

United States Postal Service®

INDUSTRYALERT

December 22, 2020

INCIDENT #05566022: *Issue Impacting Package Platform and EPS*

The United States Postal Service is experiencing unprecedented volume impacting both Package Platform and the Enterprise Payment System (EPS) resulting in delayed receipt of the following:

- **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 EPS
- EPS data feeds to IV-MTR

Progress will continue to be monitored; and status assessment updates will be provided as warranted.

We apologize for any inconvenience.

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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