

How to Set Up Delivery Instructions

Solution

Eligibility for Delivery Instructions

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

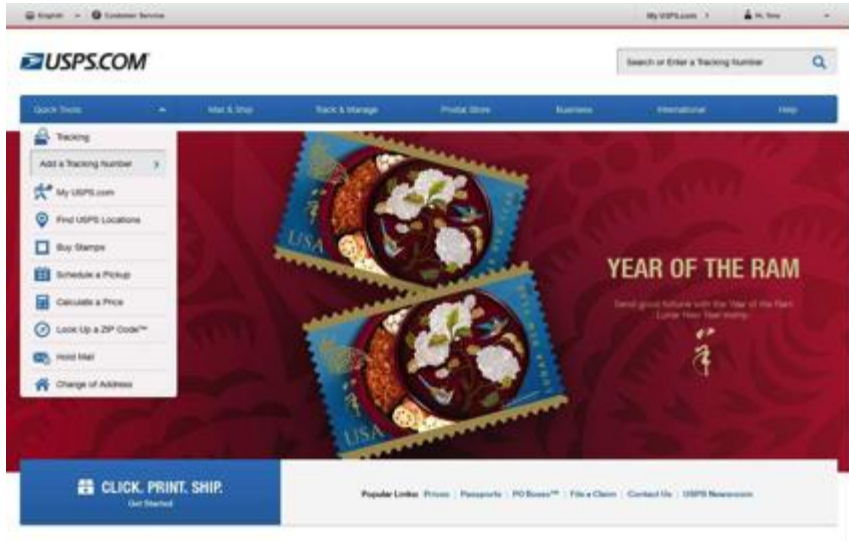
	Requirement	Further Information
<input checked="" type="checkbox"/>	You must be a registered USPS.com user	If not already a USPS.com* account holder, go to www.usps.com , select the "Register/Sign In" button, and create an account.
<input checked="" type="checkbox"/>	USPS tracking number must be on mail piece / package / receipt	Eligible: Package / mail piece has not gone out for delivery that day. The following items are NOT ELIGIBLE: <ul style="list-style-type: none">• Insured for \$500 or more;• International;• Military address destinations;• Requiring a delivery signature;• Active COD service;• Active Hold Mail request• Active Hold for Pickup request

***Note:** To get all the Delivery Instructions options, make sure you sign in to your USPS.com account – NOT your My USPS account.

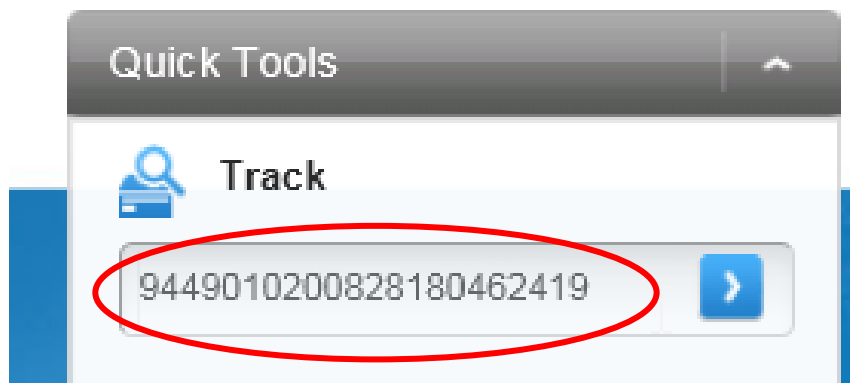
Delivery Instructions and Address Verification

The following are step-by-step instructions on how to place a Delivery Instructions request. Locate the tracking number on your mail piece or receipt before going online.

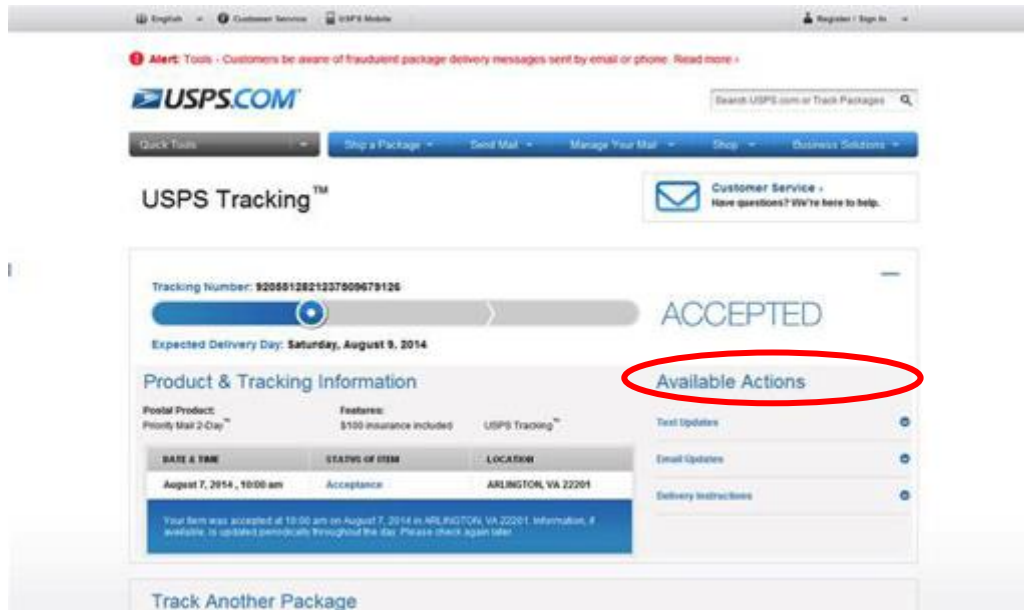
1. Navigate to www.USPS.com



2. Enter your incoming mail piece's tracking number and then select the arrow on the right.



3. Select the “Delivery Instructions” link under “Available Actions”. If the mail piece is not eligible for Delivery Instructions, the option **will not** be present.



4. If you are already signed in to USPS.com, you can skip Steps 4 and 5.

Otherwise, select the “Sign In” button to enter login credentials. (If you don’t have a USPS.com account, this is where the “Register now” link can be clicked to create one.)



5. Sign in by entering "Username" and "Password" in the boxes provided and select the "Sign In" button to access your account.

On this same screen, the system will again remind you to open a USPS.com. If you don't have an account, click the "Sign Up Now" button and start the account setup process.

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

Forgot your password?

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

Sign In

Sign Up Now

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. Read and agree to the Terms and Conditions, and then select the "Continue" button to begin a Delivery Instructions request.

Available Actions

Text Updates [down arrow]

Email Updates [down arrow]

Delivery Instructions [up arrow]

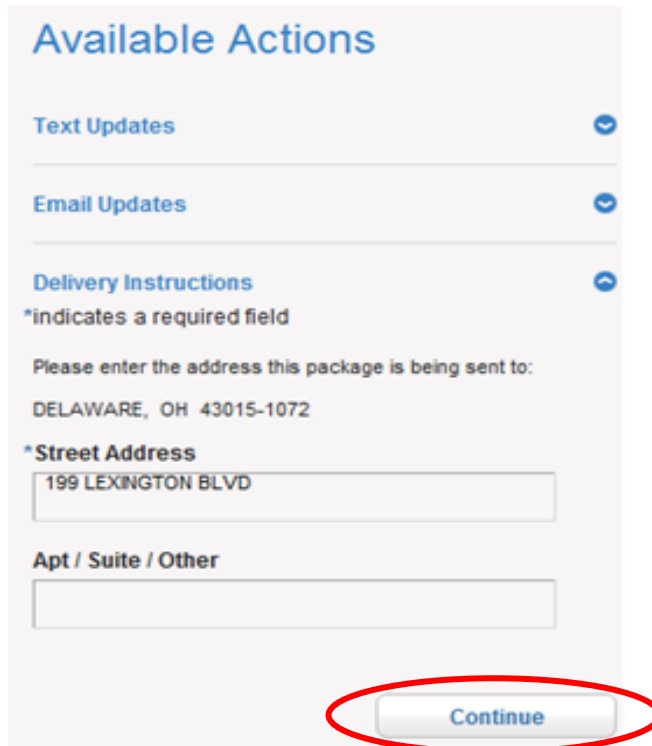
USPS® allows you to authorize the carrier to leave your package even if no one is present at the time of delivery. (i)

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 street address the package was addressed to, and select the "Continue" button.



Available Actions

Text Updates ▼

Email Updates ▼

Delivery Instructions ▲

*indicates a required field

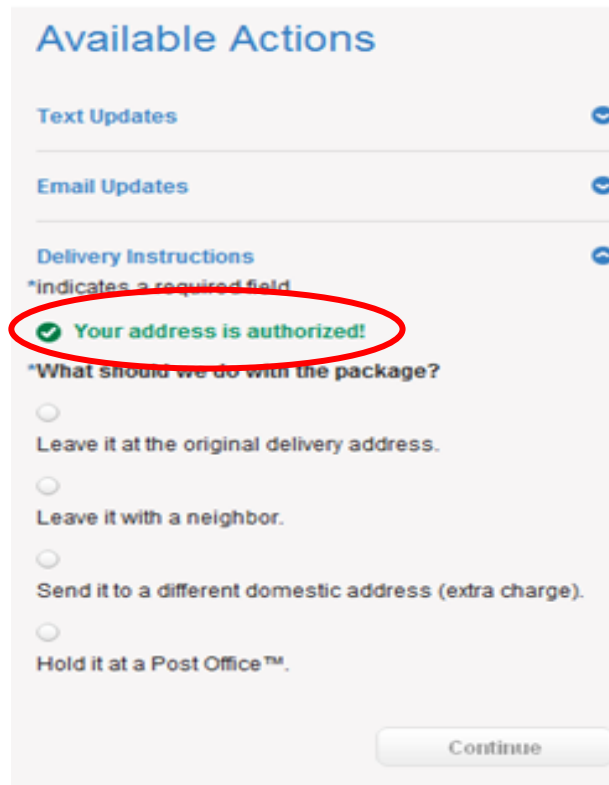
Please enter the address this package is being sent to:
DELAWARE, OH 43015-1072

*Street Address
199 LEXINGTON BLVD

Apt / Suite / Other

Continue

8. The system will notify you if the address has been authorized and can accept Delivery Instructions. Not all addresses can accept Delivery Instructions, just yet.



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).

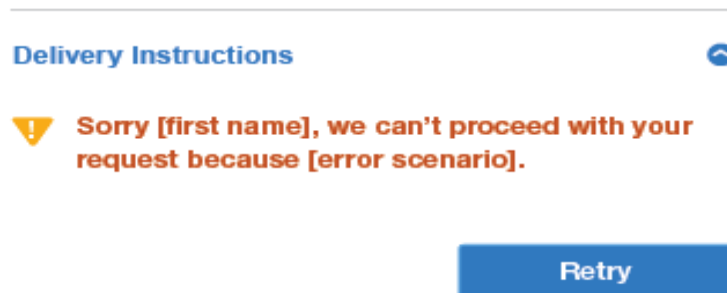
Hold it at a Post Office™.

Continue

9. If you enter an address / ZIP Code that doesn't match your USPS.com profile, this error message will display.

If you try to redirect a package to a neighbor that is not on your carrier (delivery) route, the error message will display.

If you opt to have your package / mail piece delivered to another domestic address that is also not eligible for Delivery Instructions, the error message will also display.



10. Select an option for how the package / mail piece is to be handled. The "Continue" button will become available once a selection is made.

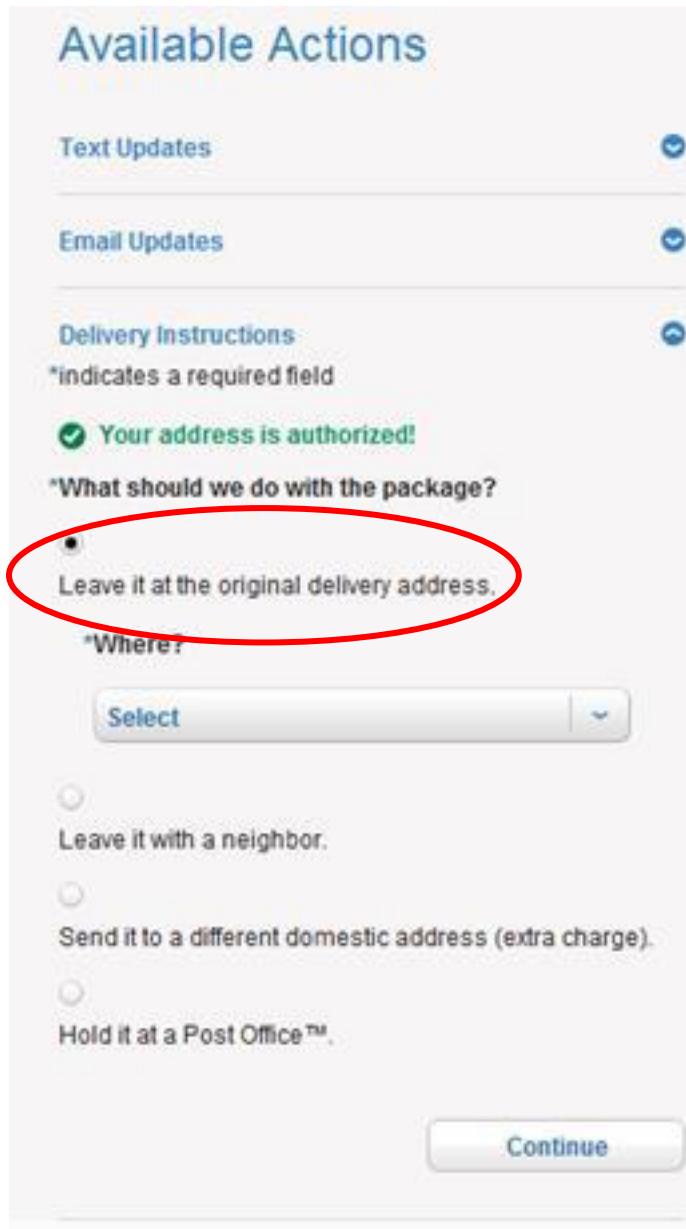


Each of the above options, in addition to upgrading mail service, is further detailed in the next sections.

- ["Leave it at the original delivery address" option](#)
- ["Leave With a Neighbor" option](#)
- ["Send to Different Domestic Address" option](#)
- ["Hold At a Post Office" option](#)
- [Upgrade Service Type to PME or PM / Add Extra Services](#)

“Leave it at the original delivery address” option

1. When selecting the “Leave it at the original delivery address” option, you will also need to select a “Where” location from the dropdown menu.



The screenshot shows a form titled "Available Actions" with several sections: "Text Updates", "Email Updates", and "Delivery Instructions". Under "Delivery Instructions", there is a green checkmark and the text "Your address is authorized!". Below this is the question "*What should we do with the package?". The first option, "Leave it at the original delivery address.", is selected and circled in red. Below this is a dropdown menu labeled "*Where?" with the word "Select" and a downward arrow. There are three other radio button options: "Leave it with a neighbor.", "Send it to a different domestic address (extra charge).", and "Hold it at a Post Office™". A "Continue" button is located at the bottom right of the form.

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

2. After selecting the "Where?" location (several options are available), click the "Continue" button to place the request in the Shopping Cart.

*What should we do with the package?

Leave it at the original delivery address.

***Where?**

Select

Front Door

Back Door

Side Door

In/At Mailbox

On the porch

Other (additional instructions required)

Ho Garage

3. Review your Delivery Instructions request, and select the "Place My Order" button to submit the request.

Checkout:

Customer & Shipping Information Billing **Review** Confirmation

Due to systems upgrades, orders placed May 26 - June 1 will require an additional 5 - 7 business days for delivery. We apologize for any inconvenience this may cause. Thank you.

ITEM	QTY	PRICE	TOTAL
Customer Contact Information Virginia Shipping 7039474171 priyanka.mata@accenturefederal.com			
New Ship To Address 35 S LIBERTY ST DELAWARE, OH 43015-2596			
Package Number 920019000000428108684			
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

[Save Cart for Later](#)

- The Order Summary will appear to confirm that your request order has been successfully submitted.

Your Order has been Placed!



Due to systems upgrades, orders placed May 26 - June 1 will require an additional 5 - 7 business days for delivery. We apologize for any inconvenience this may cause. Thank you.

Success!

Your order number is [a118930029](#)

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](#).

“Leave With a Neighbor” option

NOTE: The “Neighbor” option requires that the neighbor you choose lives in the same ZIP Code and carrier route that you do.

1. When selecting the “Leave it with a neighbor” option, you must provide the street address of the neighbor’s home where the package / mail piece will be delivered.

Selecting the “Continue” button places the 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](#)

2. Your order will be placed in the Shopping Cart. If everything looks right, click the “Checkout” button.



Search USPS.com or Track Packages

Shopping Cart

ITEM	PRICE	QTY	TOTAL
Customer Contact Information Virginia Shipping 7039474171 priyanka.malla@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](#)

3. Make sure you review the Delivery Instructions request one more time, and select the "Place My Order" button to submit the request order.

Checkout:

Customer & Shipping Information Billing **Review** Confirmation

Due to systems upgrades, orders placed May 26 - June 1 will require an additional 5 - 7 business days for delivery. We apologize for any inconvenience this may cause. Thank you.

ITEM	QTY	PRICE	TOTAL
Customer Contact Information Virginia Shipping 7939474171 priyanka.malla@accenturefederal.com			
New Ship To Address 35 S LIBERTY ST DELAWARE, OH 43015-2596			
Package Number 920019000000428138664			
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](#)

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

Your Order has been Placed!

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

Due to systems upgrades, orders placed May 26 - June 1 will require an additional 5 - 7 business days for delivery. We apologize for any inconvenience this may cause. Thank you.

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](#).

“Send to Different Domestic Address” option

1. When selecting the “Send it to a different domestic address” option, you should provide the alternate domestic address where the package is to be delivered.

NOTE: This option carries an additional postage cost in order 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™

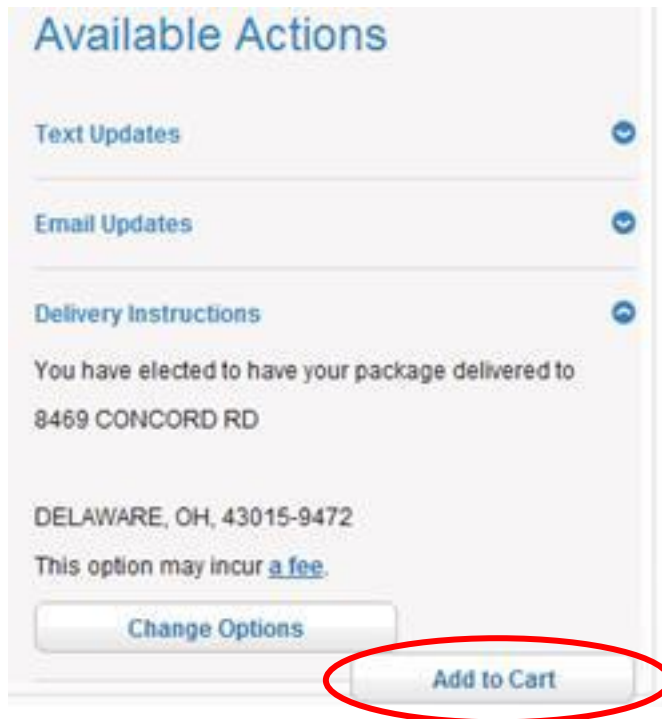
Select _____

will be standardized. ⓘ Your address

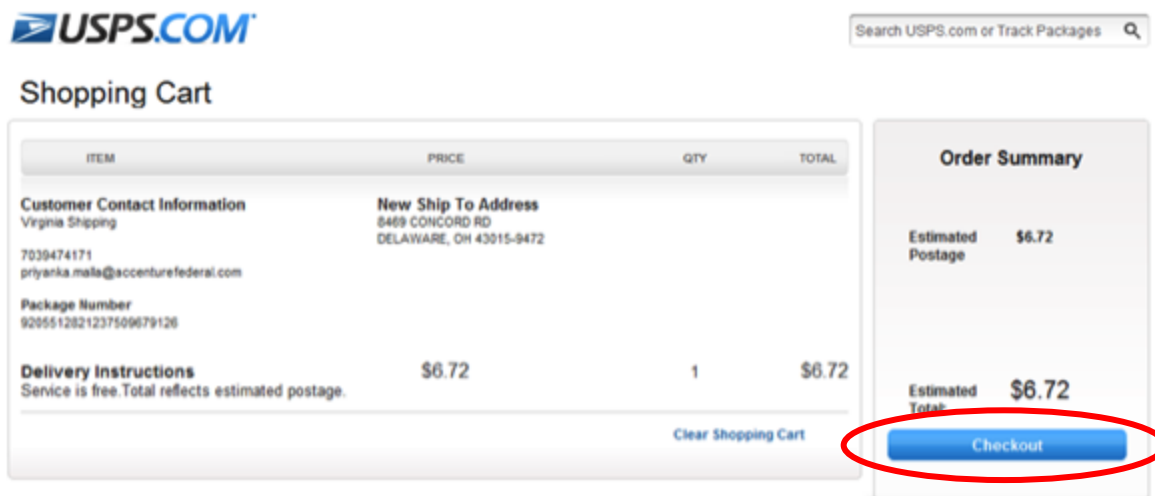
Hold it at a Post Office™.

If the address is not eligible, the system will advise with an error message.

2. You should verify that the new address is correct. If so, select the "Add to Cart" button. If not, they will select the "Change Options" button.



3. Your order will be placed in the Shopping Cart. Click the "Checkout" button to proceed to Billing Information.




4. Check the authorization box to allow the USPS to charge your credit card for the transaction. After providing your billing information, select the "Continue" button.

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

Cardholder's Name and Billing Address

Virginia Shipping
199 LEXINGTON BLVD
DELAWARE
OH
430151072

5. You should review the Delivery Instructions request, and select the "Place My Order" button to submit the request.

Checkout:

Customer & Shipping Information Billing **Review** Confirmation

Due to systems upgrades, orders placed May 26 - June 1 will require an additional 5 - 7 business days for delivery. We apologize for any inconvenience this may cause. Thank you.

Bill To: Virginia Shipping 199 LEXINGTON BLVD DELAWARE, OH 430151072 7039474171 Edit	Payment: Visa ending in 3025 Exp: 09/2015 Edit
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ITEM	QTY	PRICE	TOTAL
Customer Contact Information Virginia Shipping 7039474171 pryanka.mata@accenturefederal.com	New Ship To Address 8469 CONCORD RD DELAWARE, OH 43015-9472		
Package Number 9205512021237509079126			
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**

[Save Cart for Later](#)

- An Order Summary will appear to confirm that your request has been successfully submitted.

Your Order has been Placed!

Customer & Shipping Information Billing Review Confirmation 

Due to systems upgrades, orders placed May 26 - June 1 will require an additional 5 - 7 business days for delivery. We apologize for any inconvenience this may cause. Thank you.

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](#).

“Hold At a Post Office” option

1. If you select the “Hold it at a Post Office” option, you must enter the ZIP Code of the Post Office where you would like your package / mail piece to be held, and then select “Search”.

NOTE: When you choose a ZIP Code / Post Office other than your own, there will be an additional cost for the delivery. If you choose your own ZIP Code / Post Office, there is no fee.

*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™

2. Select the Post Office via the list provided for the ZIP Code entered. Selecting the “Continue” button confirms your 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 43015-2506

3. Select the "Add to Cart" button to submit your request.

NOTE: In this example, there is a fee, because a different ZIP Code was entered. Remember, if you choose your own ZIP Code, there will be no fee.

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](#).

4. You should review the Delivery Instructions request, and select the "Place My Order" button to finalize your request.

Checkout:

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

Due to systems upgrades, orders placed May 26 - June 1 will require an additional 5 - 7 business days for delivery. We apologize for any inconvenience this may cause. Thank you.

ITEM	QTY	PRICE	TOTAL
Customer Contact Information Virginia Shipping 7039474171 priyanka.malia@accenturefederal.com			
New Ship To Address 35 S LIBERTY ST DELAWARE, OH 43015-2596			
Package Number 920019000000428108664			
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

[Save Cart for Later](#)

5. Your order summary will appear to confirm that your request has been successfully submitted.

Your Order has been Placed!



Due to systems upgrades, orders placed May 26 - June 1 will require an additional 5 - 7 business days for delivery. We apologize for any inconvenience this may cause. Thank you.

Success!

Your order number is [g118930029](#)


A confirmation email was sent to: priyanka.malle@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](#).

Upgrade Service Type to PME or PM / Add Extra Services

1. If you want to upgrade your shipment's service type to Priority Mail Express or Priority Mail, a list of service type options will appear after the "Send it to a different domestic address" option has been selected.

Text Updates 

Email Updates 

Delivery Instructions 

Delivery Address change:
648 CLOVERDALE ST
ANN ARBOR, MI, 48105-1113
[Edit](#)

Service

Priority Mail **\$9.83**
1-3 Day Delivery once package is intercepted.
Up to \$50.00 included insurance.

Priority Mail Express **\$38.49**
1-2 Day Delivery once package is intercepted.
Up to \$100.00 included insurance.

Insurance

Add more insurance

Extra Services

None

Adult Signature Required **\$5.98**


Adult Signature Restricted Delivery **\$6.27**


Signature Confirmation™ **\$2.70**


Total: **\$9.83**

[Add to Cart](#)

2. Select the Service Type desired from the given list.

Text Updates 

Email Updates 

Delivery Instructions 

Delivery Address change:
648 CLOVERDALE ST
ANN ARBOR, MI, 48105-1113
[Edit](#)

Service

Priority Mail **\$9.83**
1-3 Day Delivery once package is intercepted.
Up to \$50.00 included insurance.

Priority Mail Express **\$38.49**
1-2 Day Delivery once package is intercepted.
Up to \$100.00 included insurance.

Insurance

Add more insurance

Extra Services

None

Adult Signature Required **\$5.98**

Adult Signature Restricted Delivery **\$6.27**

Signature Confirmation™ **\$2.70**

Total: **\$9.83**

[Add to Cart](#)

3. If additional Insurance is desired (\$5000.00 maximum), you can select the “Add more Insurance” box. Then, enter the dollar value of your package and click “Calculate Price” to generate the additional insurance fee.

Remember: Priority Mail Express already includes \$100.00 insurance and Priority Mail includes \$50.00 insurance.

Insurance

Insurance for packages valued up to \$50 **FREE**

Insure for the entire package value.

Please enter a package value greater than zero

[Calculate Price](#)

Maximum allowed is \$5,000 total

\$250.00 Insurance **\$5.29**

4. If you selected ‘Priority Mail’ or ‘Priority Mail Express’ as the service type, then the Extra Services options will be displayed. If you want to add an Extra Service, make a selection from the list.

Extra Services

None

Adult Signature Required **\$5.98**

Adult Signature Restricted Delivery **\$6.27**

Signature Confirmation™ **\$2.70**

Total: **\$9.83**

5. As you add Insurance or Extra Services, the total cost will be dynamically updated.

<input checked="" type="radio"/> Priority Mail	\$6.92
1-3 Day Delivery once package is intercepted. Up to \$50.00 included insurance.	
<input type="radio"/> Priority Mail Express	\$30.99
1-2 Day Delivery once package is intercepted. Up to \$100.00 included insurance.	
<hr/>	
Insurance	
Insurance for packages valued up to \$50	FREE
<input checked="" type="checkbox"/> Insure for the entire package value.	
Please enter a package value greater than zero	
<input type="text" value="\$ 300"/>	Calculate Price
Maximum allowed is \$5,000 total	
<hr/>	
\$300.00 Insurance	\$5.29
<hr/>	
Extra Services	
<input checked="" type="radio"/> None	
<input type="radio"/> Signature Confirmation™	\$2.82
<input type="radio"/> Signature Confirmation Restricted Delivery	\$8.74
<input type="radio"/> Adult Signature Required	\$6.32
<input type="radio"/> Adult Signature Restricted Delivery	\$6.61
<hr/>	
Total:	\$12.21
<hr/>	
Add to Cart	
This total price is estimated based on the weight,	

6. If there are no errors, selecting “Add to Cart” will take you to your shopping cart where you can pay for your modifications. Selecting the “Checkout” button takes you to the Billing Information page.

Shopping Cart

ITEM	PRICE	QTY	TOTAL
Customer Contact Information Tony Rome 7039474171 debra.s.alexander@usps.gov			
New Ship To Address 648 CLOVERDALE ST ANN ARBOR, MI 48105-1113			
Package Number 9334612123433344420111			
Delivery Instructions Delivery Instruction allows customers to pay postage to redirect an eligible package for delivery to an alternate domestic address.			
	\$31.72	1	\$31.72

Clear Shopping Cart

Order Summary
Estimated Postage \$31.72

Estimated Total \$31.72
Checkout

7. Make sure you check the authorization box to allow the USPS to charge your credit card for the transaction. Next, provide your billing information and select the “Continue” button.

Billing Information

USPS Delivery Instructions Order Total (1): \$15.01

Pay 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

Cardholder's Name and Billing Address

John Doe
123 CAMBRIDGE DR
BERKELEY HEIGHTS
NJ
07003

8. Review the Delivery Instructions request, and select the "Place My Order" button to submit your request order.

Checkout:

Customer & Shipping Information Billing **Review** Confirmation

Due to systems upgrades, orders placed May 26 - June 1 will require an additional 5 - 7 business days for delivery. We apologize for any inconvenience this may cause. Thank you.

Bill To: Virginia Shipping 199 LEXINGTON BLVD DELAWARE, OH 430151072 7039474171 Edit	Payment: Visa: ending in 3025 Exp: 09/2015 Edit
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ITEM	QTY	PRICE	TOTAL
Customer Contact Information Virginia Shipping 7039474171 priyanka.maha@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](#)

9. The Order Summary will appear to confirm the request order has been successfully submitted.

Your Order has been Placed!

Customer & Shipping Information Billing Review Confirmation

Success!

Your order number is [2161730128](#)

A confirmation email was sent to: debra.s.alexander@usps.gov

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

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

Status: *Order Processing*

Order Placed: 03/03/2015

Bill To:
Tony Romo
10 CAMBRIDGE DR
BERKELEY HEIGHTS, NJ 079222607
7039474171
debra.s.alexander@usps.gov

Payment:
AmericanExpress: ending in 8141
Exp: 12/2015

ITEM	QTY	PRICE	TOTAL
Customer Contact Information Tony Romo 7039474171 debra.s.alexander@usps.gov			
New Ship To Address 648 CLOVERDALE ST ANN ARBOR, MI 48105-1113			
Package Number: 9334612123433344420111			
Delivery Instructions Delivery instruction allows customers to pay postage to redirect an eligible package for delivery to an alternate domestic address.	1x	\$31.72	= \$31.72

Order Summary

Estimated Postage	\$31.72
Estimated Total:	\$31.72