

United States Postal Service®

# INDUSTRY ALERT

December 8, 2019

## Informed Delivery Issues – 12/5/19

On December 5, 2019, the United States Postal Service experienced issues with the Informed Delivery system.

Business users conducting Informed Delivery campaigns were unable to access the Mailer Campaign Portal (MCP). There was latency in the processing of Post-campaign Reports as well. Batch report processing recommenced on Friday night (12/6/19). *PostalOne!* campaigns submitted during this outage were reprocessed as well.

This technical issue also impacted the processing of our email digest and dashboard. About 10% of Informed Delivery users did get images processed, including campaign images. Due to the outage, however, the links to the campaigns were not functional. Users were taken to the Informed Delivery landing page on USPS.com.

We have addressed this system issue and normal processing and access has been restored. Please direct any campaign related inquiries or concerns to our Informed Delivery Campaigns Helpdesk via email ([USPSInformedDeliveryCampaigns@USPS.gov](mailto:USPSInformedDeliveryCampaigns@USPS.gov)) or telephone (1-877-329-7206). We apologize for the inconvenience and thank you for your business.

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