



Informed Delivery®

Mail Delivery Notifications

Frequently Asked Questions

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Overview/General

1. What is the Mail Delivery Notification (MDN) feature?

The Mail Delivery Notification feature sends an email notification to alert users that their daily letter mail has been delivered to their mailbox. These notifications rely on data from our mail carrier's scanning devices and are sent within approximately 30 minutes of the mail being delivered. These emails are separate from the Informed Delivery Daily Digest emails and will not appear in the user's Informed Delivery dashboard.

Please note the following:

- Notifications do not guarantee that a specific piece of mail seen in the Daily Digest was delivered that day.
- Notifications can only be sent by email.
- Notifications will only be sent if the user has mail content in their Daily Digest email; mail could still be delivered to the address even if the user does not receive a Daily Digest email or have any mail displayed on their Informed Delivery dashboard that day.

2. How do users enroll in the MDN feature?

Informed Delivery users can enroll to receive MDN emails by visiting their Informed Delivery Settings page. Users can opt out at any time in their Informed Delivery Settings page or by clicking on the unsubscribe link at the bottom of the MDN email.

Users/Household

1. Do all Informed Delivery users automatically receive MDN emails?

No, new and current Informed Delivery users must opt in to receive MDN emails. Users can opt in or out at any time from their Informed Delivery Settings page.

2. Are all users eligible to opt-in?

No. At this time, the following users are not eligible for MDN emails:

- PO Box addresses
- APO/FPO/DPO ZIP Codes

Functionality

1. How are MDN emails generated?

The process to send an MDN email is triggered using data from the mail carrier's scanner. Using delivery route tracking, GPS location and mailbox activity data, the USPS system checks against timing, safety, and user needs. If established criteria are met, an email notification is generated and sent directly to the recipient's email address, keeping them informed about their mail delivery.

2. Can a user still receive an MDN email if their mail is on hold?

Yes, users may receive an MDN email if they have activated the USPS Hold Mail® service. If the Hold Mail request is in effect, the user's mail delivery has been paused in accordance with their instructions.

3. How reliable is MDN?

MDN emails are reliant on sophisticated tracking and GPS data, but as with any automated system, occasional errors can occur. They offer a strong indication, rather than guaranteed proof of delivery.

4. Can Informed Delivery campaigns be added to MDNs?

No, not at this time. Campaigns can only be added to Daily Digest emails.

5. Are MDN emails sent for packages?

MDN emails are only for letter mail delivery. Informed Delivery users can enroll in separate package tracking notifications to receive updates on their packages.

6. How soon after delivery of mail will recipients receive an MDN email?

Email notifications are sent within approximately 30 minutes of the mail being delivered. The average time for email delivery is around 14 minutes.

7. Is the MDN feature available only via email?

Yes, at this time, notifications can only be sent by email.