



December 6, 2022

SUBJECT: Caller/Reserve Conversion to Enterprise Payment System (EPS)

Dear Postal Customers,

Effective July 1, 2023, customers without an Enterprise Payment System (EPS) account will no longer be able to apply for or renew caller and reserve services at the retail counter. *This does not apply to existing Federal Agencies that are paying through IPAC.*

Transition to Enterprise Payment System (EPS)

The EPS allows customers to manage multiple Postal products and services under a single account.

The benefits of EPS include:

- Pay and manage services online using a single account.
- Enhanced security features, centralized balance, and account management.
- Intuitive and interactive mailing reports and dashboard capabilities.

EPS offers two payment options through a single account:

- **ACH Debit:** Allows the Postal Service to withdraw payment transactions directly from your bank account.
- **Trust Account:** Allows you to deposit funds to your Postal Service payment account.
 - Trust Accounts can be funded using:
 - ACH Credit - electronic method to deposit funds into your account directly from your banking account.
 - Check, cash, or money order may be deposited at all Retail Self Service (RSS) units (<https://postalpro.usps.com/EPS/RetailLocations>).
 - Checks deposited via the Mobile Check Deposit application.
 - Fedwire Transfer - a service provided by the Federal Reserve bank to electronically deposit funds into your Postal Service account.

To sign-up today contact:

- **Mailing and Shipping Solutions Center (MSSC)**
 - Call: 1-877-672-0007
 - Email: MSSC@usps.gov

For more information visit PostalPro:

- PostalPro EPS page: <https://postalpro.usps.com/EPS>
- For more EPS benefits and how to create an EPS account review the EPS Account Creation Fact Sheet: <https://postalpro.usps.com/EPS/MigrationFactSheet>
- The updated EPS User Guide can be found on PostalPro: <https://postalpro.usps.com/EPSUserGuide>
- Enterprise Post Office Boxes Online (ePOBOL) Fact Sheet: <https://postalpro.usps.com/EnterprisePayment/EPOBOLFactSheet>

Sincerely,

A handwritten signature in black ink, appearing to read "Elvin Mercado". The signature is fluid and cursive, with the first name "Elvin" and last name "Mercado" clearly distinguishable.

Elvin Mercado