



Package Intercept

Wireframes » August 2014 » Version 1.8

1.0 Landing

Search USPS.com or Track Packages

Quick Tools

Ship a Package

Send Mail

Manage Your Mail

Shop

Business Solutions

USPS Package Intercept®

Create New Request | Request History

Get Started

Enter your USPS tracking number to make sure your shipment hasn't been delivered.

USPS Tracking™ Number

A

XXXX - XXXX - XXXX - XXXX - XXXX -XX

Track It

How it Works

1. Use the field at left to track your item and make sure it's eligible.
2. Sign in to your USPS.com account to confirm the original destination.
3. Choose to return to sender, Send to a Different Domestic Address, or Hold at a Post Office™.
4. Enter payment information. A non-refundable \$11.50 fee will be charged once your item is intercepted, along with any applicable postage.

Requirements

- Domestic packages, letters, and flats only
- Must have tracking number or extra services barcode
- Not available for Standard Mail® or Periodicals

Conditions

- We'll make every effort to locate your item before it's delivered, but there is no guarantee of service.
- The fee and postage will not be charged if we cannot intercept your item.

D

Full Terms & Conditions

A

TRACKING NUMBER

The user must enter a valid USPS tracking number to proceed. Selecting “Track It ” will verify the package has not been delivered and is able to be intercepted.

D

FULL TERMS & CONDITIONS

This links to a page listing the full Terms & Conditions.

LEGAL

Privacy Policy ›

Terms of Use ›

FOIA ›

No FEAR Act EEO Data ›

ON USPS.COM

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1.1 Validation

Eligible - Guest

Search USPS.com or Track Packages

Quick Tools

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Send Mail

Manage Your Mail

Shop

Business Solutions

USPS Package Intercept®

Create New Request | Request History

A

Eligible

This package is eligible for USPS Package Intercept®. Sign in to redirect it.

USPS Tracking™ Number:
1234 5678 9012 3456 1234 33

Sign In

Register

How it Works

1. Use the field at left to track your item and make sure it's eligible.

2. Sign in to your USPS.com account to confirm the original destination.

3. Choose to return to sender, Send to a Different Domestic Address, or Hold at a Post Office™.

4. Enter payment information. A non-refundable \$11.50 fee will be charged once your item is intercepted, along with any applicable postage.

Requirements

• Domestic packages, letters, and flats only

• Must have tracking number or extra services barcode

• Not available for Standard Mail® or Periodicals

Conditions

• We'll make every effort to locate your item before it's delivered, but there is no guarantee of service.

• The fee and postage will not be charged if we cannot intercept your item.

Full Terms & Conditions

Not Eligible

B

Not Eligible

This package is not eligible for USPS Package Intercept® because [reason for ineligibility here].

USPS™ Tracking Number

1234 5678 9012 3456 7342 33

Track It

Eligible - Signed In

C

Eligible

This package is eligible for Package Intercept®. Please click Continue.

Tracking Number:
1234 5678 9012 3456 7892 22

Continue

A PACKAGE ELIGIBLE

If the package is eligible for interception, the user must sign in (or register) to proceed. Both links will take the user to the official Sign In / Register page.

B PACKAGE NOT ELIGIBLE

If the package is not eligible, this content takes the place of A.

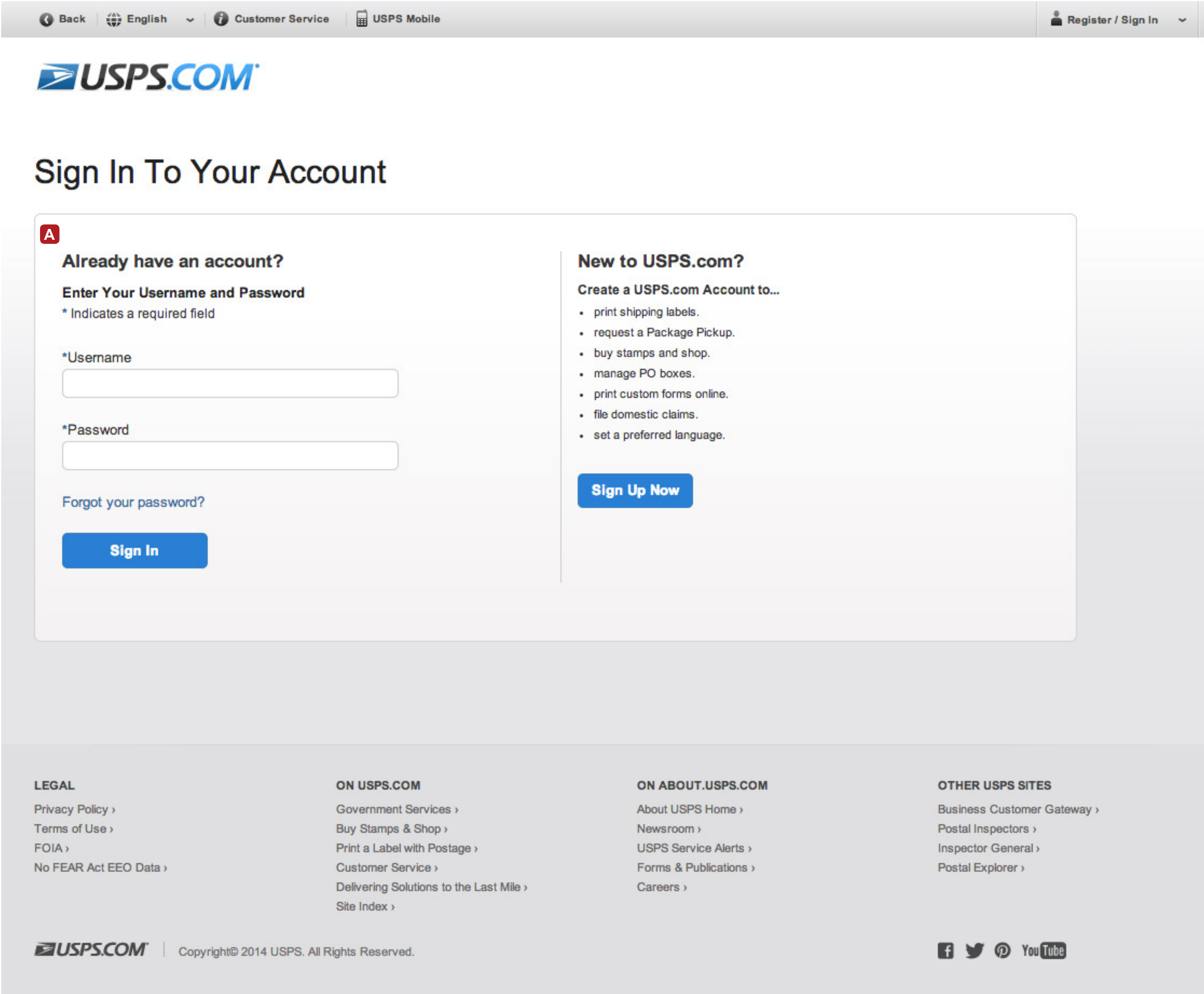
C PACKAGE ELIGIBLE - SIGNED IN

If the package is eligible and the user is already signed in, this content takes the place of A. Continue will take the user straight into 3.0 - Confirm Original Destination.

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2.0 Sign In



A SIGN IN / REGISTER

After the user successfully signs in or registers, they will be taken to 3.0 - Confirm Original Destination.

3.0 Confirm Original Destination

USPS Package Intercept®

Create New Request | Request History

Confirm Original Destination

Enter the original destination address on your shipment's label.

USPS Tracking™ Number:
1234567890123456123422

Start Over

A

*First and Last Name and/or Company Name

First Name

M.I.

Last Name

Company

*Street Address

Apt/Suite/Other

*City

Washington

*State

District of Columbia

*ZIP Code™

20007

B

Confirm

LEGAL

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FOIA ›

No FEAR Act EEO Data ›

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3.0.1 - Form Field - Error Handling

This page has 2 errors.

Confirm Original Destination

Enter the original destination address on your shipment's label.

USPS Tracking™ Number:
1234567890123456123422

Start Over

D

*First and Last Name and/or Company Name

First Name

M.I.

Last Name

John

Company

*Street Address

123 Main St

Apt/Suite/Other

*City

Washington

*State

Select State

*ZIP Code™

20007

Confirm

Please enter a valid Last Name.

Please select a State

3.0.2 - Invalid Address - Error Handling

This page has 1 error.

Confirm Original Destination

Enter the original destination address on your shipment's label.

USPS Tracking™ Number:
1234567890123456123422

Start Over

E

*First and Last Name and/or Company Name

First Name

M.I.

Last Name

John

Doe

Company

*Street Address

123 Main St

Apt/Suite/Other

*City

Washington

*State

Washington DC

*ZIP Code™

20007

Confirm

This address does not match the original destination for this tracking number.

A ORIGINAL DESTINATION ADDRESS

The user must enter the original destination address. This must match the original destination assigned to the tracking number entered. City, State, and Zip Code are pre-populated if available in PTS. This address is also AMS validated.

B CONFIRM

Selecting confirm will validate the address. The entered address must match the original destination referenced by the tracking number entered. If the address doesn't match, see 3.02.

C START OVER

This will link back to 1.0 - Landing. Users should maintain their logged-in state.

D FORM FIELD ERROR HANDLING

For each error, highlight the field and describe the error and resolution at the top of the form.

E INVALID ADDRESS ERROR HANDLING

If the entered address does not match the Original Destination address assigned to the tracking number:

This address does not match the original destination for this tracking number.

If the entered address does not match an address in AMS:

We are unable to verify this address. Please double-check your information and try again..

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3.1 - Original Destination Address Confirmed

EnglishCustomer ServiceUSPS Mobile

Hi, Rowan

Search USPS.com or Track Packages

Quick Tools

Ship a Package

Send Mail

Manage Your Mail

Shop

Business Solutions

USPS Package Intercept®

Create New Request | Request History

Confirm Original Destination

Enter the original destination address on your shipment's label.

USPS Tracking™ Number:
1234567890123456123422

[Start Over](#)

John Doe
123 Main St
Washington, DC 20007
[edit](#)

A

✓ Address Confirmed

B

New Destination

Where would you like to redirect your item?

☐ Return to Sender

☐ Send to Different Domestic Address

☐ Hold at a Post Office™

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C

New Destination

Where would you like to redirect your item?

☒ Return to Sender

☐ Send to Different Domestic Address (Unavailable for Registered Mail items.)

☐ Hold at a Post Office™ (Unavailable for Registered Mail items.)

Sender's Address

*First and Last Name and/or Company Name

First Name

M.I.

Last Name

A ORIGINAL DESTINATION CONFIRMED

If the entered address is valid and confirmed to match the destination assigned to the tracking number, the address is collapsed into a reviewable state. Selecting edit will expose the form again and hide the New Destination section.

B NEW DESTINATION

Once the Original Destination is confirmed, the new destination section is exposed. Selecting on an option will expose the corresponding form.

C NEW DESTINATION - REGISTERED MAIL

If the item is a Registered Mail item, Return to Sender will be selected by default, and the other options will be disabled. The Senders Address form will be exposed as in in 4.1 - Return to Sender.


4.1 - Return to Sender

English

Customer Service

USPS Mobile

Hi, Rowan



Search USPS.com or Track Packages

Quick Tools

Ship a Package

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Manage Your Mail

Shop

Business Solutions

USPS Package Intercept®

Create New Request | Request History

Confirm Original Destination

Enter the original destination address on your shipment's label.

USPS Tracking™ Number:
1234567890123456123422

[Start Over](#)

John Doe
123 Main St
Washington, DC 20007
[edit](#)

✓ Address Confirmed

New Destination

Where would you like to redirect your item?

☒ Return to Sender

☐ Send to Different Domestic Address

☐ Hold at a Post Office™

A

Sender's Address

*First and Last Name and/or Company Name

First Name

M.I.

Last Name

Amy

Doe

Company

*Street Address

547 East Hwy

Apt/Suite/Other

*City

New York

*State

New York

*ZIP Code™

10023

Your address will be standardized. [?](#)

B

C

☐ I have read, understand and agree to the [Terms and Conditions](#).

D

☒ Send me updates on this package's intercept status.

Email Address

amydoe@gmail.com

E

Please review your request before submitting.

Submit Request

A SENDER'S ADDRESS

If Return to Sender is selected, the Sender's Address form is exposed. The sender's address will be pre-populated with the address assigned in the user's account. The content is editable.

B NO INSURANCE OR EXTRAS

If Return to Sender is selected, Insurance and Extras are not available, and so this section is omitted.

C ACCEPT TERMS & CONDITIONS

The user must check to accept the Terms & Conditions.

D SEND ME UPDATES

If checked, the user will receive an email when the package status is updated. This confirmation email will be sent to the email address in the text input below. This defaults to the email address assigned to the user's account. The user can edit this email address.

D.1 SEND ME UPDATES - CHANGE EMAIL

If the user clicks into the input field to change the email address, display a disclaimer below. Editing the email address will not replace the email address assigned to the user's account

E SUBMIT REQUEST

Selecting Submit Request will check for any errors.
If there are no errors, the user will be taken to the shopping cart.

4.1.3 - Send Me Updates - Change Email

☐ I have read, understand and agree to the [Terms and Conditions](#).

☒ Send me updates on this package's intercept status.

Email Address

D.1

This will not replace the email address stored in your account.

4.2.0 - New Domestic Address

Destination

Enter the original destination address on your shipment's label.

USPS Tracking™ Number:
1234567890123456123422

[Start Over](#)

123 Main St
Washington, DC 20007
[edit](#)

✓ Address Confirmed

New Destination

Where would you like to redirect your item?

☐ Return to Sender

☒ Send to Different Domestic Address

☐ Hold at a Post Office™

*First and Last Name and/or Company Name

A

First Name

M.I.

Last Name

Company

*Street Address

Apt/Suite/Other

*City

*State

Select State

*ZIP Code™

Your address will be standardized. ⓘ

A3

Insurance and Extra Services

Priority Mail® with a USPS barcode includes insurance for up to \$50 of shipment value. For shipments worth more than \$50, you may purchase separate insurance. Restrictions and exclusions apply. [About Priority Mail Insurance](#)

B Insurance

The original shipment included \$200 of insurance, which will carry over to the redirect.

☐ Add More Insurance

C Extra Services

If you originally purchased an Extra Service for your item, you'll need to repurchase it in order for it to apply to the redirect.

☒ None

☐ Signature Confirmation™ ⓘ

☐ Adult Signature Required ⓘ

☐ Adult Signature Restricted Delivery ⓘ

\$2.35

\$5.20

\$5.45

D

☐ I have read, understand and agree to the [Terms and Conditions](#).

E

☒ Send me updates on this package's intercept status.

Email Address

amydoe@gmail.com

Please review your request before submitting.

F

Submit Request

4.2.0.1 - Invalid Address

A1

*First and Last Name and/or Company Name

First Name

M.I.

Last Name

John

Smith

Company

*Street Address

1234 Sesame St

Apt/Suite/Other

*City

New York

*State

New York

*ZIP Code™

10023

4.2.0.2 - Multiple Results

A2

Please pick a valid matching address.

Your address as you entered it:

3299 K St
Suite 2000
Washington DC 20007

Choose one of the addresses we found:

☒ 3299 K ST NW STE 2000
WASHINGTON, DC 20007-4415

☐ 3299 K ST NW
WASHINGTON, DC 20007-4415

☐ 3299 K ST NW STE 2000
WASHINGTON, DC 20007-4415

☐ 3299 K ST NW STE 200
WASHINGTON, DC 20007-4415

Use Selected Address

A NEW DOMESTIC ADDRESS

If New Domestic Address is selected, the New Address form is exposed. When the user submits the form, the address will be validated.

A1 INVALID ADDRESS

If the entered address does not match an address in the Address Matching System (AMS), scroll the viewport to the top of this panel and display this error message at the top of the form.

If a specific field is missing or invalid, scroll the viewport to the top of this panel and display individual form field error handling, as in 3.0.1.

A2 MULTIPLE RESULTS

If the entered address results in multiple matches within AMS, display this as a modal window. The user can scroll within the right panel to view more options. Selecting a valid address and then “Use Selected Address” will close the modal and update the address. Clicking the close button will close the modal without updating the address.

A3 STANDARDIZED TOOLTIP

Selecting the (i) icon will load the Address Standardization info in a modal window.

B INSURANCE

See 4.2.1 - New Domestic Address - Insurance for full functionality.

C EXTRA SERVICES

The user can add extra services. Each service includes a tooltip which describes the service, and the cost for that service. If selected, the cost of the service is added to the cart upon submit of the request.

D ACCEPT TERMS & CONDITIONS

The user must check to accept the Terms & Conditions.

E SEND ME UPDATES

If checked, the user will receive an email when the package status is updated. This confirmation email will be sent to the email address in the text input below. This defaults to the email address assigned to the user's account. The user can edit this email address. See 4.1.3 for full functionality.

F SUBMIT REQUEST

Selecting Submit Request will check for any errors and will attempt to match the New Domestic Address with the Address Matching System (AMS). If the entered address does not match an address, see A1. If there are multiple results, see A2. If there are no errors, the user will be taken to the shopping cart.

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4.2.1 - New Domestic Address - Insurance

Original Destination

Enter the original destination address on your shipment's label.

USPS Tracking™ Number:
1234567890123456123422

[Start Over](#)

123 Main St
Washington, DC 20007
[edit](#)

✓ Address Confirmed

New Destination

Where would you like to redirect your item?

☐ Return to Sender

☒ Send to Different Domestic Address

☐ Hold at a Post Office™

*First and Last Name and/or Company Name

First Name

M.I.

Last Name

Company

*Street Address

Apt/Suite/Other

*City

*State

Select State

*ZIP Code™

Your address will be standardized. ⓘ

Insurance and Extra Services

Priority Mail® with a USPS barcode includes insurance for up to \$50 of shipment value. For shipments worth more than \$50, you may purchase separate insurance. Restrictions and exclusions apply. [About Priority Mail Insurance](#)

A Insurance

The original shipment included \$200 of insurance, which will carry over to the redirect.

☐ Add More Insurance

Extra Services

If you originally purchased an Extra Service for your item, you'll need to repurchase it in order for it to apply to the redirect.

☒ None

☐ Signature Confirmation™ ⓘ

\$2.35

☐ Adult Signature Required ⓘ

\$5.20

☐ Adult Signature Restricted Delivery ⓘ

\$5.45

☐ I have read, understand and agree to the [Terms and Conditions](#).

☒ Send me updates on this package's intercept status.

Email Address

amydoe@gmail.com

Please review your request before submitting.

F

Submit Request

Add More insurance

Insurance

The original shipment included \$200 of insurance, which will carry over to the redirect.

☒ Add More Insurance

B

*How much more? (\$200 max)

\$

Calculate

Extra Services

Insurance

The original shipment included \$200 of insurance, which will carry over to the redirect.

☒ Add More Insurance

C

*How much more? (\$200 max)

\$ 50.00

Calculate

\$ 50 Additional Insurance

\$2.35

This package will be insured for a total of \$250.00.

Extra Services

No Insurance

Insurance

D

Not available. The original package did not include insurance.

Extra Services

A INSURANCE

If the original package included insurance, that insurance is included in the redirect. If users want to add additional insurance, they can check the box, which will load the input field, outlined in 4.2.1. Unchecking this box will hide these fields. If the user re-checks after unchecking, the entered amounts should remain.

B ADD MORE INSURANCE

The user can enter a dollar amount of additional insurance. The entered amount cannot exceed the original package insured amount (\$200 in this example). The user must select Calculate, or will receive an error upon submitting the request.

C MORE INSURANCE AMOUNT ENTERED

Once an additional insurance amount is entered, and the Calculate button is selected, the app will return the cost of the additional insurance. This cost will be added to the amount charged in the Shopping Cart.

A disclaimer defines the new insurance total.

D NO INSURANCE ON ORIGINAL

If the original package did not include insurance, the user cannot add insurance to the redirect.

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AKQA

4.3 - Hold at a Post Office

Confirm Original Destination

Enter the original destination address on your shipment's label.

USPS Tracking™ Number:
1234567890123456123422

[Start Over](#)

John Doe
123 Main St
Washington, DC 20007
[edit](#)

✓ Address Confirmed

New Destination

Where would you like to redirect your item?

☐ Return to Sender

☐ Send to Different Domestic Address

☒ Hold at a Post Office™

A

Zip Code

30350

Find A Post Office

Select a Post Office

☐ North Springs
7527 Roswell RD,
Atlanta, GA 30350-9997

☐ Dunwoody
1151 Dunwoody Village PKWY,
Atlanta, GA 30350-9997

☐ Perimeter Center
4707 Ashford Dunwoody RD,
Atlanta, GA 30350-9997

B

☐ I have read, understand and agree to the [Terms and Conditions](#).

C

☒ Send me updates on this package's intercept status.

Email Address

amydoe@gmail.com

Please review your request before submitting.

D

Submit Request

☒ Hold at a Post Office™

A1

Zip Code

30350

Find A Post Office

Select a Post Office

☐ North Springs
7527 Roswell RD,
Atlanta, GA 30350-9997

☐ Dunwoody
1151 Dunwoody Village PKWY,
Atlanta, GA 30350-9997

☐ Perimeter Center
4707 Ashford Dunwoody RD,
Atlanta, GA 30350-9997

Insurance

A SELECT A POST OFFICE

If Hold at a Post Office is selected, expose a Zip Code input field and Find a Post Office button. Once a ZIP code is entered and the Find a Post Office is selected, expose the available post offices within that ZIP code as selectable options.

If there are more than three post office results, set a max-height for the results' container and provide a scrollbar within.

Only display Post Offices that are included in the MyPO system. If this cannot be done, display an error message if the user selects a Post Office that is not in the MyPO system.

A1 MORE THAN THREE PO RESULTS

If there are more than three post office results, set a max-height for the results' container and provide a scrollbar within.

B ACCEPT TERMS & CONDITIONS

The user must check to accept the Terms & Conditions.

C SEND ME UPDATES

If checked, the user will receive an email when the package status is updated. This confirmation email will be sent to the email address in the text input below. This defaults to the email address assigned to the user's account. The user can edit this email address. See 4.1.3 for full functionality.

D SUBMIT REQUEST

Selecting Submit Request will load the shopping cart.

5.0 - Request History

Search USPS.com or Track Packages

Quick Tools

Ship a Package

Send Mail

Manage Your Mail

Shop

Business Solutions

USPS Package Intercept®

Create New Request | Request History

Submitted Requests (11 Requests)

This is a summary of all your submitted USPS Package Intercept® requests and their current status.

A Search Requests

Enter up to 10 confirmation or tracking numbers

Search

Clear search

SEE ALL

B CONFIRMATION NO.

C 23453434242342

ORIGINAL TRACKING NUMBER

9374889932159110592472

NEW DESTINATION

Return to Sender

STATUS

In Progress

DATE SUBMITTED

06/02/14

23453434242342

9374889932159110592472

Hold at a Post Office™

Intercepted

05/15/14

55453434242342

9374855932159110592472

Send to a Different Domestic Address

Intercepted

05/01/14

33453434242342

333889932159110592472

Return to Sender

Intercepted

04/28/14

45453434242342

6664855932159110592472

Hold at a Post Office™

Unable to Intercept

04/22/14

63453434242342

9999889932159110592472

Return to Sender

Intercepted

04/12/14

75453434242342

1374855932159110592472

Send to a Different Domestic Address

Intercepted

04/01/14

83453434242342

2754889932159110592472

Return to Sender

Intercepted

03/29/14

95453434242342

6958855932159110592472

Hold at a Post Office™

Intercepted

03/22/14

< Previous

1, 2, 3 ...16

Next >

- A

SEARCH

The user can enter up to 10 confirmation or tracking numbers and return results in the same format presented here.
- B

COLUMN HEADERS

Each column header is clickable, which re-sorts the table by that column's variable. The default sort order is date submitted.
- C

CONFIRMATION NUMBERS

The confirmation number is selectable. This will expose the detail info for that request (5.1).

5.1 - Request History - Detail

Search USPS.com or Track Packages

Quick Tools

Ship a Package

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Business Solutions

USPS Package Intercept®

Create New Request | Request History

Submitted Requests (11 Requests)

This is a summary of all your submitted requests. These requests have been received and are either in the review process or have a final decision determined.

Search Requests

Enter up to 10 confirmation or tracking numbers

Search

Clear search

SEE ALL

CONFIRMATION NO.	ORIGINAL TRACKING NUMBER	NEW DESTINATION	STATUS	DATE SUBMITTED
23453434242342	9374889932159110592472	Return to Sender	In Progress	06/02/14
<div><div><div>Original Destination</div><div>Suzie Smith 89 Walnut St Alexandria, VA 22314</div></div><div><div>New Destination</div><div>Return to Sender Amy Doe 547 East Hwy New York, NY 10023</div></div><div><div>Original Mail Class</div><div>Priority Mail Express</div></div><div><div>New Tracking #</div><div><div>A</div>524756789012345238</div></div><div><div>B</div><div>Print Request</div></div></div>				
23453434242342	9374889932159110592472	Hold at a Post Office™	Intercepted	05/15/14
55453434242342	9374855932159110592472	Send to a Different Domestic Address	Intercepted	05/01/14
33453434242342	3333889932159110592472	Return to Sender	Intercepted	04/28/14
45453434242342	6664855932159110592472	Hold at a Post Office™	Unable to Intercept	04/22/14
63453434242342	9999889932159110592472	Return to Sender	Intercepted	04/12/14
75453434242342	1374855932159110592472	Send to a Different Domestic Address	Intercepted	04/01/14
83453434242342	2754889932159110592472	Return to Sender	Intercepted	03/29/14
95453434242342	6958855932159110592472	Hold at a Post Office™	Intercepted	03/22/14

< Previous 1, 2, 3 ...16 Next >

5.1.1 - Request Detail - Intercepted (Complete)

[45453434242342](#)

6664855932159110592472

Send to a Different Domestic Address

Intercepted

04/22/14

Original Destination

Suzie Smith
89 Walnut St
Alexandria, VA 22314

New Destination

Return to Sender
Amy Doe
547 East Hwy
New York, NY 10023

Original Mail Class

Priority Mail Express

New Tracking #

524756789012345238

B

Print Request

C

Request Refund

Payment

Package Intercept Fee

\$11.50

Extra Services

\$3.50

Total

\$15.00

[63453434242342](#)

9999889932159110592472

Return to Sender

Intercepted

04/12/14

5.1.2 - Request Detail - Unable to Intercept

[45453434242342](#)

6664855932159110592472

Hold at a Post Office™

Unable to Intercept

04/22/14

D

The Postal Service® made every effort to locate your item prior to delivery, however, we were unable to intercept your package.

Original Destination

Suzie Smith
89 Walnut St
Alexandria, VA 22314

New Destination

Return to Sender
Amy Doe
547 East Hwy
New York, NY 10023

Original Mail Class

Priority Mail Express

New Tracking #

524756789012345238

B

Print Request

[63453434242342](#)

9999889932159110592472

Return to Sender

Intercepted

04/12/14

5.1.3 - Request Detail - Print View

USPS Package Intercept®

CONFIRMATION NO.	ORIGINAL TRACKING NUMBER	NEW DESTINATION	STATUS	DATE SUBMITTED
23453434242342	9374889932159110592472	Return to Sender	In Progress	06/02/14

Original Destination

Suzie Smith
89 Walnut St
Alexandria, VA 22314

New Destination

Return to Sender
Amy Doe
547 East Hwy
New York, NY 10023

Original Mail Class

Priority Mail Express

New Tracking #

524756789012345238

E

Print

Payment

Package Intercept Fee

\$11.50

Extra Services

\$3.50

Total

\$15.00

A NEW TRACKING NO.

Selecting on the new tracking number will link to the corresponding tracking information..

B PRINT

Selecting print will load the print friendly version of that request's detail. See 5.1.3.

C REQUEST REFUND

Selecting the Request Refund link will link to the Request Refund flow.

D REQUEST DETAIL - NOT INTERCEPTABLE

If the package was not interceptable, display this message in the expanded detail view.

E PRINT VIEW > PRINT

In the print view, selecting Print will load the device's native print experience to print the page.