

# Prevent Package Delivery Theft

What happened to that great cyber Monday deal you ordered to be delivered to your home? Never arrived? Unfortunately, theft of delivery packages from mailboxes and off porches is being reported across the country. Thieves often follow delivery trucks and steal packages once the truck has left.

## *What can you do to avoid being a victim of this crime?*

- If you aren't home during the day, send the package to a neighbor or relative who is home. Be sure that person knows ahead of time so she can be at home to accept the delivery or be on the lookout in case it doesn't arrive.
- Request a signature confirmation on each delivery so a package will not be left at its destination unless someone is present to sign for it.
- Leave instructions with the delivery company on where to leave the package, like alongside or behind the house, out of sight from the street.
- Send packages to your work address instead of your home.
- If it's an item from a store catalog or website, have it shipped to the store and pick it up
- Schedule your delivery for a specific date and time that you're expected to be home.
- Set up a vacation hold if you plan on travelling during the holidays so gifts won't be left on the doorstep.
- Use a company that provides a tracking service. Check online to see when a package is scheduled to arrive.
- Check with your shipper for options. UPS offers My Choice, a service that alerts you by text or e-mail a day before the package is scheduled to arrive. You can reschedule the delivery for a different day or reroute the package to be delivered to a different address (a neighbor for example) if you won't be home.
- FedEx offers similar services, including allowing you to hold the package at a FedEx retail location for pickup, or you can go online and request to have the package delivered to your home within a specific delivery time window.
- The USPS will hold mail for pick up under some circumstances. Talk to your local USPS office for further information. For instance, if you're traveling during the holidays all USPS offices offer a hold mail service to keep your packages, and all your mail safe at one of their offices until you return.
- **Sidenote:** Both FedEx and UPS are warning consumers about fraudulent e-mails this year. These e-mails may reference a failed delivery or a suspended account. They are actually "phishing" e-mails, even though they may appear legitimate and come complete with the company brand, logo or legal disclaimers. These types of e-mails contain invalid hyperlinks that may contain malware, and could corrupt your computer. These are not legitimate e-mails, so if you receive one do not click on any links. Delete the e-mail. FedEx and UPS do not send unsolicited e-mails to customers requesting information regarding packages, payments, invoices, account numbers, passwords, financial information or personal information.



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