

# BUSINESSSAFE

*BusinessSafe is designed to aid businesses in protecting the safety and well-being of Florida's residents and visitors from threats. BusinessSafe provides private sector partners with open source information, analysis and resources to help protect their businesses and communities.*

Florida Fusion Center 21-152

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## BusinessSafe Sector Highlight: Postal and Shipping Subsector

The postal and shipping subsector moves over 700 million letters and packages each day. Public and private operators own this subsector's infrastructure and assets which include large integrated carriers, regional and local courier service providers, chartered air delivery services, mail services and management firms. Commercial facilities, financial services, healthcare and public health, and others have a dependency on the postal and shipping subsector.

### Criminal Activity

Criminal actors may use the postal and shipping subsector to attempt to transport illicit items, steal mail or packages, scam individuals or businesses, or harm others. While organizations work to mitigate and secure against threats in this subsector, employees and infrastructure may be vulnerable to hazards or targeted violence.

1. **Theft** – Postal and shipping theft is a serious crime. Criminal actors may steal mail from a mailbox with the intent to obtain information for future crimes, such as identity theft, or to steal credit cards, checks, or cash sent through the mail. Packages left in front of homes and businesses may also become targets for theft. Businesses and individuals expecting packages are encouraged to use tracking and delivery notification services to ensure they know when packages will be or are delivered so they can be promptly placed inside.

[Serial Mail Thief Sentenced to 10 Years](#)

[Detectives arrest two for stealing mail, identify nearly 2,000 victims in the Carolinas](#)

2. **Mail and package delivery scams** – Delivery scams are sent out through email, text message, phone calls, or notices left on the door of a home or business. These messages often claim that the recipient has a package that can't be delivered unless they provide updated information via a specific link or phone number. If the victim responds, the scammers may attempt to collect personal or financial information or install malware on their phone or computer. Phone numbers associated with these scams may also result in high fees.

[Fake shipping notifications on the rise](#)

[That 'Package Delivery' Text You Just Got Is Probably a Scam](#)



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3. **Transport of illicit items** - Criminal actors may try to transport illicit items such as drugs, weapons, wildlife, and other illegal items through postal and shipping organizations. Many of these organizations use package screening and inspection processes to ensure packages and mail is safe for transportation and delivery.  
[Fort Myers Man Sentenced To More Than 22 Years For Firearms Offense And For Receiving Illegal Drugs Through The Mail](#)  
[Florida man admits to illegally shipping turtles, venomous snakes](#)
4. **Targeted violence** – Employees of this subsector often interact with the public which may make them vulnerable to targeted violence. Some criminal actors may also try to use postal and shipping organizations to mail hazardous packages such as improvised explosive devices or harmful substances with the intent to cause harm.  
[Postal worker shot at while delivering packages in Florida City](#)  
[Florida Man Sentenced in Manhattan Federal Court to 20 Years in Prison for Mailing 16 Improvised Explosive Devices in Connection with October 2018 Domestic Terrorist Attack](#)

#### References

- The U.S. Postal Service (USPS) offers employee and mail processing centers a [guide to mail center safety](#), information and tips on [package restrictions and safety protocols](#) and [mail package and theft](#) prevention for individuals and businesses. To report USPS mail and postal crimes contact the U.S. Postal Inspection Services or file a report [online](#).
- For mail and packages shipped and delivered through private carriers, contact the carrier service directly to report theft, non-delivery, scams, or other concerns or issues.
- The Federal Communications Commission provided information and resources for businesses and individuals on [package delivery scams](#).
- The Florida Office of the Attorney General has information and tips for consumers on [scam packaging tracker text messages](#).
- “**If You See Something, Say Something®**” – Report suspicious activity to your local law enforcement agency, on the FDLE website using [Florida’s See Something, Say Something Tool Kit](#), via the Florida See Say app, or by calling 855-FLA-Safe. In an emergency, call 911.



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