

Frequently Asked Questions

EXPANDED ACCESS

Q: What is the Postal Service announcing today?

A: The Postal Service is letting consumers know that they can find more than 100,000 places to access Postal Service products and services through an easy-to-navigate, online, interactive map.

Q: What does the new website do?

A: The new website at www.usps everywhere.com allows customers to find dozens of locations to purchase postal products and services within their neighborhoods by going online and typing a ZIP Code or a City/State combination. Using a simple icon guide designating stamps, shipping and packaging, PO Boxes and other services, customers can easily navigate to retail outlets, grocery stores, Automated Postal Centers (APCs) and Post Offices, among other options.

Q: Are there really more than 100,000 locations to purchase postal products and services?

A: Yes. The majority of the locations sell only stamps. Stamp purchases represent more than 85 percent of the Postal Service's retail sales.

Q: Why is the Postal Service launching this site now?

A: The Postal Service has had tens of thousands of expanded access sites for a number of years, but these sites have never been combined into one reference place for customer convenience. Customers have more to do and less time to do it. By teaming up with hundreds of new stores in locations from coast to coast, the Postal Service is making it easier for customers to do their postal business in places they already frequent on a regular basis. This site will make it even easier for customers to find those locations.

Q: Why did the Postal Service decide to sell stamps in grocery stores?

A: It's all about customer convenience. The Postal Service is changing for the better. By teaming up with thousands of new stores, customers can take care of postal business at places where they already shop.

Q: Will my packages really be picked up if I take them to Office Depot and not a Post Office?

A: Absolutely. The Postal Service also will pick up packages at the home or office through a free package pickup service available online. Simply to go <http://carrierpickup.usps.com/>

Q: Can I get the map on my iPhone?

A: Not yet, but plans are underway to support smart phone access.

Q: Is there a fee for using the map?

A: No. Anyone can use the map by logging on to www.usps everywhere.com

Q: The Postal Service keeps losing money. How much did it pay for this technology?

A: Building the map is included in the Postal Service advertising budget and did not require any additional funding. The Postal Service receives no tax dollars for operating expenses, and relies on the sale of postage, products and services to fund its operations.