

United States Postal Service®

INDUSTRYALERT

July 28, 2023

Informed Visibility Mail Tracking & Reporting (IV-MTR) Impact Incident # 7832303/7821059

USPS IV has identified an issue with the recent lower than normal piece scan volume for Flats. On June 26, there was software deployed to some of our bundle sorter equipment that prevented correct data from being transmitted to our downstream systems. This issue is only isolated to Flat Bundle Visibility.

We are working to test a fix beginning Thursday, July 27 at a few facilities to ensure that we are passing correct scan data for Flats. Once the fix has been deemed successful, we intend to have a national rollout scheduled for August 7th. Potential data repair solutions are being discussed. We are also working to implement improved testing procedures and monitoring mechanisms to avoid any further instances such as this.

Please accept our sincere apologies for any inconvenience this may have caused. Further updates will be provided as they become available.

Please contact the IV-Solutions Center with any questions or additional issues that may arise. The IV-Solutions Center is available (Monday - Friday, 7am - 5pm CT, except for USPS observed holidays) at 1-800-238-3150, Option #2, or InformedVisibility@usps.gov.

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