

Frequently Asked Questions

Informed Visibility® Mail Tracking & Reporting (IV®-MTR) Application Programming Interface (API)

v3.0, May 1, 2023

1. What is the purpose of the API?

The IV-MTR API enables the mailing industry to integrate their mobile or web-based applications with near real-time IV-MTR data through a lightweight data exchange, eliminating the overhead of data feeds.

2. What API functionality is available?

Generally, APIs for IV-MTR fit into two categories:

- **Mail Tracking APIs** – Enable mailers to build a mobile app or web service to interface directly and securely with the IV-MTR system to retrieve mail tracking data. Users can query single Intelligent Mail® barcode (IMb) information as well as have campaign or job information delivered to an application.
- **Administrative APIs** – Mimic the functionality of the IV-MTR interface to update or receive information. These APIs enable users who manage very large numbers of records in their data feeds or data delegations to query the database and receive faster responses when retrieving information, updating data feeds, or updating data delegation rules.

For a detailed list of API functionality, refer to the [IV-MTR API Release Notes](#). For an explanation of API functionality and technical guidance for implementation, refer to the [IV-MTR API Developer Toolkit](#).

3. Is the full IMb required to receive data for a single piece?

The single piece IMb query requires a full IMb and returns attributes and handling events (scans) for the piece. There is a separate query that allows you to look up an IMb based on a partial IMb. For that query, the MID and serial number are required, and you may also include the STID or routing code.

4. Is electronic documentation (eDoc) required to query data for a single piece IMb?

eDoc is not required. However, only actual handling events would be available, as assumed and logical events require eDoc. Some piece attributes (e.g., eDoc Job ID) will not be populated without eDoc.

5. Does a mailpiece need to have a Tracing Service Type ID (STID) to return information through the API?

The API does not restrict the return of data based on Tracing or Non-Tracing STID. The development of a mobile app to interface with the API would need to be built to include/exclude STIDs, if needed.

NOTE: The single piece IMb query does not provide data for Business Reply Mail. Business Reply Mail is identified by pieces with a STID of 030, 031, 032, 050, 051, 052, 070, 071, 072, 701, 703, 708, 777, 778, or 779.

6. Are there any business rules for the number of queries or individual pieces that a user can request in a single day?

There are no limits on the number of queries at this time.

7. How many days' worth of data are available?

Data is available for 30 days after the scan date using the API. For data more than 30 days past scan date, customers can leverage the [IV-MTR web application](#) to manually perform a One-Time Query up to 120 days after the scan date.

8. Where can I get more information about the API?

Refer to the [IV-MTR API Developer Toolkit](#) on PostalPro, or contact the IV Solutions Center at 1-800-238-3150, option #2, or InformedVisibility@usps.gov.