United States Postal Service®

INDUSTRYALERT

July 30, 2024

Update: Informed Delivery Promotion Performance Issue *PostalOne!* System Mail.dat Mailings

The United States Postal Service has identified an issue delaying processing of Mail.dat jobs claiming the Informed Delivery promotion. Mail.dat jobs that exceed two (2) million pieces and claim the Informed Delivery Promotion are taking longer to process. The United States Postal Service is working to resolve this performance issue. Mailers are requested to split jobs into jobs with up to one (1) million pieces and claim Informed Delivery Promotion. A fix is scheduled for ***Sunday, August 4, 2024***.

The following process is impacted:

- Mailings claiming Informed Delivery promotion based on Informed Delivery Campaign data from Informed Delivery Campaign Portal (MCP).

Note: The mailings claiming Informed Delivery promotion via the Mail.dat RMS, RMR or Mail.XML CampaignData files are <u>not</u> impacted by this performance issue.

Proposed Workaround:

- Split larger mailing jobs claiming Informed Delivery promotion into no more than one (1) million pieces.

We apologize for any inconvenience.

All Business Service Administrators (BSAs) should forward this Industry Alert to their impacted stakeholders.

During normal business hours M-F (***7:00 AM CT – 5:00 PM CT***), please direct any inquiries or concerns to the IV Solutions Center via eMail [InformedVisibility@usps.gov] or telephone [800.238.3150, Option 2]