# Informed Delivery® by USPS

## September 2025 Informed Delivery® User Survey | Aggregated Results

1,504 respondents in 1,415 ZIP Code™ locations

#### **USER SATISFACTION**

92%

ARE SATISFIED OR VERY SATISFIED with the Informed Delivery feature.

+72

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

#### WHY INFORMED DELIVERY®?



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



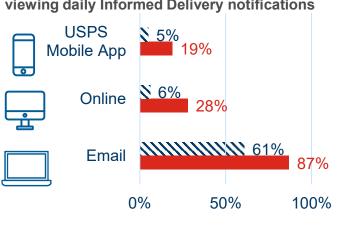
I use it as part of my routine to keep track of my packages.



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

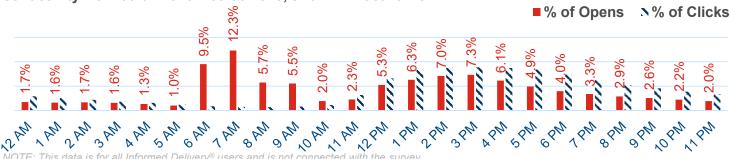
I am disabled and cannot go get my mail everyday with this service I can see what is coming everyday I have to drive 3 miles to get the mail from my PO Box, its good to know if there isn't anything to pick up.

I like to see what's coming, mail or packages and I don't walk to the mailbox if nothing is coming. I got informed delivery to see whether/when letters from my son at basic training were coming. It's a convenience that I'll keep now even though he's now back in the civilian world.

#### ENGAGEMENT BY TIME OF DAY

User activity from 09/01/2025 - 09/30/2025, shown in local time.

V Used Exclusively ■ Used



UNITED STATES

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#### MAIL USE PROFILE



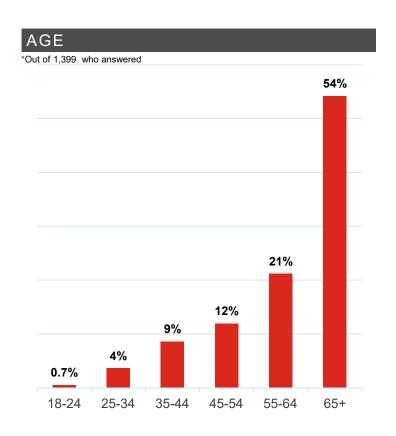
Of respondents said they check their Informed Delivery at least once a day.

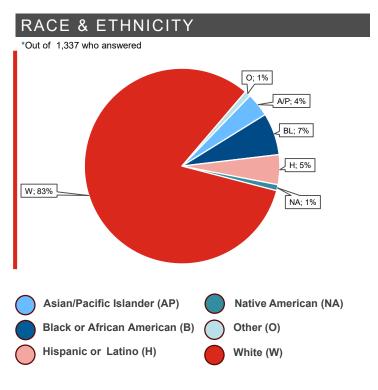


Indicated they check their physical mailbox every day or almost every day.



0% OTHER





#### HOUSEHOLD INCOME

\*Out of 971 who answered

