



**PLEASE SHARE THIS INTERNALLY FOR UPCOMING  
SERVICE DISRUPTION**

Intelisent continues to invest in the WebTrack customer experience and we are writing today to inform you of a major upgrade scheduled for 2/9/19. This will result in the Webtrack service being unavailable for up to 6 hours on Saturday 2/9/19 starting at 8 A.M. EST while the upgrade is completed.

**Service Impacts:**

1. Autoload/FTP – Files will be accepted and placed in a queue, but will not be processed until after the upgrade is complete.
2. Data Extracts – Files will not be sent until after the upgrade is complete.
3. Web Services - Will not be available until after the upgrade is complete.
4. Reports - Will not be available nor automated reports will be sent until after the upgrade is complete.
5. USPS Scan Data – We will continue to receive scan data from USPS data feeds, but processing of data will not start until after the upgrade is complete and may take an additional few hours to complete.

For any additional questions, please email [IntelisentDev@intelisent.com](mailto:IntelisentDev@intelisent.com)