



# UNITED STATES POSTAL INSPECTION SERVICE BULLETIN

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[www.uspis.gov](http://www.uspis.gov)

1-877-876-2455

## What is Informed Delivery?

Informed Delivery is a free and optional notification service provided by the United States Postal Service (USPS) that gives residential consumers and PO Box customers the ability to digitally preview their letter-size mailpieces and manage their packages scheduled to arrive soon. Informed Delivery makes mail more convenient by allowing users to view what is coming to their mailbox whenever and wherever — even while traveling — on a computer, tablet, or mobile device.

Informed Delivery benefits the entire household, ensuring that everyone has visibility into mail and package delivery each day. Informed Delivery allows users to interact with their incoming mail and packages in one convenient, online location. Users receive emails containing grayscale images of the exterior address side of incoming letter-size mailpieces that are arriving soon. These images are also accessible on the Informed Delivery dashboard at [informedelivery.usps.com](http://informedelivery.usps.com). Some mailpieces (e.g., catalogues or magazines) may not be imaged by the automation equipment and will only be shown in your Informed Delivery notification if the mailer conducts a synchronized digital marketing campaign.

## Criminal Misuse of Informed Delivery

The US Postal Inspection Service is not aware of any ID theft or account takeovers within the USPS[.]com platform. Criminals are committing ID theft by creating new credit card accounts or by taking over victims' existing credit card accounts and requesting a new card or replacement credit card be mailed to the physical address of the victim. After the criminal knows the credit card is to be delivered to a victim's address, they go to USPS[.]com and attempt to set up Informed Delivery on the victim's address. If successful in setting up Informed Delivery on the victim's address, the criminal now has the ability to view images of mailpieces for the victim's residence. Criminals then use various methods to retrieve the credit cards from the victim's mailbox. The following are various techniques observed or reported related to the method the criminals are utilizing to retrieve the credit cards.

- Typically target neighborhoods with curbside mailboxes.
- Often sign up for Informed Delivery at several addresses on a single street or neighboring streets.
- Often request replacement driver's license from the state DMV for the victim.
- Often rent high-end vehicles that will not look out of place in affluent neighborhoods. (May be using an app similar to Turo.)
- Often drive down the street earlier in the day to raise the flags on the mailboxes, allowing them to keep track of when the carrier has delivered the mail.
- Often have a look-out in a separate vehicle.

## Requesting LE Investigative Support and/or to Report Misuse of Informed Delivery

Please contact the US Postal Inspection Service National Law Enforcement Communications Center (NLECC) at (877-876-2455) to report investigations involving the USPS product Informed Delivery.

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