

*What should I do if the tracking status shows that the package was delivered but I didn't receive it?*

You can rely on package delivery information — if a tracking status shows that a package is delivered, then it was most likely dropped off somewhere. If you do not find it at your address, follow the steps below to locate your package:

- Look for the delivery location in the tracking information. The delivery confirmation will in all likelihood include where the package was dropped off (for example, the mailbox or the front porch).
- Re-check the shipping address. Any error in the shipping address can mean that the package was delivered to the wrong location.
- Check with your neighbors to see if they have received the package on your behalf. The delivery driver could have left it with them by mistake.

If you have not been able to locate your package, despite all the checks, it's time to get in touch with your carrier and see what went wrong.

1. Double-check the delivery status: Confirm the delivery status online through the [USPS tracking system](#). Sometimes, there may be a delay or an error in the tracking information. Make sure to verify the delivery address listed on the tracking page as well.
2. Wait a little longer: Occasionally, packages may be marked as delivered before they actually arrive. Give it a day or two, as the package may still be in transit or held at the local post office for pickup.
3. Check with neighbors: Reach out to your neighbors to inquire if they received the package by mistake. Sometimes, the delivery person might have left it at a neighboring address.

4. Contact USPS: If the package hasn't shown up after a reasonable waiting period, contact USPS customer service. You can reach them by phone at 1-800-275-8777 or [through their website](#). Provide them with your tracking number and explain the situation. They may be able to provide further information or initiate an investigation.
5. File a claim: If the package is valuable or the issue persists, you can consider filing a claim with USPS. This can be done online through the [USPS website](#). The claims process allows you to seek compensation for lost or damaged items.