

United States Postal Service®

INDUSTRYALERT

July 29, 2024

Interactive Campaign Submissions with non-ASCII Characters

This alert is intended to notify mailers of an issue when Informed Delivery interactive campaign fields include non-ASCII characters.

This issue impacts campaigns submitted via the Mailer Campaign Portal (MCP), PostalOne!, via Application Programming Interface (API), and the Mailing Promotions Portal (MPP).

When the campaign requests are processed, non-ASCII characters found in campaign fields are decoded which can result in fields exceeding the maximum character length. **When this occurs, the validation for the Informed Delivery Promotion incentive may fail.**

The Informed Delivery team requests that mailers refrain from using non-ASCII characters in their interactive campaigns (e.g., Brand Display Name, Campaign Title, Campaign Code, etc.)

Please contact uspsinformeddeliveryedoc@usps.gov if you should have any other questions regarding this.

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