United States Postal Service®
INDUSTRYALERT

March 27, 2023

[INCIDENT # 7521430] Service Outage

The United States Postal Service has identified an issue that is impacting Business Customer Gateway (BCG) and intermittently impacting applications accessed through BCG such as Facility Access and Shipment Tracking (FAST), USPS Ship, *PostalOne!* System and Enterprise Payment System (EPS).

Ticket number (#7521430) has been assigned to track this issue. Our IT teams are currently investigating this issue and we hope to have it resolved soon.

We apologize for any inconvenience.

All Business Service Administrators (BSAs) should alert their impacted stakeholders.

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

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