

USPS® SMART LOCKERS

INCREASED ONLINE SHOPPING AND FLEXIBILITY

More customers are shopping online through e-commerce retailers than ever before, while customer expectations for flexibility, convenience, and privacy also continue to grow.

288.5M

U.S. adults who shopped online in 2025¹

\$2.5T

Total spent by Americans shopping online in 2025²

6.86%

Year over year increase in total ecommerce sales²

Customers desire more delivery experiences to fit their lifestyle



Flexibility

Get packages anytime, anywhere



Convenience

Don't need to wait at home for packages



Privacy

No need to share address information

Above all, customers experience greater peace of mind knowing their package is safe and secure from the threat of porch pirates.



* Projected Sales

¹National Retail Forum ² Capital One Shopping Research

THEFT IMPACTS CUSTOMERS AND BUSINESSES

Increased shopping brings an increase in package theft, which ultimately impacts the bottom line for shippers and creates negative customer experiences.

The Shipping Industry faces:



\$14.9B

Estimated
aggregate value of
stolen packages in
2025¹

\$143

Average value of
stolen packages¹

250K

Estimated number
of incidents of
package theft daily
in 2025³

104M

Total Incidents of
Package Theft in
2025³

More unattended deliveries have resulted in higher porch piracy rates across both urban and suburban environments.³

Suburban: 43%

Urban: 42%

Rural: 14%

¹National Retail Forum ³ Package Theft Annual Report

SMART LOCKERS MEET NEW CUSTOMER EXPECTATIONS

As a keyless, self-service delivery & returns solution, Smart Lockers allow package shippers and recipients to send and retrieve packages directly to a secure Post Office Smart Locker location.

Key Features & Benefits



Provides a **free, secure, and convenient** package delivery & returns alternative



Lockers have 55 compartments of varying sizes and are located in **Post Office lobbies nationwide***, many offering 24/7 and extended lobby access



Fully automated, self-service kiosk(s) that make it easy to quickly retrieve packages and skip retail lines



THE SMART LOCKER DIFFERENCE

Shipper Benefits



Decrease Costs

Reduce costs associated with stolen packages and non-deliverable addresses.



Gain a Competitive Edge

Gain a competitive edge by offering a new, innovative out-of-home delivery and drop-off/returns option.



Omni-Channel Experience

Create an omni-channel experience, including a tailored digital experience and a seamless retail journey.



Build Brand Loyalty

Build brand loyalty by creating a positive post-purchase experience.

Package Recipients Benefits



Elevate Customer Trust

Customers rest easy knowing that their high value or sensitive packages were delivered safely.



Increase Customer Flexibility

Extended hours at many Post Office locations give customers the flexibility to pick up packages at a time that works for them.



Reduce Wait Times

More self-service options and less time waiting in line means your customers have more time for what matters to them.



Promote Brand Confidence

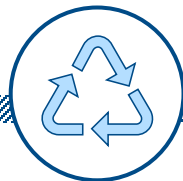
Customers experience peace of mind and are more likely to purchase from your company again.

SMART LOCKER CAPABILITIES



DIRECT-TO-LOCKER DELIVERY

Customers are given option to select “USPS Smart Locker” as their preferred delivery destination at checkout.



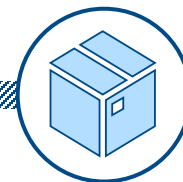
RETURNS / PRE-PAID DROP OFF

Drop Off Pre-Paid Packages

Packageless Returns

Print Return Shipping Labels

Drop Off Return Packages



USPS LOCAL XCHANGE™

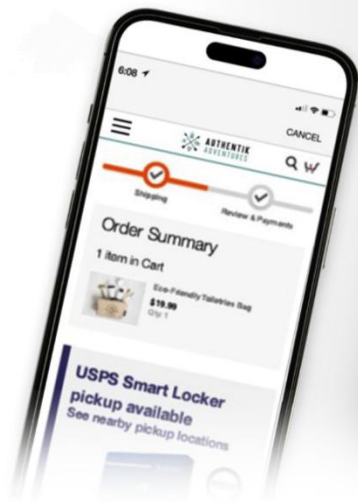
USPS Local XChange lets buyers and sellers use USPS Smart Lockers for secure, contactless local exchanges in select markets.

CUSTOMERS CAN DELIVER DIRECT TO A LOCKER

DIGITAL EXPERIENCE

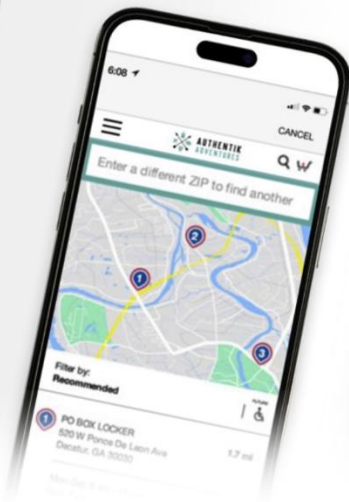
STEP 1

At checkout, your customer is presented with the option to ship their package to a USPS Smart Locker.



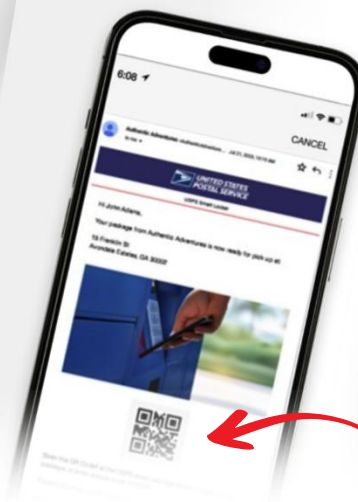
STEP 2

The customer selects which nearby Post Office Smart Locker location they would like to ship their package to.



STEP 3

The customer receives an email notifying them that their package is ready for pickup at the designated Post Office Smart Locker location.



RETAIL EXPERIENCE

STEP 4

The customer visits the Post Office Smart Locker and scans the QR code to open the locker compartment and retrieve their package.



QR code is scanned at locker kiosk to retrieve package from the Smart Locker.

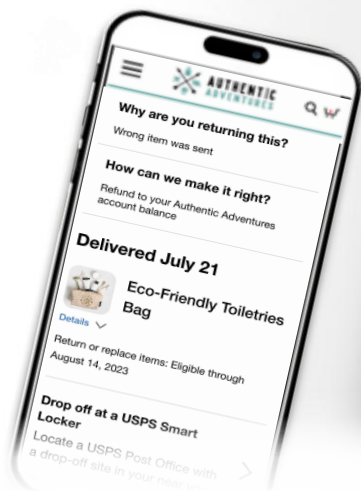
Note: Returns follow a similar process to the above

Self-Service Returns Made Easy with Smart Lockers

DIGITAL EXPERIENCE

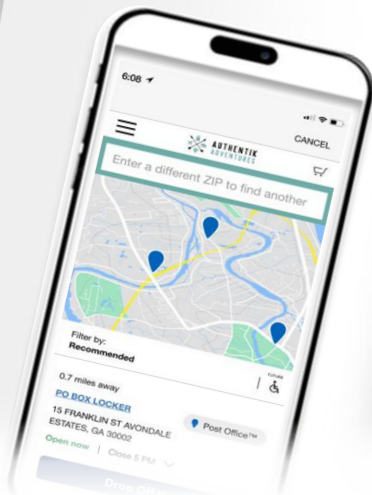
STEP 1

Customer initiates a return on your company's website.



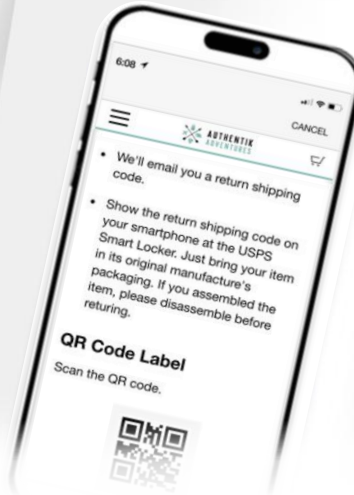
STEP 2

Customer selects a nearby Post Office Smart Locker to drop their return off at.



STEP 3

Customer gets instructions with a Label Broker QR code for the return label.



RETAIL EXPERIENCE

STEP 4

Customer scans QR code at the locker to print return label and drops off their package.

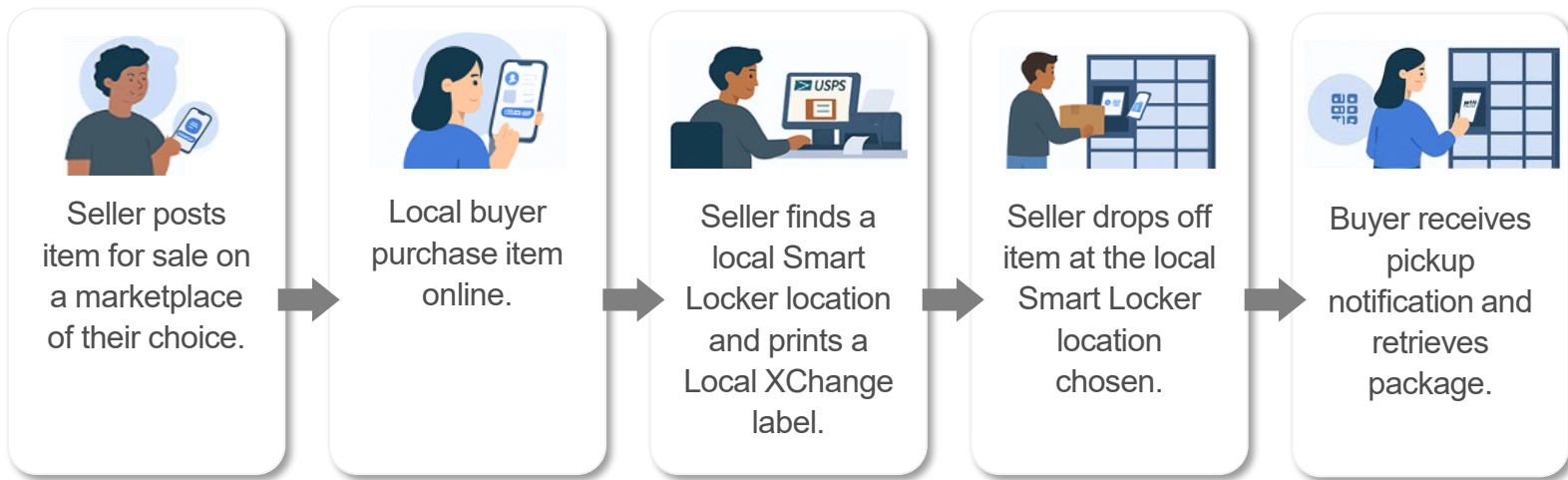


Customer receives a drop-off receipt when done.

USPS LOCAL XCHANGE™ CUSTOMER JOURNEY

In peer-to-peer retail transactions, buyers prioritize safety, privacy and convenience – preferring to avoid in-person exchanges. Smart Lockers meet these needs with secure, self-service delivery options for local drop-off and pick-up.

How Does USPS Local XChange™ Work?



SEAMLESS PARTNER INTEGRATION OPPORTUNITIES

Smart Locker integrations make delivering easier with free tools and APIs to enhance the customer experience.



**LOCKER
LOCATOR API**



**MANIFESTS
& LABELS**

Self Generated
Flat File



**QR CODES
API**



**SHIPPING &
DELIVERY STATUS**



LEARN MORE AT WWW.USPSSMARTPACKAGELOCKERS.COM