

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

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

3,261 respondents in 2,798 ZIP Code<sup>™</sup> locations

### USER SATISFACTION

# 92%

ARE SATISFIED OR VERY SATISFIED with the Informed Delivery feature.

# +68

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

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

## 89%

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

## 70%

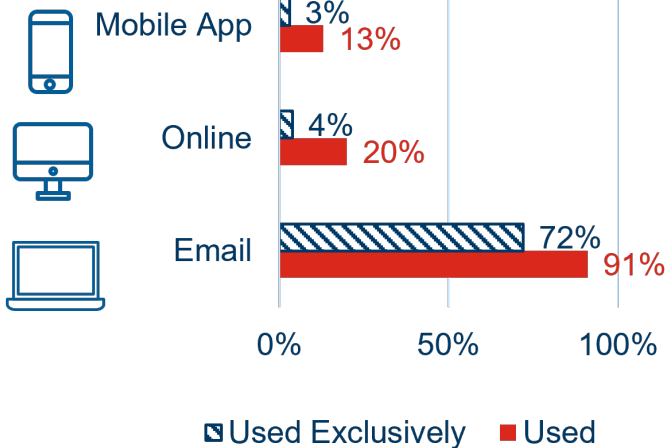
I use it as part of my routine to keep track of my packages.

## 54%

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'm disabled and it tells me to go to the mailbox. Very helpful

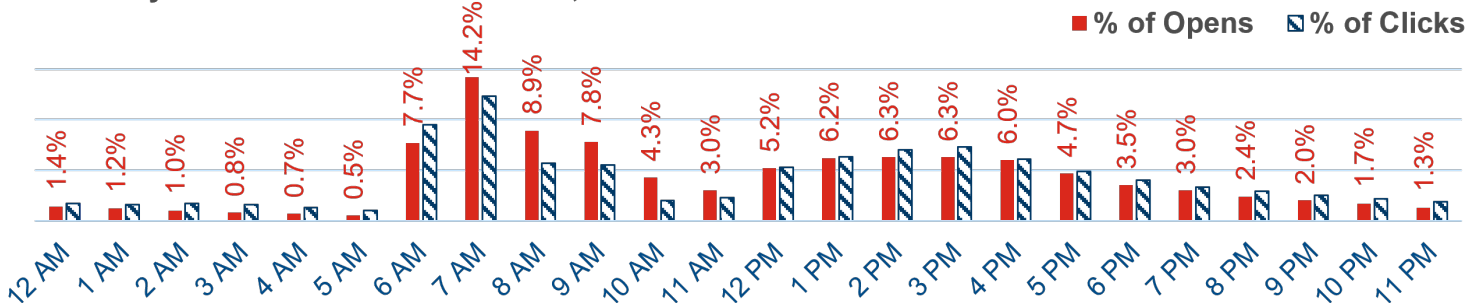
I use it as a routine to keep track of my packages and my mail

All of my important mail is delivered to my PO Box. I can determine if I need to go to the post office

Because I have moved twice in the last year, I needed to make sure I was receiving very important mail

### ENGAGEMENT BY TIME OF DAY

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



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### MAIL USE PROFILE

92%

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

79%

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

### GENDER

\*Out of 3,063 who answered

39%

MALE

61%

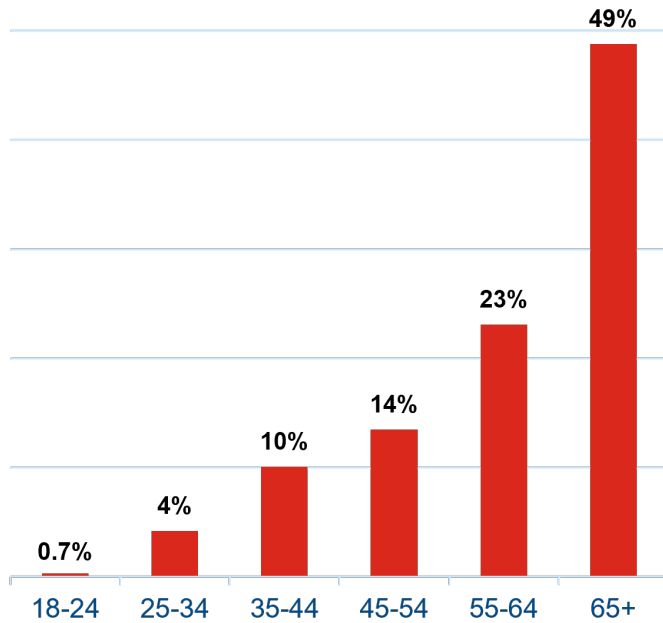
FEMALE

0.3%

OTHER

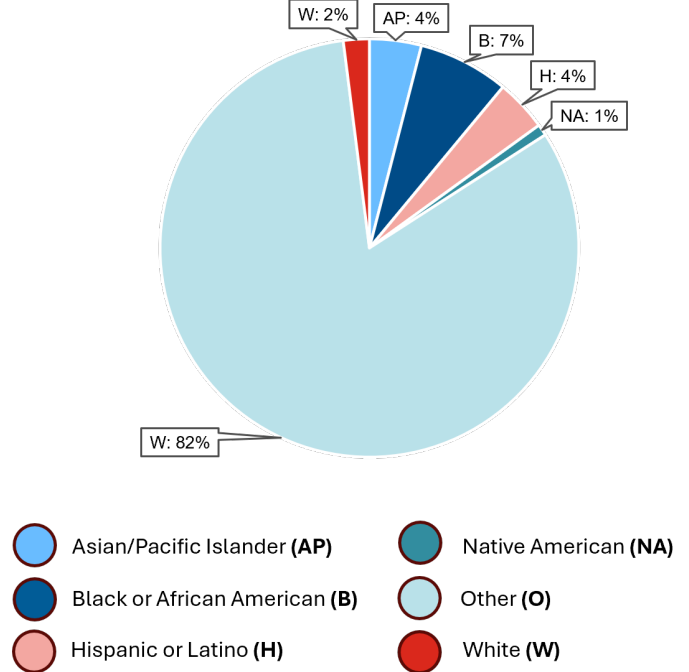
### AGE

\*Out of 3,003 who answered



### RACE & ETHNICITY

\*Out of 2,853 who answered



### HOUSEHOLD INCOME

\*Out of 1,998 who answered

