

United States Postal Service®

# INDUSTRYALERT

October 6, 2023

## Informed Delivery PostalOne! Campaign Load Failure

Please be advised that due to system upgrades in PostalOne!/Program Registration on October 1, 2023, Informed Delivery campaign data experienced processing failures. Postage statements finalized between October 2, 2023 and October 5, 2023 may have been impacted and promotion discounts may not have applied.

### Impacted Mailers:

Mailers who created or changed a submitted Informed Delivery campaign in the Mailer Campaign Portal (MCP) starting Sunday October 1, 2023, after 2PM EST through Thursday October 5, 2023, before 4PM EST.

### Non – Impacted Mailers:

- Mailers who had an active or submitted Informed Delivery campaigns in the MCP that were not changed after 2pm Sunday October 1.
- Mailers who embedded their Informed Delivery campaigns in the mail.dat or mail.xml file.
- Mailers who are not claiming or participating in Informed Delivery Promotion.

The issue has been resolved as of 4PM October 5. If possible, impacted mailers should cancel and resubmit their jobs to obtain their promotion discounts (for jobs meeting the Informed Delivery Promotion requirements).

For those impacted mailers unable to cancel and resubmit, we will be reaching out to process a refund.

##

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