

# IMb™ Tracing Fact Sheet

IMb Tracing is a service that provides real-time tracking information for your automation-compatible letters and flats, giving advance notice for both incoming and outgoing mail.

- Destination IMb Tracing service (for outgoing mail) gives you advance information about when your mailpieces will reach their destination.
- Origin IMb Tracing service (for incoming mail) lets you anticipate when voters' return items are on the way back to you.

## How does IMb Tracing help Election Officials?

For outgoing mail:

- Obtain near real-time notification when your mail receives its last processing scan.
- Identify mail delivery trends and ensure delivery is within in-home dates.
- Know when mailpieces reach your audience so you can better manage elections.

For incoming mail:

- Obtain near real-time notification when your return mail enters the mail stream.
- Know when return items are on the way so you can better manage the voting process.

## How do I get started with IMb Tracing?

To learn more or get started with IMb Tracing, visit our website or contact our customer support center.

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Mail: USPS National Customer Support Center  
ATTN: IMb Tracing  
6060 Primacy Parkway, Suite 101  
Memphis, TN, 38188-0001

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Telephone: 800-238-3150

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Email: [IMbTracing@usps.gov](mailto:IMbTracing@usps.gov)

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Website: <https://mailtracking.usps.com>

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