

User's Guide Delivery Instructions

March, 2015

Version 2.0

Contents

General Overview of Service	3
Description of Service.....	3
Purpose	3
Getting Started.....	3
Eligibility for Delivery Instructions.....	3
Creating a USPS Account.....	3
Using the Service.....	10
Accessing the Application	10
Placing Requests for Delivery Instructions	10
Frequently Asked Questions.....	32
Questions and Comments	36

General Overview of Service

Description of Service

Delivery Instructions service allows customers (recipient) to authorize USPS to redirect their incoming packages to be delivered to an alternative domestic address, be held for pickup at a Post Office, or be delivered to a GoPost location. Also, customers can select their desired leave-at location for packages, for example front door, back door, garage, neighbor (address required), or on the porch..

Purpose

The purpose of this guidebook is to aid customers in using the Delivery Instructions service. This service can be accessed through the USPS.com website.

Getting Started

Eligibility for Delivery Instructions

In order to use the Delivery Instructions Service, you must first meet the following requirements:

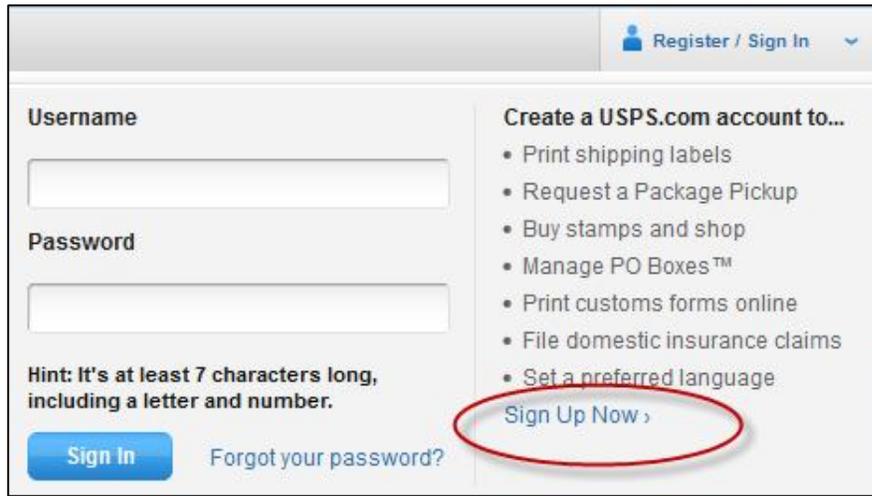
	Requirement	Information and Resources
<input type="checkbox"/>	Customer must be a registered USPS.com user	If you do not already have a USPS.com account, go to http://www.usps.com and click the “Register/Sign In” button.
<input type="checkbox"/>	USPS tracking number must be on package	Package has not received an “Out for Delivery” or Stop the Clock scan event.

Creating a USPS Account

1. Navigate to <http://www.USPS.com>
2. Click on the “Register / Sign in” button at the top right of the screen.



3. Click the “Sign Up Now” link.



Register / Sign In

Username

Password

Hint: It's at least 7 characters long, including a letter and number.

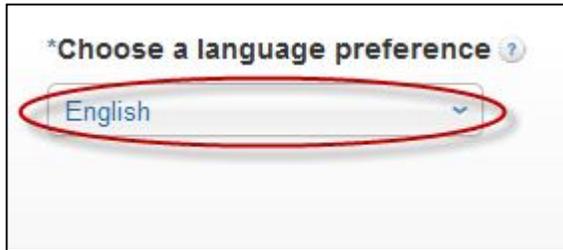
[Sign In](#) [Forgot your password?](#)

Create a USPS.com account to...

- Print shipping labels
- Request a Package Pickup
- Buy stamps and shop
- Manage PO Boxes™
- Print customs forms online
- File domestic insurance claims
- Set a preferred language

[Sign Up Now](#)

4. Choose your Language from the “Choose a language preference” dropdown menu.



***Choose a language preference** ?

English

5. Type in a user name that you would like to log in with and click on the “Check This Name” button.



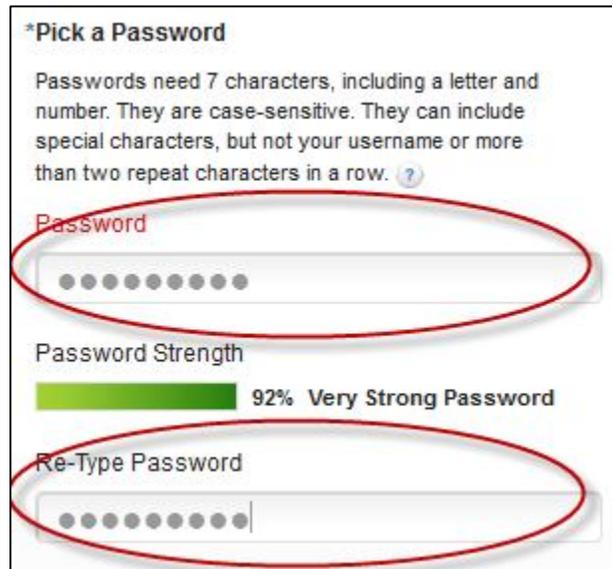
***Pick a Username**

Usernames need 6 characters.
You *can* use your email address. ?

 [Available!](#)

[CHECK THIS NAME](#)

6. Enter a password that you will use to access your account. Please be sure that the password is at least 7 characters, includes letters and numbers, and a special character. The stronger the password is under the password strength bar, the more protected your account is from hackers. Next, re-enter the same password again.



***Pick a Password**

Passwords need 7 characters, including a letter and number. They are case-sensitive. They can include special characters, but not your username or more than two repeat characters in a row. ?

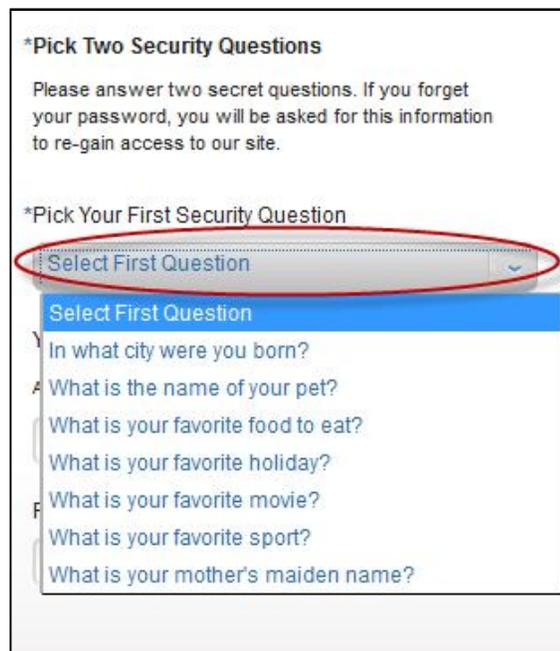
Password

Password Strength

92% Very Strong Password

Re-Type Password

7. Pick a security question, from the dropdown menu, and provide the answer in the blank box below.



***Pick Two Security Questions**

Please answer two secret questions. If you forget your password, you will be asked for this information to re-gain access to our site.

***Pick Your First Security Question**

Select First Question

Select First Question

- Y In what city were you born?
- A What is the name of your pet?
- What is your favorite food to eat?
- What is your favorite holiday?
- F What is your favorite movie?
- What is your favorite sport?
- What is your mother's maiden name?

8. Pick a second security question from the dropdown menu, and provide the answer in the blank box below.



*Second Security Question

Select Second Question

Select Second Question

In what city were you born?

What is the name of your pet?

What is your favorite food to eat?

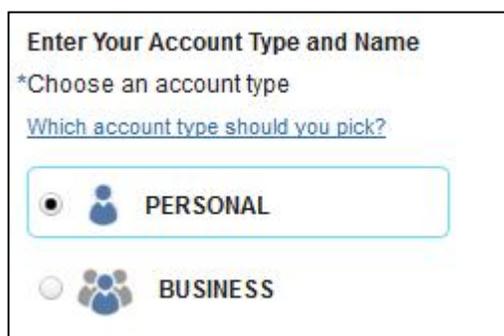
What is your favorite holiday?

What is your favorite movie?

What is your favorite sport?

What is your mother's maiden name?

9. Choose the account type as either personal or business.



Enter Your Account Type and Name

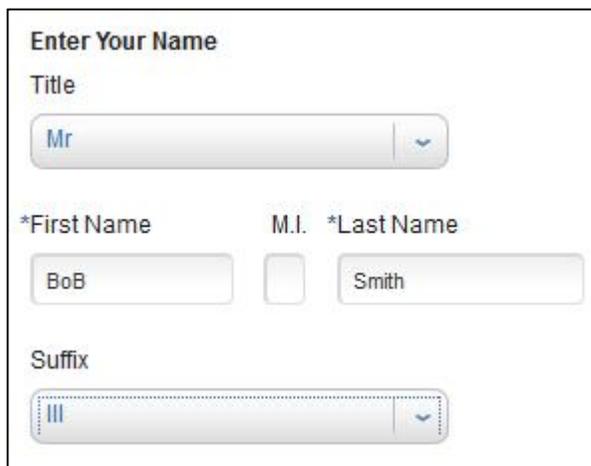
*Choose an account type

[Which account type should you pick?](#)

PERSONAL

BUSINESS

10. Click on the "Title" dropdown menu to select your title. Then enter in your first name, middle initial (if you have one), last name, and suffix.



Enter Your Name

Title

Mr

*First Name M.I. *Last Name

BoB Smith

Suffix

III

11. Enter your address by clicking on the dropdown menu for “Country” and select your country. Then enter your street address, your apartment number, suite number or additional information if needed, and your city. Then click on the button under state and choose your state from the list. Then enter your Zip Code. .

Enter Your Address ?

*Country
UNITED STATES

*Street Address
7000 WASHINGTON BLVD

Apt/Suite/Other

*City
ARLINGTON

*State
VA - Virginia

*ZIP Code™
22213

12. Once you have entered your address, the box below will pop up to ask you to “choose one of the addresses we found”. Click one of the addresses on the right that is similar to your address. Once you have selected your correct address, click on the “Use Selected Address” button.

Which address do you want to use?

Your address as you entered it:	Or choose one of the addresses we found:
<input type="radio"/> 7000 Washington Boulevard Arlington, VA	<input checked="" type="radio"/> 7000 WASHINGTON BLVD ARLINGTON, VA 22213

Use Selected Address

13. Enter your phone number, starting with the area code. Use the “Type” dropdown menu to indicate whether this is a US or international phone number. *Optional field is to enter your fax number starting with the area code. Use the “Type” dropdown menu to indicate whether this is a US or international fax number.*

Enter Your Phone and Email Address

*Type *Phone ? Ext.

US 797-111-1111

Type Fax

US

14. Enter your email address in the fields provided.

***Enter Your Email Address ?**

abc123@gmail.com

***Re-Type Your Email Address**

abc123@gmail.com

15. If you would like to get emails about promotions, please select “Can we contact you?”. Check the “FROM USPS” box to learn about USPS promotions, and “FROM USPS PARTNERS” to learn about promotions through USPS’s trusted business partners.

Can we contact you?
Get communications from USPS and our partners.

FROM USPS

FROM USPS PARTNERS

16. Read the privacy notice and click on the “Create Account” button to acknowledge the notice and create your account.

Please read our privacy notice.

Privacy Act Statement: Your information will be used to provide online registration capability for Internet-based services. Collection is authorized by 39 U.S.C. 401, 403, & 404. Providing the information is voluntary, but if not provided, we may not process your registration request. We do not disclose your information to third parties without your consent, except to facilitate the transaction, to act on your behalf or request, or as legally required. This

Create Account

17. You will be taken back to <http://www.USPS.com> and you will receive a confirmation email or text with the following information:

USPostalService@usps.com
to me ▾

Username: [REDACTED]
Account Type: [REDACTED]

Thank you for registering with www.USPS.com. With your new username and password, you can immediately take advantage of the following products and services:

- Create a shipping label
- Schedule a package pickup
- Order mailing/shipping supplies
- Manage and Pay for a PO Box
- Buy stamps

Sign in and get started!
<http://www.usps.com/>

Forgot your password? Reset it here.
<https://reg.usps.com/forgot>

Using the Service

Accessing the Application

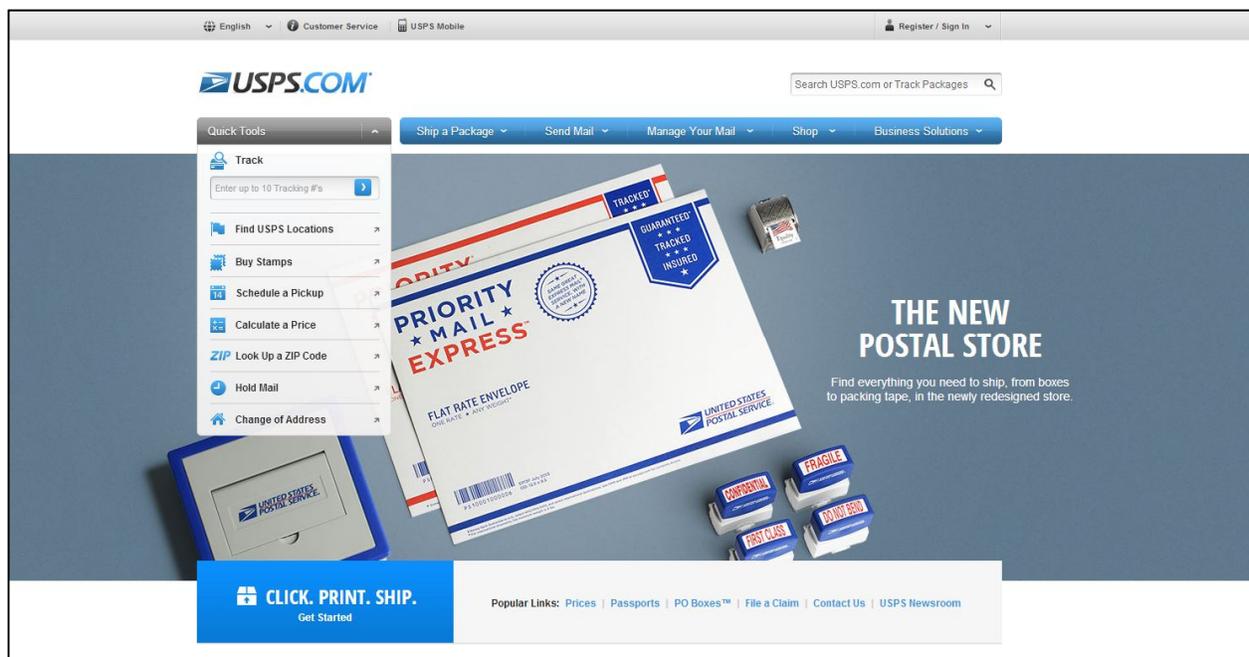
To access Delivery Instructions, first enter <http://www.USPS.com> into your web browser.



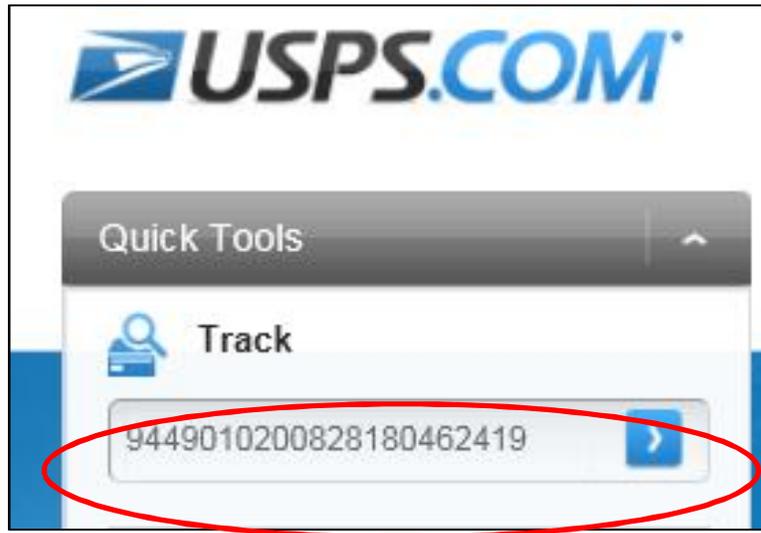
Placing Requests for Delivery Instructions

The following are step-by-step instructions on how to place a Delivery Instructions request.

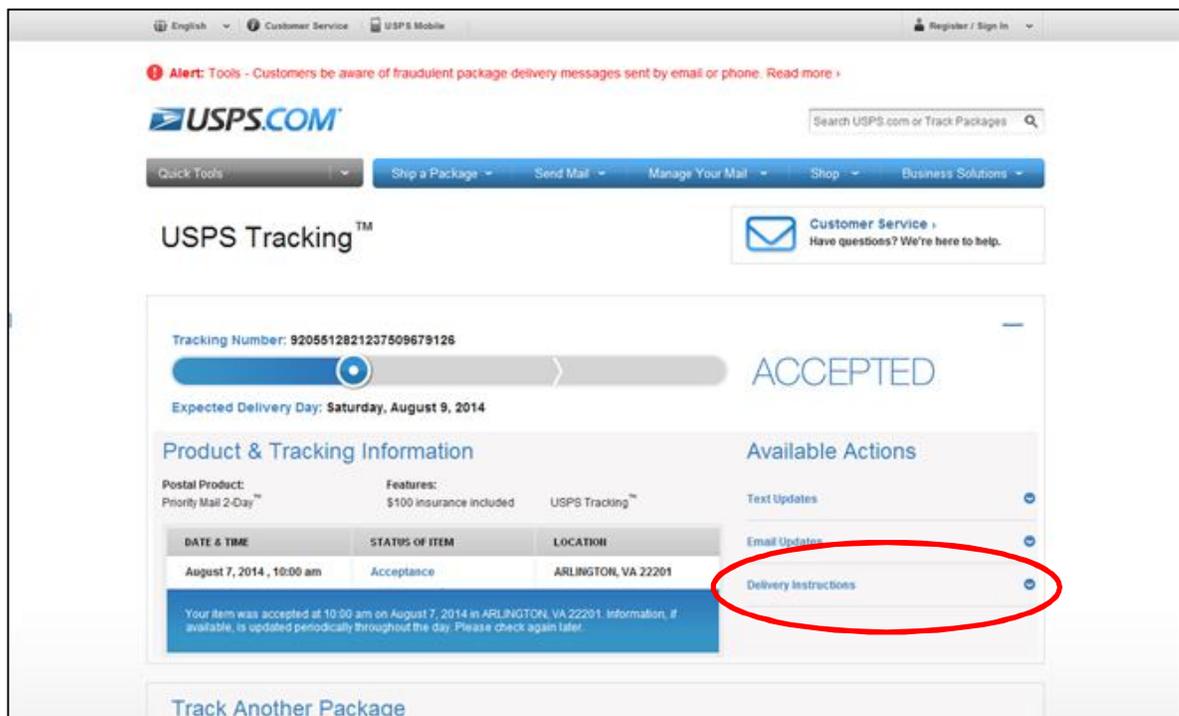
1. Navigate to www.USPS.com



2. Enter the tracking number of your incoming package and click the arrow on the right.



3. Click on the "Delivery Instructions" link.



4. If already signed in to USPS.com, please skip this step. Otherwise, click the “Sign In” button to enter your login credentials. (If you don’t have a USPS.com account click the “Register now” link)



Available Actions

Text Updates 

Email Updates 

Delivery Instructions 

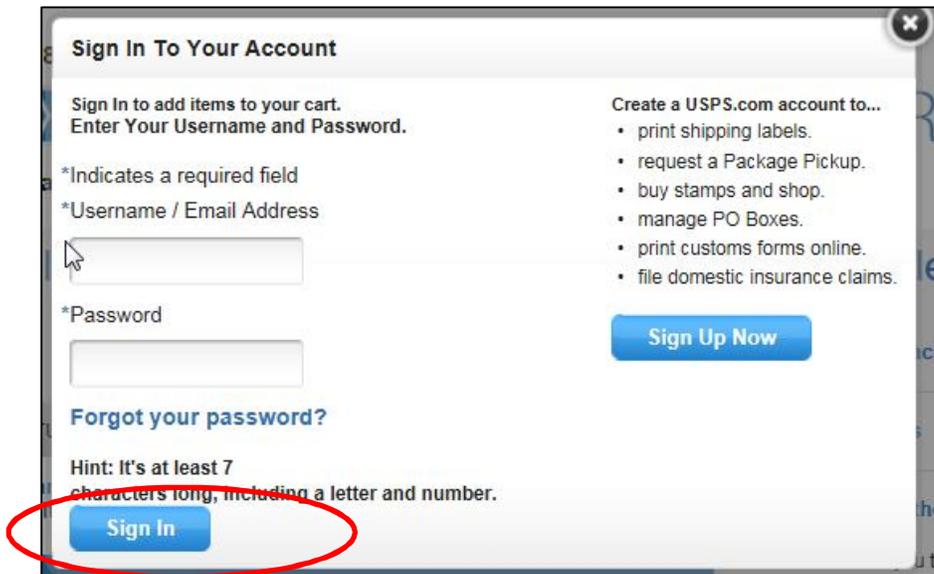
USPS® allows you to authorize the carrier to leave your package even if no one is present at the time of delivery. 

To begin, please sign in to your USPS.com® account.

Sign In

Don't have a USPS.com account? [Register now.](#)

5. Enter “Username” and “Password” in the boxes provided and click on the “Sign In” button to successfully log into your account. (If you don’t have a USPS.com account click the “Sign Up Now” button)



Sign In To Your Account

Sign In to add items to your cart.
Enter Your Username and Password.

*Indicates a required field

*Username / Email Address

*Password

Sign Up Now

Forgot your password?

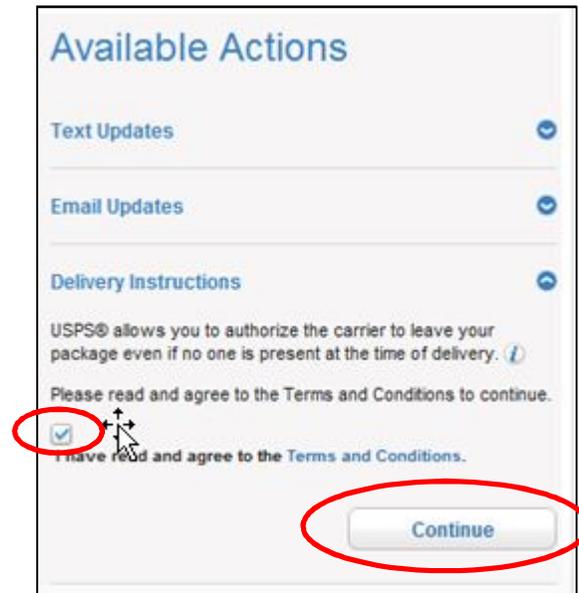
Hint: It's at least 7 characters long, including a letter and number.

Sign In

Create a USPS.com account to...

- print shipping labels.
- request a Package Pickup.
- buy stamps and shop.
- manage PO Boxes.
- print customs forms online.
- file domestic insurance claims.

6. Agree to the Terms and Conditions, and then click the “Continue” button to begin your Delivery Instructions request.



Available Actions

Text Updates ▼

Email Updates ▼

Delivery Instructions ▼

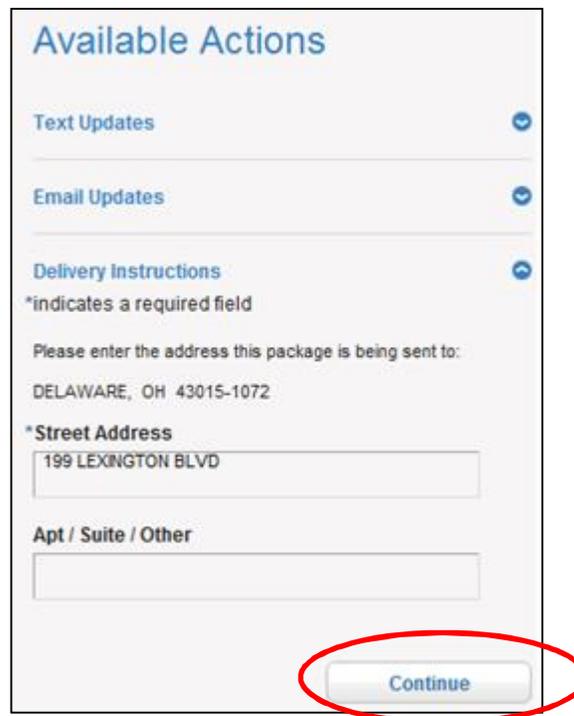
USPS® allows you to authorize the carrier to leave your package even if no one is present at the time of delivery. [i](#)

Please read and agree to the Terms and Conditions to continue.

I have read and agree to the Terms and Conditions.

Continue

7. Enter the original address where the package was addressed to, and click “Continue” button.



Available Actions

Text Updates ▼

Email Updates ▼

Delivery Instructions ▼

*indicates a required field

Please enter the address this package is being sent to:

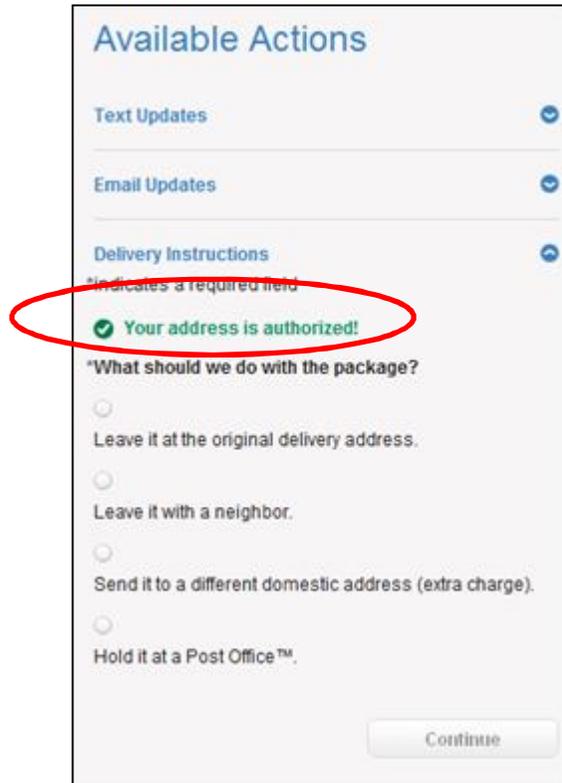
DELAWARE, OH 43015-1072

*Street Address
199 LEXINGTON BLVD

Apt / Suite / Other

Continue

8. You will be notified if your address has been authorized.



Available Actions

Text Updates

Email Updates

Delivery Instructions

*Indicates a required field

✔ Your address is authorized!

*What should we do with the package?

Leave it at the original delivery address.

Leave it with a neighbor.

Send it to a different domestic address (extra charge).

Hold it at a Post Office™.

Continue

9. Select an option for how you want the package to be handled (The continue button will become available once a selection is made).



*What should we do with the package?

Leave it at the original delivery address.

Leave it with a neighbor.

Send it to a different domestic address (extra charge).

Hold it at a Post Office™.

Continue

10. When selecting the “Leave it at the original delivery address” option, also select a “Where” location from the dropdown menu. Click the “Continue” button to submit your request.

Available Actions

Text Updates ⌵

Email Updates ⌵

Delivery instructions ⌵

*indicates a required field

✔ Your address is authorized!

*What should we do with the package?

Leave it at the original delivery address.

*Where?

Select ⌵

Leave it with a neighbor.

Send it to a different domestic address (extra charge).

Hold it at a Post Office™.

[Continue](#)

- After selecting the where location, Click the “Continue” button to place the request in your Shopping Cart.

*What should we do with the package?

Leave it at the original delivery address.

*Where?

Select

Front Door

Back Door

Le: Side Door

Se: In/At Mailbox

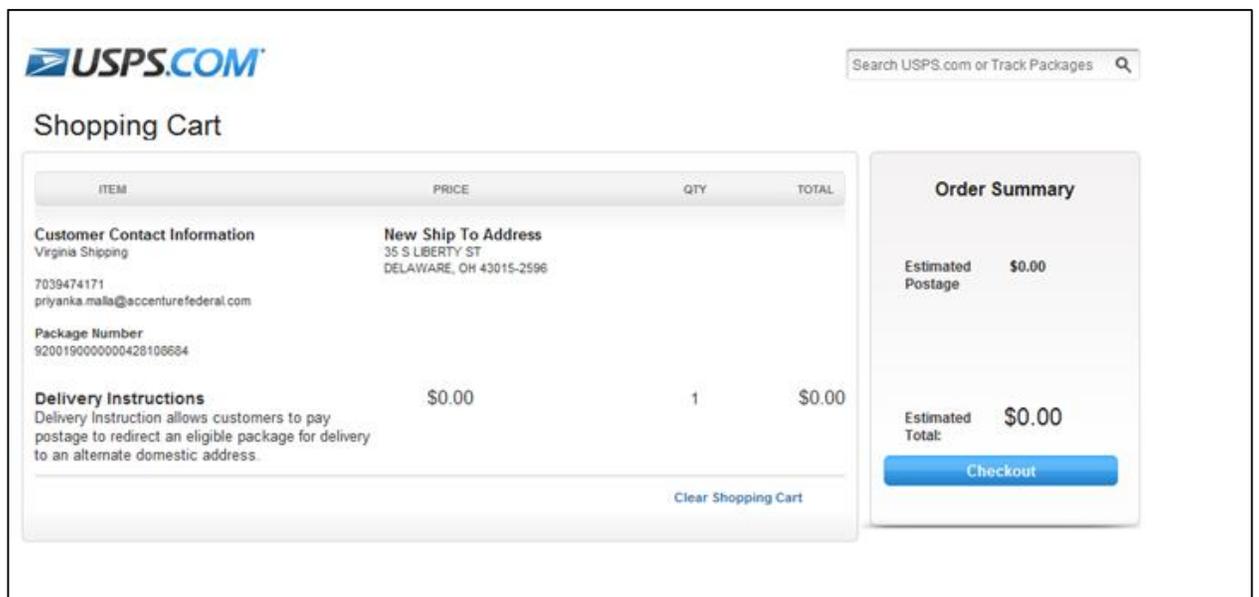
Se: On the porch

Ho: Other (additional instructions required)

Ho: Garage

Continue

- Your order will be placed in your Shopping Cart. Select the “Checkout” button to complete your request.



USPS.COM Search USPS.com or Track Packages

Shopping Cart

ITEM	PRICE	QTY	TOTAL
Customer Contact Information Virginia Shipping 7039474171 priyanka.malla@accenturefederal.com Package Number 9200190000000428108684	New Ship To Address 35 S LIBERTY ST DELAWARE, OH 43015-2596		
Delivery Instructions Delivery Instruction allows customers to pay postage to redirect an eligible package for delivery to an alternate domestic address.	\$0.00	1	\$0.00

Clear Shopping Cart

Order Summary

Estimated Postage: \$0.00

Estimated Total: \$0.00

[Checkout](#)

13. Review the Delivery Instructions request, and click the “Place My Order” button to submit your request.

P

Checkout:

Customer & Shipping Information
Billing
Review
Confirmation

ITEM	QTY	PRICE	TOTAL
<p>Customer Contact Information Virginia Shipping 7039474171 priyanka.malla@accenturefederal.com</p> <p>Package Number 920019000000428108684</p>	<p>New Ship To Address 35 S LIBERTY ST DELAWARE, OH 43015-2596</p>	<p>Delivery Instructions Delivery instruction allows customers to pay postage to redirect an eligible package for delivery to an alternate domestic address.</p>	<p>1 x \$0.00 = \$0.00</p>

Order Summary

Estimated Postage: **\$0.00**

Estimated Total: **\$0.00**

[Place My Order](#)

[Save Cart for Later](#)

[Modify Cart](#)

14. Your Order Summary will appear to confirm that your request has been successfully submitted.

Your Order has been Placed!

Customer & Shipping Information
Billing
Review
Confirmation ✔

Success!

Your order number is [e118830028](#)

A confirmation email was sent to: priyanka.malla@accenturefederal.com

You can review your order by clicking on the order number now or going to the [Orders](#) section.

Review your Delivery Instructions details [here](#).

15. When selecting the “Leave it with a neighbor” option, provide the street address of the neighbor’s home you would like the package to be delivered to. Click the “Continue” button to place request in your Shopping Cart.

***What should we do with the package?**

Leave it at the original delivery address.

Leave it with a neighbor.

Please enter the neighbor's address:
DELAWARE, OH 43015

***Street Address**

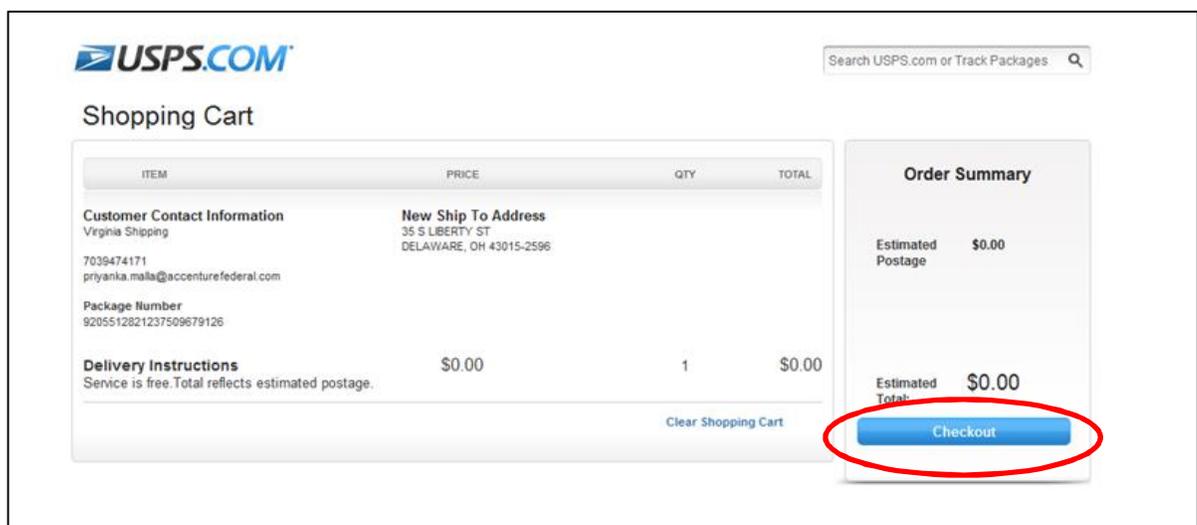
Apt/Suite/Other

Send it to a different domestic address (extra charge).

Hold it at a Post Office™.

[Continue](#)

16. Order will be placed in your Shopping Cart. Select the “Checkout” button to complete request.



USPS.COM Search USPS.com or Track Packages

Shopping Cart

ITEM	PRICE	QTY	TOTAL
Customer Contact Information Virginia Shipping 7039474171 priyanka.malta@accenturefederal.com	New Ship To Address 35 S LIBERTY ST DELAWARE, OH 43015-2596		
Package Number 9205512821237509679126			
Delivery Instructions Service is free. Total reflects estimated postage.	\$0.00	1	\$0.00

[Clear Shopping Cart](#)

Order Summary

Estimated Postage \$0.00

Estimated Total \$0.00

[Checkout](#)

17. Review the Delivery Instructions request, and click the “Place My Order” button to submit request.

Checkout:

Customer & Shipping Information Billing **Review** Confirmation

ITEM	QTY	PRICE	TOTAL
Customer Contact Information Virginia Shipping 7039474171 priyanka.malla@accenturefederal.com Package Number 920019000000428108684			
New Ship To Address 35 S LIBERTY ST DELAWARE, OH 43015-2596			
Delivery Instructions Delivery Instruction allows customers to pay postage to redirect an eligible package for delivery to an alternate domestic address.	1 x	\$0.00	= \$0.00

[Modify Cart](#)

Order Summary

Estimated Postage: **\$0.00**

Estimated Total: **\$0.00**

[Place My Order](#)

[Save Cart for Later](#)

18. Your Order Summary will appear to confirm the request has been successfully submitted.

Your Order has been Placed!

Customer & Shipping Information Billing Review **Confirmation** ✓

Success!

Your order number is [g118920029](#)

A confirmation email was sent to: priyanka.malla@accenturefederal.com

You can review your order by clicking on the order number now or going to the [Orders](#) section.

Review your Delivery Instructions details [here](#).

19. When selecting the “Send it to a different domestic address” option, provide the domestic address that you would like to have the package delivered to. This option has a cost associated with the additional postage to ship to an alternate domestic location.

*What should we do with the package?

Leave it at the original delivery address.

Leave it with a neighbor.

Send it to a different domestic address (extra charge).

*First Name M.I. *Last Name

Virginia Shipping

*Street Address

Apt / Suite / Other

*City

*State *ZIP Code™

Select Your address

will be standardized. ⓘ

Hold it at a Post Office™.

20. Verify that the new address is correct. If so click the “Add to Cart” button. If not, click the “Change Options” button.

Available Actions

Text Updates 

Email Updates 

Delivery Instructions 

You have elected to have your package delivered to
8469 CONCORD RD

DELAWARE, OH, 43015-9472
This option may incur [a fee](#).

21. Your order will be placed in your Shopping Cart. Select the “Checkout” button to complete your request.

Shopping Cart

ITEM	PRICE	QTY	TOTAL
Customer Contact Information Virginia Shipping 7039474171 priyanka.malla@accenturefederal.com	New Ship To Address 8469 CONCORD RD DELAWARE, OH 43015-9472		
Package Number 9205512821237509679126			
Delivery Instructions Service is free.Total reflects estimated postage.	\$6.72	1	\$6.72

[Clear Shopping Cart](#)

Order Summary

Estimated Postage \$6.72

Estimated Total: \$6.72

22. Provide your billing information and click the “Continue” button to complete your request.

Billing Information

USPS Delivery Instructions Order Total (1): \$2.22

Paying with a credit card is safe and easy. All the information is encrypted and transmitted securely. For more details, see our [Privacy Policy](#).

I hereby authorize the U.S. Postal Service® to charge the amount specified to the designated Credit Card. ASIDE TO THE TERMS AND CONDITIONS YOU HAVE AGREED TO WHEN ACCESSING THIS SERVICE, YOU UNDERSTAND THAT THERE IS NO GUARANTEE THAT THE ITEM CAN BE INTERCEPTED BEFORE DELIVERY. YOU ALSO UNDERSTAND THAT THE INTERCEPTED ITEM MAY BE REDIRECTED TO A NEW ADDRESS, OR MAY BE HELD AT A POST OFFICE™ FOR PICKUP. AS A RESULT, ADDITIONAL POSTAGE MAY BE INCURRED OR POSTAGE DUE AT THE APPLICABLE PRICE TO BE PAID UPON DELIVERY BY YOU OR THE RECIPIENT.

Use a credit card 

Your stored accounts are not accessible at this time because the transaction you are processing requires that the billing address match what you agreed to on a previous page. Please enter your card information below to complete your transaction, or click the BACK button to select a different address.

Use New Card

*Card Number *Security Code

Expires on *Month *Year

Month Year

Cardholder's Name and Billing Address

Virginia Shipping
199 LEXINGTON BLVD
DELAWARE
OH
430151072

23. Review the Delivery Instructions request, and click the “Place My Order” button to submit your request.

Checkout:

Customer & Shipping Information Billing **Review** Confirmation

Bill To: Virginia Shipping 199 LEXINGTON BLVD DELAWARE, OH 430151072 7039474171 Edit	Payment: Visa: ending in 3025 Exp: 09/2015 Edit
---	---

ITEM	QTY	PRICE	TOTAL
Customer Contact Information Virginia Shipping 7039474171 priyanka.malla@accenturefederal.com			
New Ship To Address 8469 CONCORD RD DELAWARE, OH 43015-9472			
Package Number 9205512621237509679126			
Delivery Instructions Service is free.Total reflects estimated postage.	1 x \$6.72		= \$6.72

[Modify Cart](#)

Order Summary
Estimated Postage \$6.72

Estimated Total **\$6.72**
[Place My Order](#)
[Save Cart for Later](#)

24. Your Order Summary will appear to confirm that your request has been successfully submitted.

Your Order has been Placed!

Customer & Shipping Information Billing Review **Confirmation** ✓

Success!
Your order number is [9118930029](#)
A confirmation email was sent to: priyanka.malla@accenturefederal.com
You can review your order by clicking on the order number now or going to the [Orders](#) section.
Review your Delivery Instructions details [here](#).

25. When selecting the “Hold it at a Post Office” option, enter the Zip Code of the Post Office you would like the package to be held. Once you have entered the Zip Code, click the “Search” button.

*What should we do with the package?

Leave it at the original delivery address.

Leave it with a neighbor.

Send it to a different domestic address (extra charge).

Hold it at a Post Office™.

*Enter a ZIP Code™

26. Select the Post Office of your choice via the list provided for the Zip Code entered. Click the “Continue” button to confirm selection.

“What should we do with the package?”

Leave it at the original delivery address.

Leave it with a neighbor.

Send it to a different domestic address (extra charge).

Hold it at a Post Office™.

*Enter a ZIP Code™

43015

Your package can be held for pickup at one of the following locations (please select):

DELAWARE
35 S LIBERTY ST
DELAWARE, OH 43015-2596

Search

Continue

27. Click the “Add to Cart” button to submit your request.

Available Actions

Text Updates

Email Updates

Delivery Instructions

You have elected to have your package delivered to
35 S LIBERTY ST

DELAWARE, OH, OH-2596
This option will incur [a fee](#).

Change Options

Add to Cart

28. Review the Delivery Instructions request, and click the “Place My Order” button to finalize your request.

Checkout:

Customer & Shipping Information Billing **Review** Confirmation

ITEM	QTY	PRICE	TOTAL
Customer Contact Information Virginia Shipping 7039474171 priyanka.malla@accenturefederal.com Package Number 920019000000428108684			
New Ship To Address 35 S LIBERTY ST DELAWARE, OH 43015-2596			
Delivery Instructions Delivery instruction allows customers to pay postage to redirect an eligible package for delivery to an alternate domestic address.	1 x	\$0.00	= \$0.00

[Modify Cart](#)

Order Summary

Estimated Postage \$0.00

Estimated Total: \$0.00

[Place My Order](#)

[Save Cart for Later](#)

29. Your Order Summary will appear to confirm that your request has been successfully submitted.

Your Order has been Placed!

Customer & Shipping Information Billing Review **Confirmation** ✓

Success!

Your order number is [0118930029](#)

A confirmation email was sent to: priyanka.malla@accenturefederal.com

You can review your order by clicking on the order number now or going to the [Orders](#) section.

Review your Delivery Instructions details [here](#).

30. When electing to change the Service Type of the item, a list of service type options will appear after the different Domestic Address has been selected.

Service Type

[Original Service Type] \$00.00
X-X Day Delivery once package is intercepted.

Priority Mail \$00.00
2-3 Day Delivery once package is intercepted.
Up to \$50.00 included insurance.

Priority Mail Express \$00.00
1-2 Day Delivery once package is intercepted.
Up to \$100.00 included insurance.

Insurance

The shipment already includes \$200.00 of insurance.

Add more insurance

Extra Services

Available for Priority Mail and Priority Mail Express shipments.

Total \$00.00

[Add to Cart](#) 

(Screenshot added as a placeholder unit CAT concludes)

31. Select the Service Type desired from given list.

Service Type

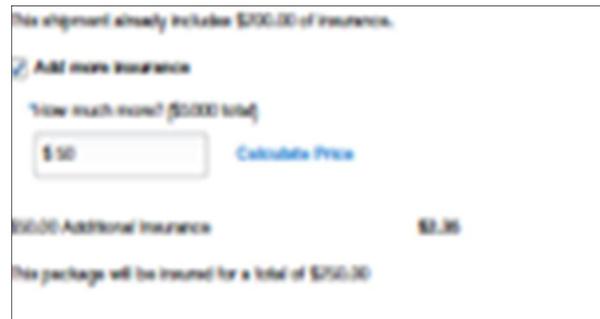
[Original Service Type] \$00.00
X-X Day Delivery once package is intercepted.

Priority Mail \$00.00
2-3 Day Delivery once package is intercepted.
Up to \$50.00 included insurance.

Priority Mail Express \$00.00
1-2 Day Delivery once package is intercepted.
Up to \$100.00 included insurance.

(Screenshot added as a placeholder until CAT concludes)

32. If additional Insurance is desired (\$5000.00 maximum), the 'Add more Insurance' box is selected, then the user is required to enter the amount of additional insurance and then may press 'Calculate Price' to generate the additional insurance fee.



This shipment already includes \$500.00 of insurance.

Add more insurance

How much more? (\$5000 total)

[Calculate Price](#)

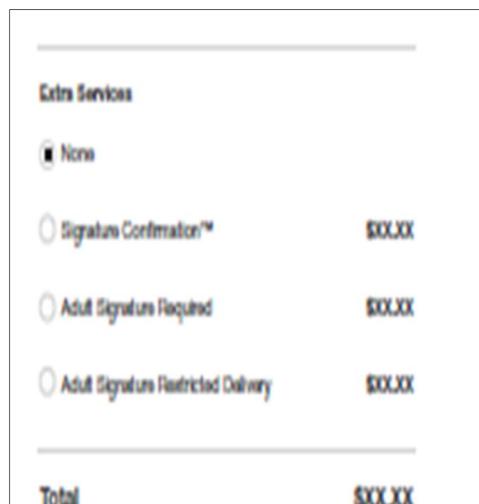
\$50.00 Additional Insurance \$3.35

This package will be insured for a total of \$750.00

(Screenshot used as a placeholder until CAT concludes)

33. If the user has selected 'Priority Mail' or 'Priority Mail Express' as the service type then the extra services options will be displayed.

34. The user then selects the desired Extra Services from the options displayed.



Extra Services

None

Signature Confirmation™ \$XX.XX

Adult Signature Required \$XX.XX

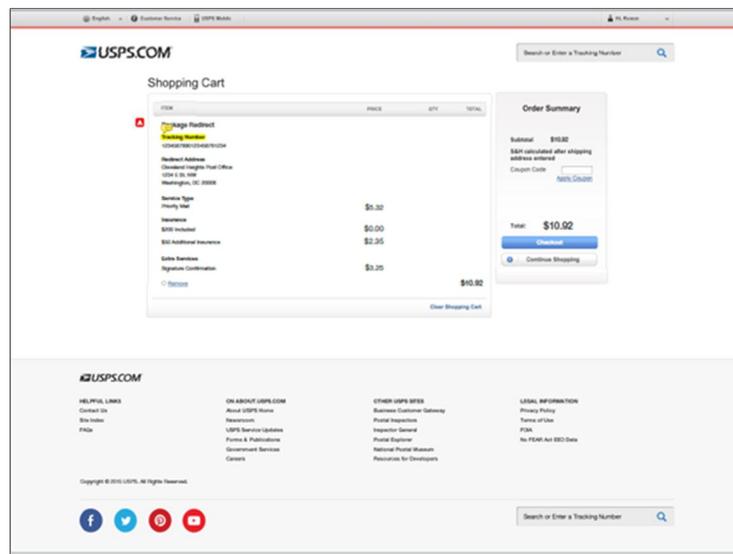
Adult Signature Restricted Delivery \$XX.XX

Total **\$XX.XX**

(Screenshot used as a placeholder until CAT concludes)

35. As the user adds insurance or extra services, the total cost will be dynamically updated.

36. If there are no errors, pressing 'Add to Cart' will take the user to their shopping cart where they can pay for their modifications. Select the 'Checkout' button to complete the request



(Screenshot used as placeholder until CAT concludes)

37. Provide your billing information and click the "Continue" button to complete your request

Billing Information

USPS Delivery Instructions Order Total (1): \$2.22

Paying with a credit card is safe and easy. All the information is encrypted and transmitted securely. For more details, see our [Privacy Policy](#).

I hereby authorize the U.S. Postal Service® to charge the amount specified to the designated Credit Card. **ASIDE TO THE TERMS AND CONDITIONS YOU HAVE AGREED TO WHEN ACCESSING THIS SERVICE, YOU UNDERSTAND THAT THERE IS NO GUARANTEE THAT THE ITEM CAN BE INTERCEPTED BEFORE DELIVERY. YOU ALSO UNDERSTAND THAT THE INTERCEPTED ITEM MAY BE REDIRECTED TO A NEW ADDRESS, OR MAY BE HELD AT A POST OFFICE™ FOR PICKUP. AS A RESULT, ADDITIONAL POSTAGE MAY BE INCURRED OR POSTAGE DUE AT THE APPLICABLE PRICE TO BE PAID UPON DELIVERY BY YOU OR THE RECIPIENT.**

Use a credit card



Your stored accounts are not accessible at this time because the transaction you are processing requires that the billing address match what you agreed to on a previous page. Please enter your card information below to complete your transaction, or click the BACK button to select a different address.

Use New Card

*Card Number *Security Code

Expires on *Month *Year

Month Year

Cardholder's Name and Billing Address

Virginia Shipping
199 LEXINGTON BLVD
DELAWARE
OH
430151072

[Back](#) [Continue](#)

38. Review the Delivery Instructions request, and click “Place My Order” button to submit your request.

Checkout:

Customer & Shipping Information Billing **Review** Confirmation

Bill To: Virginia Shipping
199 LEXINGTON BLVD
DELAWARE, OH 430151072
7039474171
[Edit](#)

Payment: Visa: ending in 3025
Exp: 09/2015 [Edit](#)

ITEM	QTY	PRICE	TOTAL
Customer Contact Information Virginia Shipping 7039474171 pryanka.malla@accenturefederal.com			
New Ship To Address 8469 CONCORD RD DELAWARE, OH 43015-9472			
Package Number 9205512821237509679126			
Delivery Instructions Service is free. Total reflects estimated postage.	1 x \$6.72		= \$6.72

[Modify Cart](#)

Order Summary

Estimated Postage: \$6.72

Estimated Total: **\$6.72**

[Place My Order](#)

[Save Cart for Later](#)

(Screenshot used as placeholder until CAT concludes)

39. Your Order Summary will appear to confirm the request has been successfully submitted.

Your Order has been Placed!

Customer & Shipping Information Billing Review Confirmation 

Success!

Your order number is [0118930029](#)

A confirmation email was sent to: priyanka.malla@accenturefederal.com

You can review your order by clicking on the order number now or going to the [Orders](#) section.

Review your Delivery Instructions details [here](#).

Frequently Asked Questions

Q. What is Delivery Instructions?

A. Delivery Instructions allow the addressee (intended recipient) to electronically authorize the carrier to release (deliver/leave) certain shipments at a specific location in lieu of manually completing a hardcopy delivery notice.

Q. Are all shipments eligible for Delivery Instructions?

A. No. For example, shipments that are insured for \$200 or more, international, out for delivery, delivered, addressed to a military address or have a delivery signature requirement are not eligible. In addition, shipments that have Collect on Delivery service, an active Hold Mail request, an active Hold for Pickup, an active Package Intercept, or a Temporary Forwarding service are not eligible. Shipments must also bear a tracking barcode in order to be eligible

Q. How do I know if a shipment is eligible for Delivery Instructions?

A. When using USPS Tracking™, enter the Tracking Number from the Shipping Label or Receipt into the field labeled “Tracking Number” and click on “Search.” The most recent tracking status of your item should appear.

If your shipment is eligible for Delivery Instructions, it will be displayed on the right side of the screen under “Available Options”.

Q. What are the requirements to use Delivery Instructions?

A. You must have or create a USPS.com® account and be signed in when you make the request.

Q. Is there a fee for Delivery Instructions?

A. There are two Delivery Instructions options available:

- 1) The free Delivery Instructions option allows you to release your eligible package and have it left at their address (or at a neighbor’s address on the same carrier route) at a location you designate (i.e., on porch, front door, etc.).
- 2) The Delivery Instructions reroute option allows you to reroute your eligible package to a different domestic address. This option requires no fee but you have to pay the postage to reroute the package to the new address. You may also elect to upgrade the service for the rerouted item to Priority Mail or Priority Mail Express, if it is eligible. Payment for the service upgrade is required.

Q. What is the difference between Delivery Instructions and the PS Form 3849, Delivery Notice/Reminder/Receipt?

A. The goal of Delivery Instructions is to encourage customers to go online to electronically authorize USPS to release their shipment for delivery on the first attempt. In addition, the customer will be able to give us instructions as to where to leave the shipment (i.e., - on the porch, at the back door, etc.).

Q. Will I receive any notification of my Delivery Instructions request?

A. Yes. You will receive an email or text to confirm that your request was successful and an email or text to confirm your shipment has been delivered. You will also receive an email or text if you made a request that requires payment, and the actual postage exceeds the estimated postage that was provided at the time of the request. If the article has to be repackaged, you will receive an email or text with the new USPS Tracking number. If the article is undeliverable, you will be notified of the reason for non-delivery.

Q. What shipments are not eligible Delivery Instructions?

A. Not all shipments are eligible for Delivery Instructions. For example, shipments that are insured for \$200 or more or International shipments. Any shipment that is already out for delivery, delivered or addressed to a military address or has a delivery signature requirement is not eligible. In addition, shipments that have Collect on Delivery service, an active Hold Mail request, an active Hold for Pickup, an active Package Intercept, or a Temporary Forwarding service are not eligible. Shipments must also bear a USPS tracking barcode in order to be eligible.

Q. What are the Delivery Instructions “Leave At” location options?

A. Customers can request that their shipment be left at the following delivery locations:

- Front Door
- Back Door
- Side Door
- In/At Mailbox
- On the Porch
- Neighbor [address required]
- Garage
- Other [additional instructions required]

Q. For Delivery Instructions, what constitutes a “Neighbor”?

A. For Delivery Instructions, USPS® will leave the shipment at a “Neighbor’s Address” if you provide the neighbor’s address and the address is on the same street, ZIP Code™, and carrier route as your address.

Q. Can I cancel my Delivery Instructions request?

A. No. Once you submit your request, it is final.

Q. What conditions or events may prevent my Delivery Instructions request from being completed?

A. There are certain conditions or events that could prevent a Delivery Instructions request from being fulfilled. Here are the most common:

If the carrier continually experiences a problem in serving curbside mailboxes and where the customer is able to control access or on-street parking in front of his or her mailbox, but does not take prompt corrective action after being properly notified. In these cases, the Postmaster may, with the approval of the USPS District Manager, withdraw delivery service.

Q. What are the requirements for Delivery to Mailbox Inside of a Screen or Storm Door?

A. These mailboxes must meet the following requirements for delivery:

- a. When the box is inside a screen or storm door, the door must be left unlocked; otherwise, the box should be located outside the door or a slot should be provided in the outer door.
- b. When porches are screened in or enclosed by other material, and are used as living or sleeping quarters, the screen or storm door is considered the entrance door to the house. In these cases, request that customers place their mail receptacle outside the door or provide a slot in the door.

Q. What happens if there are Safety or Security concerns?

A. Delivery service may be suspended when there is an immediate threat (including, but not limited to, threats due to loose animals) to the delivery employee, mail security, or postal property.

Q. What happens when there are Travel Obstructions?

A. Service will be resumed as soon as the road conditions are improved.

Q. What happens when there is Damaged Packaging?

A. When an item arrives with damaged packaging, USPS repacks it in a Priority Mail Flat Rate Box. If the item is too big to fit into a Priority Mail Flat Rate Box, the request will not be fulfilled and the item will be delivered to the original destination. In this case, customers will receive an email or text explanation as to why their request was not fulfilled.

Q. Can I reroute my package to another location?

A. Yes. You have the option to reroute your eligible package to a different address or to a Post Office for pickup.

Q. Is there a fee to reroute my package?

A. You will not be charged a base fee to place a request to reroute their package; however, you will be required to pay for the postage once the package is successfully rerouted.

Q. How do I pay for the postage once my package is redirected?

A. You will be informed of the estimated postage at the time you make the request for payment with either a credit or debit card. **You will only be charged if the package is successfully rerouted.**

If it is determined that the actual postage exceeds the estimated postage provided to customers at the time the request was placed, you will be required to pay the actual postage, in cash, check, or money order, when the package arrives.

Q. Will I be notified as to whether my package was rerouted?

A. You will be notified via email or text or text if your package was or was not successfully rerouted.

Q. What conditions or events may prevent my request from being rerouted?

A. There are several conditions or events that could prevent the Delivery Instruction reroute request from being fulfilled. Some of the most common include:

- The package is out on the street for delivery.
- The credit or debit card is no longer valid.
- The office was unable to locate the package.
- The package was intercepted by the merchant.

Q. Why did I have to pay the postage for my package when it arrived at the requested destination?

A. At the time the online request was made, you were provided with an “estimated postage” amount. This is because USPS must weigh and rate your package when it arrives at the Post Office, in order to provide the actual postage amount. In these cases, the postage calculated at the Post Office was more than the estimated amount provided to you. USPS cannot deduct more than the estimated amount from your credit card. This is why you had to pay the postage when your package arrived.

Q. How can I request a refund?

You may contact the Payment Inquiries Team by e-mail cnspayment@usps.gov for any issues or concerns regarding payment for Delivery Instruction orders. Please include Delivery Instructions in the subject line of your email request along with the following order details:

- Payment Related Issue (Including Refund Requests)
- Tracking Number
- Order or Confirmation Number
- Date Order Placement

Questions and Comments

Questions or Comments Please Send to:

Shippingservices@usps.gov