like to see Post Office locations in another area, enter a ZIP Code in the search bar (Arrow A) and click the “Search By ZIP Code” button (Arrow B).
  - To reset the search area to find a Post Office location close to the address in your profile, click the “Reset Search By Your Address” button (Arrow C).
- Once you have identified the Post Office location you would like to visit, click the “Continue to In-Person Verification” button.
d. At this point, you will see detailed instructions, including a barcode, for verifying your identity in person. Print the form (or bring a copy of it on your smartphone) along with the other requested forms of documentation to the designated Post Office within 30 days.
9. Once you have completed the identity verification process, whether online or in-person, the Informed Delivery portion in “My Preferences” will look like the screenshot below. Click the “Informed Delivery” button to go to your Informed Delivery dashboard where you can go to “Mail Preferences” to Opt-in to receive daily email notifications. Allow 5-7 business days for images to populate in your dashboard or for emails to begin.

If you need help, please visit https://uspshelp.custhelp.com/app/ask_id