

United States Postal Service®

INDUSTRY ALERT

August 1, 2024

USPS Ship (PPC) - INCIDENT # 8898609 Data Delay Impacting Data Feeds through IV-MTR and Online Transaction Details Report

The United States Postal Service has activated an incident ticket (8898609) for data delays, impacting data feeds through IV-MTR and Online Transaction Details report. The Online Transaction Details report details impacted are the Package Identification Code (PIC), Customer Reference 1 and Customer Reference 2 values displayed are blank. The IT team is currently working to remediate the issue and the backlogged data is anticipated to be current by end of day Sunday, **August 4, 2024**.

The following data feeds/reports may be delayed:

- EPS Data feeds through IV-MTR
- USPS Ship (PPC) Data feeds through IV-MTR
- Online Transaction Details Report in USPS Ship

We apologize for any inconvenience.

NOTE: Delivery of packages IS NOT impacted during scheduled system events.

All Business Service Administrators (BSAs) should alert their impacted stakeholders.

During normal business hours M-F (**7:00 AM CT – 5:00 PM CT**), direct any inquiries or concerns to the Inform Visibility Solution Center (IV Solution Center) via eMail [InformedVisibility@usps.gov] or telephone [1-800-238-3150, Opt 2].

##

Please visit us on the USPS [Industry Outreach/ USPS Corporate Affairs](#) website.
Thank you for your support of the United States Postal Service.
Industry Engagement & Outreach/USPS Corporate Affairs

To subscribe or unsubscribe to Industry Alerts, please hit reply and send us your request. Or mail your request to:
Attn: Industry Engagement & Outreach
475 L'Enfant Plaza SW, RM 4411
Washington DC 20260

Privacy Notice: For information regarding our privacy policies, visit www.usps.com/privacypolicy