

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

## December 2024 Informed Delivery<sup>®</sup> User Survey | Aggregated Results

811 respondents in 833 ZIP Code<sup>™</sup> locations

### USER SATISFACTION

**91%**

ARE SATISFIED OR VERY SATISFIED with the Informed Delivery feature.

**+60**

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

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

**86%**

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

**67%**

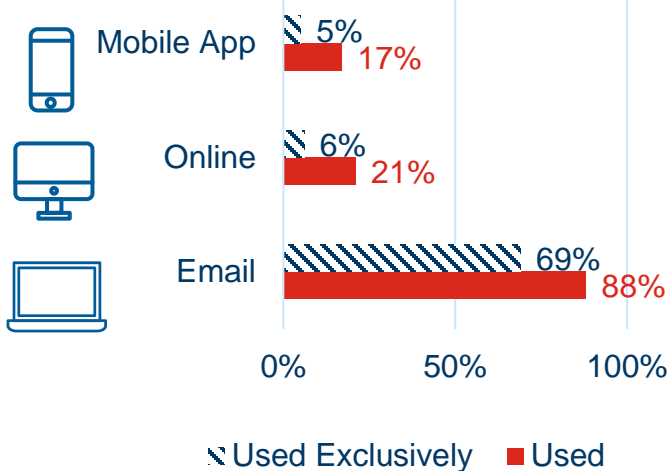
I use it as part of my routine to keep track of my packages.

**46%**

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

Keep track, so I don't have to go 100 yds in dark to mailbox

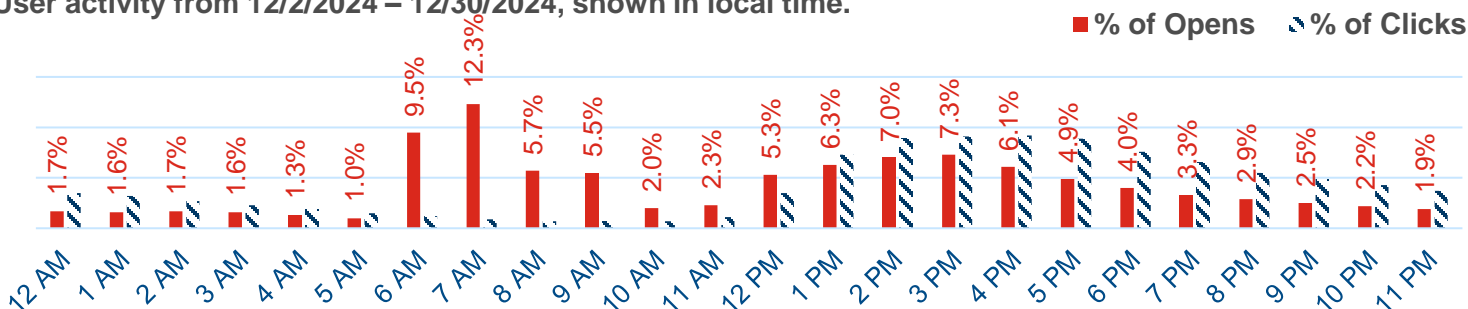
I like to know what mail and packages are arriving each day

I am able to report mail or packages that were not delivered as expected

I just like to know whether or not I need to pick up my mail/packages that day or if they can wait until next day.

### ENGAGEMENT BY TIME OF DAY

User activity from 12/2/2024 – 12/30/2024, 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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### MAIL USE PROFILE

90%

Of respondents said they check their Informed Delivery at least once a day.

80%

Indicated they check their physical mailbox every day or almost every day.

### GENDER

\*Out of 828 who answered

36%

MALE

64%

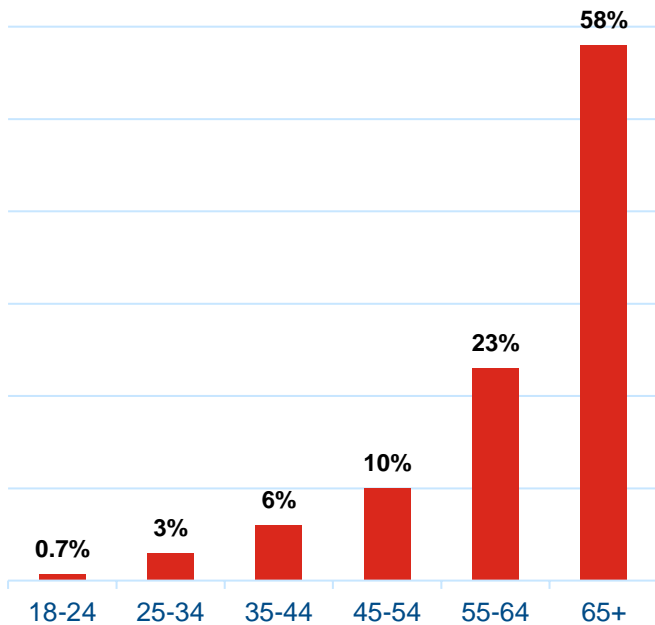
FEMALE

0.2%

OTHER

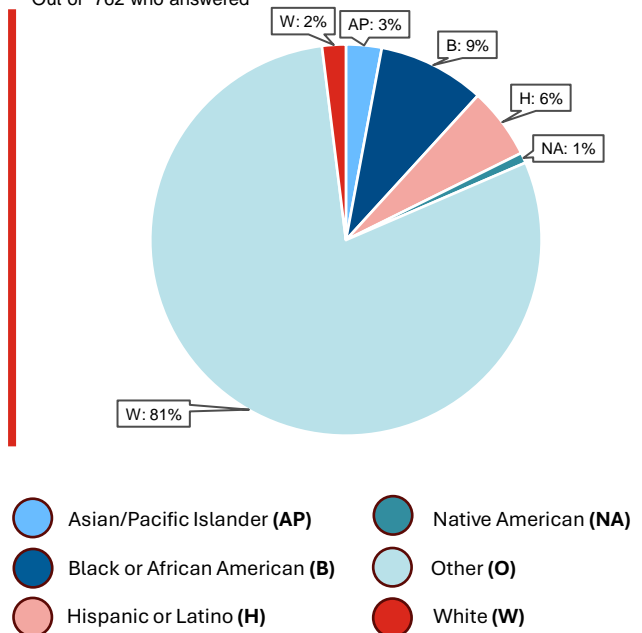
### AGE

\*Out of 799 who answered



### RACE & ETHNICITY

\*Out of 762 who answered



### HOUSEHOLD INCOME

\*Out of 538 who answered

