

Informed Delivery[®] by USPS

June 2025 Informed Delivery[®] User Survey | Aggregated Results

1,921 respondents in 1,743 ZIP Code[™] locations

USER SATISFACTION

94%

ARE SATISFIED OR VERY SATISFIED
with the Informed Delivery feature.

+75

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

WHY INFORMED DELIVERY[®]?

86%

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

66%

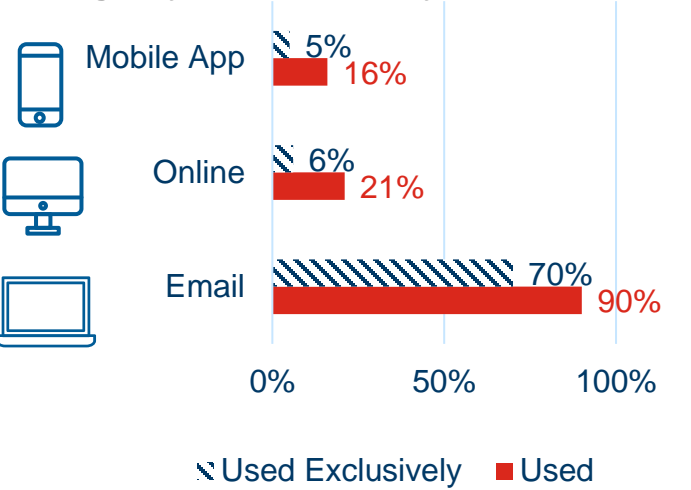
I use it as part of my routine to keep track of my packages.

66%

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

My son was in the Navy. It was nice to know when his letters were coming.

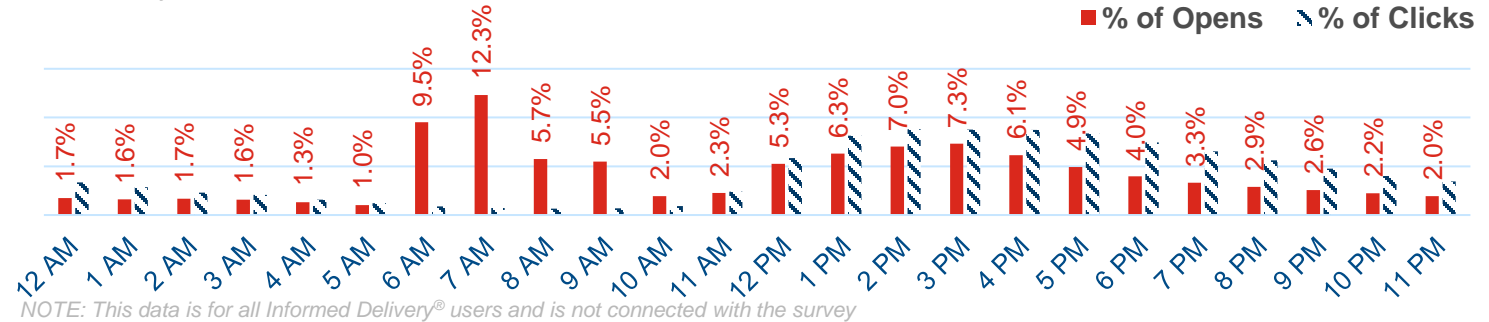
I am disabled and unable to physically check my mailbox

I'm 81 years old. I use it to decide if I need to walk to the mail box.

I live where there are multi-unit mailboxes! Use informed delivery for security

ENGAGEMENT BY TIME OF DAY

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



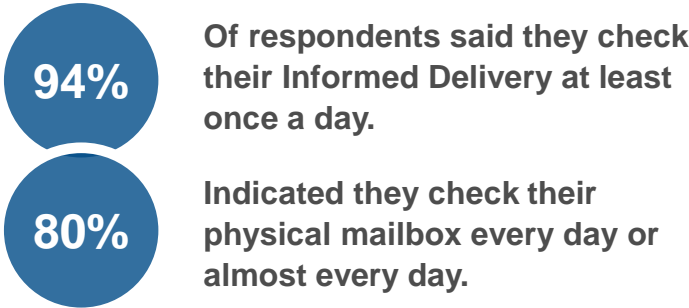
NOTE: This data is for all Informed Delivery[®] users and is not connected with the survey

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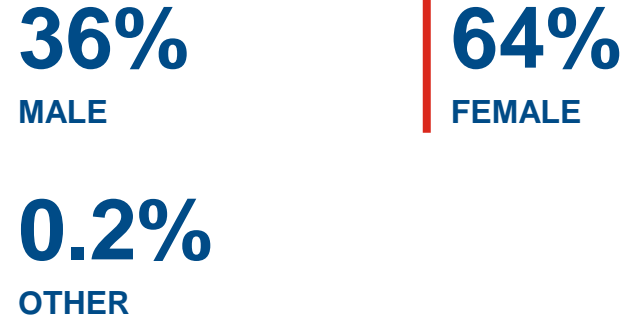
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MAIL USE PROFILE



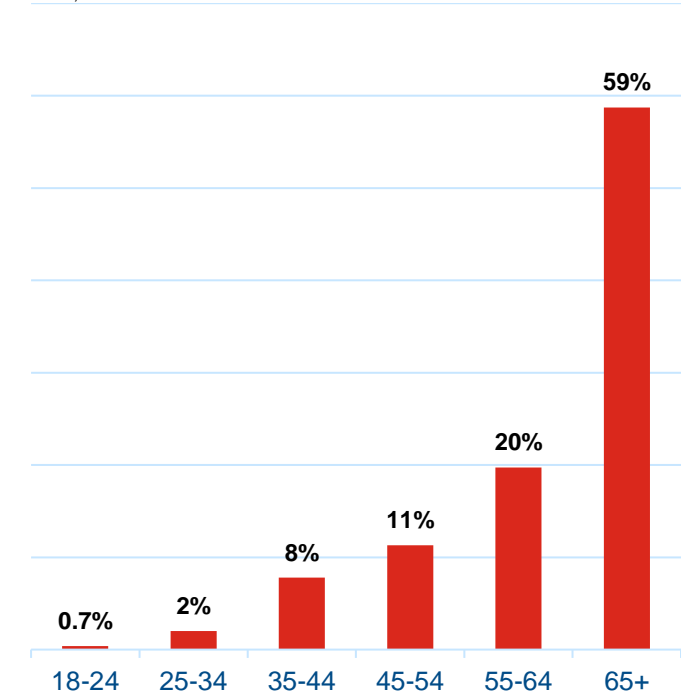
GENDER

*Out of 1,830 who answered



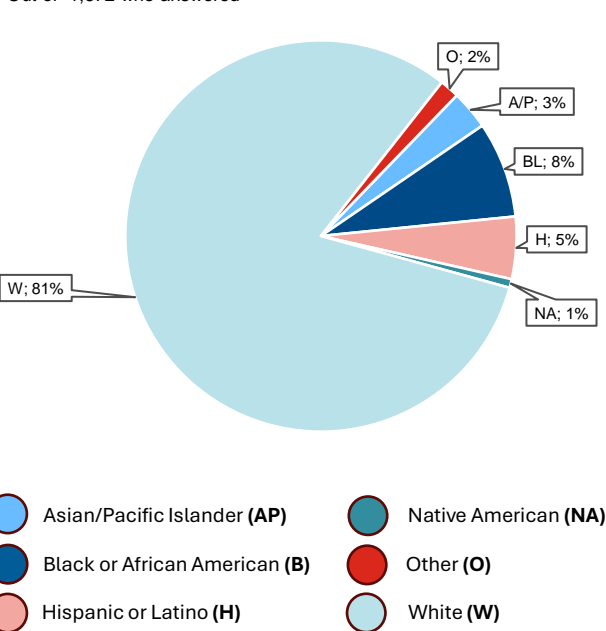
AGE

*Out of 1,793 who answered



RACE & ETHNICITY

*Out of 1,672 who answered



HOUSEHOLD INCOME

*Out of 1,185 who answered

