

FACT SHEET

What is gopost®?

gopost is a new, convenient way to receive and ship packages, only from the United States Postal Service® gopost units are automated, secured, self-service parcel lockers placed in convenient locations where you can pick up or ship packages at your convenience. And at no additional cost to you. This service is currently in a “test” phase.

When can you use gopost?

Anytime. You can access gopost units 24 hours a day, 7 days a week so you can pick up or ship out packages when it suits your schedule without having to go to the Post Office™ – as long as the gopost unit is operational and available to the public.

Where are gopost units?

gopost units are located at convenient locations to accommodate your busy lifestyle. The Postal Service is installing units near certain Post Office™ locations, grocery stores, pharmacies, transportation hubs, shopping centers and more. To find current locations, visit gopost.com.

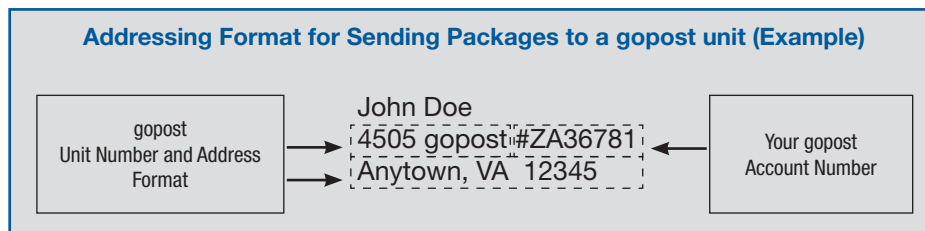
How does gopost work?

Each gopost unit contains dozens of individual lockers that can be used to receive or ship packages. Once you register at gopost.com, you will receive an account number/access card and PIN so you can access the unit. You will not be assigned a specific locker; rather, packages are placed in available lockers that may accommodate the size of your package. If you use the gopost unit as your shipping address, your packages will be delivered there. You can also use the gopost unit to ship your prepaid packages. Once you register and begin using gopost units, you will receive communication through email or text notifications. To help ensure you receive emails properly, please check your mail filter so that emails from the U.S. Postal Service, usps.com and [gopost](http://gopost.com) are allowed.

How do I order an item and have it shipped to gopost?

Follow these steps when ordering an item:

1. Determine the gopost address of the unit where you would like to pick up your shipment. To look up the desired location, visit gopost.com and click on “Find gopost.”
2. Place and complete your order from your desired merchant (e.g., via online, telephone). If the merchant offers a choice, select the U.S. Postal Service as your shipper. If not, we are partnering with key shipping competitors to assure your packages are delivered successfully to our gopost units in most instances.
3. When asked for the shipping address, use your name, gopost account number and the address of the gopost unit (as shown in example below) where you want to receive your shipment. You must include your account number in the proper address format so that we can notify you when the package arrives.



When USPS® delivers your package to a gopost unit, you will receive an email or text notification that you have a package to pick up. Simply visit the gopost unit to pick up your package. If a properly sized locker is not immediately available for your package, you will be notified that it will soon be available for pick-up at the gopost unit. Your package will be given the highest delivery priority for the next available locker of the proper size.

Remember: You must be registered to use the gopost service.

How will I know my package has been delivered to a gopost unit?

When your package is delivered to the gopost unit, you will receive an email and/or text message (you specify preference).

How do I pick up my package after I am notified that it has been delivered?

To pick up a package at a gopost unit:

1. Scan your gopost card and enter your PIN on the gopost user screen; the screen will display the locker where your package was delivered and the locker will light up and automatically unlock*.
2. Open the locker and remove your package. The locker will shut and lock automatically only after it is empty.

3. If you requested a receipt, collect the paper receipt from the unit. Once you have removed your package, you will automatically receive an electronic receipt via email or text.

(*) If your package requires a signature, you will be instructed to sign your name directly on the screen using your finger before the locker will unlock.

You have a maximum of 15 days to pick up your package at a gopost unit (exception: 5 days for Priority Mail Express™). After 15 days, the package will be returned to the sender. International packages will be removed from the unit after 15 days and taken to a nearby Post Office. You will be notified of the Post Office's address. After 15 days at the Post Office, the package will be returned to sender.

Can I use gopost to receive packages from friends and family?

Yes. Just make sure you ask the sender to use the correct address format including your account number.

How do I ship a package?

Your package must have a label that indicates that postage has been prepaid with a barcode that enables tracking. Acceptable labels include: Click-N-Ship®, PC Postage®, and merchant-paid Return Services. The gopost units cannot currently dispense postage.

To ship a package:

1. Visit any convenient gopost unit to send a pre-paid, barcoded package. (To find a gopost unit, visit gopost.com).
2. Scan your gopost card and enter your PIN on the gopost screen.
3. Select "Ship Packages."
4. Scan the USPS® barcode label on the front of the package using the unit's barcode scanner and follow instructions on the screen to complete your transaction.
5. If you requested a receipt, collect your paper receipt from the unit. You will automatically receive an electronic receipt via email or text.

What types of packages can be received or shipped via gopost?

While we prefer you choose the U.S. Postal Service for your shipping needs, we understand that many online merchants do not offer a clear choice of shippers. For receiving packages using gopost, we are partnering with key shipping competitors to enable your online orders to be delivered to your preferred gopost unit address. For shipping packages using gopost, USPS package services are required. USPS package mail classes allowed include: any Priority Mail® or Priority Mail Express mail piece; other package types that are at least ¾" thick. Postal Service mailing regulations apply. Our gopost units also accept your Return Merchandise Labels to make your returns even easier.

There are three locker sizes at each gopost unit to accommodate various sizes of packages:

- Large: up to 12"W x 15"D x 18½"H (maximum size)
- Medium: up to 12"W x 15"D x 6¾"H
- Small: up to 12"W x 15"D x 3"H

Our National Address Management Service recognizes gopost addresses and format as acceptable for addressing packages. If the sender will not accept the gopost unit address, please contact the sender and discuss this with them. For more information please visit gopost.com.

What type of domestic packages cannot be received or shipped via gopost at this time?

- Letters or flat-sized envelopes less than ¾" thick (other than Priority Mail or Priority Mail Express)
- Packages larger than the maximum size (12"W x 15"D x 18½"H)
- Packages received/shipped with the following Extra Services: Certified Mail®, Return Receipt (hardcopy "green card"), Collect On Delivery (COD), Registered Mail, Adult Signature, Restricted Delivery, and others. Please check gopost.com for a complete and current list.

Prohibited items may be returned to sender. For packages too large for gopost, USPS will hold the package at a nearby Post Office and will send you the Post Office's address via email/text.

What type of international packages can be received or shipped via gopost?

Inbound packages that do not require customs fees can be received via the gopost unit. Certain International extra services cannot be included, and the current list is provided at gopost.com.

Outbound international packages cannot be shipped via the gopost unit at this time.

Do I have to use gopost for all my packages?

You are not required to use gopost for all your packages. You can use gopost for specific incoming packages or for as many incoming packages as you wish. You have control over where you want to receive your packages based on the address you provide the shipper—home, work or gopost.

For information or assistance:

For the most up-to-date information and usage terms, please go to gopost.com. You may also call 1-USPS-MY GOPOST (1-877-769-4676).

Be sure to have your gopost account number available.

Thank you!

