

United States Postal Service®

INDUSTRYALERT

September 9, 2021

Informed Delivery® System Impact

The United States Postal Service is aware of issues with Informed Delivery Post-Campaign Data accessed through the Informed Visibility® Mail Tracking and Reporting (IV-MTR®) application.

Users may experience issues in receiving Open Details records in Informed Delivery data through IV-MTR only. There is no impact to post-campaign reporting available from the Mailer Campaign Portal (MCP).

We are currently working to address the issue. Please accept our apologies for any inconvenience.

Please direct any campaign-related inquiries or concerns to our Informed Delivery Campaign Helpdesk via email (USPSInformedDeliveryCampaigns@USPS.gov) or telephone (1-877-329-7206).

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