Stolen package and mail checklist

What to do when a package or mail is stolen. Work down the list in order and tick each step as you finish it. The full guide, with the reasons behind every step, is at confirmedstolen.com/package-theft/.

Right away

- [ ] **Check the tracking page, delivery time and any delivery photo**
  Note the exact delivery scan, location and photo if the carrier provides one. FedEx, for example, suggests checking its picture proof of delivery first.
- [ ] **Search the property and ask neighbors**
  Look behind planters, at side and back doors, in the garage area and with building staff or a leasing office. Ask neighbors whether the package was left with them by mistake.
- [ ] **Save door camera footage and take photos**
  Download any doorbell or security camera clips before they are overwritten, and photograph the delivery spot. Keep the order confirmation and tracking number with them.
- [ ] **Call your bank now if checks or card mail are missing**
  USPS advises contacting your bank right away about a stolen check and asking about a stop payment or a new account. See our stolen wallet and checks guide (confirmedstolen.com/stolen-wallet/).

Within 24 hours

- [ ] **Contact the seller or retailer through your order page**
  For online orders, start with the retailer, which often handles replacements or refunds for missing items. Use the help or order page in your account, not a number from a search ad.
- [ ] **Report a missing USPS package or untracked mail to USPS**
  USPS lists separate online inquiry forms for tracked packages and for letter mail on its mail theft help page (faq.usps.com/articles/Knowledge/Mail-Theft).
- [ ] **Report a missing FedEx package from the tracking page**
  On FedEx tracking, choose Manage Delivery, then Report Missing Package, and keep the case number. FedEx's delivered-but-missing help page (www.fedex.com/en-us/customer-support/faqs/receiving/tracking-questions/fedex-says-delivered-but-no-package.html) explains each step.
- [ ] **Ask the shipper to open a UPS claim, or file as a guest**
  UPS says recipients can file as a guest, but a shipper's account settings can block that and claim payments go to the shipper. See the UPS claims page (www.ups.com/us/en/support/file-a-claim) for current rules.
- [ ] **Report mail or package theft to the U.S. Postal Inspection Service**
  File through the USPIS report page (www.uspis.gov/report/), which covers mail theft. USPIS says it has no jurisdiction over packages sent by other carriers without a USPS tracking number.

This week

- [ ] **File a police report and keep the report number**
  Sellers, carriers, card issuers and insurers may ask for it. Porch theft laws and penalties vary by state, so ask the department how it records the offense.

- [ ] **File an insurance or carrier claim if the item was insured**
  USPS pays claims on insured mail and certain services; check the USPS claims page (www.usps.com/help/claims.htm) for the filing windows that apply to your service.

- [ ] **Ask your card issuer about purchase protection**
  Some credit cards offer purchase protection or a dispute route for items never received. Coverage, limits and conditions differ by card, so read your card's benefit terms.

- [ ] **Watch bank, card and credit reports for misuse**
  Stolen mail can carry new cards, statements or tax forms. Check your credit reports, and use our identity theft guide (confirmedstolen.com/identity-theft/) if unfamiliar accounts appear.

- [ ] **Report suspected employee involvement to the USPS OIG**
  USPS directs reports of suspected theft by postal employees to the USPS Office of Inspector General (www.uspsoig.gov/).

Prevent it happening again

- [ ] **Sign up for USPS Informed Delivery**
  The free Informed Delivery (www.usps.com/manage/informed-delivery.htm) service previews incoming letter mail and tracks packages, so you notice quickly when an expected item does not arrive.

- [ ] **Send packages to a locker, pickup point or Post Office**
  USPS offers Hold for Pickup and Smart Lockers where available; private carriers and retailers offer their own pickup points and lockers.

- [ ] **Require a signature for valuable shipments**
  USPS suggests Signature Confirmation for important mailings. Ask the sender to require a signature when the item is valuable.

- [ ] **Use Hold Mail when you are away**
  USPS can hold mail while you travel, and it advises picking up mail promptly rather than leaving it in the box overnight.

- [ ] **Mail checks inside a Post Office or before the last pickup**
  USPIS advises using blue collection boxes before the last pickup or taking mail to a Post Office, and avoiding cash in the mail.

Your case record

Tracking number and carrier

Seller or retailer case number

Carrier claim number

USPIS or police report number

Card issuer dispute reference

Notes

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