

UPSP “Informed Delivery”

The Post Office recently offered me “Informed delivery,” a free service where they send you a picture of each piece of incoming, letter-sized mail that will be delivered each day. However, my experience so far has been that it’s basically worthless—it has given notices of less than half of my letter-sized mail, and the pieces it does pick up are almost inevitably bulk mail rather than “real” mail that I might care about. Anybody else using the service? If so, how well is it working for you?

It is amazing to me that the USPS continues to offer “new and innovative” products to improve their service. I wish they would spend their R&D time, effort, and money, on improving the services they already have. We are frustrated and disappointed on a daily basis. We pay out the wazoo for Certified, Restricted Delivery, Return Receipt Requested items to perfect service of process and the USPS fails to provide the services we pay for more than 50% of the time. I have completely lost confidence in the postal service. Long gone are the days of the mail delivery “come snow, rain, sleet, or hail”.

As for your question, Kevin, I personally don’t want another e-mail coming into my inbox, so this service has absolutely no appeal to me.

Carla L. Miller, Arkansas

I have received advance notice of all (I believe) my mail to my home; however, the service is not available for mail going to my office or PO Box.

Paul Kostro, New Jersey

I have had the same experience. I wish I could get it for my offices too...

Andrew M. Ayers, New York

I have it; my experience is much the same as yours, Kevin. I signed up when I was trying to find a check that someone sent that seemed to take forever to arrive safely, tho it eventually did. Now I get daily pics of all the junk mail I've got coming, with occasional insight into "real" (First Class) mail that I actually want.

{{{shrug}}}

Meg Tebo, Illinois

I have been using it for the home and it beneficial. Not available for my office mail. I hope that changes in the future.

It has been accurate. Does not show a fair portion of the junk mail, but I am okay with that. My mail is at a "central" delivery spot and I do not always go to it every day. Do not get much real mail overall as so much is done electronically. This way I can see what is coming or there.

What gets sent in the email is based on how it is processed AFAIK. The mail is scanned anyway, so now they USPS lets us know what was scanned during processing.

Phil A. Taylor, Massachusetts

I have it. Took forever to set up, as my husband had to go to the Post Office to verify his identity. Stupid person there didn't know how to do it, so he had to go back. Now that we have it, I use it to decide whether to bother getting the mail if we don't go for a walk. On the days that we do go for a walk, we always get the mail. I'm currently waiting for mail from OPM (a subject for a new thread later) so I check the USPS email every day. Mostly it serves as a reminder to me that there's a lot of junk mail out there.

Marilou, a retired legal secretary, Virginia

I was a bit appalled to find out that the U.S. Postal Service was scanning all my mail, but that is a different post.

I use the service. Much like Marilou, I like to know when a check is coming. I have a home office, so it works pretty well for me. It is even better with packages and tracking those. Letting you know when it will be delivered so you can try and be home, or not leave it out on the porch too long so someone can steal it.

I would say 95% of the time if it says there is a piece of real mail coming it is accurate. So, if I'm trying to figure out my errands in the morning and I'm eyeing a trip to the bank, if I know a large check is coming, I might wait to run those errands after the mail is delivered. Or vice versa, go ahead in the morning if there does NOT appear to be checks coming later.

Helped a colleague of mine a couple of weeks ago. Said there were going to be three checks from customers in her mail. Did not arrive for a couple of days. Don't know what happened to them, but she was able to contact the customers and ask for a stop payment/new check much more quickly.

Nancy Duhon, Georgia

I use it and like it. Our mailman does not always deliver mail to the correct mailbox (appalling low accuracy rate). This makes it easier for me to know what was supposed to arrive and to expedite the process of tracking it down. I also agree with Nancy and sometimes alter my bank runs accordingly.

One last point — the service continues to send daily updates even if your mail delivery is on hold. I find this particularly helpful when out of town.

Kristin Haugen, Minnesota

To add to Carla's post, I signed up for the service and have never seen three first email.

I paid for my post office box online and just stopped getting threats about noon payment yesterday, even though it was paid April 30.

Reta McKannan, Alabama

I also have it for home mail, and like it, although I guess more from a satisfying curiosity standpoint than actual usefulness. It would be really useful for my business mail, but as Phil said, it's not yet available for that. I have a PO Box and could make it a point to go to the post office if I knew that something I was waiting for had arrived.

I'm assuming the home use is a trial run to work out the bugs, and then they will offer it to businesses at a fee - but that's the cynical side of me.

Caroline A. Edwards, Pennsylvania

I have got a slightly different version of informed delivery. I just call down to the Post Office and say Helen, have I got any real mail? Works every time.

Of course, my post office might be a little different than yours. Try googling "Rupert, VT post office" and then click on the images tab.

John C. Thrasher, Vermont

Your Post Office is adorable! I found a blog by Jane the Artist who shared a picture. Marilou, a nonlawyer who loves little Post Offices!

It took my legal assistant hours to get it to work on my PO box and its now mostly working. I have it on my home address and that is working more consistently. It was very difficult to get it on my PO box and it took too separate positive ID visits to the post office but it's now operating, most of the time.

Nancy Mayer

We've got a pretty cute one over in East Lake Weir.

https://commons.wikimedia.org/wiki/File:East_Lake_Weir_post_office01.jpg

Ronald Jones, Florida

Very cute!

Marilou, a nonlawyer who can't find a picture of the Lackey Virginia Post Office online!

Here you go, Marilou: <http://mapio.net/pic/p-89681130/>

Kevin W. Grierson, Virginia

Hmm, I found a picture of our little post office in Yorktown. It's usually prettier than this, with flower boxes under the windows. Hope the long link works. If not, I give up!

https://www.google.com/maps/uv?hl=en&pb=!1s0x89b08735a4ab5561:0xa735bd5120deaf7b!2m2!2m2!1i80!2i80!3m1!2i20!16m16!1b1!2m2!1m1!1e1!2m2!1m1!1e3!2m2!1m1!1e5!2m2!1m1!1e4!2m2!1m1!1e6!3m1!7e115!4s//geo0.ggpht.com/cbk?panoid%3DzzqF7RTUecwpJW_ANzWalw%26output%3Dthumbnail%26cb_client%3Dsearch.LOCAL_UNIVERSAL.gps%26thumb%3D2%26w%3D520%26h%3D175%26yaw%3D165.83188%26pitch%3D0%26thumbfov%3D100!5syorktown+lackey+post+office+picture+-+Google+Search&imagekey=!1e2!2szzqF7RTUecwpJW_ANzWalw

Marilou, a retired secretary who just wanted to share!

I use it. Especially like that it tells me when packages are to be delivered, and when they are delivered where they were put. The rest is just sometimes interesting. Mostly not very. Could do without the emails, as I have an app on my phone.

Chris Tozer, Illinois

