



# Visibility Optimization

*How to Maximize Scans on Your Package*

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United States Postal Service



# Housekeeping



Ask questions anytime during the presentation



Please mute your devices

# In this session



Why Visibility Matters



Anatomy of Tracking



Failure Points and Risks



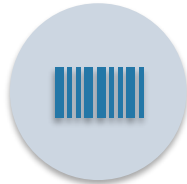
Best Practices for Scan Success



Future Outlook and Takeaways

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## Objectives



Improve package visibility and scan performance



Reduce customer calls and complaints

# Why Visibility Matters



# Why Visibility Matters N

- **Expectation:** Tracking is now a requirement, not a feature.
- **Performance:** Low scan rates WISMO calls and poor scores.
- **Accountability:** Marketplaces pay and monitor based on scan activity.
- **Security:** Essential for fraud detection.



Image sourced from USPS.com

# The Cost of Poor Visibility



## Customer Impact

Increased “Where is my order?” inquiries  
Loss of confidence in delivery



## Operational Impact

Higher support volume  
Manual investigations



## Business Impact

Reshipments and refunds  
Marketplace penalties

# Visibility Matters – the stats



Package visibility **fuels customer confidence, drives revenue, and empowers residential and commercial users** with precise, up-to-the-second package insights.

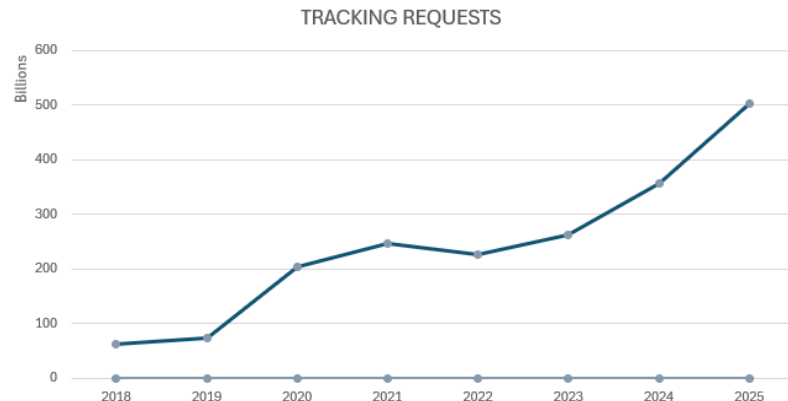


**Package Volume:** Up **19%** since 2019.

**Tracking Requests:** Up **582%** since 2019.

**The Bottom Line:** Demand for real-time insights is outstripping physical volume 30 to 1.

	2019	2025	Percent Increase
Package Volume	6.2B	7.4B	<b>19%</b>
Tracking	73.8B	503.6B	<b>582%</b>
Email requests	337M	2.9B	<b>760%</b>
Webhooks	3.9B in 2023	82.1B	<b>2,005%</b>



# Anatomy of Tracking



Image sourced from USPS digital images

# Acronyms

Acronym	Meaning
API	Application Programming Interface
DMM	Domestic Mail Manual
ID	Informed Delivery
IMmb	Intelligent Mail Matrix Barcode
IMpb	Intelligent Mail Package Barcode
IV-MTR	Informed Visibility Mail Tracking and Reporting
MID	Mailer ID

Acronym	Meaning
MTAC	Mailers Technical Advisory Committee
OCR	Optical Character Recognition
PTR	Product Tracking and Reporting
SPEF	Shipping Partner Event File
SSF	Shipping Services File
UAA	Undeliverable as Addressed
WISMO / WIMP	Where is my Order / Package?

# Anatomy of Tracking

- **The Lifecycle:** From label creation and manifest upload (SSF/SPEF) to acceptance, in transit, and final delivery.
- **The Sources:** Where do you get this data?
- **The Audience:** Who uses this data?

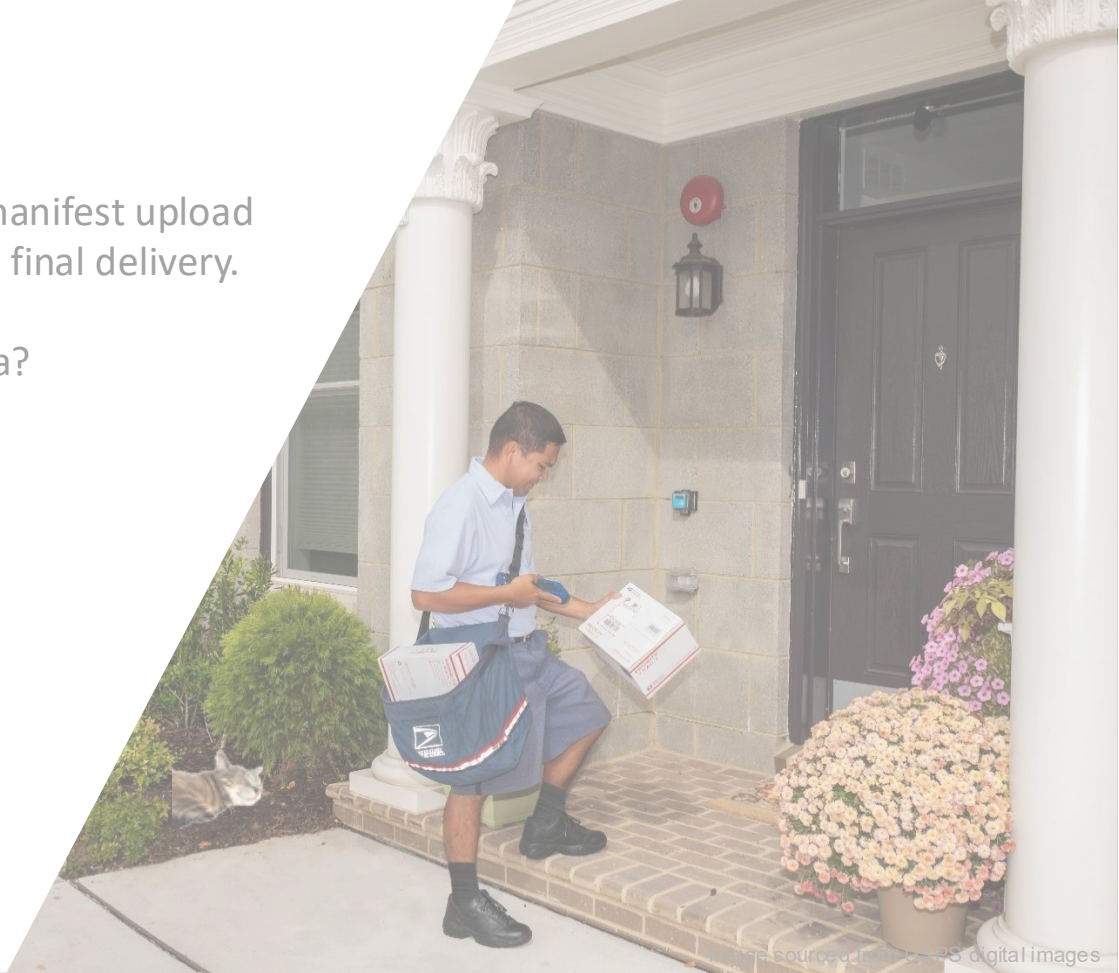
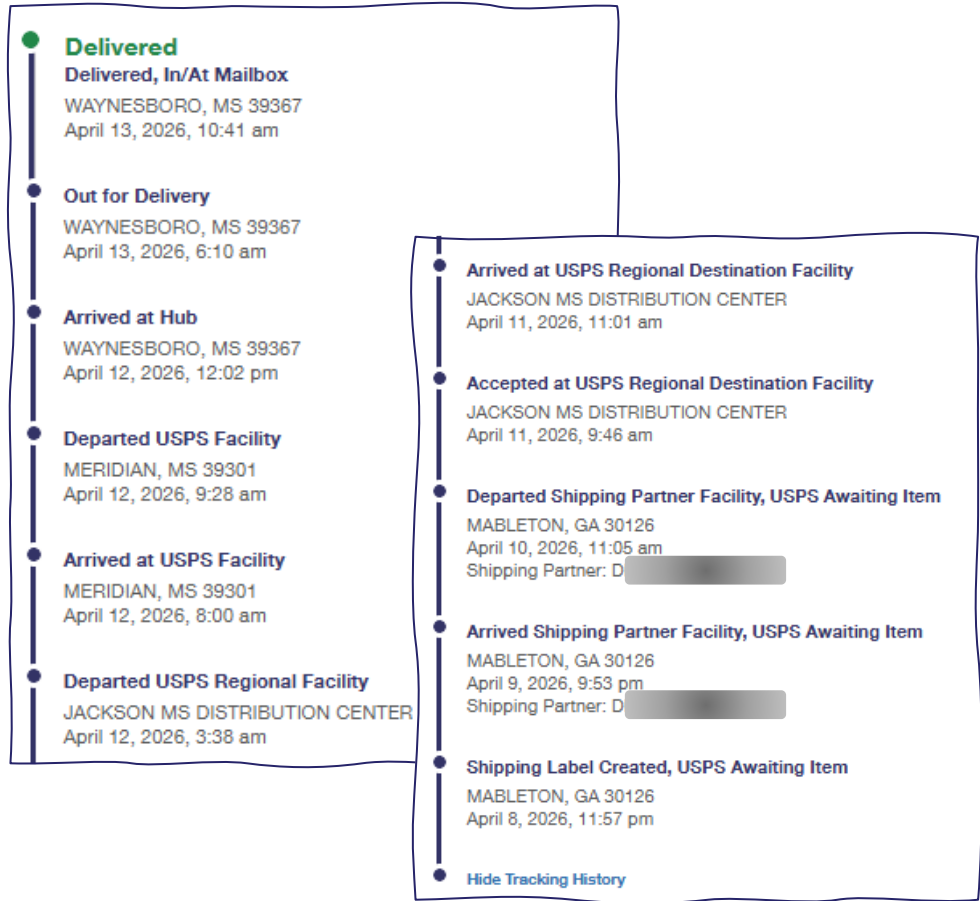


Image sourced from USPS digital images

# The Lifecycle

What is good visibility?

- Complete tracking event chain
  - Label printed
  - Acceptance scan
  - Processing scans
  - Arrival at Unit
  - Out for Delivery
  - Delivery confirmation
  - Detailed exception events with location accuracy



# The Sources

**Product Tracking and Reporting (PTR)** powers package tracking through:

- USPS.com Tracking
- Informed Delivery Package Information
- Email & SMS Tracking Notifications
- Tracking Webhooks / Subscriptions
- USPS API Integrations (Tracking v3.0 and v3.2)
- Scan Event Extract Files
- Shipping software providers
- Marketplaces
- Retailer websites
- And other consumer facing channels

**In CY25**  
(1/1/25 – 12/31/25)

**14.7B+**

tracking requests  
on USPS.com

**4.2B+**

Tracking emails  
sent

**15.9B+**

Informed  
Delivery package  
inquiries and  
emails

**82.1B+**

Webhook events  
sent

# The Audience



**Package tracking data:** Used by a broad range of stakeholders, from everyday consumers to specialized logistics personnel.



**Consumers:** Track real-time arrival and gain peace of mind for personal deliveries.



**Retailers:** Monitor order fulfillment and resolve customer delivery disputes.



**Carriers:** Optimize routes and prevent loading errors.



**Supply Chain Managers:** Forecast demand and manage international logistics delays.



**Data Analysts:** Feed tracking metrics into dashboards and reports for performance KPIs.



**Logistics Platforms:** Third-party services that aggregate tracking for multi-carrier visibility.

Scan this QR Code to sign up for Informed Delivery



# Failure Points and Risks

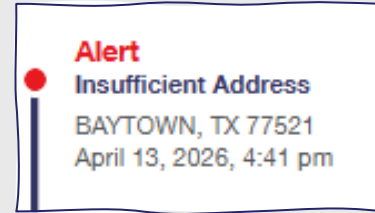


Image sourced from USPS digital images

# Failure Points & Risks

- **Physical Gaps:** Label placement, barcode/print quality, and packaging errors.
- **Data & Security Gaps:** Inconsistent manifest data, counterfeit labels, and MID misuse/security risks.
- **Operational Gaps:** Key points where the physical-to-data link can break.
- **Risks:** delays, missed scans, looping, returned to sender



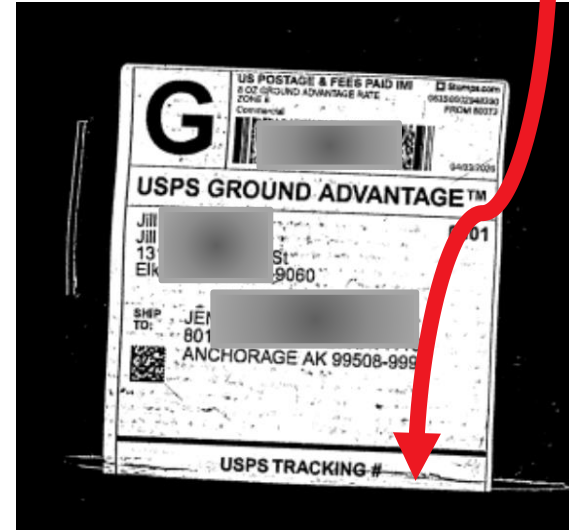
Image sourced from USPS digital images

# Physical Gaps – Label Placement

**Do:** Place label on largest flat surface, parallel to longest side



**Don't:** Fold the label over the edge of the box



# Physical Gaps – Label Placement

**Do:** If you must label over a seam, avoid crossing the seam with the barcode



Image sourced from USPS digital images

**Don't:** Place on the seam of a box



# Physical Gaps – Label Placement

**Do:** ensure the label is readable by placing it horizontally on tubes



Images sourced from <https://postalpro.usps.com/parcellabelingguide>

**Don't:** wrap the label around a tube, making it unreadable



Images sourced from <https://postalpro.usps.com/parcellabelingguide>

# Physical Gaps – Print Quality

- **Do:**

- Use high contrast black on white on proper paper
- Use clean quiet zone (no tape)

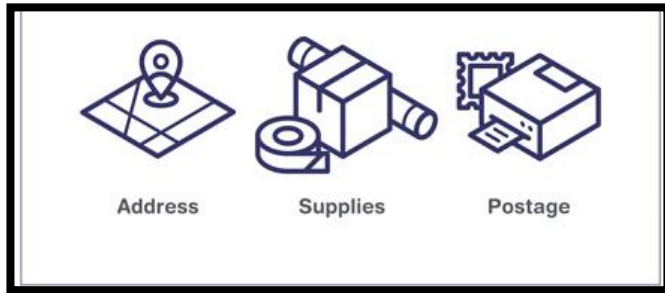
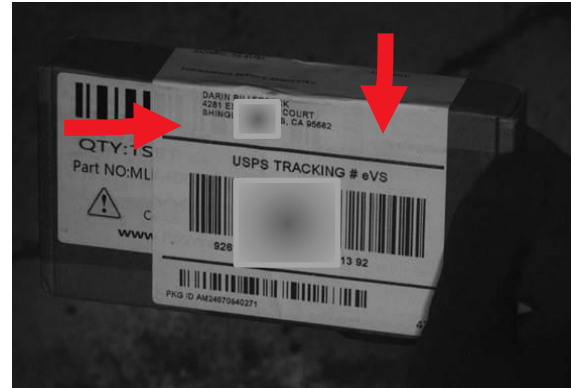


Image sourced from <https://www.usps.com/ship/packages.htm>

- **Don't:**

- Use thin label stock where barcodes and text under the label are visible
- Have poor print quality, including streaks and fading



# Physical Gaps – Print Quality

**Do:** Use high contrast black on white with quality printer ink and sufficient dry time



Figure 29: USPS Ground Advantage USPS Ship

**Don't:** Have poor print quality, including streaks and fading



# Physical Gaps – Packaging

**Do:** Properly deface or remove old labels and hazmat markings



Image sourced from [https://about.usps.com/notices/not128/not128\\_003.htm](https://about.usps.com/notices/not128/not128_003.htm)

**Don't:** leave old barcodes and markings on a reused shipping box

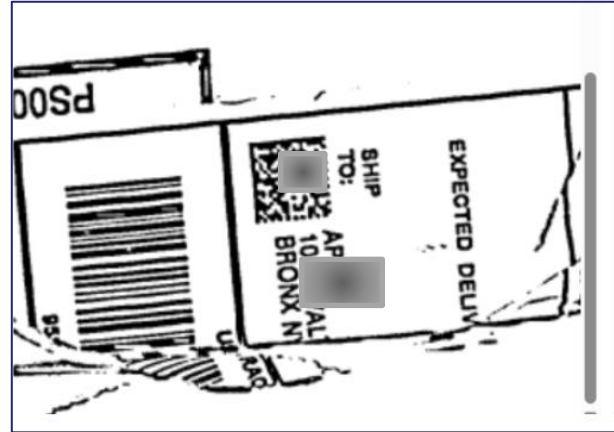


# Physical Gaps – Packaging

## Do:

- Use Self Adhesive labels  
OR
- Use clear shipping tape to securely affix labels on all four sides and to cover address areas.
- Avoid putting tape over the barcode. Mail Processing equipment cannot scan barcodes with tape over them.

**Don't:** secure only part of a label, enabling it to catch and be ripped off during automated processing



# Physical Gaps – Packaging

Poly bags are cost-effective but can be tricky to automate due to their irregular shapes and varying contents

## Do:

- Flatten the contents to apply the shipping label and avoid creases
- Use a “snug fit” size poly bag for contents and fill excess space with filler for bags that are larger than content
- Affix the label to the largest flat area and avoid placing it over seams or bulges that could distort the barcode.
- Ensure your mailer is at least 2 mils thick for items up to 5 lbs and 4 mils thick for items up to 10 lbs

## Don't:

- Have too much empty space / overhang (“selvage”)
- Use for heavy or fragile goods
- Overstuff



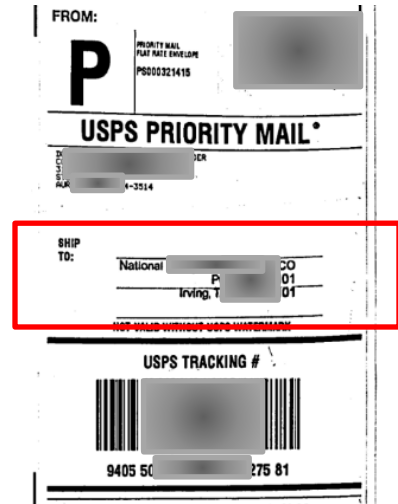
# Physical Gaps – Address Placement

- **Do:**

- Validate your address, including ZIP +4, Delivery Point, and Secondary Unit designators
- Use DMM Section 602, Basic Standards for All Mailing Services – Addressing
  - [https://pe.usps.com/archive/pdf/dm\\_marchive20100607/602.pdf](https://pe.usps.com/archive/pdf/dm_marchive20100607/602.pdf)
- Use Publication 28 – Addressing
  - <https://pe.usps.com/cpim/ftp/pubs/pub28/pub28.pdf>

- **Don't:**

- Improperly address
- This reduces OCR (Optical Character Recognition) ability to read
- This address is **right** justified instead of **left**
- Lines in address impede OCR read



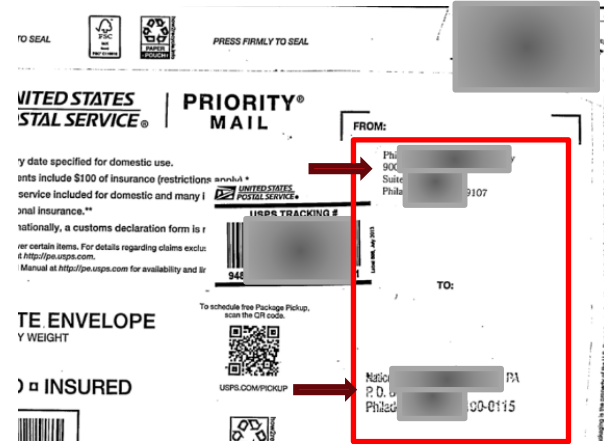
# Physical Gaps – Address Placement

- **Do:**

- Use DMM Section 602, Basic Standards for All Mailing Services – Addressing
  - <https://pe.usps.com/archive/pdf/dmarchive20100607/602.pdf>
- Use Publication 28 – Addressing
  - <https://pe.usps.com/cpim/ftp/pubs/pub28/pub28.pdf>

- **Don't:**

- Improperly address
- This delivery address is not properly indented past the return address



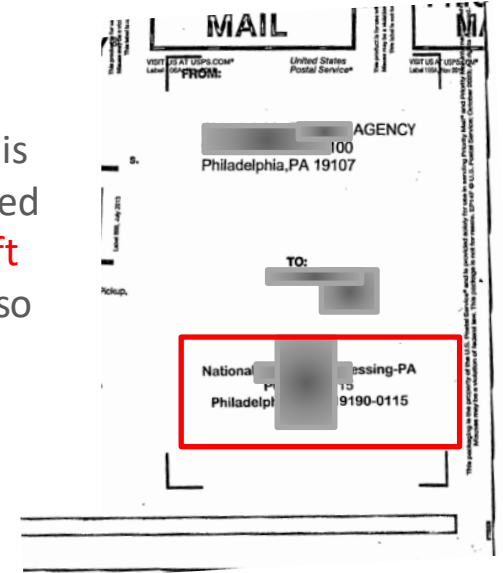
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- Use Publication 28 – Addressing
  - <https://pe.usps.com/cpim/ftp/pubs/pub28/pub28.pdf>

- **Don't:**

- Improperly Address
- This address is **center** justified instead of **left**
- Address is also not properly indented



# Need more info on Addressing?

## NPF WORKSHOP ALERT

### ADDRESS QUALITY 101 🇺🇸

**Monday, May 4:** 1:00 PM – 2:00 PM

**Room: 224 A**

Whether you are new to address management, seeking a refresher or interested in catching up on recent changes, our workshop covers essential address standards and requirements for both USPS and businesses. Participants will learn about the latest tools, data, and processes that are available to lower costs, reduce risks, ensure compliance and increase the ROI of their address-related processes. Our innovative workshop is specifically designed to empower new mailers to make informed mailing decisions, minimize undeliverable mail, and achieve the ultimate Address Quality. Join us and get ready to enhance the value of your mailing processes

#### **Adam Collinson**

Director of Address Intelligence, GrayHair Software, Inc.

#### **Earl Johnson**

Dir. Addressing & Retail Technology Services, USPS



Image sourced from  
<https://www.usps.com/250/>

## NPF WORKSHOP ALERT

### ADDRESS INTELLIGENCE: APIS THAT DELIVER EVERY TIME

**Tuesday, May 5:** 1:30 PM – 2:30 PM

**Room: 222 AB**

Accuracy is everything. Join this hands-on session to learn how USPS's newest Address Management APIs can help you eliminate undeliverables, cut costs, and modernize your mailing operations. Discover smarter ways to validate, integrate, and optimize address data for flawless delivery performance.

#### **Earl Johnson**

Dir. Addressing & Retail Technology Services, USPS

**Sponsored by ECS Federal**

# Data & Security Gaps

Where do scans break down?

- Missing manifest information/address
- Incorrect routing information (mismatch between routing in barcode/SSF and address on package)
- Container nesting errors
- Address correction & forwarding issue
- Duplicate tracking numbers (120 days)
- Counterfeit and Fraudulent labels



# Operational Gaps

Why do scans break down?

- Unreadable or poorly placed labels
  - Won't be picked up by automation
  - Require OCR to sort
  - Can require manual key entry, which are subject to human error
- Induction without acceptance event
- Oversized and non machinable packages require manual handling and often missed scans
- Packages with damaged barcodes will be delivered, but without tracking visibility



Image sourced from  
<https://news.usps.com/2025/08/04/the-next-generation-of-sorters-is-here/>

# Operational Gaps


## Undeliverable as Addressed (UAA) Impact

- Delayed scans
- Missing delivery events
- Returns without proper event mapping
- Customer confusion and increased support cost

**Latest Update**

Your item was returned to the sender on April 13, 2026 at 4:41 pm in BAYTOWN, TX 77521 because of an incomplete address.

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Get More Out of USPS Tracking:  
 [USPS Tracking Plus®](#)

**Alert**

**Insufficient Address**  
BAYTOWN, TX 77521  
April 13, 2026, 4:41 pm


**No Such Number**  
BAYTOWN, TX 77521  
April 10, 2026, 1:53 pm

[See All Tracking History](#)

**Latest Update**

We now anticipate delivery of your package the next business day. We apologize for the delay.

---

Get More Out of USPS Tracking:  
 [USPS Tracking Plus®](#)

**Alert**

**Awaiting Delivery**  
March 28, 2026, 9:13 pm

**Out for Delivery**  
GERMANTOWN, MD 20874  
March 28, 2026, 9:01 am

[See All Tracking History](#)

# Best Practices for Scan Success



Image sourced from USPS digital images

# Best Practices for Scanning Success

- **Optimization:** Choosing the right tools, printer types, label stock, and packaging.
- **Execution:** Placement of labels (following the "Do's and Don'ts") and design for automation.
- **Integration:** Leverage software systems for better data flow.



Image sourced from <https://www.usps.com/ship/packages.htm>

# Optimization: Barcode and Label

- Use the “Do and Don’t” rules, and:
  - Use correct Service Type Code and MID
  - Never reuse tracking numbers within 120 days
- Consult the Parcel Labeling Guide for more information
- Test / verify sample runs before scaling
- Refer your customers to the USPS.com page or your own best practices page.

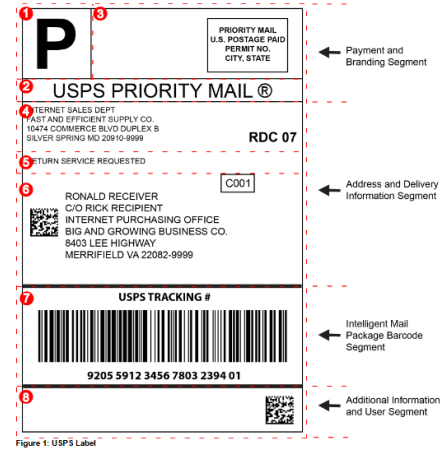


Figure 1: USPS Label

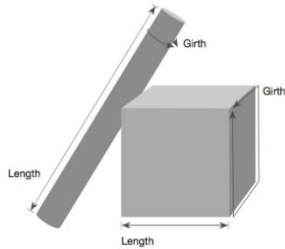
## Parcel Labeling Guide

For USPS® Domestic Shipping Labels

Key Resource: <https://postalpro.usps.com/parcellabelingguide>

# Execution: Design for Automation First

- Avoid packaging with negative scanning impacts:
  - Reflective plastic surfaces
  - Dark poly materials
  - Curved cylinders
  - Crushed corners, reused unstable boxes
  - Overfilled cartons
  - Non machinable sizes, weights, and shapes



## HOW PACKAGES MOVE THROUGH THE NETWORK

**Sunday, May 3:** 4:00 PM – 5:00 PM

**Room: 222 AB**

Learn how a package moves through the new USPS processing and transportation network. Hear about new technologies used to sort packages, transportation and network strategies to move packages more efficiently, and initiatives to keep improving our performance.



**Steve Hagenstein**

Executive Dir. Logistics

**Jim Herrmann**

Sr. Dir. Network Transfo

**Bradley McCullough**

Sr. Dir. Technology Deve

**Gregory White**

Executive Dir. Operatio  
USPS

## USPS PACKAGE SORTERS OF TODAY

**Monday, May 4:** 4:00 PM – 5:00 PM

**Room: 229 AB**

In this workshop learn about the different technologies USPS leverages to sort packages, from matrix to linear to loop sorters. Amount of capacity added and what's in the pipeline!

**Amit Cholkar**

Vice President Engineering Systems, USPS

**Bradley McCullough Jr**

Sr. Dir. Technology Development & Application, USPS

**Zachary Payton**

Executive Manager Package Sorting Technology, USPS

# Execution: Fraud and Revenue Protection

- Duplicate tracking detection
- Label misuse identification
- Volume anomaly monitoring
- Defense against false delivery claims



Image sourced from USPS digital images

# Integration



Tracking APIs



Webhooks



Scan Event  
Extract files



**Modernization:** PTR is currently being modernized and both PTR (v3.0) and PTR2 (v3.2) Tracking APIs are available for integration



**Integration with the USPS:** Get direct, low-latency data from USPS systems.



**Third-Party Integrations:** Platforms offering flexible systems and value-added services tailored to your business, enabling faster adaptation with minimal development.



**Improved Customer Experience:** Customers can track their orders directly on your website, increasing time spent on your platform and building trust.



**Proactive Engagement:** Use webhooks to trigger automatic email/SMS alerts for every milestone—from "Label Created" to "Delivered."



**Support Relief:** Reduce "Where is my order?" calls by providing real-time self-service tracking.

# Interested in learning more?

## **PLUG IN. POWER UP. USPS APIS IN ACTION**

**Wednesday, May 6:** 3:15 PM – 4:15 PM

**Room: 222 C**

Integrate smarter, move faster. Dive into real-world use cases of USPS APIs for shipping, tracking, and logistics. Hear how businesses are using APIs to automate operations, enhance transparency, and unlock new customer value—complete with live examples and best practices.

**Bryan Whitmore**

Manager Customer Access Technology, USPS

# Optimization and Integration: Nesting and Containerization

- Link piece tracking to container (sack, pallet, etc.) tracking
- Validate container acceptance events
- Prevent ghost movement where container scans but pieces do not

Expected Delivery by

**SATURDAY**  
**18** April 2026 by **9:00pm**

Your item arrived at our USPS facility in OSHKOSH WI DISTRIBUTION CENTER on April 15, 2026 at 6:13 am. The item is currently in transit to the destination.

Get More Out of USPS Tracking:  
USPS Tracking Plus®

Delivered

Out for Delivery

Preparing for Delivery

**Moving Through Network**  
**Arrived at USPS Regional Facility**  
OSHKOSH WI DISTRIBUTION CENTER  
April 15, 2026, 6:13 am

Departed Shipping Partner Facility, USPS Awaiting Item  
MELROSE PARK, IL 60160  
April 14, 2026, 9:07 pm  
Shipping Partner: DHL ECOMMERCE

Arrived Shipping Partner Facility, USPS Awaiting Item  
MELROSE PARK, IL 60160  
April 14, 2026, 7:27 pm  
Shipping Partner: DHL ECOMMERCE

Shipping Label Created, USPS Awaiting Item  
MELROSE PARK, IL 60160  
April 14, 2026, 9:49 am

## Without Container Nesting:

- No tracking information between Pre-Shipment and processing individual packages
- Expected Delivery date not calculated until container is processed

## With Container Nesting, packages gain:

- Tracking scans as the container arrives and/or travels through the USPS network
- Earlier possession and start-the-clock scan
- Expected Delivery Date
- Better CX
- Improved performance management, support when issues arise

# Integration: USPS SCAN Forms



## What is a SCAN Form?

- **The Document:** PS Form 5630 (Shipment Confirmation Acceptance Notice).
- **The Function:** A single master barcode that represents a group of individual packages.
- **The Workflow:** Consolidates all labels generated in a single business day into one scannable sheet.



## One Barcode. Multiple Wins.

- **Operational Efficiency:** Consolidates a day's volume into one master scan—saving time at the dock and the curb.
- **Customer Trust:** Triggers "Accepted" status, eliminating the "Label Created" anxiety.
- **Performance Protection:** Guarantees an acceptance event to safeguard seller ratings and retail compliance.
- **Network Speed:** Matches physical volume to electronic documentation for faster entry into the sorting facility.

# Integration: The Intelligent Mail Matrix Barcode (IMmb) has brought new opportunities for package tracking visibility

Highly Recommended, but not required

## Compliance Standards

- **Mandatory:** One IMmb required on all\* domestic labels (effective Jan 2025).
- **Placement:** Positioned to the left of the delivery address.
- **Best Practice:** Use two IMmb on 4x6 labels for maximum scan redundancy.

**Solving Scan Failures:** 2D barcodes bypass common issues with traditional linear barcodes, such as:

- **Curvature:** Distortion on tubes and small parcels.
- **Packaging:** Polybag fold-overs and label creases.
- **Damage:** Scratches or tears on the primary barcode.

## Operational Impact

- **Efficiency:** Increases automated sort rates; reduces manual handling.
- **Speed:** Minimizes reruns and transit delays.
- **Support:** Improves enroute visibility and lowers call center volume.

### Examples

**Intelligent Mail Matrix Barcode (IMmb / 2D)**

1. 3" x 6" label
2. 4" x 4" label
3. 4" x 6" label

**NOTE:** Labels shown are for demonstration purposes only and are not to scale.

9/7/2024

UNITED STATES POSTAL SERVICE®

\*some exceptions apply



# IMmb In Action (The Proof)



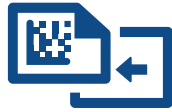
# The Future of the IMmb

Potential Future Solutions Under Exploration  
Join us at MTAC Work Group 198 starting Summer 2026



## Expanded ZIP Code

Use an 11-digit ZIP Code in the IMmb for more precise sortation



## Including mailer barcode data with the IMmb in a single barcode

Save space on the label



## Additional data payload

For USPS and Industry



## Elimination of the regular barcode

Reduced label size

# Integration: Pre Production Label Approval Checklist

- Verify barcode readability score
- Confirm data elements and routing
- Validate payment and Shipping Services files
- Integrate with USPS Systems for tracking (Scan Event Extracts, APIs, Webhooks) or third party providers

# Get your labels certified by the NCSC (National Customer Service Center)

- Call: 1-877-264-9693 Option 5
- USPS Mailing and Shipping Solutions Center Call:1-877-672-0007
- [Delivery.confirmation@usps.gov](mailto:Delivery.confirmation@usps.gov)



# Future Outlook and Takeaways



Image sourced from USPS digital images

# Future Outlook & Takeaways

## What's Changing:

- New tracking access controls
- Future barcode standards and enhancements



Image sourced from  
USPS digital images

# What's Changing: Package Tracking Data Access Control

- Starting April 1, 2026, the USPS will enhance security and ensure that access is granted to the appropriate entities, by implementing access controls to our tracking methods (API, webhooks, and scan event extract)
- Package tracking data will be available to end merchants, shippers, and label providers at no cost
- Other businesses will be able to access package tracking information with an IP agreement; may be subject to a fee

User Type	Access	Fees
<b>Shipper / Platform</b> Create labels with barcodes containing issued mailer ID (MID)	Access to label generation, rates and tracking for MIDs directly owned	No Cost
<b>Label Provider / Consolidator</b> Label provider that has been granted full access to a shipper's MID to produce labels, access rates and receive tracking data	Access to label generation, rates and tracking	No Cost
<b>Service Provider</b> A third-party service provider, for example a tracking analytics, or audit services, authorized by a shipper to access their MID solely for tracking data	Access to tracking data for select MIDs	Paid
<b>Other</b> Companies who provide tracking data to customers for all shippers	Access to tracking data only	Paid

Need more info?



Contact Support



**User Group 2 – PTR / USPS Ship**  
**Task Team 40 – IMpb Evolution (Linear to 2D) -->**  
**Work Group 198 – IMmb Modernization**

- **Current State:** Linear barcodes are vulnerable and reaching their data limit.
- **Future State:** 2D barcodes offer a scalable, secure, and data-rich alternative.
- **Next Step:** Launching an industry Work Group to define standards and the rollout roadmap.

**Want to participate?  
Contact us!**



# More information on MTAC

## Mailers Technical Advisory Committee (MTAC)

The Mailers Technical Advisory Committee (MTAC) is a venue for the United States Postal Service to share technical information with mailers, and to receive their advice and recommendations on matters concerning mail-related products and services, in order to enhance customer value and expand the use of these products and services for the mutual benefit of Mailing Industry stakeholders and the Postal Service.

[Mailers Technical Advisory Committee \(MTAC\) Membership Roster and Vacancies](#) | PostalPro

Image sourced from <https://postalpro.usps.com/mtac>



## MTAC, WHAT'S NEW AND HOW TO GET INVOLVED

**Sunday, May 3:** 1:30 PM – 2:30 PM

**Room: 224 B**

It's an exciting time for the Postmaster General's Mailers Technical Advisory Committee (MTAC) - changes were made to the meeting format and focus areas in 2025. Come and hear about the structure and format changes and find out how you can take part in the technical conversations happening at the quarterly meetings! MTAC also has various Work Groups, User Groups and Task Teams working with USPS on the systems and products mailers and shippers use. Learn about which ones impact your business and how you can sign up to participate.

### **Deborah Damore**

Head of Postal Affairs, GrayHair Software, LLC

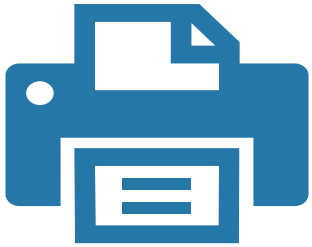
### **Glen Swyers**

Director of Marketing Integration, Imagine



# Key Takeaways: Visibility strengthens customer trust and protects revenue

1) Physical Scan Quality: Minor errors can derail the entire tracking lifecycle.



- **Tools:** printers, ink, paper stock
- **Placement:** label placement and adhesive
- **Redundancy:** supplement with 2D IMmb codes
- **Re-use:** All old barcodes/markings (including hazmat) are removed or completely covered

2) Electronic Manifesting: Visibility is only as good as the data behind it.



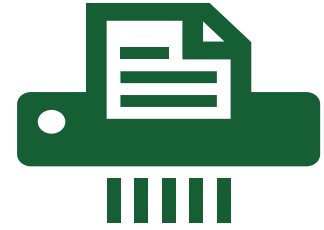
- **Manifesting:** SSF/SPEF files are uploaded *prior* to carrier pickup or drop-off
- **Validation:** SSF/SPEF files are accurate including address verification
- **Nesting:** nesting provides more visibility

3) Real-Time Exception Management



**Delay Alerts:** Use tools like IV-MTR, APIs, webhooks, to set automated alerts for delays, fraud management, or missing visibility

4) Address Validation at the Source



- Use **address verification tools** to automatically cross-reference entries against postal databases.
- Prevent the "undeliverable-as-addressed" loop before the label is even printed.

# Resources



Start with PTR  
on Postal Pro!



Name	URL
Parcel Labeling Guide	<a href="https://postalpro.usps.com/parcellabelingguide">https://postalpro.usps.com/parcellabelingguide</a>
USPS.com information on packing, labeling and shipping packages	<a href="https://www.usps.com/ship/mail-shipping-services.htm">https://www.usps.com/ship/mail-shipping-services.htm</a> <a href="https://about.usps.com/posters/pos81.pdf">https://about.usps.com/posters/pos81.pdf</a> <a href="https://www.usps.com/ship/packages.htm">https://www.usps.com/ship/packages.htm</a> <a href="https://about.usps.com/postal-bulletin/2007/html/pb22200/pb8kitt_010.html">https://about.usps.com/postal-bulletin/2007/html/pb22200/pb8kitt_010.html</a>
Addressing	DMM Section 602 <a href="https://pe.usps.com/archive/pdf/dmmarchive20100607/602.pdf">https://pe.usps.com/archive/pdf/dmmarchive20100607/602.pdf</a>  Publication 28 – Addressing <a href="https://pe.usps.com/cpim/ftp/pubs/pub28/pub28.pdf">https://pe.usps.com/cpim/ftp/pubs/pub28/pub28.pdf</a>
MTAC – User Group 2, Task Team 40, Work Group 198	<a href="https://postalpro.usps.com/mtac">https://postalpro.usps.com/mtac</a>
PTR: Pub 199, Modernization information, Scan Event Codes docs and more!	<a href="https://postalpro.usps.com/product-tracking-and-reporting">https://postalpro.usps.com/product-tracking-and-reporting</a>



**More questions? Send us an email!**

**Amanda Kirschner**



**Sam Leinbach**





Image sourced from USPS.com

# Informed Delivery Mobile®



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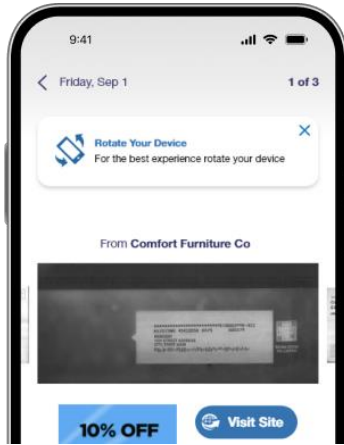
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Mobile app users can preview incoming mail and packages, and...

### Manage incoming mail and interact with digital content



### Get real-time updates with optional push notifications



### Track packages and share package statuses with others

