

United States Postal Service®

INDUSTRYALERT

November 2, 2021

[UPDATE: INCIDENT #06322461] **PostalOne! System: Auto-Finalization of Postage Statements**

As previously advised, the *PostalOne!* System is experiencing an issue which is impacting finalization of postage statements for **induction customers who have permits linked to the Enterprise Payment System (EPS)**.

Incident #6322461 has been activated for this issue.

The root cause analysis has been completed. And, resolution activities are in progress. Until the resolution is implemented, FAST Help Desk and field Business Mail Acceptance units have been advised to accept mailings under the *PostalOne!* System Contingency Plan.

Reference the *PostalOne!* System Contingency Plan located @ <https://postalpro.usps.com/contingency-plan>

We apologize for any inconvenience. Periodic status updates will continue to be provided.

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

Please direct any inquiries or concerns to the Mailing and Shipping Solutions Center (MSSC) via eMail [MSSCAdmin@usps.gov] or telephone [(877) 672-0007].

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