

United States Postal Service®

INDUSTRYALERT

August 28, 2020

INCIDENT #05281087: System Performance Issue - *Package Platform*

The United States Postal Service is experiencing a system performance issue impacting Package Platform which has resulted in the following delays:

- **USPS Returns** service data feeds via Informed Visibility-Mail Tracking and Reporting (IV-MTR)
 - Pricing Notification
 - Final Notification

- Postage Payment for **USPS Returns** service via the Enterprise Payment System (EPS)

Based on assessments of forecasted volume, it is anticipated cited data will be current no later than the end of day on **Monday, August 31, 2020**. However, we will continue to monitor progress and provide updated status assessments as warranted.

NOTE: Delivery of packages **IS NOT** impacted.

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

Please direct any inquiries or concerns to the **IV Solutions Center** via eMail (InformedVisibility@usps.gov) or telephone (1-800-238-3150, Option 2).

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