United States Postal Service®
INDUSTRY*ALERT*

October 8, 2020

INCIDENT #05379619: System Performance Issues - *Enterprise Payment System (EPS)*

The United States Postal Service is experiencing system performance issues impacting the Enterprise Payment System (EPS). These system performance issues include:

- ➢ connectivity (*inability to log-in*);
- ➢ the inability to download large data reports via the EPS Portal; and
- ➢ delayed EPS IV-MTR data feeds

Incident #05379619 has been activated; and the EPS IT Application Support Team is aggressively working to resolve these cited issues. It is anticipated that EPS performance issues will be resolved no later than the end of the day today (*Thursday October 8, 2020*). Assessments will continue to be performed; and periodic updates will be provided as warranted.

NOTE: Incident #05379619 has **no impact to payment processing or the delivery of packages**.

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

We apologize for any inconvenience.

Please direct any inquiries or concerns to the *PostalOne!* Help Desk via eMail (postalone@usps.gov) or telephone (*1-800-522-9085*).