

Tracking your mail

Our tracking services will show you when your mail pieces are being delivered. The tracking system is only available for Standard Class presort, First Class presort, and Nonprofit Class presort mail. Regular first class mail cannot be tracked. Your presort mail is traceable whether you are using a live peel & stick postage stamp, postage meter, or indicia. Click [here](#) to order tracking; tracking is FREE for orders over 5,000 pieces. You should not use tracking as a "confirmation for delivery"; similar to a package being signed by a recipient that has been delivered by UPS. Tracking should be used as a general indicator as to when the mail is being delivered, location and date of deliveries, and other statistical information provided by our various reports.

i We will post the link to your tracking report within one business day after your job has been mailed as a comment to your order. Once this is done, you will be notified by our system that a message is awaiting your review. Click [here](#) for an actual sample of a report.

When will data begin to show on my tracking report?

You will begin to see tracking information for your job towards the end stages of it's processing when your mail pieces are being processed in one of the **last** USPS sorting facilities right before they are hand delivered by the postal carriers. See examples below:

- **FIRST CLASS MAIL:** For a mail piece that takes 4 days to deliver, the tracking information begins to appear on the third day.
- **STANDARD CLASS MAIL:** For a mail piece that takes 12 days to deliver, the tracking information begins to appear about the 10th or 11th day.

Explanation of the tracking reports

Click [here](#) for a sample tracking report. The following will explain each field.

The screenshot shows a tracking report interface with the following fields and values:

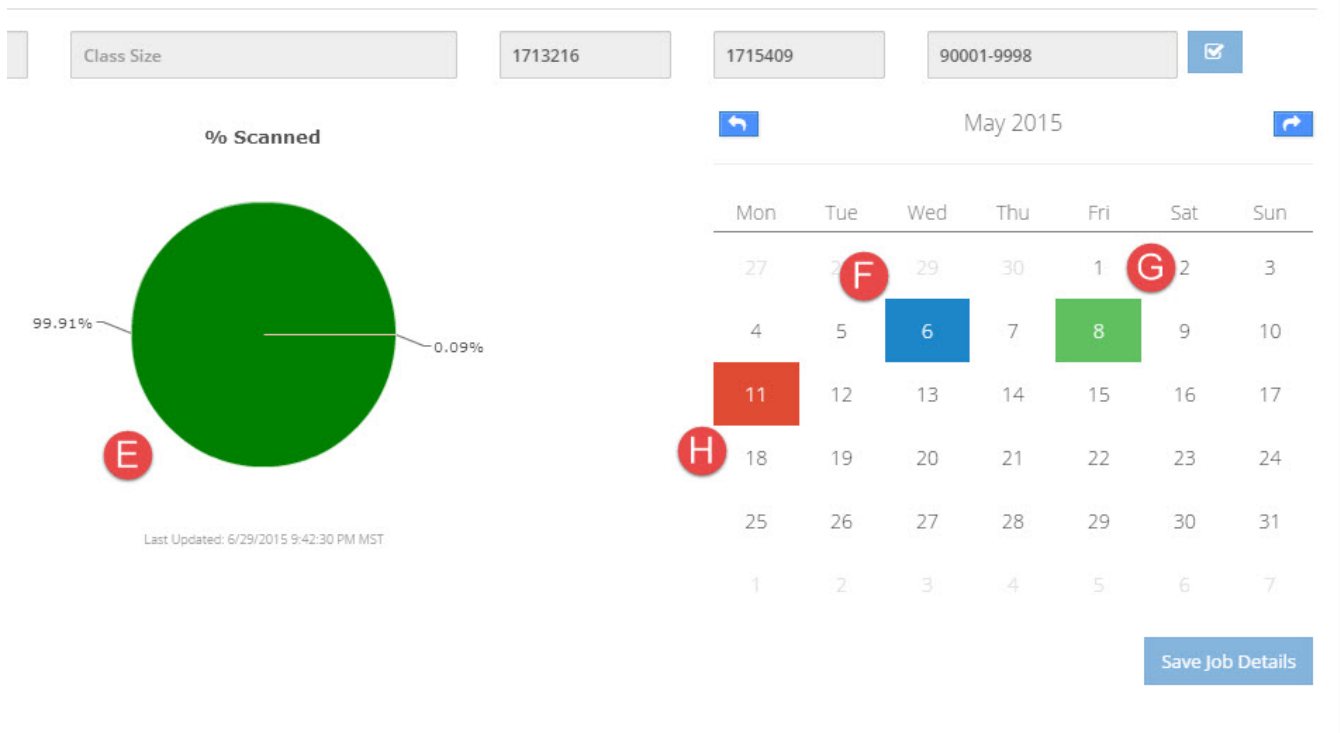
- Job Information:**
 - Job Number: 47259 (marked with **A**)
 - Job ID: 2
 - Job Description: (empty)
- Total Records:** 2194 (marked with **B**)
- Total Scanned:** 2192 (marked with **C**)
- Alert Frequency:** None (marked with **D**). Includes a calendar icon and an edit icon.
- Alert Email Notification List:** (empty list with a plus icon to add).
- Job GUID URL:** <https://iti.iaccutrace.com/track/?uid=45BDE859-3F06-4989-BFAD-0D9CA8090C94> (marked with a refresh icon).
- FTP Nightly Reports of All Activity:** (checkbox is unchecked).

A- Your job number

B- Total number of records that qualified for tracking. Some of your records may not qualify, therefore, this number may be slightly lower than your complete mailing list.

C- The current total number of records that have been scanned by USPS to date. This report is updated every few hours. If you don't see updated information then follow item J below.

D- If an email notification has been setup for this job [by us](#), then you will see the frequency of the alerts here and your email will be shown in the field below it.



E- An overview of the percentage of mail that has been scanned so far.

F- When the job was mailed.

G- Our anticipated date when your job may begin arriving. (*)

H- Our anticipated completed delivery date for all your mail pieces. (*)

(*)This is our anticipated date range for your mail delivery; this is NOT a guarantee simply our best guess based on our experience. This [link](#) shows you our average delivery times for Standard and Nonprofit class mails.

Job Reports

Report: In Home Delivery Performance (I) [Refresh (J)] Last Updated: 6/29/2015 9:42:30 PM MST (M)

Export: CSV (K) [Download (L)]

I- Report types available

J- Refresh button. You must click this after you select a report or if you come back to this page, always make sure that you see the most updated information. If you are expecting to see the date and you don't, then select "In Home Delivery Performance" report and click on the refresh button.

K- If you would like to export your tracking data then select the format from this drop down.

L- After you make a selection on K, click on L to download your data.

M- The date and time you last clicked on the refresh button.

Report types

Here's a brief explanation of the different report types available.

In home-delivery performance: Shows a percentage of pieces that are on-time, not scanned yet, early, late or enroute. Note that such distinctions are made based on our estimates shown in item G and H above.

Results of first scan date: Because we comingle our mail from all of our clients and send it via a private carrier to the final USPS sorting facility, this report will not be accurate. Based on how we operate, your pieces are only scanned on the very last stages right before they are delivered to their final destination.

Out for delivery: This shows the pieces that have received their last stage of scan by USPS. Generally, these pieces are delivered the next day by the Post Office after the "Out for delivery date". There are three types of "Out for delivery" reports.

- **Today:** This shows all the pieces that received their last stage scan today and will probably be out for delivery today or next day.
- **By Date:** This shows all the pieces that have received their last stage scan so far broken down by last scan date.
- **All:** This shows all the pieces that have received their last stage scan so far NOT broken up by date. Download this report if you want to see what has been delivered so far.

Results by state: This shows the percentage of pieces that have been delivered by state. Hold your mouse over the state to see this percentage. If you click on the state, you'll be able to drill down to smaller geography.

Results by county: This initially shows the percentage of pieces that have been delivered by state. Hold your mouse over the state to see this percentage delivered so far. But once you click on each state, you'll be able to drill down to county level and see the delivery completion by county.

Results by NDC: This shows the percentage of pieces that have been processed by each NDC (Post Office Network Distribution Center). If you click on each NDC, you'll be able to drill down to smaller geography.

Results by SCF: This shows the percentage of pieces that have been processed by each SCF (Post Office Sectional Center Facility). If you click on each SCF, you'll be able to drill down to smaller geography.

Results by 3 digit zip code: This shows the percentage of pieces that have been delivered in each 3 digit zip code. You can drill down to each individual piece if you click on the 3 digit zip.

Results by 5 digit zip code: This shows the percentage of pieces that have been delivered in each 5 digit zip code. You can drill down to each individual piece if you click on the 5 digit zip.

Results by single piece: This shows you all the pieces that have received their last stage scan.

[Download this report if you'd like to see all the pieces that have delivered so far. You can also search for a specific recipient in this list.](#)

Results by Postal District: This shows the percentage of pieces that have been processed by each Postal District. If you click on each District, you'll be able to drill down to individual pieces.

Results by Postal Area: This shows the percentage of pieces that have been processed by each Postal Area. If you click on each Area, you'll be able to drill down to individual pieces.

Results by Postal Facility: This shows the percentage of pieces that have been processed by each Postal Facility. If you click on each Facility, you'll be able to drill down to individual pieces.

Results by IM Barcode scan: This shows the number of barcodes scanned on a daily basis.