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

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

## 1,921 respondents in 1,743 ZIP Code™ locations

#### USER SATISFACTION WHY INFORMED DELIVERY®? 94% I use it as part of my routine to 86% keep track of my mail. ARE SATISFIED OR VERY SATISFIED with the Informed Delivery feature. I use it as part of my routine to 66% keep track of my packages. +75I like to know what mail or **NET PROMOTER SCORE for the Informed** 66% packages are arriving when I'm Delivery feature on an NPS scale between out of town. -100 and +100. NOTIFICATIONS **USER TESTIMONIALS** Percent of respondents who use each method for viewing daily Informed Delivery notifications I am disabled and unable My son was in the Navy. It to physically check my 5% 16% Mobile App was nice to know when his mailbox letters were coming. <mark>6%</mark> 21% Online I live where there are **\\\** 70% Email 90% I'm 81 years old. I use it multi-unit mailboxes! to decide if I need to Use informed delivery walk to the mail box. for security 0% 50% 100%

## ENGAGEMENT BY TIME OF DAY

User activity from 06/01/2025 – 06/30/2025, shown in local time.

SUSED Exclusively ■ Used



POSTAL SERVICE ®

Individual survey responses remain anonymous and are not associated with personal information or individual addresses.

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59%

20%

55-64

65+

11%

45-54

8%

35-44

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## MAIL USE PROFILE



AGE

\*Out of 1,793 who answered

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.

#### GENDER

\*Out of 1,830 who answered

36%

**0.2%** OTHER





### HOUSEHOLD INCOME

2%

25-34

\*Out of 1,185 who answered

0.7%

18-24

7%	11%	11%	18%	16%		35%
 Under \$20,000	 \$20,000 - \$34,999	 \$35,000 - \$49,999	 \$50,000 - \$74,999	 \$75,000 - \$99,999	 Over \$100,000	

