

United States Postal Service®

# INDUSTRYALERT

July 15, 2016

## PTR Database Issue

The Product Tracking and Reporting (PTR) database is experiencing technical difficulty. Tracking is currently unavailable. The external and internal USPS Tracking websites, tracking API, mobile and MyUSPS apps will not return tracking results. The tracking website will present the message below. In addition, ingest of new scan data and event extracts to commercial customers will be delayed.



We are working to resolve the issue as soon as possible. We will provide an update as soon as more information is available and share an estimated time of resolution when it's known.

We apologize for any inconvenience this may cause.

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