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We do not have the ability to find out when a carrier or delivery person will arrive at a specific location. The volume of mail fluctuates daily; therefore, delivery times are not guaranteed. All deliveries should be made by 5:00 p.m. local time Monday through Saturday. Unusual circumstances (such as traffic, staffing fluctuations, severe weather, natural disaster, changes in carrier route, etc.) can cause deliveries to be made after this time. Please Note: Priority Mail Express mailpieces and Amazon parcels are the only pieces of mail delivered on Sunday. When is mail considered late? Check the mail delivery standards. Delivery time varies from one class of mail to another. It may be possible that the mailpiece is still in transit and is not lost or delayed depending on what class of mail is being used and how long ago it was mailed. The following chart outlines the delivery standards for various mail classes and indicates how long you should wait before you contact customer assistance with a concern. MAIL CLASS DELIVERY STANDARD Priority Mail Express 3 calendar days (guaranteed) Priority Mail® 2 business days (not guaranteed) First-Class Mail® 5 business days (not guaranteed) USPS Ground Advantage 2-business days* (not guaranteed) Parcel Select® 2-business days* (not guaranteed) Package Services Mail 2-business days* (not guaranteed) Periodicals 3-business days* (not guaranteed) USPS Marketing Mail 3-business days (not guaranteed) Note: *Except Alaska, Hawaii and US Territories - estimate provided by the postage price calculator. If you wish to contact a customer representative, email us your concern with as much detail as possible and we'll get back to you. Check USPS Tracking! If you have a tracking number for your item you may go to the USPS Tracking page and enter the tracking number from the mailing label or receipt. Click here to view sample tracking numbers by mail service. Enter up to 35 tracking numbers separated by commas and click "Track." The most recent tracking status of your mailpiece(s) should appear. If USPS Tracking status indicates your item is eligible for additional research, the appropriate next steps will be provided on the website. Contact the Shipper! If you DO NOT HAVE the tracking number from the mailing label or receipt (recipient), please contact the shipper. If you were notified by a shipper that they have sent out a package and believe it has been delayed or possibly lost, contact the mailer of the item and request them to provide the tracking number, or track the package. Who do I contact if my magazine / periodical is late? If you are experiencing a delay in receiving magazines or periodicals, please contact the publisher of the magazine to ensure they have your correct information and the subscription has not expired. Who do I notify if my mail is late? Your local Post Office location should be able to address most of your concerns. Often there are identifying marks on an envelope that pinpoint the cause of a delay. Record the delivery date on the envelope and present to your local Post Office location for examination. There are few things more frustrating than waiting for a package that's taking forever. But when the tracking information for your package goes AWOL, too, things can start to feel pretty desperate. (Trust me, I've been there.) That's why I've put together this definitive guide for what to do when your USPS tracking info isn't updating, and how to prevent these issues like this from happening in the first place. How USPS Tracking Works (Most, but not all, packages sent through USPS come with tracking numbers, which allow customers to keep track of when their packages are during the shipping process. According to USPS, most domestic mail products that are mailed through and that are addressed to domestic locations qualify for tracking. Most international packages also come with tracking, but there are destination limitations. Letters, flat mail, and packages that are small enough to fit through a letter box do not qualify for tracking. (Note: Many sources online incorrectly claim that all USPS packages and mail pieces come with tracking, but this is inaccurate.) Once you have your USPS tracking number, it can be used to track your package through the USPS online tracking tool. Tracking numbers can be found on your USPS sales receipt, customs form receipt, or via the Informed Delivery tool on USPS.com (for enrolled customers). For help figuring out how to find your tracking number, click here. In theory, packages are scanned each time they arrive at and depart any location within the USPS network. USPS provides end-to-end tracking, which means that each package should be scanned at every stage from the time it arrives at a USPS facility to the time it's delivered to its recipient. USPS Tracking Updates: What Do They Mean? Here are some of the most common USPS tracking updates and their meanings. Arrived at This means that your package has arrived at a location within the USPS network. You will see this any time your package is scanned upon arrival at any time during the shipping process. Departed This means that your package has departed any location within the USPS network. In transit This means that your package is moving through the USPS network on its way to its destination. Your tracking info might be stuck on in transit for days or even weeks in some cases, especially if your package is being shipped across a long distance. This usually means that your package is on a USPS freight vehicle, either on ground or via air travel. It will be scanned and updated when it arrives at its next facility or destination. Out for delivery This means that your package has arrived at your local post office and been sent out for delivery by your local postal carrier. This usually means you will receive your package within 24-48 hours. Delivered to agent for file delivery This means that your package has been left with an independent agent to complete the delivery to you, such as a building manager, a receptionist at your workplace, or an independent mail courier hired by USPS. Notice left This means that USPS left a notice at your address of an attempted delivery. This usually only happens if your package requires a signature for delivery (as in the case of Signature Confirmation or Certified Mail). No access This means that USPS attempted to deliver your package but were unable to access your property or mailbox. The delivery will likely be attempted again, or you can try visiting your local post office to pick up your package directly. For a full look at what all USPS tracking updates mean, click here. 5 Possible Reasons Before we get into the details, it's worth noting that you should always make sure you're entering your tracking number correctly when searching for your tracking information. If you're being told by the USPS tracking service that they can't find your package with the tracking number you provided, be sure to double check that you're typing it correctly into the search bar. Now, here are the five most likely reasons why your USPS tracking information isn't updating: Internal Delays In recent years, USPS has been dealing with historic delays within their system due to a record-breaking influx of mail, plus an understaffing crisis. For this reason, the most common explanation for why your USPS tracking information hasn't been updated is simply that the system is moving slowly. USPS delays are particularly common during the holidays, especially in November and December. If you're experiencing tracking issues during these months, it's safe to assume you're not the only one feeling a bit confused and frustrated. It's best to just wait it out and trust that your package will arrive eventually. Weather Events On the topic of delays, one of the most common reasons why the postal service gets delayed is inclement weather. Because the US Postal Service relies on both ground and air freight transportation, they are very vulnerable to weather conditions all over the country. If you've received any tracking updates for your package recently, try checking the weather between the packages' last scanned location and its destination to see if there might be a significant weather event happening, such as a snowstorm, windstorm, flood, blackout, etc. Your Package Wasn't Scanned Another very common reason why your USPS tracking info isn't updating is that your package might not have been scanned at its most recent checkpoint. In theory, your package should be scanned every time it arrives at and departs a location within the USPS network. However, mistakes happen, and not every package gets scanned every time it should. If you have seen any updates on your tracking page in a while, it's possible that your package is still moving towards its destination, but it simply flew under the radar of the tracking system temporarily. Your Package Has Crossed An International Border When you send a package to another country through USPS, you are not guaranteed to receive tracking updates through USPS after your package leaves the U.S. Luckily, your tracking number should still work to track your package regardless of where it is. This means that if you sent something to the UK, for example, you can use your USPS tracking number to track your package within the UK postal system, Royal Mail. As someone who sends a lot of international packages, I highly recommend searching for your package through its destination country's online tracking system before giving up hope or submitting any complaints. I've had very good luck with this approach. If you're not sure what the postal service is called in the country where you sent your package, simply type [the destination country] + track a package into your preferred search engine. Unfortunately, there's no guarantee that every country will have an online parcel tracking system. Your Package Was Lost or Misplaced Unfortunately, there is always a slim chance that your tracking information isn't updating because your package has been lost or misplaced. Luckily, this does not happen often, but it should be ruled out as a possibility. Keep reading to find out what to do if you suspect your package may have gone missing within the USPS network. The good news is that most packages that are lost during transit end up being recovered. Because USPS handles so many packages each day at all of their facilities, it's not unheard of that a package ends up falling through the cracks temporarily. Troubleshooting USPS Tracking Updates Unfortunately, there aren't too many practical solutions when USPS is dragging their feet with your tracking information. In most cases, USPS will recommend that you simply wait to receive an update. Some sources might suggest reaching out to the sender, but this likely won't do much good either. The only situation in which this could help is if you have not received any tracking updates from USPS at all, meaning that the package may have never even arrived at a US Post Office to begin with. If this is the case, then you should definitely consult the individual who was supposed to have mailed your package. Officially speaking, though, there are only two things you can do to seek help through USPS when your tracking information isn't updating: Submit a Help Request If you're coming up completely empty-handed trying to figure out where your package is, the best thing to do is to fill out a help request on USPS.com. You can do that here, and a USPS employee should contact you via email to assist you with the problem. According to USPS, you should receive a confirmation of your request within 2-3 business days. Unfortunately, there's no guarantee that USPS will be able to provide you with any definitive information about your package. Technically speaking, USPS doesn't entertain help requests for late packages unless it's been 2-3 days since your package arrived at a local postal facility and you still haven't received any updates or delivery attempts. If your package is simply stuck in transit, you'll probably just be told to keep waiting. Either way, submitting a help request is important even if you're not completely desperate (yet). That's because it's a required prerequisite for submitting a Missing Mail Search request, which you might need to do later on. Start a Missing Mail Search Finally, if nothing else works, you should submit a Missing Mail Search for your package. USPS only accepts Missing Mail Search requests from customers who have submitted a help request that did not resolve the issue within 7 business days. If your Missing Mail Search doesn't turn up any answers, your last line of defense is to file a claim for compensation for your missing package, which you can do here. Speaking of the record, there's technically one other way you can potentially receive some tracking information about your package if USPS is letting you down: Use A Third-Party Package Tracking Service In recent years, many companies have popped up to provide package tracking services to frustrated customers of USPS and other postal carriers. Although this is no guarantee, these services can sometimes provide a more complete picture of your package's tracking information than USPS. The big upside to using these services is that they aggregate information from a wide range of shipping services, including international postal carriers. This can be particularly helpful if you've sent a package overseas, since USPS doesn't usually provide tracking updates once your package has left the country. Check out this list of some of the best third-party package tracking services available online from MakeUseOf.com. These services include PackageTracker, Parcels App, and Pkg.net, among others. Just keep in mind that in most cases (especially with domestic packages), it's unlikely that these third-party companies will be able to provide more info than USPS. How To Ensure Accurate Package Tracking If we're being realistic, USPS tracking mixups will probably always be an issue no matter how hard we try to avoid them. That said, there are a few things you can do to decrease the likelihood of tracking and delivery issues. Most of these methods are preventative, so you'll want to plan ahead rather than scrambling for a solution after something has already gone wrong. Informed Delivery The best way to ensure accurate and up-to-date tracking information for USPS packages (especially as a recipient) is to sign up for Informed Delivery. Informed Delivery is a personal account associated with your individual (or business) mailing address that allows you to see and track most packages and mail pieces sent to your mailing address. The only major exceptions are magazines, catalogs, and packages sent through private couriers. As an Informed Delivery user myself, I can confidently tell you that it's worth it. Much of the time, I can see that packages are on their way to me before I'm even aware that someone has sent me something (or before it's even been dropped in the mail). This is because Informed Delivery updates begin the moment a USPS shipping label is printed. So, if you purchase something online, for example, from a seller who prints their own shipping labels, you'll immediately have access to that tracking number and information through your Informed Delivery dashboard before the package even arrives at a USPS office. If you're looking for tracking information for a package, you can sign up for Informed Delivery now. However, there is no guarantee that Informed Delivery will be able to offer you more information than what you're already seeing on USPS.com. It's best to sign up for Informed Delivery preemptively to help with package tracking in the future. Signature Confirmation While this service won't necessarily improve your in-transit tracking updates, Signature Confirmation is particularly good at ensuring that you'll receive a secure delivery. This is because customers that pay for Signature Confirmation are guaranteed that their packages will not be delivered unless someone can receive the package in person and provide a signature. This completely eliminates the risk of a package being stolen off of someone's front porch or being delivered without being scanned. Certified Mail Similar to Signature Confirmation, Certified Mail can help ensure secure shipment and delivery of your package, although it may not improve your tracking updates. Certified Mail provides the sender with a mailing receipt to verify that they sent the package. So, if you're a recipient wondering if your sender mailed your package, Certified Mail can remove any confusion in this department. The service also verifies delivery of the package through a recipient signature as well as an electronic delivery verification. Priority Mail Express While it shouldn't necessarily matter what shipping method you choose for your package, packages mailed with Priority Mail Express often provide more up-to-date tracking information than packages mailed with less expensive shipping. This is because Priority Mail Express packages are prioritized at the beginning of each business day. In other words, these packages get handled, scanned, loaded, and ultimately delivered first before all of the other packages. If you can imagine, packages handled first thing in the morning before the postal workers have lost steam are probably much more likely to be scanned quickly and effectively than the packages handled in a rush towards the end of the day. That said, there's no guarantee that Priority Mail Express packages will never get lost or delayed. FAQs What to do if USPS never scanned your package? Unfortunately, there isn't much you can do in the event that USPS fails to scan your package within the USPS network. Your best options are to either wait and see if your tracking information updates or consider reporting your package as missing. However, USPS does not consider mail missing unless you have submitted a help request and not received any answers or solutions within 7 business days. By clicking here, you can submit a help request to start a Missing Mail Search. Should you be worried if USPS hasn't updated tracking in 7 days? Not necessarily. The US Postal Service is notoriously backed up these days, so it's not uncommon for packages to get delayed for a week or longer during transit, especially over long distances. However, if a full week has passed since USPS has updated the tracking on your package, you should immediately submit a help request here. If your issue is not resolved within 7 days of submitting your help request, then you can begin a Missing Mail Search here. How do you know if USPS lost your package? Unfortunately, there's no surefire way to tell if your package is lost or just taking a while to get to you. However, if you're concerned your package might be lost, you should submit a help request here. If USPS is not able to recover your package, you can file a reimbursement claim here. Can a USPS package be delivered without being scanned? Yes. Because USPS packages are delivered by human beings, packages sometimes get delivered even though the delivery person forgot to scan the item. In this case, you will not see a delivery update on your tracking information despite the package being delivered. Thankfully, this doesn't happen very often. Can you find a package without a USPS tracking number? Theoretically, yes! It is much more difficult, and not guaranteed. USPS Missing Mail Search provides an avenue for customers to track down their packages without a tracking number, but this system is not guaranteed to work. You can start a Missing Mail Search by clicking here. To start your search, you will need to sign up for a USPS.com account and have submitted an active help request at least 7 business days before your Missing Mail Search request. Here are some reasons why your tracking status may not be updated and what steps you can take if delays in tracking updates persist: Updated over 2 months ago Reddit and its partners use cookies and similar technologies to provide you with a better experience. By accepting all cookies, you agree to our use of cookies to deliver and maintain our services and site, improve the quality of Reddit, personalize Reddit content and advertising, and measure the effectiveness of advertising. By rejecting non-essential cookies, Reddit may still use certain cookies to ensure the proper functionality of our platform. For more information, please see our Cookie Notice and our Privacy Policy. Reddit and its partners use cookies and similar technologies to provide you with a better experience. By accepting all cookies, you agree to our use of cookies to deliver and maintain our services and site, improve the quality of Reddit, personalize Reddit content and advertising, and measure the effectiveness of advertising. By rejecting non-essential cookies, Reddit may still use certain cookies to ensure the proper functionality of our platform. For more information, please see our Cookie Notice and our Privacy Policy. On average, US Postal Service processes millions of mail pieces each day. That may sound like a lot, but this does happen, considering the number of local post offices in the United States. Plus, almost everything is automated now, making the processing much faster. Part of the mail processing is scanning. Every mail piece with a barcode is scanned upon entering the USPS system. Here's when USPS Scans Mail & Packages: When your mail and packages are delivered to the post office, they are scanned to enter the tracking system. This allows you to see where your mail and packages are and their delivery stage. (ez-to:How Late in the Day Can You Send Mail and Packages? USPS follows a certain schedule when processing mail and packages for delivery, and there are cutoff times when sending them. Ideally, you'd want to ensure that your mail or packages are at the post office before 5 or 6 pm. That's because local post offices close during this time. Of course, the closing time may vary from one location to another, so it's best to check your local post office for their operating hours. If the USPS mail carrier picked up your item, you could be certain that it has made it before the cutoff time and will be processed the same day. If you drop off your item at the post office and hand it to a postal worker before closing, it will also be processed the same day. So if you opted for Priority Mail Express, it would be loaded into the delivery truck that same night for next-day delivery. 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You can start a Missing Mail Search by clicking here. To start your search, you will need to sign up for a USPS.com account and have submitted an active help request at least 7 business days before your Missing Mail Search request. Here are some reasons why your tracking status may not be updated and what steps you can take if delays in tracking updates persist: Updated over 2 months ago Reddit and its partners use cookies and similar technologies to provide you with a better experience. By accepting all cookies, you agree to our use of cookies to deliver and maintain our services and site, improve the quality of Reddit, personalize Reddit content and advertising, and measure the effectiveness of advertising. By rejecting non-essential cookies, Reddit may still use certain cookies to ensure the proper functionality of our platform. For more information, please see our Cookie Notice and our Privacy Policy. Reddit and its partners use cookies and similar technologies to provide you with a better experience. By accepting all cookies, you agree to our use of cookies to deliver and maintain our services and site, improve the quality of Reddit, personalize Reddit content and advertising, and measure the effectiveness of advertising. By rejecting non-essential cookies, Reddit may still use certain cookies to ensure the proper functionality of our platform. For more information, please see our Cookie Notice and our Privacy Policy. On average, US Postal Service processes millions of mail pieces each day. That may sound like a lot, but this does happen, considering the number of local post offices in the United States. Plus, almost everything is automated now, making the processing much faster. Part of the mail processing is scanning. Every mail piece with a barcode is scanned upon entering the USPS system. 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By rejecting non-essential cookies, Reddit may still use certain cookies to ensure the proper functionality of our platform. For more information, please see our Cookie Notice and our Privacy Policy. Reddit and its partners use cookies and similar technologies to provide you with a better experience. By accepting all cookies, you agree to our use of cookies to deliver and maintain our services and site, improve the quality of Reddit, personalize Reddit content and advertising, and measure the effectiveness of advertising. By rejecting non-essential cookies, Reddit may still use certain cookies to ensure the proper functionality of our platform. For more information, please see our Cookie Notice and our Privacy Policy. On average, US Postal Service processes millions of mail pieces each day. That may sound like a lot, but this does happen, considering the number of local post offices in the United States. Plus, almost everything is automated now, making the processing much faster. 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By rejecting non-essential cookies, Reddit may still use certain cookies to ensure the proper functionality of our platform. For more information, please see our Cookie Notice and our Privacy Policy. Reddit and its partners use cookies and similar technologies to provide you with a better experience. By accepting all cookies, you agree to our use of cookies to deliver and maintain our services and site, improve the quality of Reddit, personalize Reddit content and advertising, and measure the effectiveness of advertising. By rejecting non-essential cookies, Reddit may still use certain cookies to ensure the proper functionality of our platform. For more information, please see our Cookie Notice and our Privacy Policy. On average, US Postal Service processes millions of mail pieces each day. That may sound like a lot, but this does happen, considering the number of local post offices in the United States. Plus, almost everything is automated now, making the processing much faster. 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