

INDUSTRYALERT

June 17, 2021

INCIDENT #06001402: System Performance Issues - *Package Platform and Enterprise Payment System (EPS)*

The United States Postal Service is experiencing system performance issues impacting both **Package Platform and the Enterprise Payment System (EPS)** resulting 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 EPS
- EPS data feeds to IV-MTR

This issue impacts data feeds created during a 41-hour window as outlined below:

| Package Platform and Enterprise Payment System Impacted Data Feeds (41-Hour Window) | | | |
|---|------------|---------------------------------|------------|
| Date and Time Issue Occurred | | Date and Time Issue Resolved | |
| Tuesday, June 15 , 2021 | 9:00 PM ET | Thursday, June 17 , 2021 | 2:00 PM ET |

Based on recent assessments of impacted volume, it is anticipated cited data will be current no later than mid-day on **Saturday, June 19, 2021**. However, we will continue to monitor progress and provide updated status assessments as warranted.

NOTE: In the instance of redundant records in the files, follow the instructions below:

- Ignore the redundant record in the data extract(s).
- EPS Transaction ID is a unique identifier for a transaction.
- If there are redundant records in the data extract(s), use the EPS Transaction ID as the unique key.

INCIDENT #06001402 has been activated to track this issue.

Again, we apologize for any inconvenience.

REMINDER: 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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