United States Postal Service®

INDUSTRYALERT

December 18, 2023

Performance Issues in mail.dat - Informed Delivery Promotion Submissions

The USPS has identified a performance issue relating to large Informed Delivery mail.dat submissions for mailings that are participating in the Informed Delivery promotion.

As a result of the implemented actions to resolve this issue temporarily, some jobs have been impacted by having their Informed Delivery incentive not applied to their submission. This is a small amount of mailings that require specific process timing. The majority of jobs are recovered successfully and apply the appropriate incentives to their submission. However, there have been a few impacted mailings that will require reversal and resubmission to apply the Informed Delivery incentive correctly.

This issue is planned to be resolved soon after the January release, but we also expect this issue to cease once the Informed Delivery incentive period expires at the end of December.

We apologize for the inconvenience this causes you and your customers at this busy time of year for our industry.

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