

# Informed Delivery<sup>®</sup> by USPS

## March 2025 Informed Delivery<sup>®</sup> User Survey | Aggregated Results

1,180 respondents in 1,111 ZIP Code<sup>™</sup> locations

### USER SATISFACTION

94%

ARE SATISFIED OR VERY SATISFIED with the Informed Delivery feature.

+75

NET PROMOTER SCORE for the Informed Delivery feature on an NPS scale between -100 and +100.

### WHY INFORMED DELIVERY<sup>®</sup>?

90%

I use it as part of my routine to keep track of my mail.

73%

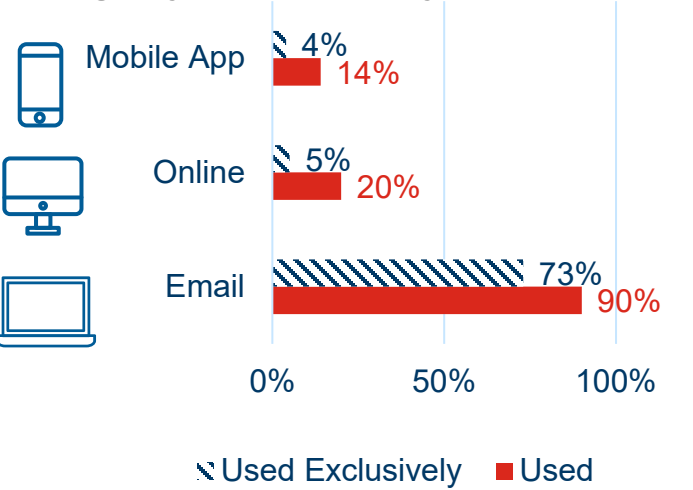
I use it as part of my routine to keep track of my packages.

70%

I like to know what mail or packages are arriving when I'm out of town.

### NOTIFICATIONS

Percent of respondents who use each method for viewing daily Informed Delivery notifications



### USER TESTIMONIALS

Live in gated apartments & drive to mail center to get mail. Like to know if I have mail to pick up that day. It's VERY HELPFUL! I LOVE IT!

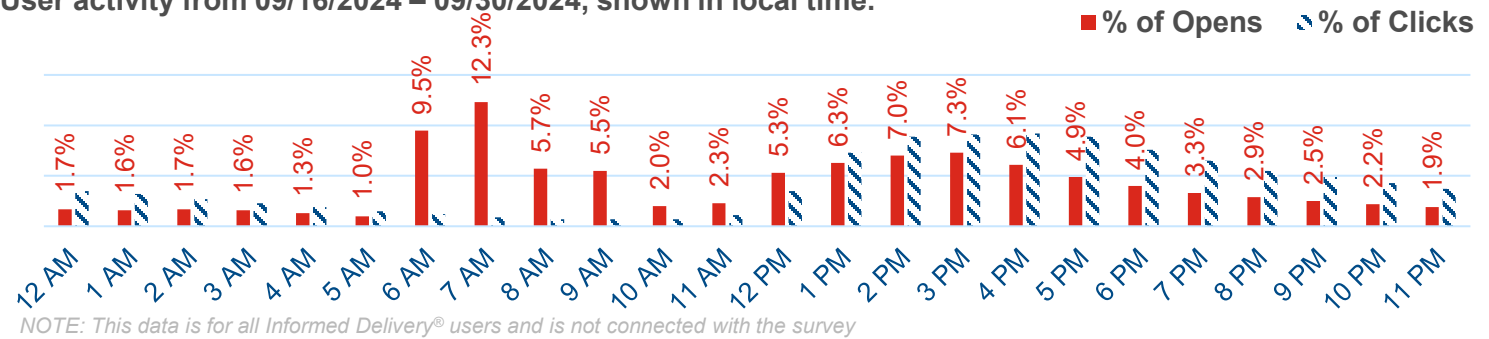
To know in advance that mail I'm expecting will be delivered.

I am handicapped and it saves me a trip to the mailbox.

We don't go to our PO Box every day as it isn't close to our home. Informed Delivery lets us know what mail we have (a refund check, etc.) that we are expecting has arrived.

### ENGAGEMENT BY TIME OF DAY

User activity from 09/16/2024 – 09/30/2024, shown in local time.



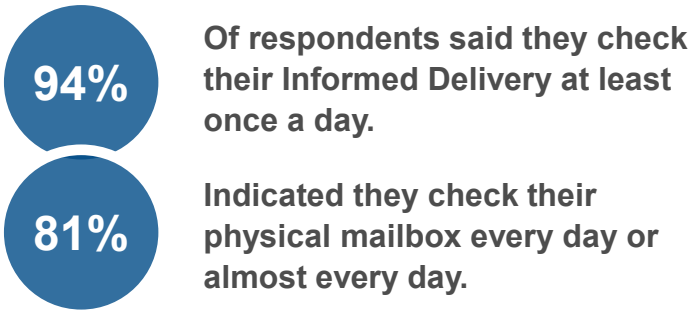
NOTE: This data is for all Informed Delivery<sup>®</sup> users and is not connected with the survey

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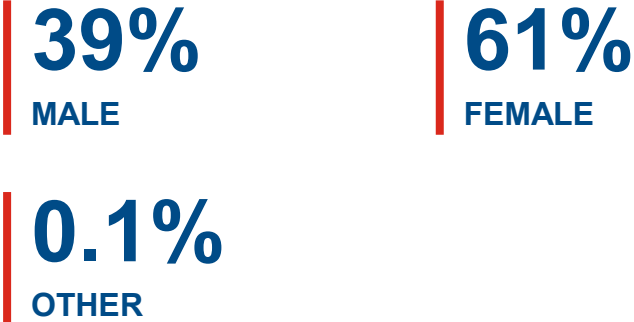
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### MAIL USE PROFILE



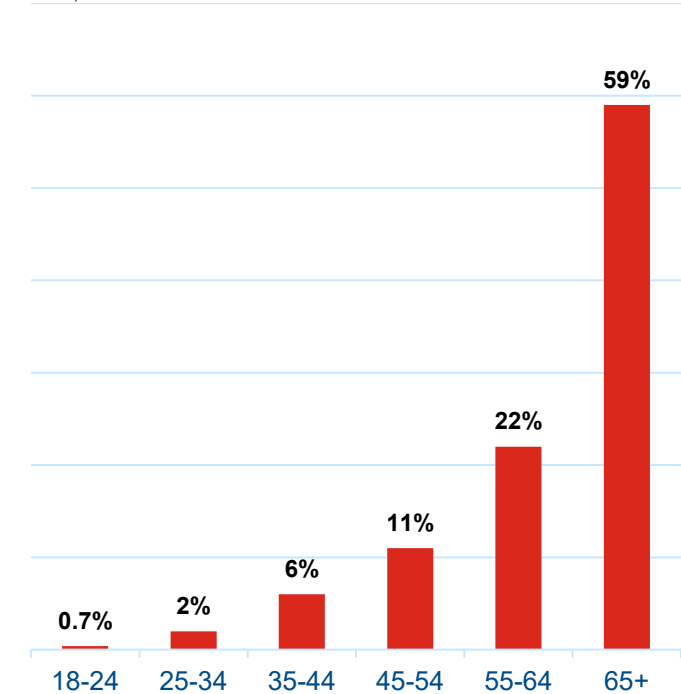
### GENDER

\*Out of 1,131 who answered



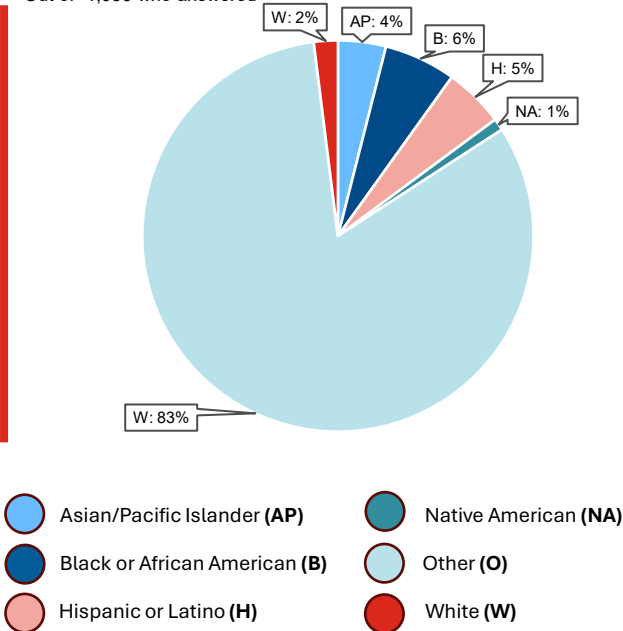
### AGE

\*Out of 3,003 who answered



### RACE & ETHNICITY

\*Out of 1,036 who answered



### HOUSEHOLD INCOME

\*Out of 712 who answered

