United States Postal Service®

INDUSTRY*ALERT*

January 21, 2022

[INCIDENT #6485432] *PostalOne!* System

PTR/eVS IMPB Non-Compliance

The United States Postal Service is in the process of researching Incident 6485432 impacting IMPB Non Compliance functionality for Shipping Services File Manifest Quality (MQ), which was introduced with the January 9, 2022 release. The Product Tracking and Reporting (PTR) System made software changes for the Price Change initiative Dimension Non Compliance Fees. These changes were not fully reversed when deployment of Dimension Non Compliance was postponed and are causing incorrect IMpb Non Compliance issues for some packages. As a result of incorrect IMPB Non Compliance Manifest Quality (MQ) assessments, a blank MQ Reason Code is being calculated. Postal Service teams are working to correct this problem and we will issue a subsequent notification when the issue is resolved.

All Business Service Administrators (BSAs) should forward this Industry Alert to their impacted stakeholders.

We apologize for any inconvenience.

During normal business hours [*7:00 AM CT – 7:00 PM CT*], please direct ANY inquiries or concerns to the Mailing and Shipping Solutions Center (MSSC) via eMail [MSSCAdmin@usps.gov] or telephone [(877) 672-0007].

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