

United States Postal Service®

INDUSTRY ALERT

December 13, 2022

Informed Delivery® System Impact

Please be advised Informed Delivery is experiencing intermittent issues with uploading post-campaign reports to the Mailer Campaign Portal (MCP). Customers may notice some post-campaign summary and detailed reports are not available for download from the MCP. We apologize for any inconvenience as we work to resolve the issue.

Informed Delivery campaign data continues to be tracked and only the upload process is impacted. The Informed Delivery team is able to provide summary reports upon request. Requests for detailed reports will be placed in a queue and processed on a weekly basis.

Please direct requests for reports or other inquiries to the Informed Delivery campaign support Help Desk via email (USPSInformedDeliveryCampaigns@USPS.gov) or telephone (1-877-329-7206).

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