



# **Enterprise Payment System (EPS)**

**User Guide**

**September 2023**

# Table of Contents

<b>1 Enterprise Payment Overview</b>	5
1.1 Benefits	5
<b>2 Enterprise Payment Account Set-Up</b>	7
2.1 EPS Enrollment	7
2.2 Accessing the Enterprise Payment System	8
2.3 Create a New EPS Account	9
2.4 Set BCG User Roles	11
<b>3 Payment Method Set-Up</b>	12
3.1 Trust Account Payment Method	12
3.2 ACH Debit Payment Method	13
3.2.1 Validate the ACH Debit Payment Method	15
<b>4 Account Management – Payment Methods</b>	16
4.1 Adding Additional Payment Methods	16
4.2 Select or Change Primary Payment Method	18
4.3 Change to Backup Payment Method	18
4.4 Delete Payment Method	19
<b>5 Account Management – EPS Account Management</b>	21
5.1 Create a New EPS Account	21
5.2 Close EPS Account	22
5.2.1 EPA meets close account criteria	23
5.2.2 EPA does not meet close account criteria	24
5.3 EPS Account Nickname	25
<b>6 Account Management – Manage User Roles</b>	26
<b>7 Account Management – Transfers and Withdrawals</b>	27
7.1 Transfer Funds	27
7.2 Withdraw Funds	29
7.3 Set Daily Withdrawal Limits	30
7.4 Approve Withdrawal over Daily Limit	31
<b>8 Account Management – Notifications</b>	34
<b>9 Account Management – Manage Permits</b>	35

9.1 Manage Commercial Mailings.....	35
9.2 Link Commercial Mailing Permits to Enterprise Payment Account .....	36
<b>10 Account Management - Manage Address Quality Services.....</b>	<b>37</b>
<b>11 Account Management – Manage PC Postage Account.....</b>	<b>38</b>
11.1 Linking EPA to PC Postage Account .....	39
11.2 Funding the PC Postage Account .....	40
11.3 Delinking the PC Postage Account.....	40
<b>12 Account Management – Visit PO Boxes online to Manage (ePOBOL) .....</b>	<b>40</b>
<b>13 Enterprise Payment Reports .....</b>	<b>41</b>
13.1 Transaction History Report.....	41
13.2 Commercial Mail & Shipping Report .....	42
13.3 Commercial Postal Store Details.....	42
13.4 PO Boxes Services.....	43
13.5 User Activity Log .....	43
13.6 ACH Debit Returns Report.....	44
13.6.1 ACH Debit Returns Drilldown Report .....	44
13.7 Account Overview Spending History Report.....	45
13.8 PO Box Services Spending Summary .....	46
13.9 Total Spending Report (PO Boxes, Caller Services, and Reserve).....	46
13.10 Total Spending Report - Address Quality.....	49
13.11 Commercial Mailing Activity Spending Summary.....	49
13.12 Commercial Mailing Activity Mail Class Report.....	50
13.13 Postage Statement Report .....	50
13.14 Postage Statement Line Detail .....	51
<b>14 Business Customer Gateway.....</b>	<b>52</b>
14.1 Requesting Access to EPS.....	52
14.2 Adding a Business Location (CRID).....	53
14.3 Locate Business Service Administrator (BSA) Business Location.....	56
14.4 BSA – Adding Business Locations and Authorized User .....	57
14.5 Setting up Users in the Same Office .....	59
14.6 Customer Validation Tool.....	60
<b>15 Mobile Check Deposit.....</b>	<b>62</b>

15.1 Mobile Check Deposit Enrollment .....	62
15.2 Download Mobile App.....	63
15.3 Complete User Setup Via Browser to the Wells Fargo CEO Portal.....	65
15.4 Deposit Check Via Mobile App .....	67
15.5 Verify Deposit in EPA.....	70
<b>16 Appendix</b> .....	<b>71</b>
<b>REVISION HISTORY</b> .....	<b>72</b>

# 1 Enterprise Payment Overview

The U.S. Postal Service upgraded its payment architecture for business customers to the Enterprise Payment System (EPS). This state-of-art application provides customers enhanced security features, centralized balance, and account management online, the ability to pay for all products and services with one account, and convenient payment options.

## EPS supports Commercial, Domestic, and International products

PO Box, Caller & Reserve Services (ePOBOL)	International Products
Address Quality Products (AEC, AECII and ACS)	Business Reply Mail (BRM)
Priority Mail	Every Door Direct Mail (EDDM) – BMEU
First-Class Mail, Letters, Cards and Flats	Electronic Verification System (eVS)
First-Class package Service	Share Mail
Automated USPS Returns	Intelligent Mail Barcode Accounting (IMbA)
USPS Marketing Mail, Letters, Flats and Parcels	iCAPS
Parcel Select	PC Postage
Media Mail	Parcel Return Service (PRS)
Library Mail	Premium Forwarding Service Commercial (PFSC)
Bound Printed Matter	StampsNow Commercial Postal Store
Periodicals	

This user guide is designed to walk USPS Business customers through the necessary actions to create and manage payment accounts, set up payment methods, link products and services to their account, and use reporting functions.

See Appendix A: Onboarding Checklist for a pre-onboarding checklist with the steps necessary to prepare to migrate to EPS.

## 1.1 Benefits

- Enterprise Payment Accounts can be set-up as an Automated Clearing House (ACH) Debit account to have funds withdrawn directly from a linked bank account or as a pre-funded Trust account. With EPS, customers have multiple options available to deposit funds into their trust payment account:
  - Electronic Funds Transfer: utilizes Fedwire and ACH Credit transfers to the Trust account
  - Retail Deposit: Check, Money Order, and Cash Deposits can be made at any Post Office
  - Mobile Check Deposit: using a Smart Phone, make deposits up to \$7000.00

- Commercial Mailings can now be managed with one centralized payment account eliminating multiple permit accounts at different Post Office locations.
- EPS accepts and processes invoice transactions electronically from NCSC providing consolidated transaction reporting for Address Quality Services (AQS) customers, eliminating the manual processing of payments.

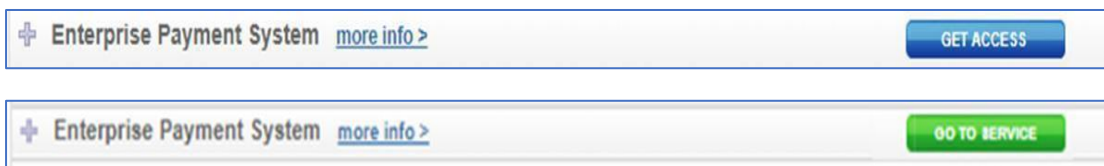
## 2 Enterprise Payment Account Set-Up

### 2.1 EPS Enrollment

EPS enrollment requires a USPS Business account created via the Business Customer Gateway (BCG), and a valid Customer Registration ID (CRID) to enable access to the service. To link mailing permits, users will require Manage Mailing Activity Service for the CRID linked to the permits.

To request Enterprise Payment System access, login to the BCG, go to **Additional Services** and click on the blue **Get Access** button.

Once your request has been approved, click the green **Go to Service** button next to the Enterprise Payment System.



**Note:** The first user requesting access to a Service will become the BSA for that service. If the **Get Access** changes to **Pending BSA**, the current BSA of that Service will need to approve your request.

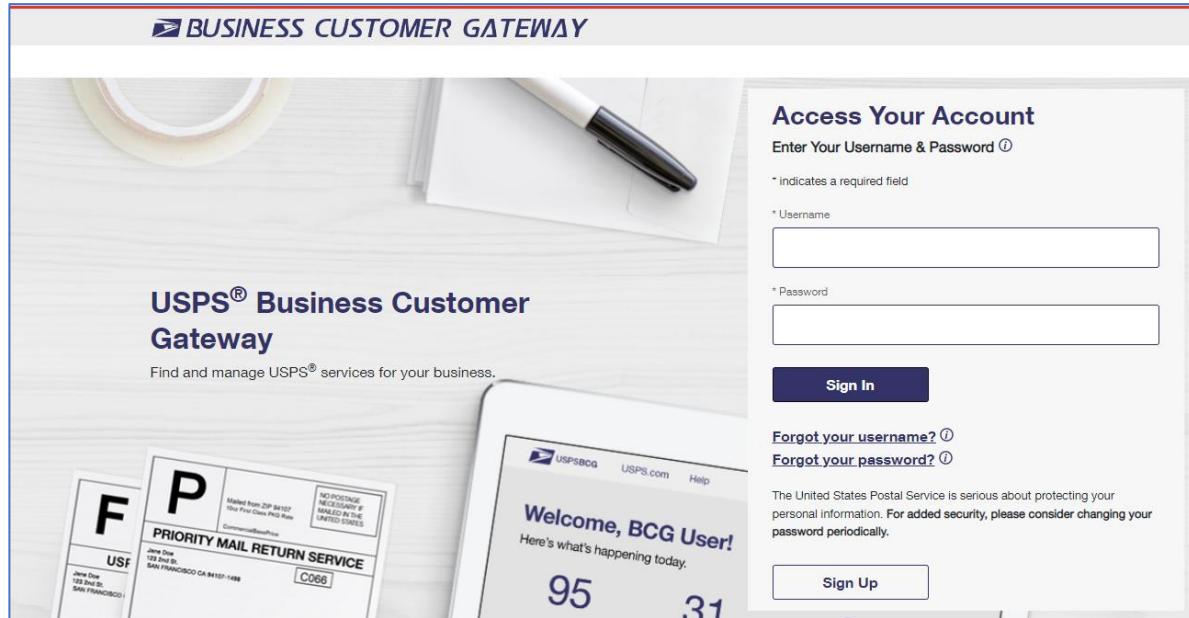
The designated BSA is immediately granted access to EPS and other services through the BCG using his/her username and password.

Migration activities and account creation within EPS will begin when your company's designated BSA of the CRID accesses the Enterprise Payment System.

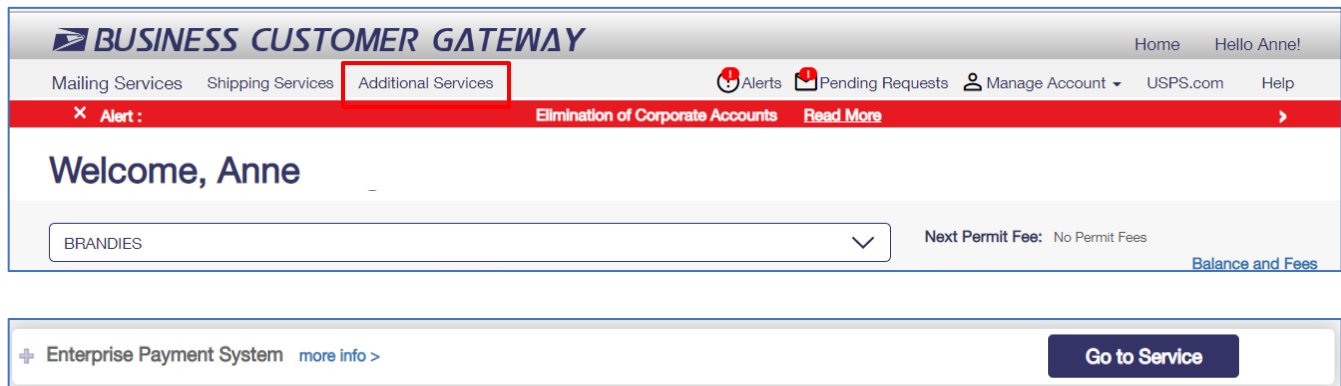
## 2.2 Accessing the Enterprise Payment System

Login into the **Business Customer Gateway** (new customers must sign up)

Enter your Username and Password.



On the Welcome page, select **Additional Services** from the top navigation bar. Scroll down to the **Enterprise Payment System (EPS)** and click **Go to Service**.





## 2.3 Create a New EPS Account

After selecting **Go to Service**, you'll be navigated to the **EPS Create Account** screen. Click **Select** to begin creating a new account.

Thank you for choosing USPS Enterprise Payment!

The process to create a new Enterprise Payment account is simple. We'll ask you to verify a few details, setup payment method(s), and add your products and services.

Only BSA or Delegate roles can create an Enterprise Payment Account.

**Create a New Account**  
Start with a clean slate.

Select

### Accept Terms and Conditions

Review and accept the Terms and Conditions for the EPS account, check the acknowledgment box, and click **Submit**.

Please review and accept the Terms and Conditions for the Enterprise Payment System

[Print Terms and Conditions](#)

**Terms and Conditions**

**ENTERPRISE PAYMENT SYSTEM**

By checking the "AGREE" box, you acknowledge that you have read, understand and agree to the terms and conditions set forth for the Enterprise Payment System (EPS) as described below.

This Terms and Conditions of Use Agreement (this "Agreement") is a legal agreement between you ("You" or "Your" or "User" or "Mailer") and the United States Postal Service, an Independent Establishment of the Executive Branch of the United States Federal Government ("USPS" or "Postal Service"). The Agreement sets forth the terms and conditions for Your use of the USPS Enterprise Payment System. User acknowledges and agrees that he, she or the entity User has accepted the Agreement on behalf of is solely responsible for and shall abide by these Terms and Conditions of Use as well as all policies, procedures and regulations of the United States Postal Service.

To the extent that the terms and conditions are not consistent with any provisions of the Domestic Mail Manual (DMM) or any other regulations or rulings of the USPS applicable to its mail, products or services presented pursuant to this Agreement or any other service agreement participant has with the USPS, the DMM and those regulations and rulings will prevail.

I have read and agree to the terms and conditions for creating an Enterprise Payment System account

Cancel Submit

Verify your contact information and click the **Next** button. Update your customer information via the BCG link if necessary.

The screenshot shows a progress bar at the top with four steps: 'Verify Details' (active, green circle), 'Select CRID', 'Set User Roles', and 'Completed'. Below the progress bar is a form titled 'Please verify your information.' containing three fields: 'Full Name' with the value 'Jane Doe', 'Phone Number' with '(720) 100-1000', and 'Email Address' with 'genericemail@gmail.com'. Each field has a lock icon on the right. Below the fields is a link: 'Notice something incorrect? Click here to update your account on BCG'. At the bottom are 'Back' and 'Next' buttons.

Select the **Business Location** (CRID) to which you'd like to link the Enterprise Payment account and click the **Next** button when complete.

The screenshot shows a progress bar at the top with four steps: 'Verify Details' (checked, green circle with checkmark), 'Select CRID' (active, green circle), 'Set User Roles', and 'Completed'. Below the progress bar is a form titled 'Please select a Business Location to associate with this EPS account.' with a sub-header: 'The Business Location you select will determine what users are eligible for access to the account. You will be able to determine individual access and roles in the next step.' There is a warning message: 'Only one Business Location can be selected.' with a 'Refresh' button. Below is a search input field: 'Enter CRID or Business Name to filter'. A search result is shown: 'CRID 123456' with a location pin icon, 'USPS —', and 'COLORADO SPRINGS, CO 80910-3799 UNITED STATES'. At the bottom are 'Back' and 'Next' buttons.

## 2.4 Set BCG User Roles

Enterprise Payment retrieves all BCG users that have access to the Business Location CRID.

Grant users' access by selecting the role. The role chosen will determine the user's level of access to the EPA.

Available roles are:

- **Administrator** (restricted to BSA or a BSA delegate): Access to all customer facing functionality and responsible for managing EPS users. More than one administrator can be assigned to one EPS account.
- **Payment Manager**: Access to manage payment accounts, methods and manage reports.
- **Subscriber**: Users have read only access.

This step can be skipped and completed at a later time. Click the **Next** button to continue.

Grant the following users access to this EPS account by selecting a role for them. These users have access to this Business Location through the BCG. This step can be skipped and completed at a later time.

For more information, review the [User Roles Glossary](#)

**Business Location #** 123456 Refresh ↻

Principal Account Contact: PLACE  
33063-5931 UNITED STATES

Enter User to filter

User	No Access
User	No Access
User	No Access
User	No Access
User	No Access

< 1 2 >>

← Back Next

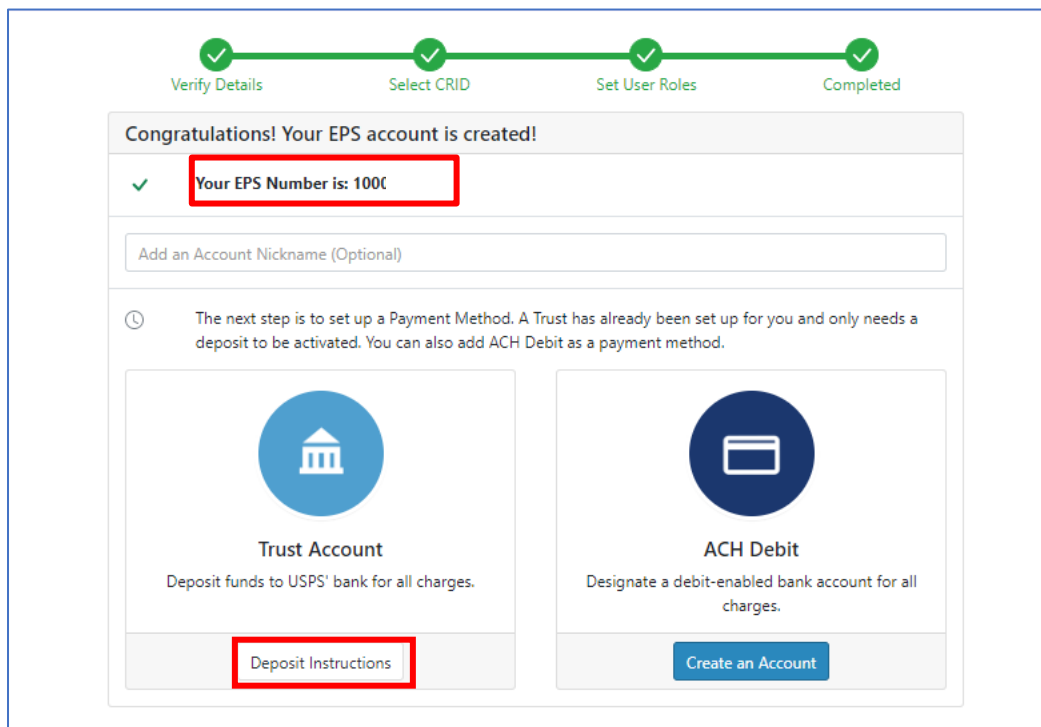
### 3 Payment Method Set-Up

After your Enterprise Payment account is successfully created, your new EPA Status will be *Pending* until an active payment method has been added to the account.

As the Administrator or Payment Manager you will be navigated to the payment method setup screen. Select a payment method to fund your EPS account.

#### 3.1 Trust Account Payment Method

The EPS Account number has been created. Each EPS account is created with a Trust account and will be in a *Pending* status until funded. The Trust Account can be activated with as little as a .01 deposit.



Select **Deposit Instructions** in the **Trust Account** box to view the **Electronic Fund Transfer Procedures**. The Deposit Instructions contains detailed information to deposit/transfer funds into your Trust Account.

Electronic Fund Transfer information required to initiate wire transfers to USPS will need to be updated with specific vendor/account number information

Below are the deposit methods to fund a Trust account and time frames when the funds will become available for withdrawal.

Funding Methods	Availability between Deposit and Withdrawal
Retail Deposit (check/cash/money order)	Near Real-Time*
Mobile Check Deposit (max of \$7000.00)	2 to 3 hours
Wire Transfer	4 to 6 hours
ACH Credit	Overnight processing-Next Day

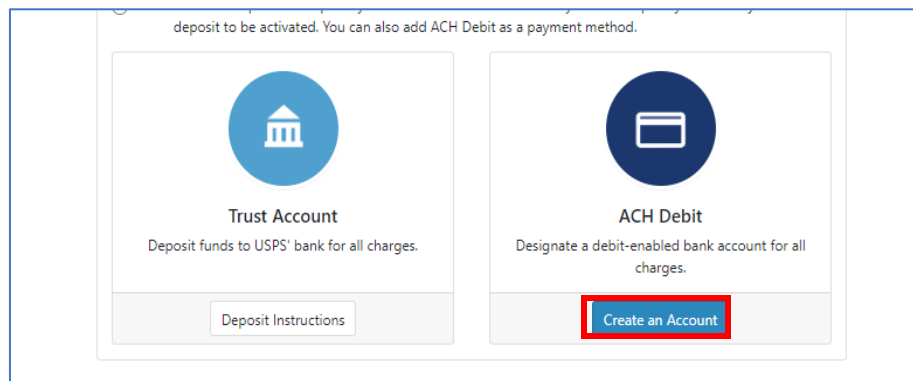
**Note:** A limited number of retail locations do not have real-time processing. In these cases, funds will be available the next business day. However, mailings will not be held.

### 3.2 ACH Debit Payment Method

Before setting up an ACH Debit payment method provide your bank with the below information to remove any fraud blocks on the account so that transactions will be processed.

- **Originator Company Name:** USPS Payment
- **Originator ID:** 4135641517

Select **Create an Account** to create an ACH Debit payment method. will bring you to a secure page to enter the bank account information for the corporate bank account from which EPS ACH debit transactions will be deducted.



Complete the ACH Debit Form by entering the banking information that will be linked to your EPA and debited for payments of USPS products and services.

**Note:** when entering your Bank Account Number, check the security box “Show Bank Account Number” to ensure the correct account number has been entered. Verify the Bank Name then uncheck the security box.

Click **Agree to the Terms & Conditions**. In the TOC popup, click **I Agree**, to return to the **ACH Debit Form**, then click **Submit**.

The image shows a screenshot of the ACH Debit Form and a Terms & Conditions popup. The ACH Debit Form is divided into two main sections: Corporate Account Details and Bank Account Information. The Corporate Account Details section includes fields for CRID (1000055122), Company Name (USPS), Business Address (3655 E FOUNTAIN BLVD STE 225 COLORADO SPRINGS, CO 809103799), Primary Contact (Jane Doe), Phone Number ((720) 100-1000), and Email Address (genericemail@gmail.com). The Bank Account Information section includes a question "Are you a financial institution or credit union?" with radio buttons for Yes and No, and "Account Type:" with radio buttons for Corporate Account and Personal Account. Below this are input fields for Bank Routing/ABA Number, Bank Account Number, and Bank Name. A checkbox labeled "Show Bank Account Number" is checked. At the bottom of the form are "Back" and "Submit" buttons. A red box highlights the "Show Bank Account Number" checkbox, and another red box highlights the "Agree to the Terms & Conditions" button. The Terms & Conditions popup is open, showing the text of the agreement and a "MANAGER" section with contact information. A red box highlights the "I Agree" button in the popup. Red arrows point from the "Show Bank Account Number" checkbox to the "I Agree" button, and from the "Agree to the Terms & Conditions" button to the "I Agree" button. A third red arrow points from the "Submit" button to the "Thank You for setting up your ACH Debit Account!" section. This section includes a "Visit Your Account" button.

### 3.2.1 Validate the ACH Debit Payment Method

EPS will help confirm the bank account information was entered correctly by sending two small debit transactions (less than \$1.00) to the specified account. To verify your account, confirm the amounts of each micro-transaction that appear in your bank account on the next business day.

**Note:** ACH Debit transactions are sent once daily after 6:00PM EST for processing.

To validate the ACH Debit payment method, go to the EPS Accounts dropdown and click on the EPA. On the Account Management page, click the **Verify Micro-Transactions** hyperlink.

Type	Nickname	Status	Prioritization	
Trust Balance: \$0.00	Optional	Pending	Unassigned Deposit Instructions	☰
ACH Debit ****7355	Optional	Pending	Unassigned Verify Micro-Transactions	☰

Enter the dollar amounts of the two micro-transactions that were entered in your bank account and click **Submit**. This will verify and activate your ACH Debit account. The ACH Debit Payment Method Status will change from *Pending* to *Verified*.

The micro-transactions will be credited back to your bank account the next day after 6:00 PM Eastern.

This will be the Primary Payment Method until another is added.

Welcome back Jane.

Please enter the two small transaction amounts (under \$1.00) deposited into your **bank account ending in 7355** in any order.

Remember: this is your Primary Payment Method until another is added.

EPS #: 10000

Amount 1  
\$0. 96

Amount 2  
\$0. 06

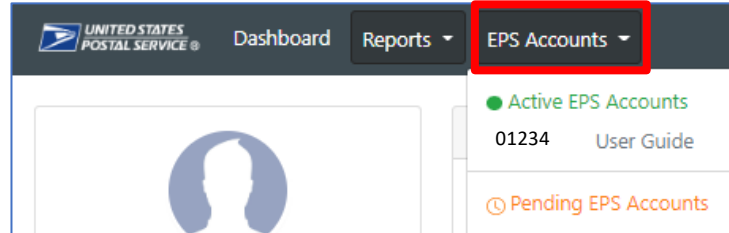
[Return to my Account](#)

## 4 Account Management – Payment Methods

### 4.1 Adding Additional Payment Methods

You can add, edit, and delete payment methods at any time via the **Account Management** screen.

To navigate to the **Account Management** screen, click on the **EPS Accounts** dropdown to select the EPA.



The Account Management page will default to the **Payment Methods** tab

A screenshot of the 'Account Management' page. At the top, it shows 'EPS #: 1000' and 'Active' status. Below this is a 'User Guide' button. The main navigation tabs include 'Payment Methods' (selected), 'Transfer Funds', 'Withdraw Funds', 'Products & Services', 'Notifications', and 'Users & Roles'. A blue 'Add Payment Method' button is visible. The page contains several paragraphs of instructional text regarding payment methods, including a note about ACH Debit returns. At the bottom, there is a table with two rows of payment methods.

Type	Nickname	Status	Prioritization
Trust Balance: \$0.00	Optional	Pending	Unassigned Deposit Instructions
ACH Debit ****7355	Optional	Verified	Primary



Each CRID can have multiple EPS Accounts. Each EPS Account allows up to 3 ACH Debits and one Trust Payment Method; however, only one payment method can be set to Primary. The Primary Payment Method will be the account the transactions will post to. You can create multiple Enterprise Payment Accounts with different payment methods.

ACH Debit Payment Methods can be managed via the **Add Payment Method** button on the **Payment Methods** tab of the **Account Management** screen.

**Account Management**

EPS #: 10000I ● Active User Guide

Payment Methods Transfer Funds Withdraw Funds Products & Services Notifications Users & Roles

This is where you manage payment methods associated with your account. Add a new payment method using button to the right.

[Add Payment Method ▾](#)

(1 of 3) ACH Methods Used

(1 of 5) Credit Cards Used

Your primary payment method will be used for all purchase transactions. You may change your primary payment method using the prioritization button. This will take effect at 6PM ET; all transactions until that time will be charged to your current primary payment method. If you designate an ACH Debit payment method as "ACH Debit backup", the full transaction amount will be applied to the ACH Debit backup when there are insufficient funds in the Trust account to cover the transaction.

Credit cards can be used to pay for Commercial Postal Store and Label API transactions. Credit cards used for Label APIs must be set as Primary Payment Method and only used for Label API transactions. The credit card primary payment method cannot be used for any other transaction types.

Please verify that there are sufficient funds to cover future transactions before changing the primary payment method to ACH Debit.

**NOTE: ACH Debit or ACH Debit "Back-Up" account transactions that are rejected by the bank will generate an ACH Debit Return. The amount of the return and an ACH Return Fee will then be applied to the EPA Trust account.**

Type	Nickname	Status	Prioritization
Trust Balance: \$0.00	<input type="text" value="Optional"/>	Pending	Unassigned <a href="#">Deposit Instructions</a>
ACH Debit ****7355	<input type="text" value="Optional"/>	Verified	Primary

Click the **Add Payment Method** dropdown to view the number of ACH Methods Used. Click on the **ACH Method Used** hyperlink, to complete the ACH Debit Form to add an additional ACH Debit payment method.

**Note:** Each Enterprise Payment Account can have up to 3 ACH Debit Payment Methods.

New payment methods will automatically display on the Payment Methods screen after they are created and will need to be verified once the micro-transactions post to the bank account. For setup instructions, go to [ACH Debit Payment Method](#).

## 4.2 Select or Change Primary Payment Method

If you have created multiple payment methods under an EPA, these payment methods will appear on the Payment Methods Screen. You're now ready to select your Primary Payment Method. The Primary Payment Method is the default method used for all Enterprise Payment transactions.

Select the **Prioritization** button to the right of the desired payment method, then select **Change to Primary**. Changing the Prioritization will take effect at 6:00 PM EST on the day of the change.

**Undo Prioritization Changes** will return the Payment Method to its previous prioritization status.

<b>ACH Debit</b> ****2711	Optional	Verified	Will be Primary at 12/29/2022 06:00 PM ET <a href="#">Undo Prioritization Changes</a>	☰
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**Note:** Only a verified payment method is eligible to be a Primary Payment Method (i.e., a Trust Account after a deposit or an ACH Debit after confirmed micro-debits).

## 4.3 Change to Backup Payment Method

When your ACH Trust is running as the Primary Payment Method, you can designate an ACH debit payment method as **ACH Debit backup**. Then if the ACH Trust has insufficient funds to cover a transaction, the full amount of the transaction will be pulled from the ACH Debit Backup. **Backup will be effective immediately.**

**Note:** ACH Trust cannot be a backup; ACH Trust can only be a primary payment method.

Type	Nickname	Status	Prioritization	
<b>Trust</b> Balance: \$0.00	Optional	Verified	Primary <a href="#">Deposit Instructions</a>	☰
<b>ACH Debit</b> ****2711	Optional	Verified	Unassigned	☰

[Change to Primary](#)

[Change to Backup](#)

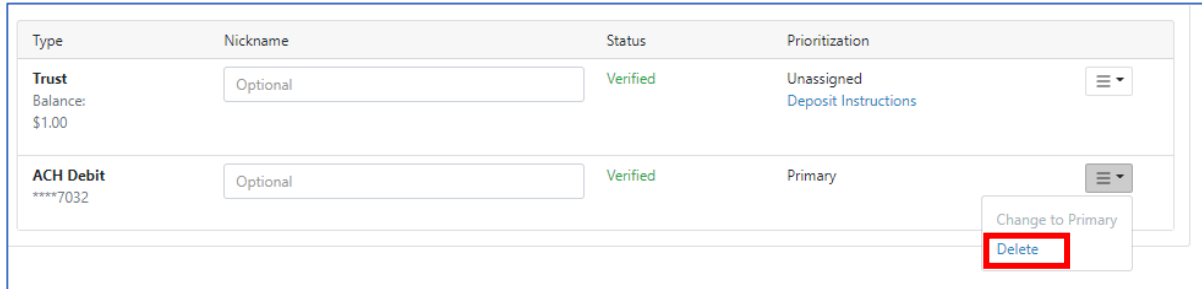
[Delete](#)

Type	Nickname	Status	Prioritization	
<b>Trust</b> Balance: \$0.00	Optional	Verified	Primary <a href="#">Deposit Instructions</a>	☰
<b>ACH Debit</b> ****2711	Optional	Verified	<b>Backup</b>	☰

## 4.4 Delete Payment Method

Customers can delete an ACH Debit payment method from their Enterprise Payment account, so that ACH Debit payment method will no longer be used to purchase products or services.

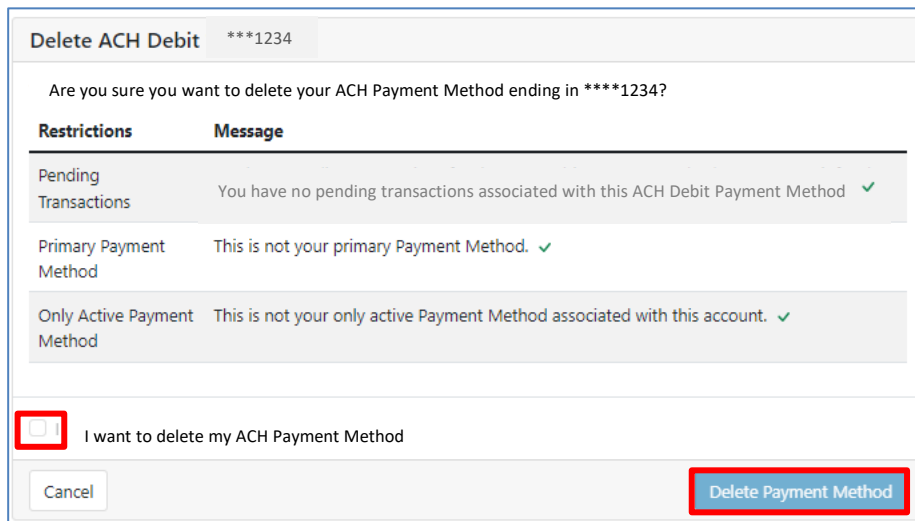
On the Payment Methods tab of Account Management select the button to the right of the desired payment method, then select **Delete**.



Type	Nickname	Status	Prioritization	
Trust Balance: \$1.00	Optional	Verified	Unassigned Deposit Instructions	⋮
ACH Debit ****7032	Optional	Verified	Primary	⋮ Change to Primary <b>Delete</b>

The Confirmation page will be displayed. If the payment method selected to be deleted meets the criteria of not being the Primary Payment Method, not being the only active Payment Method, and having no Pending Transactions, confirm that you want to delete the ACH Payment Method, then select **Delete Payment Method**.

**Note:** Trust Payment Methods cannot be deleted.



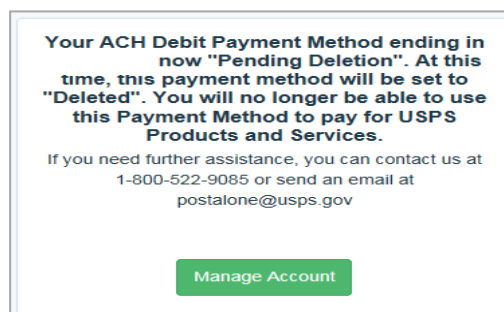
**Delete ACH Debit** \*\*\*1234

Are you sure you want to delete your ACH Payment Method ending in \*\*\*\*1234?

Restrictions	Message
Pending Transactions	You have no pending transactions associated with this ACH Debit Payment Method ✓
Primary Payment Method	This is not your primary Payment Method. ✓
Only Active Payment Method	This is not your only active Payment Method associated with this account. ✓

I want to delete my ACH Payment Method

Once you confirm to delete the payment method it will be moved to *Pending Deletion* for a pre – determined timeframe.



**Your ACH Debit Payment Method ending in now "Pending Deletion". At this time, this payment method will be set to "Deleted". You will no longer be able to use this Payment Method to pay for USPS Products and Services.**

If you need further assistance, you can contact us at  
1-800-522-9085 or send an email at  
postalone@usps.gov

**Note:** A Primary Payment Method cannot be deleted. The Primary Prioritization must be switched to another active Payment Method; follow the instructions outlined in [Section 4.2](#) before proceeding with the deletion.

**Remember,** changing the Primary Payment Method is effective at 6:00 PM EST on the day of the change. So, all transactions will continue to be paid on the current Primary Payment Method until 6:00 PM EST.

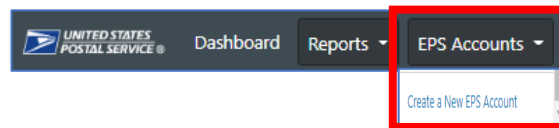
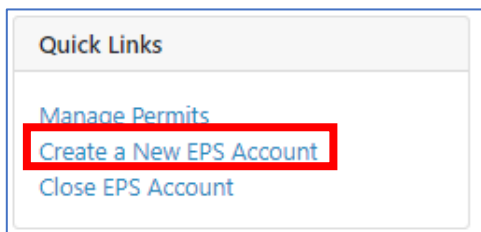
## 5 Account Management – EPS Account Management

### 5.1 Create a New EPS Account

Administrators and Payment Managers with BSA Delegate access can create multiple EPS accounts to maintain for different customers or different Payment Methods. You can also set a nickname for each account to make it easier to identify the account.

On the EPS Dashboard, select **Create a New EPS Account** link from **Quick Links** box, or from the **EPS Accounts** dropdown, select Create a New

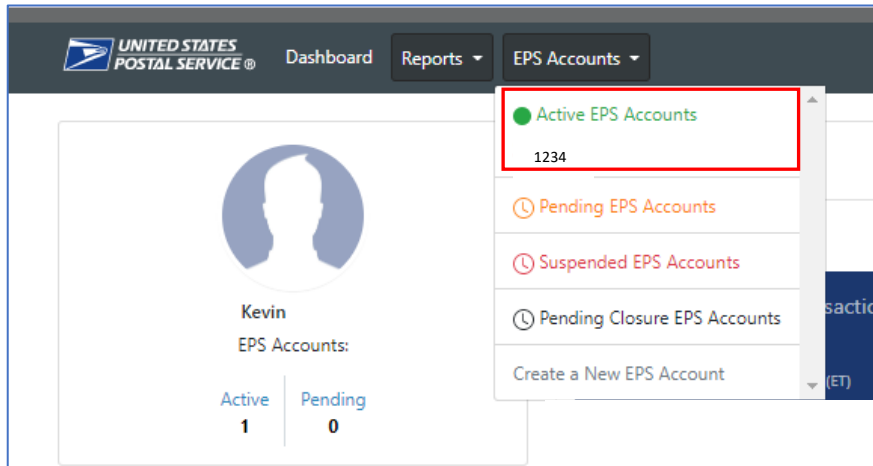
Follow [section 2.3 Create a New EPS Account](#).



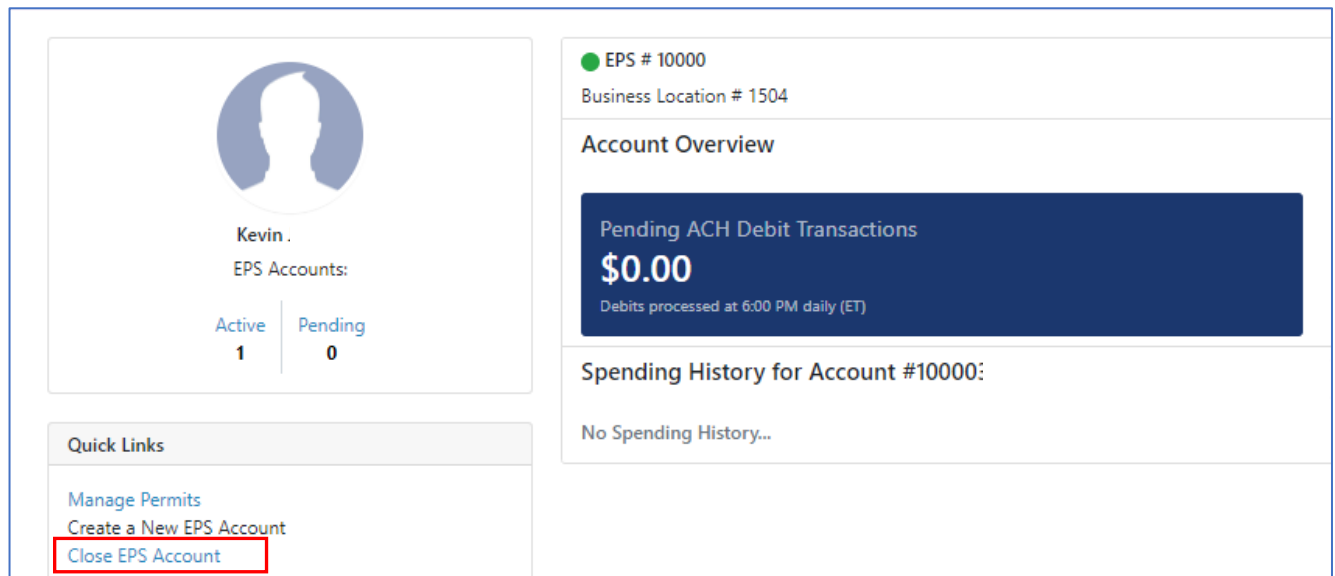
## 5.2 Close EPS Account

Administrators and Payment Managers with BSA or BSA Delegate access can close an EPS account if the EPA meets the criteria for closing.

On the EPS Dashboard, click the **EPS Accounts** dropdown and select the EPA.



In the Quick Links box, select **Close EPS Account**.



### 5.2.1 EPA meets close account criteria

The Close Account page displays the status of the close account checkpoints. If the account can be closed all the checkpoints will have a green check mark ✓.

Select the checkbox to acknowledge account closure then select the **Close Account** option.

Service	Status
Trust Balance	You have a Trust Balance of \$0.00 in your Trust Account. ✓
EPOBOL products	There are no active EPOBOL products associated to your EPS account. ✓
Address Quality Linkages	There are no Address Quality Linkages associated to your EPS account. ✓
PC Postage Linkages	There are no PC Postage Linkages associated to your EPS account. ✓
Linked Permits	There are no Permits linked to your EPS account. ✓
Check Deposits	Checking deposits...
Package Platform MID Profiles	There are no active Package Platform MID Profiles associated to your EPS account. ✓
Deferred Payment Invoices	There are no outstanding Deferred Payment invoices associated to your EPS Account. ✓
Unpaid ACH Debit	Checking ACH Debits...

After account closure, only reporting features will be accessible and the account cannot be reactivated. Please confirm that you would like to close your Enterprise Payment Account.

The EPS account will be set to *Pending Closure* then moved to Inactive after 6 business days.

**Your Enterprise Payment Account # 10000 is now pending closure. Please allow 6 business days to allow for transaction processing, after which your account will be set to "Inactive". You will no longer be able to use this Enterprise Payment Account to pay for USPS Products and Services. Report access will still be available.**

If you need further assistance, you can contact us at 1-800-522-9085 or send an email at [postalone@usps.gov](mailto:postalone@usps.gov)

Pending Closure EPS Accounts	
🕒 1000001	<input type="button" value="View"/>
Edited by [1]	2-
23 at 15:20	

### 5.2.2 EPA does not meet close account criteria

The **Close Account** page displays the status of the close account checkpoints. Services that do not meet the *close account criteria* are failed checkpoints and will have a red exclamation mark **!** and a Status message. There will also be a message displayed at the top of the page, alerting you to resolve the failed criteria before closing account. The **Closed Account** option **will be greyed out**.

Close Account # 100000

You must address the conditions in the table below before closing this account:

Service	Status
Trust Balance	You have a Trust Balance of \$0.00 in your Trust Account. ✓
EPOBOL products	There are no active EPOBOL products associated to your EPS account. ✓
Address Quality Linkages	There are no Address Quality Linkages associated to your EPS account. ✓
PC Postage Linkages	There are no PC Postage Linkages associated to your EPS account. ✓
Linked Permits	There are Permits linked to your EPS account. <b>!</b>
Check Deposits	There are no check deposits within the last 21 days. ✓
Package Platform MID Profiles	There are no active Package Platform MID Profiles associated to your EPS account. ✓
Deferred Payment Invoices	There are no outstanding Deferred Payment invoices associated to your EPS Account. ✓
Unpaid ACH Debit	You have unpaid or unverified transactions for the ACH Debit payment method ending in 2711 that must be resolved prior to account closure. Your account will be set to Pending Closure. <b>!</b>
Credit Cards	There are no credit card transactions within the last 30 days. ✓

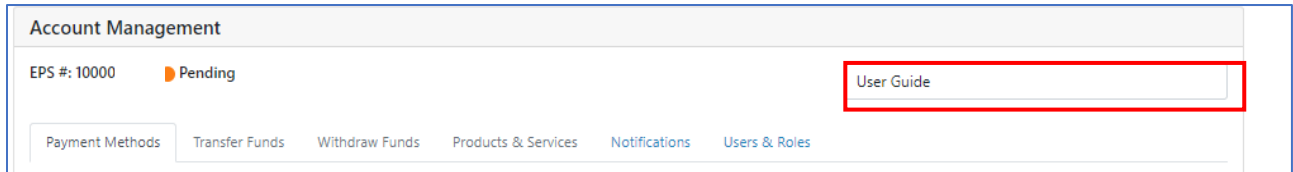
After account closure, only reporting features will be accessible and the account cannot be reactivated. Please confirm that you would like to close your Enterprise Payment Account.



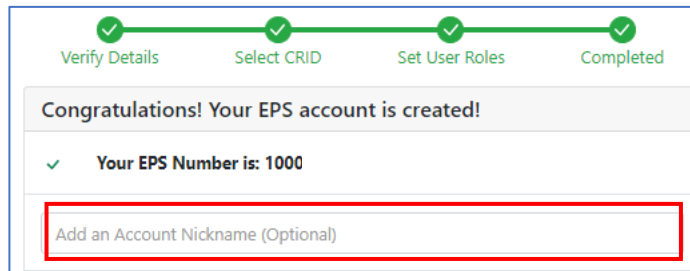
### 5.3 EPS Account Nickname

When there are multiple EPS accounts created, you have the option to assign each account a nickname to be easily identified on EPS Reports.

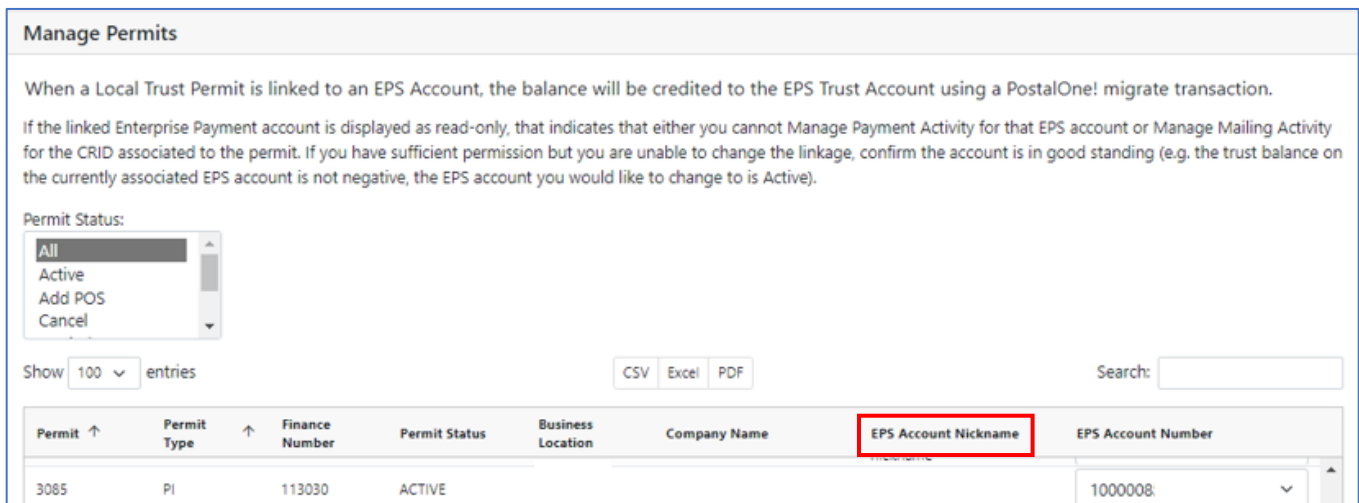
To add a nickname to the EPS account, navigate to the **Account Management** page then enter the nickname for the account in the designated field.



You can also assign a nickname during the EPS Account Setup.



Once a nickname has been added to an EPA, it will display on the reports under **EPS Account Nickname** when available.



## 6 Account Management – Manage User Roles

User Roles for Enterprise Payment accounts are managed by the Account Administrator. Granting access to Enterprise Payment is a two-part process. Users will need to be granted access to Enterprise Payment System Service for the CRID through BCG (see Business Customer Gateway section) then an EPS user role can be granted for the EPA associated to the CRID.

BCG Access Level	EPS User Role	Description
Requested	N/A	User has requested access for EPS
BSA or BSA Delegate	Administrator	Users have access to all customer facing functionality and responsible for managing user roles.
BSA Delegate	Payment Manager	Users can manage payments, create new EPS Accounts and create custom reports.
Access	Payment Manager	Users can manage payments and create custom reports.
Access	Subscriber	Users have read-only access.
No Access	No Access	Users cannot access EPS for the CRID

Select account from the **EPS Accounts** dropdown then select **Manage Account** option on the **Account Overview** Page.

Select the **Users & Roles** tab on the **Account Management** page. Click the dropdown to select the appropriate role for the user. There is also a **User Roles Glossary** for reference.

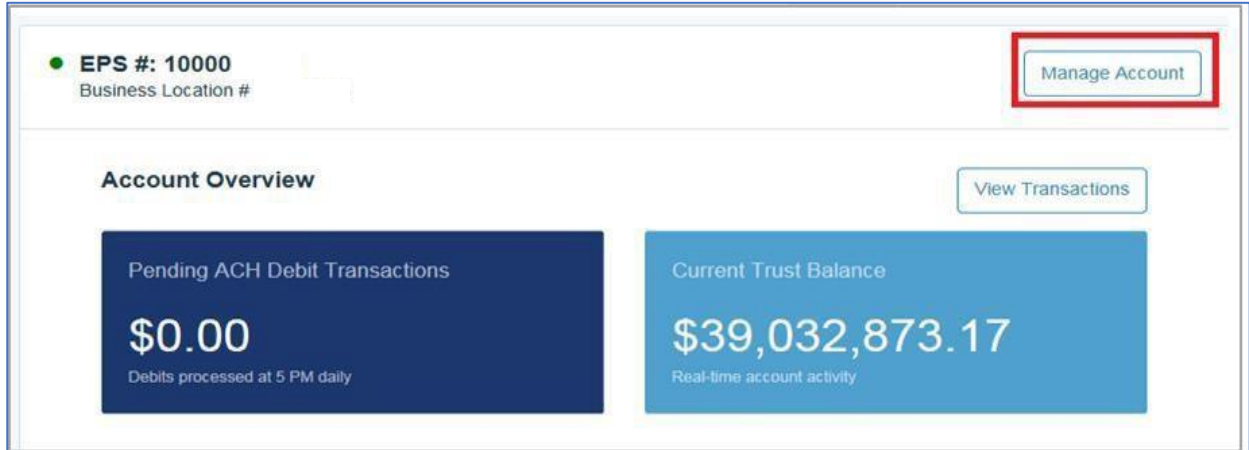
The screenshot shows the 'Account Management' interface for an account with EPS #: 100C and status Active. The 'Users & Roles' tab is selected. Below the navigation bar, the business location is identified as 14112-0086 UNITED STATES. A search bar for users is present. A message states 'You are the Administrator of this Enterprise Payment Account.' Below this, a list of users is shown with dropdown menus for assigning roles. Two roles are visible: 'No Access' and 'Payment Manager'. A 'User Roles Glossary' link is located in the top right corner of the main content area.

## 7 Account Management – Transfers and Withdrawals

### 7.1 Transfer Funds

Administrators and Payment Managers with multiple Enterprise Payment accounts can transfer funds between trust accounts. *Transfers cannot be initiated between permits/accounts that are not linked to an EPS account.*

From the **EPS Accounts** dropdown, select the EPA that the funds will be transferred from, then click **Manage Account** and select the **Transfer Funds** tab.



● **EPS #: 10000**  
Business Location #

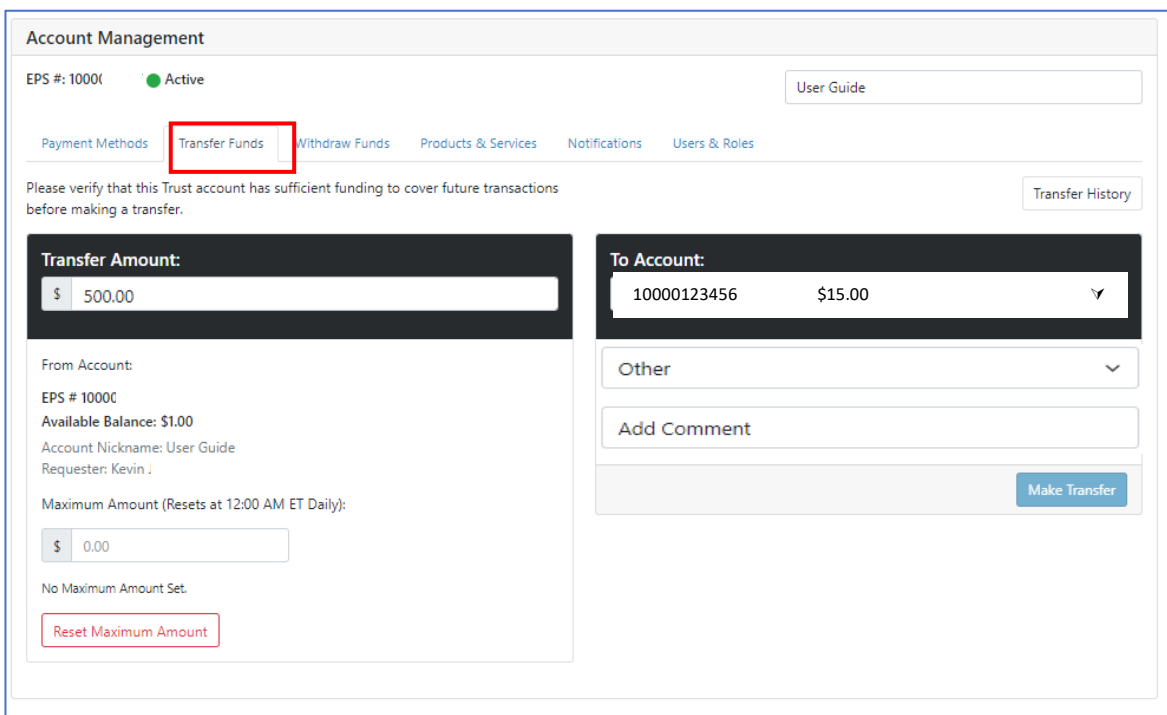
**Manage Account**

**Account Overview** **View Transactions**

Pending ACH Debit Transactions  
**\$0.00**  
Debits processed at 5 PM daily

Current Trust Balance  
**\$39,032,873.17**  
Real-time account activity

Enter the amount to be transferred and select the EPS account that will receive the transferred funds. Choose a reason for the transfer from the dropdown (**other** will open a *freeform* text box), then click **Make Transfer**.



Account Management

EPS #: 10000 ● Active User Guide

Payment Methods **Transfer Funds** Withdraw Funds Products & Services Notifications Users & Roles

Please verify that this Trust account has sufficient funding to cover future transactions before making a transfer. Transfer History

**Transfer Amount:**  
\$ 500.00

**To Account:**  
10000123456 \$15.00

From Account:  
EPS # 10000  
Available Balance: \$1.00  
Account Nickname: User Guide  
Requester: Kevin J.

Maximum Amount (Resets at 12:00 AM ET Daily):  
\$ 0.00

No Maximum Amount Set.  
**Reset Maximum Amount**

Other

Add Comment

**Make Transfer**

A confirmation page will be displayed. The user can elect to either *Cancel the Transfer* and navigate back to the Account Management page, *Edit the Transfer* and navigate to the Transfer Funds tab, or *Confirm Transfer* which will complete the transfer.

**Note:** BMEUs cannot complete customer funds transfers.

**Please confirm your Trust Transfer.**

**Transfer Amount: \$500.00**

From Account:  
EPS # 10001     1, \$39,032,873.17  
Requester: Tracy Edwards

To Account:  
EPS # 10000     \$500.00

**Reason for Transfer:**  
Other

User Guide

Cancel   Edit   **Confirm Transfer**

**Funds have been successfully transferred.**

**Transfer Amount: \$500.00**

Date of Transfer: 12/27/2022 11:27:24 AM  
Transaction Number: 123456  
Requestor: Jane Doe

From Account:  
EPS # 10000  
Previous Balance:     \$39,032,873.17  
New Balance:     \$39,032,868.17

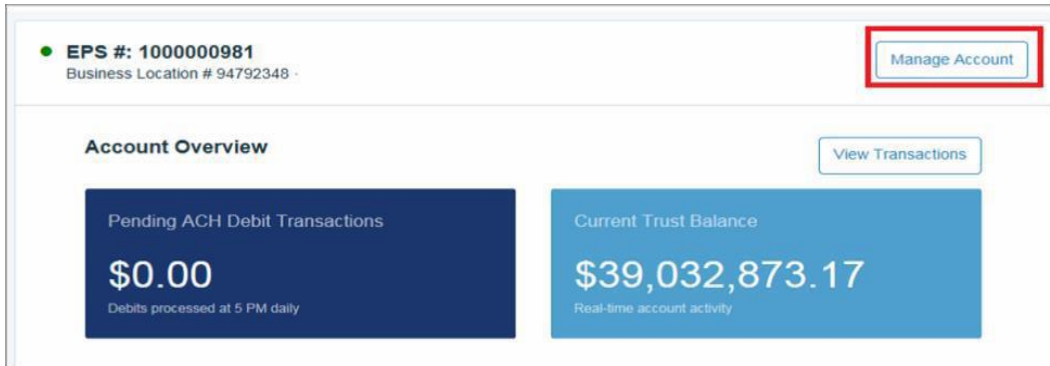
To Account:  
EPS #: 10000  
Previous Balance:     \$ 15.00  
New Balance:     \$515.00

Reason for Transfer: Other

Manage Account   **New Transfer**

## 7.2 Withdraw Funds

Customers with a trust balance can request to withdraw funds. To withdraw funds, select the account with a trust balance and click **Manage Account** option from **Account Overview** page.



Select the **Withdraw Funds** tab. Enter withdrawal amount, verify Business Information (address where check will be mailed), click **Make Withdrawal**.

The screenshot shows the 'Withdraw Funds' page. At the top, the 'Withdraw Funds' tab is highlighted with a red box. Below the navigation tabs, there is a warning message: 'Please verify that this Trust account has sufficient funding to cover future transactions before making a withdrawal.' A yellow box contains the text: 'That Maximum Amount of a withdrawal resets daily at 12:00 AM (ET) time.' The main form is divided into two columns. The left column is titled 'Withdrawal Amount:' and contains a text input field with '\$ 500.00'. Below this, it shows account details: 'From Account: EPS # 10000: Available Balance: \$1.00 Account Nickname: User Guide Requester: Kevin'. It also has a 'Maximum Amount (Resets at 12:00 AM ET Daily):' section with a text input field set to '\$ 0.00' and a 'Reset Maximum Amount' button. The right column is titled 'As a Check to:' and contains a text input field with 'Business Address on File'. Below this, it shows the address: '14112-0086 UNITED STATES' and a link: 'Is this address correct? Click here.' A red box highlights the 'Make Withdrawal' button at the bottom right of the form.

A confirmation page will be displayed. The user can elect to either *Cancel the Withdrawal* and navigate back to the Account Management page, *Edit the Withdrawal* and navigate to the Withdraw Funds tab, or *Make Withdrawal* which will complete the withdrawal.

The screenshot shows a confirmation page with a purple header that reads "Please confirm your Trust Withdrawal". Below the header is a yellow bar displaying "Withdrawal Amount: \$ 500.00". The main content area is white and contains the following information: "From Account:", "EPS # 10000", "Available Balance: \$1.00", "Account Nickname: User Guide", and "Requester: Kevin J". Below this is a section titled "As a Check to:" with a grey input field containing "Business Address on File" and a ZIP code "14112-0086 UNITED STATES". At the bottom, there are three buttons: "Cancel", "Edit", and "Make Withdrawal".

### 7.3 Set Daily Withdrawal Limits

As the Administrator of an EPS Trust account can set a daily limit for withdrawals. Withdrawal requests over the daily limit, will require approval from the EPS Administrator.

Select the **Withdraw Funds** tab on the page then enter the maximum daily amount that can be withdrawn without approval.

Set up your Notifications for **Daily Maximum Threshold** to receive email notification.

The screenshot shows two side-by-side panels. The left panel has a purple header "Withdrawal Amount:" and a white input field with "\$ 0.00". Below this, it lists account details: "From Account:", "EPS # 100003", "Available Balance: \$1.00", "Account Nickname: User Guide", and "Requester: Kevin". A red box highlights the "Maximum Amount (Resets at 12:00 AM ET Daily):" section, which includes an input field with "\$ 500.00", the text "Daily Maximum Amount: \$500.00", and a "Reset Maximum Amount" button. The right panel has a purple header "As a Check to:" and a grey input field with "Business Address on File". Below this is the ZIP code "14112-0086 UNITED STATES" and a link "Is this address correct? Click here.". At the bottom of the right panel is a "Make Withdrawal" button.

## 7.4 Approve Withdrawal over Daily Limit

When the Payment Manager enters a withdrawal amount below the maximum daily limit the screen will display the amount is valid and will not require approval. When the amount exceeds the daily limit, a message will be displayed that the amount is over the daily limit set by the Administrator.

The image displays two side-by-side screenshots of a web application interface for managing withdrawals. Both screenshots show a navigation bar with tabs: Payment Methods, Transfer Funds, Withdraw Funds, Products & Services, Notifications, and Users & Roles. Below the navigation bar is a warning message: "Please verify that this Trust account has sufficient funding to cover future transactions before making a withdrawal." and a "Withdrawal History" button.

**Left Screenshot (Valid Withdrawal):**  
The "Withdrawal Amount" field contains "\$ 10.00". The "As a Check to:" field contains "Business Address on File". A green-bordered box highlights the text: "Valid withdrawal amount. From Account: EPS # 1000 Available Balance: \$39,032,853.17 Requester: Tracy Edwards". The "Make Withdrawal" button is visible at the bottom right.

**Right Screenshot (Invalid Withdrawal):**  
The "Withdrawal Amount" field contains "\$20.00" with a red 'X' next to it. A yellow-bordered box highlights the text: "That Maximum Amount of a withdrawal resets daily at 12:00 am (CST) time." A red-bordered box highlights the text: "Please contact your account Administrator to expand the daily Maximum Amount for a withdrawal. EPS # 1000 Available Balance: \$39,032,853.17 Requester: Tracy Edwards". The "Make Withdrawal" button is visible at the bottom right.

The Payment Manager can continue with the withdrawal request, and the request will be sent to the EPA Administrator for approval.

The image shows a confirmation message for a submitted withdrawal request. The message is enclosed in a red-bordered box: "Withdrawal request has been successfully submitted." Below this, the "Withdrawal Amount" is shown as "\$500.00". The details include: "Date of Withdrawal: 12/27/2022 12:09:24 PM", "Transaction Number: 123456", and "Requestor: Jane Doe".

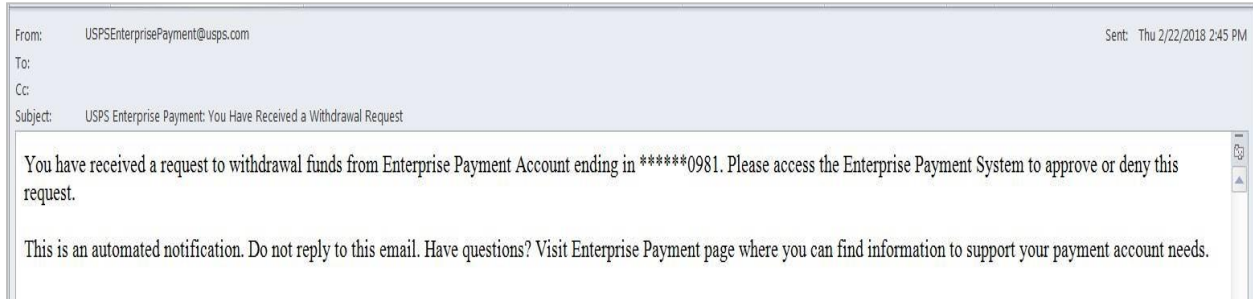
**From Account:**  
EPS # 100000  
Account Balance: \$39,032,855.17

**As a Check to:**  
Business Address on File

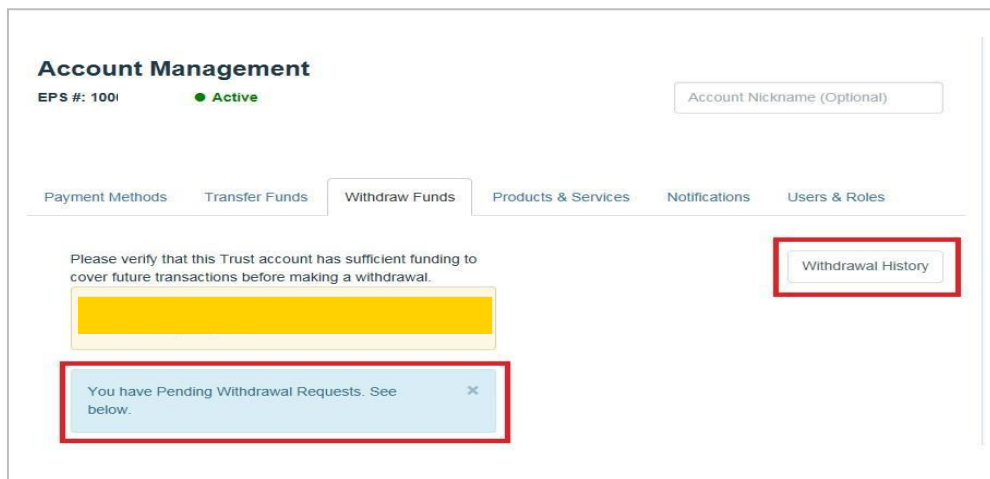
ALEXANDRIA, VA 22304-3176

Buttons: "Manage Account" and "New Withdrawal"

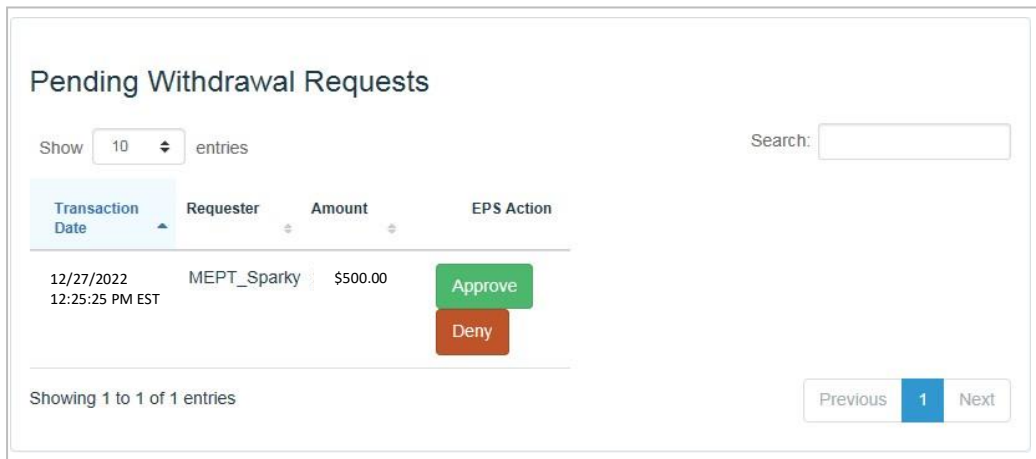
Once the request has been submitted, the Administrator will receive an email notification if the option is selected in the **Notifications** tab of **Account Management**.



As the Administrator, select the **Withdraw Funds** tab from the **Account Management** page. A message will be displayed indicating there is a Pending Withdrawal Request.



The Administrator for the EPS account will have access to the Pending Withdrawal Requests section at the bottom of the Withdraw Funds page; Approve or Deny the withdrawal request.





Selecting the **Withdrawal History** option will display the withdrawal transactions for the day and their status.

**Withdrawal History Report for EPS #10000**

**Withdrawal Date Filter:**

Start:  End:

Show  entries

Transaction ID	Date of Withdrawal (ET) ↓	Requester	Amount	Status
108421	12/22/2017 01:51:43 pm	MEPT Sparky	\$1.00	COMPLETED
122371	02/22/2018 02:45:11 pm	MEPT Sparky	\$10.00	PENDING
122222	02/20/2018 04:30:40 pm	Tracy Edwards	\$5.00	COMPLETED
114179	01/10/2018 11:58:41 pm	Tracy Edwards	\$5.00	COMPLETED

## 8 Account Management – Notifications

Users can receive email notifications when certain conditions are met. The notifications can be set from the **Notifications** tab of the **Account Management** page. Certain notifications are set as default and cannot be changed. Administrators and Payment Managers for EPS Trust Accounts will find the notification option for *Deposits* useful. With this option selected, an email notification will be sent when a deposit has posted to the EPS Trust account (FedWire; ACH Credit; Retail Deposit; Mobile Check Deposit).

**Account Management**

EPS #: 10000: ● Active User Guide

[Payment Methods](#) [Transfer Funds](#) [Withdraw Funds](#) [Products & Services](#) **Notifications** [Users & Roles](#)

This is where you manage your notifications and alerts. Notifications can be sent to your email or via your SMS messaging service. Alerts will appear on this site in the upper right hand corner. Some notifications may be mandatory based upon your user role and you will be unable to uncheck those boxes. Note: Required e-mail notifications cannot be opted out of.

Subscribe/Unsubscribe to All:	Email
Subscribe/Unsubscribe to all notifications	<input checked="" type="checkbox"/>
<b>Account Balance:</b>	
My Enterprise Payment Trust account balance is low	<input checked="" type="checkbox"/>
Low balance threshold	
\$ 1.00	
<b>Account Transactions:</b>	
A deposit was made to my Enterprise Payment Trust account	<input checked="" type="checkbox"/>
There was an ACH Debit Return or Return Check for my Enterprise Payment account	<input checked="" type="checkbox"/>
There was a transaction greater than the daily limit threshold processed for my Enterprise Payment account	<input checked="" type="checkbox"/>
Daily maximum threshold	
\$ 0.00	
A transfer between my Enterprise Payment Trust accounts has been completed	<input checked="" type="checkbox"/>

## 9 Account Management – Manage Permits

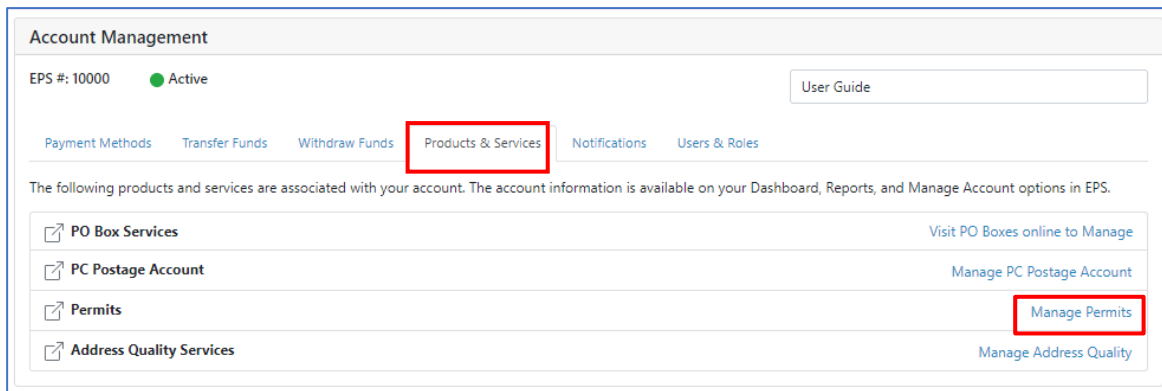
### 9.1 Manage Commercial Mailings

Customers can manage products and services linked to their EPA by selecting the **Products & Services** tab on the **Account Management** page.

The **Product & Services** tab displays the available products and services available to link to an EPA. Selecting the hyperlink next to the right of the service will navigate the user to appropriate page for the selected service.

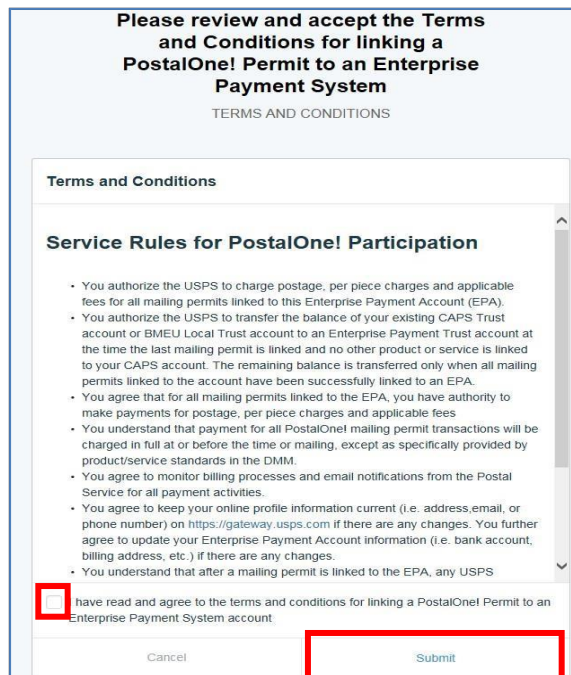
To link an existing permit to an Enterprise Payment account or to edit a permit currently linked to an Enterprise Payment account, select the **Products and Services** tab on the **Account Management** screen.

Click **Manage Permits** to manage your *PostalOne!* Permit linkages.



The screenshot shows the 'Account Management' interface. At the top, it displays 'EPS #: 10000' and a green 'Active' status indicator. A 'User Guide' button is visible on the right. Below this, a navigation bar contains several tabs: 'Payment Methods', 'Transfer Funds', 'Withdraw Funds', 'Products & Services' (which is highlighted with a red box), 'Notifications', and 'Users & Roles'. A message states: 'The following products and services are associated with your account. The account information is available on your Dashboard, Reports, and Manage Account options in EPS.' Below this message is a list of services: 'PO Box Services' with a 'Visit PO Boxes online to Manage' link; 'PC Postage Account' with a 'Manage PC Postage Account' link; 'Permits' with a 'Manage Permits' link (highlighted with a red box); and 'Address Quality Services' with a 'Manage Address Quality' link.

Review and accept the Terms and Conditions and click **Submit**.



The screenshot shows a dialog box titled 'Please review and accept the Terms and Conditions for linking a PostalOne! Permit to an Enterprise Payment System'. Below the title is the text 'TERMS AND CONDITIONS'. The main content area is titled 'Terms and Conditions' and contains a section for 'Service Rules for PostalOne! Participation'. This section lists several bullet points regarding authorization of USPS charges, account transfers, payment responsibilities, and monitoring of billing. At the bottom of the dialog, there is a checkbox (highlighted with a red box) that reads 'I have read and agree to the terms and conditions for linking a PostalOne! Permit to an Enterprise Payment System account'. Below the checkbox are two buttons: 'Cancel' and 'Submit' (highlighted with a red box).

## 9.2 Link Commercial Mailing Permits to Enterprise Payment Account

The Manage Permits screen shows all your available permits. Only permits for which you also have access to Manage Mailing Activity (MMA) can be linked to the EPA. Ensure all permits are active and have a positive or \$0 balance – if you are a *PostalOne!* user, you cannot migrate to Enterprise Payment if you have permits with a negative balance.

Only permits in “Active” and “ADDPOS” status can be linked to EPS accounts.

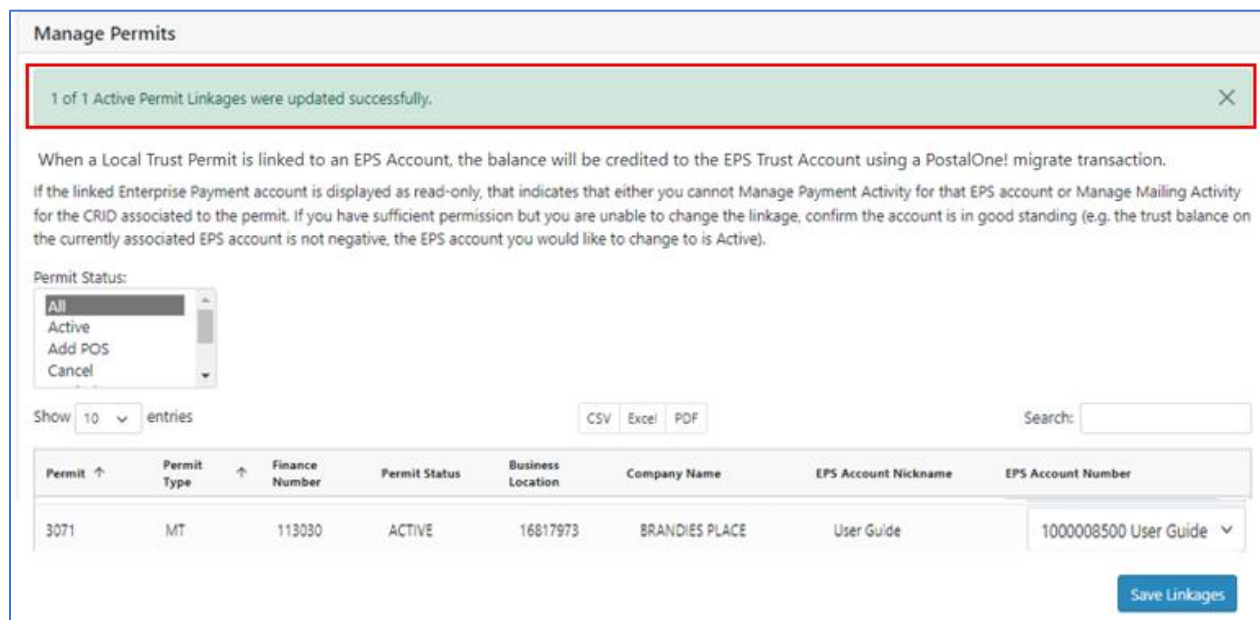
To link permits requires Administrator or Payment Manager role to the EPA for the CRID (Business Location). Permits for CRIDs you have BCG MMA access, but you are not authorized for the CRID in EPS as either Administrator or Payment Manager will display on the Manage Permits page as view only (you will not be able to link or update the linkage for the permit).

To link a permit to an Enterprise Payment account, locate the permit from the list or by utilizing the **Search** function, then select the EPS account number from the EPS account dropdown.

Select **Save Linkages** to save the updates. A **green banner** at the top of the page will display, indicating permit(s) have been updated successfully and the EPS account will display next to the permit.

**Note:** The **Save Linkages** function will only save one page at a time. Be sure to save the updates before moving to the next page. You can expand the number of entries up to 100 permits. Confirm the number of permits linked successfully by the **green banner**.

Local Postal Trust balances will migrate to your Enterprise Payment *Trust* account.



The screenshot shows the 'Manage Permits' interface. At the top, a green banner indicates '1 of 1 Active Permit Linkages were updated successfully.' Below this, there is explanatory text about linking Local Trust permits to EPS accounts. A 'Permit Status' dropdown menu is set to 'All'. The interface includes a table with columns for Permit, Permit Type, Finance Number, Permit Status, Business Location, Company Name, EPS Account Nickname, and EPS Account Number. A 'Save Linkages' button is located at the bottom right of the table area.

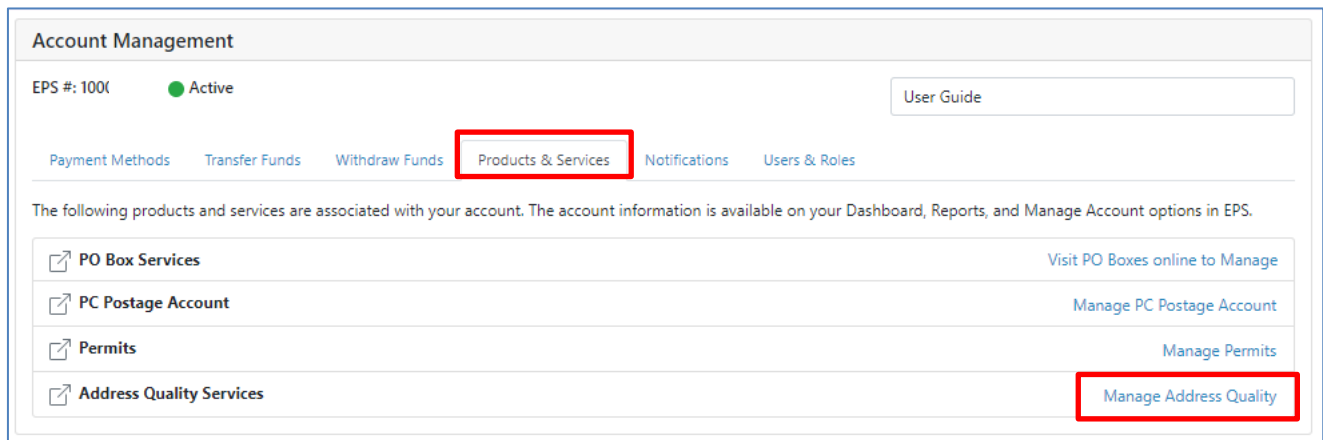
Permit	Permit Type	Finance Number	Permit Status	Business Location	Company Name	EPS Account Nickname	EPS Account Number
3071	MT	113030	ACTIVE	16617973	BRANDIES PLACE	User Guide	1000008500 User Guide

## 10 Account Management - Manage Address Quality Services

ACS/AEC customers who are currently invoiced through the National Customer Support Center (NCSC) can pay for their Address Change Service (ACS) and Address Element Correction (AEC) services using their Enterprise Payment Account.

To link **Address Quality Products and Services** to an Enterprise Payment account, or to edit a product or service currently linked to an Enterprise Payment account, select the **Products and Services** tab on the **Account Management** page.

Click **Manage Address Quality** to manage your NCSC Account linkages.



The screenshot shows the 'Account Management' interface. At the top, it displays 'EPS #: 1000' and a green 'Active' status indicator. A 'User Guide' button is visible in the top right. Below this is a navigation bar with tabs: 'Payment Methods', 'Transfer Funds', 'Withdraw Funds', 'Products & Services' (which is highlighted with a red box), 'Notifications', and 'Users & Roles'. A message states: 'The following products and services are associated with your account. The account information is available on your Dashboard, Reports, and Manage Account options in EPS.' Below this message is a list of services with links to manage them:

PO Box Services	Visit PO Boxes online to Manage
PC Postage Account	Manage PC Postage Account
Permits	Manage Permits
Address Quality Services	Manage Address Quality

The 'Manage Address Quality' link is highlighted with a red box.

The **Address Quality Account Management** screen shows all available product types for which you are authorized. Address Quality Services currently available for payment through Enterprise Payment accounts are Address Element Correction (AEC), Address Element Correction II (AECII) and SingleSource ACS (SSACS).

To enable an EPA to pay for **Address Quality Services**, send an email to [acs@usps.gov](mailto:acs@usps.gov) or [aec@usps.gov](mailto:aec@usps.gov). Include the following information:

- EPS Account number
- CRID associated to the above EPS account
- ACS Customer Number or ACS Number
- Company Name
- BCG Username

ACS will send you an *Invitation email* that will include a **unique hyperlink** along with the process to link your ACS services via EPS for payment.

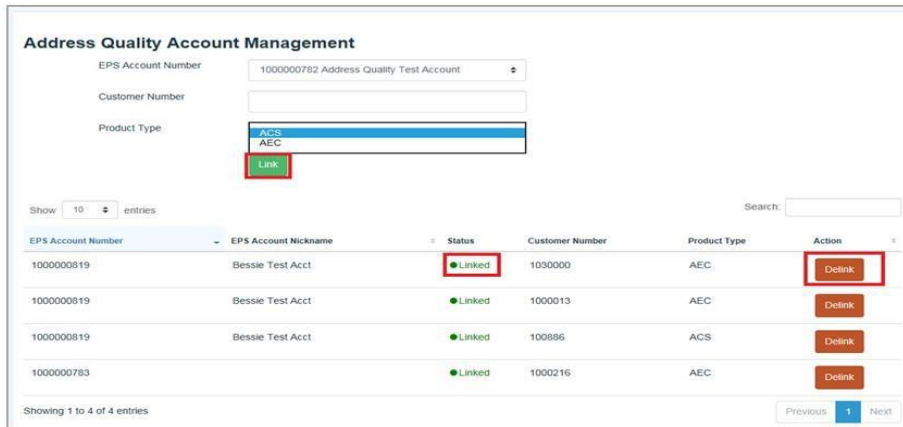
For step-by-step instructions visit the [Enterprise Payment System-ACS/AEC Factsheet | PostalPro](#).

If you need assistance obtaining your ACS/AEC customer number, please email the appropriate department [acs@usps.gov](mailto:acs@usps.gov) or [aec@usps.gov](mailto:aec@usps.gov) for assistance.

An Enterprise Payment account linked to Address Quality will display under **Status** as **Linked**. EPS sends the linked account information to the National Customer Support Center (NCSC) to begin invoicing the EPS account for payment.

Selecting the **Delink** option removes the linkage between an Enterprise Payment Account and Address Quality Accounts and the update is sent to NCSC.

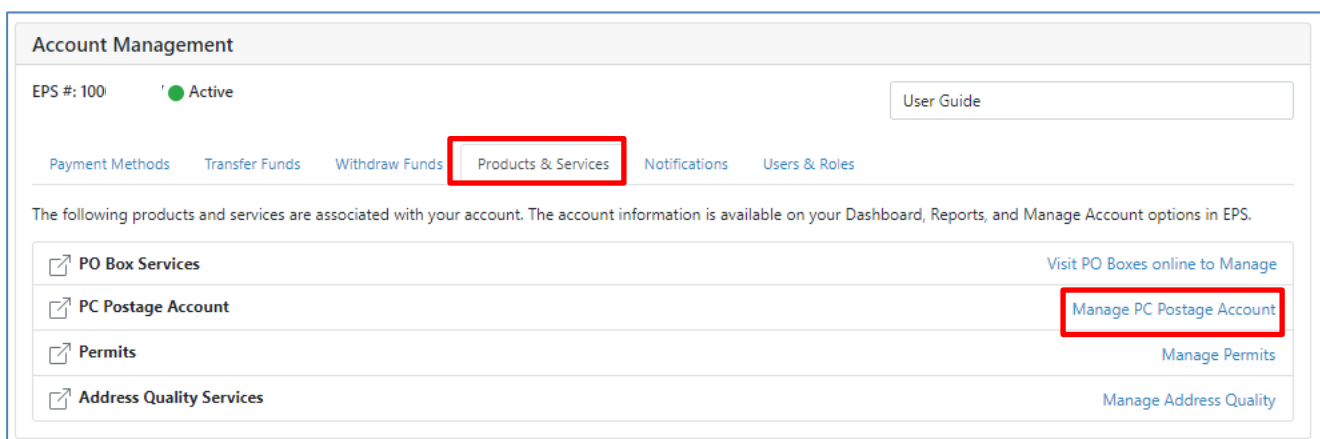
Select **Delink** to delink the Address Quality Service from the Enterprise Payment account.



## 11 Account Management – Manage PC Postage Account

To link your PC Postage Meter to an Enterprise Payment account, or to edit a product or service currently linked to an Enterprise Payment account, select the **Products and Services** tab on the **Account Management** page.

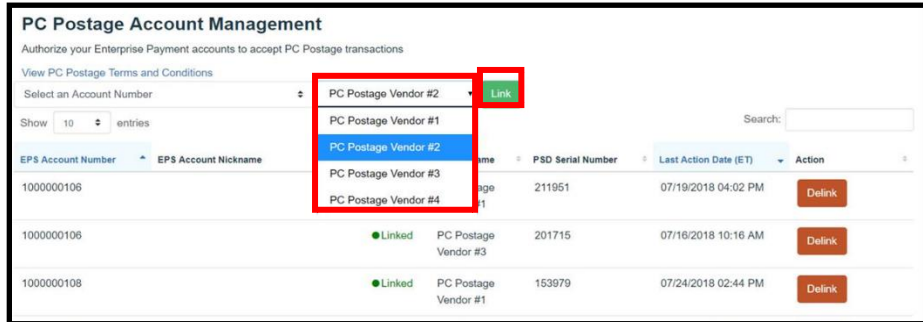
Click **Manage PC Postage Account** to manage your PC Postage Account linkages.



## 11.1 Linking EPA to PC Postage Account

From the **PC Postage Account Management** screen, select an EPA Number and Vendor from the drop-down.

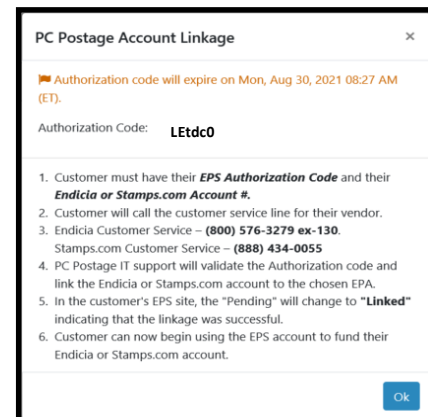
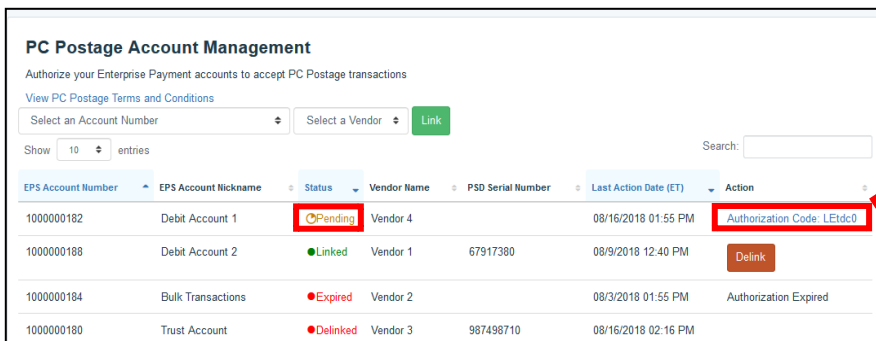
Select **Link** to generate an authorization code.



**Note:** If you hold multiple meters, you will need to generate one authorization code for each meter. Click the **Authorization Code** hyperlink and the PC Postage Account Linkage pop-up window displays further instructions. Follow all steps included in the popup window. **The authorization code will expire within 14 days.**

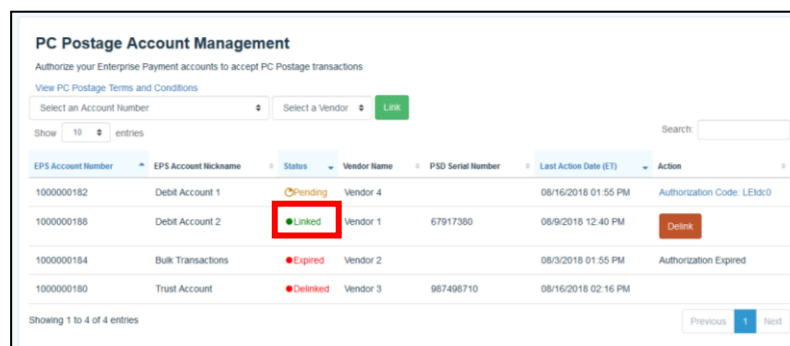
After the authorization code has been generated, the **PC Postage Account Management** screen will show in **Pending** status until the linkage process is completed by your vendor.

Once the status changes to "Linked" the customer must log into their vendor website to push funds from EPS to PC Postage.



Provide your Authorization Code to your PC Postage vendor. PC Postage IT support will validate the Authorization Code and link the Endicia or Stamps.com account to the chosen EPA.


Log into your EPS Account to confirm if your PC Postage meter has successfully linked.



## 11.2 Funding the PC Postage Account

Log into your Stamps.com or Indicia account and request funding through your linked EPA. Contact your vendor for assistance with funding your PC Postage account.

## 11.3 Delinking the PC Postage Account

Selecting the  option will remove the link between an Enterprise Payment Account and Address Quality Accounts and the update is sent to NCSC.

Select  to delink the Address Quality Service from the Enterprise Payment account.

## 12 Account Management – Visit PO Boxes online to Manage (ePOBOL)

Enterprise Post Office Boxes Online (ePOBOL) allows customers to open, close, and pay for PO Boxes, Caller Service Boxes, and Reserve Boxes online using the Enterprise System (EPS). ePOBOL allows for a centrally managed, secure, online solution for customers with PO Boxes, Caller and Reserve Services.

ePOBOL provides a modernized solution for managing Post Office Boxes:

- Ability to link and add single or multiple PO Boxes, Caller Service and Reserves
- Online view of account payments and transaction history reports
- Align payment due dates
- Auto renewal (if 15 days before renewal, use the Pay Now feature)
- Pay Now
- Customizable reporting and account management

For more information on ePOBOL including the **NEW** ePOBOL User Guide, visit [Enterprise Post Office Boxes Online \(ePOBOL\) | PostalPro](#)



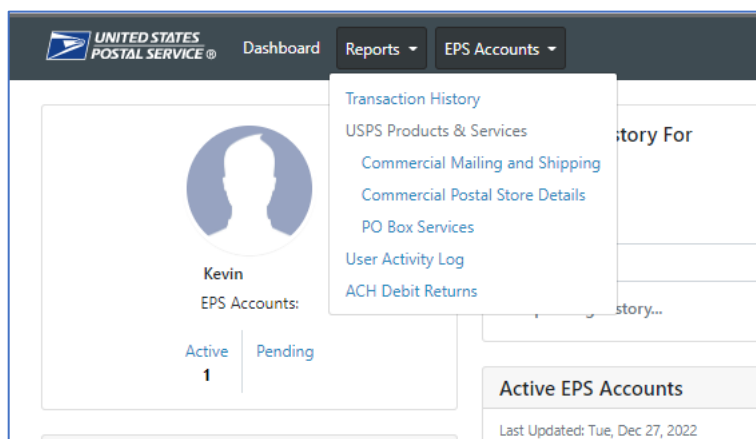
## 13 Enterprise Payment Reports

As business customers transition to Enterprise Payment, reporting will be available in both Enterprise Payment, and BCG *PostalOne!*

Enterprise Payment reports will display only Enterprise Payment transactions, while *PostalOne!* reports will display both *PostalOne!* and Enterprise Payment transactions. The following sections detail the available reports.

Standard Reports can be accessed from any page in EPS by selecting the Reports option.

Report set up is the same for all reports. Choose your filters. Adjust the **Start/End Date**; adjust the **number of entries per page** and click **Generate Results**.



### 13.1 Transaction History Report

The **Transaction History Report** is a high-level view of all product and service transactions that can be filtered using the Search field and sorted by clicking on the Column Headers and exported as an Excel, CSV or PDF file.

**Transaction History Report**

[Generate results](#)

**Transaction Date Filter:**

Start:  End:

Show  entries    Search:

Transaction ID	Date (ET)	Due Date	Amount	Transaction Type	Description	Detail
----------------	-----------	----------	--------	------------------	-------------	--------

Transaction History Report 2018-02-26_104509										
Transaction ID	Date	Amount	Transaction Type	Description	Detail	EPS Account Number	EPS Account Nickname	Business Location	Payment Method	Original Transaction ID
114155	01/07/2018 12:35:00 pm	-136.00	PURCHASE	PO Box	NA	100			92348 DEBIT	
120012	01/22/2018 12:51:03 pm	-225.00	PURCHASE	Permit Fee		100			92348 TRUST	
114195	01/12/2018 03:18:56 pm	-134.59	PURCHASE	Periodicals/Standard Mail Postage Statement		100	User Guide		92348 TRUST	
114157	01/07/2018 11:00:14 pm	-11,154.00	PURCHASE	Periodicals/Standard Mail Postage Statement		100			92348 DEBIT	
108127	12/13/2017 09:34:14 am	-558.00	PURCHASE	Periodicals/Standard Mail Postage Statement		100	User Guide		92348 TRUST	
108054	12/07/2017 11:41:53 pm	-260.00	PURCHASE	Periodicals/Standard Mail Postage Statement		100	User Guide		92348 TRUST	
108140	12/13/2017 11:50:13 am	2371.03	MIGRATE	Migrated Balance		900			92348 TRUST	
120041	01/23/2018 11:28:05 am	-189.00	PURCHASE	First Class Postage Statement		100	User Guide		92348 TRUST	
120040	01/23/2018 11:25:34 am	-189.00	PURCHASE	First Class Postage Statement		100			92348 DEBIT	
108181	12/14/2017 03:38:12 pm	-7.20	PURCHASE	Business Reply Mail		100	User Guide		92348 TRUST	
120080	01/24/2018 10:26:31 am	-50.00	ADJUSTMENT	Adjustment		100	User Guide		92348 TRUST	

### 13.2 Commercial Mail & Shipping Report

This report provides a detailed view of only **Commercial Mailing** transactions, except Fee Payments, for all Enterprise Payment Accounts.

The report can be filtered using the Search field, sorted by Column, and exported as an Excel, CSV or PDF file. The **All Account Activity** option navigates to the Transaction History Report.

Commercial Mailing and Shipping Details Report

**Mailing Details Filter:** [Generate results](#) [Back to Dashboard](#) [All Account Activity](#)

Mail Classes:   
First-Class Mail  
First-Class Package Services  
International Mail

EPS Account Numbers:   
10000  
10000

Start:   End:

Show  entries    Search:

EPS Transaction Number ↓	Transaction Date/Time (ET) ↓	Transaction Amount	Transaction Type	EPS Account Number	EPS Account Nickname	Class
--------------------------	------------------------------	--------------------	------------------	--------------------	----------------------	-------

### 13.3 Commercial Postal Store Details

The Commercial Postal Store Details report displays transactions for StampsNow, CPU and VPO.

Postal Store Details Filter:

[Back to Dashboard](#) [All Account Activity](#)

Products:   
Stamps Now  
CPU  
VPO

EPS Account Numbers:   
1000  
1000  
1000

Start:   End:

Show  entries    Search:

EPS Account Number	Transaction ID	Transaction Amount	Transaction Type	Transaction Date/Time (ET) ↓	NCMS Customer Number	Custom
--------------------	----------------	--------------------	------------------	------------------------------	----------------------	--------

### 13.4 PO Boxes Services

Provides a detailed view of ePOBOL transactions. The report can be filtered using the search field, sorted by column, and downloaded as an Excel, CSV or PDF file. The **All Account Activity** option navigates to the Transaction History Report.

**PO Boxes Details Report**  
For additional details on your PO Boxes, please visit .

Pay Date Filter: All Account Activity

Start:  End:

Show  entries CSV Excel PDF Search:

Transaction ID ↓	City	State	Box Number	Box ZIP	Box Size	Renewal D
------------------	------	-------	------------	---------	----------	-----------

PO Boxes Details Report 2018-02-26_113932													
Transaction ID	City	State	Box Number	Box ZIP	Box Size	Renewal Date	Pay Date	EPS Account Number	EPS Account Nickname	Products & Services	Type	Amount	Original Trans ID
126001	ATLANTA	GA	NA	30343		2 02/28/2019	02/25/2018	100001	User Guide	PO Box	PURCHASE	\$(120.00)	
126002	ATLANTA	GA	NA	30348	C	02/28/2019	02/25/2018	100001	User Guide	Caller Service	PURCHASE	\$(1,260.00)	
126003	ROANOKE	VA	NA	24022	C	02/28/2019	02/25/2018	100001	User Guide	Caller Service	PURCHASE	\$(1,260.00)	
126004	ROANOKE	VA	12000	24022	R	12/31/2018	02/25/2018	100001	User Guide	Reserve	PURCHASE	\$(52.00)	
126005	ROANOKE	VA	11284	24022	3	02/25/2018	02/25/2018	100001	User Guide	PO Box	REFUND	160.50 \$	
126006	ROANOKE	VA	11284	24022	C	02/25/2018	02/25/2018	100001	User Guide	Caller Service	REFUND	945.00 \$	
126007	ROANOKE	VA	11285	24022	3	02/28/2019	02/25/2018	100001	User Guide	PO Box	PURCHASE	\$(214.00)	
120113	ARLINGTON	VA	NA	22204	1	01/31/2019	01/31/2018	100001		PO Box	PURCHASE	\$(96.00)	

### 13.5 User Activity Log

The **User Activity Log** provides a detailed view of actions, updates, and changes on an EPS Account.

Activity Date Filter:

Start:  End:

Show  entries CSV Excel PDF Search:

Date & Time (ET) ↓	BCG Username	EPS Number	EPS Action	Action Detail	Action Recipient
12/28/2022 01:39:57 PM	markr	N/A	Permit link created/updated		
12/28/2022 10:38:40 AM	markr	10000	Created account		
12/28/2022 06:39:40 AM	markr	10000	Created account		
12/27/2022 08:04:28 AM	markr	10000	Closed account		
12/27/2022 08:03:32 AM	markr	10000	Closed account		

Activity Log Report 201324251_2022-11-28_2022-12-28					
Date & Time (ET) ↓	BCG Username ↓	EPS Numbe ↓	EPS Action ↓	Action Detai ↓	Action Recipient ↓
12/28/2022	mark	N/A	Permit link created/updated		
12/28/2022	mark	10000xxxxx	Created account		
12/28/2022	mark	10000xxxxx	Created account		
12/27/2022	mark	10000xxxxx	Closed account		
12/27/2022	mark	10000xxxxx	Closed account		

### 13.6 ACH Debit Returns Report

Displays the ACH Debit Return Aggregate transaction amount returned for Enterprise Payment Accounts.

Return Date	Created Date	Settlement Date	EPS Account Number	EPS Account Nickname	Return Message	Tran ID	Total Amount	Resubmission Date
02/06/2018	01/31/2018	02/01/2018	100001		R29: Corporate Customer Advises Not Authorized	92000020945313	\$351.00	
02/06/2018	01/31/2018	02/01/2018	100001		R29: Corporate Customer Advises Not Authorized	92000020945312	\$112.00	

ACH Debit Returns Report 2018-02-26_112059								
Return Date	Created Date	Settlement Date	EPS Account Number	EPS Account Nickname	Return Message	Tran ID	Total Amount	Resubmission Date
02/06/2018	01/31/2018	02/01/2018	10000		R29: Corporate Customer Advises Not Authorized	92000020945313	351.00 \$	
02/06/2018	01/31/2018	02/01/2018	10000		R29: Corporate Customer Advises Not Authorized	92000020945312	112.00 \$	

#### 13.6.1 ACH Debit Returns Drilldown Report

Clicking on one of the aggregate transactions navigates to the **ACH Debit Returns Drilldown Report** displaying the transactions that make up the aggregate transaction amount returned. The report can be filtered using the Search field, sorted by Column Header and exported.

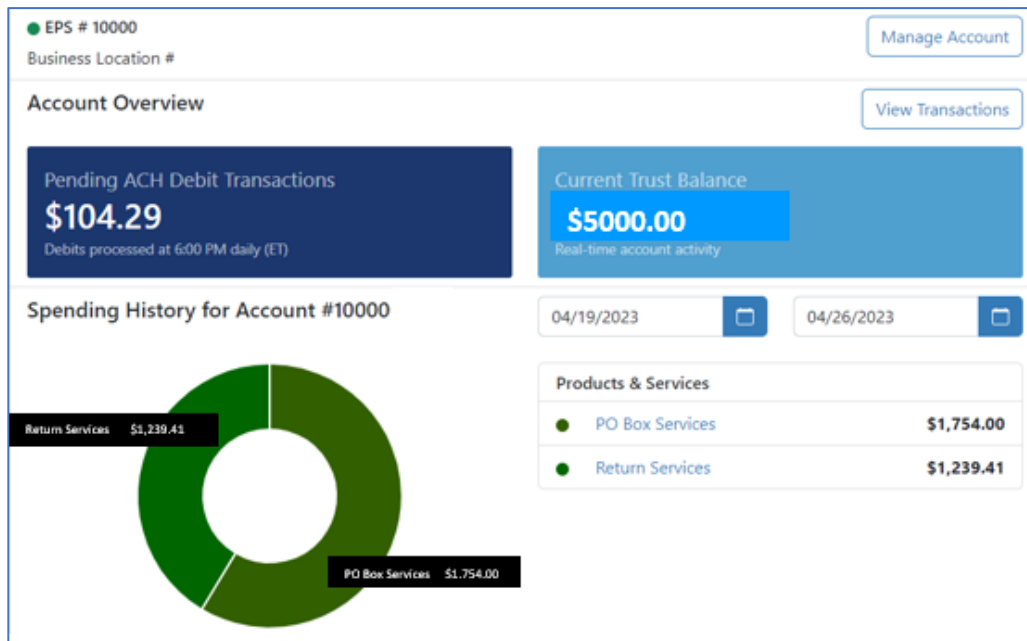
##### Excel example

Date	Tran ID	Tran Type	Products & Services	Business Location	EPS Account Number	EPS Account Nickname	Payment Method	Total Amount
01/31/2018	3169	PURCHASE	M0	94792348	1000001421		ACH_DEBIT 4954	\$255.00
01/31/2018	3169	PURCHASE	PO Box 1	94792348	1000001421		ACH_DEBIT 4954	\$96.00

ACH Debit Returns Report Drill 2018-02-26_112236								
Date	Tran ID	Tran Type	Products & Services	Business Location	EPS Account Number	EPS Account Nickname	Payment Method	Total Amount
01/31/2018	3169	PURCHASE	M0	94792348	100000	L	ACH_DEBIT 4954	255.00
01/31/2018	3169	PURCHASE	PO Box 1	94792348	100000	L	ACH_DEBIT 4954	96.00

### 13.7 Account Overview Spending History Report

The **Spending History Report** provides a high-level overview of total spending for each product and service type within the selected date range. For Commercial Mailing, this view includes Purchases, Fee Payments, Refunds, and Reversals. Each Product/Service drills down to Total Spending Report.



### 13.8 PO Box Services Spending Summary

This view provides the spending history breakdown for each ePOBOL Product (PO Box, Callers Services, Reserve, Misc. Fees).

All reports can be filtered by using the Search field, sorted by the Column Headers, and exported as CSV, Excel and PDF files.



### 13.9 Total Spending Report (PO Boxes, Caller Services, and Reserve)

The **Total PO Boxes Spending Report** provides view of PO Box Transactions.

Back to Summary page

#### Total PO Boxes Spending Report

For additional details on your PO Boxes, please visit [PO Boxes Online](#)

Pay Date Filter: 05/01/2017 02/26/2018

CSV Excel PDF Showing 1 to 10 of 29 entries Search:

Transaction ID	City	State	Box Number	Box ZIP	Box Size	Renewal Date	Pay Date	EPS Account Number	EPS Account Nickname	Produ
102121	WASHINGTON	DC	34073	20043	2	10/31/2018	10/17/2017	10000	User Guide	PO B
102122	WASHINGTON	DC	34107	20043	4	10/31/2018	10/17/2017	10000	User Guide	PO B
102123	WASHINGTON	DC	34111	20043	3	10/31/2018	10/17/2017	10000	User Guide	PO B
102124	WASHINGTON	DC	34116	20043	3	10/31/2018	10/17/2017	10000	User Guide	PO B
102125	WASHINGTON	DC	34117	20043	4	10/31/2018	10/17/2017	10000	User Guide	PO B

The **Total Caller Service Report** provides a view of Caller Services transactions.

Back to Summary page

### Total Caller Services Spending Report

For additional details on your PO Boxes,  
please visit [PO Boxes Online](#)

**Pay Date Filter:**

CSV Excel PDF
Showing 1 to 3 of 3 entries
Search:

Transaction ID	City	State	Box Number	Box ZIP	Box Size	Renewal Date	Pay Date	EPS Account Number	EPS Account Nickname	Products
126002	ATLANTA	GA	NA	30348	C	02/28/2019	02/25/2018	100000	User Guide	Caller Se
126003	ROANOKE	VA	NA	24022	C	02/28/2019	02/25/2018	100000	User Guide	Caller Se
126006	ROANOKE	VA	11284	24022	C	Invalid date	02/25/2018	100000	User Guide	Caller Se

The **Total Reserves Spending Report** provides a view of transactions for Reserves.

Back to Summary page

### Total Reserves Spending Report

For additional details on your PO Boxes,  
please visit [PO Boxes Online](#)

**Pay Date Filter:**

CSV Excel PDF
Showing 1 to 1 of 1 entries
Search:

Transaction ID	City	State	Box Number	Box ZIP	Box Size	Renewal Date	Pay Date	EPS Account Number	EPS Account Nickname	Products
126004	ROANOKE	VA	12000	24022	R	12/31/2018	02/25/2018	1000000	User Guide	Reserve

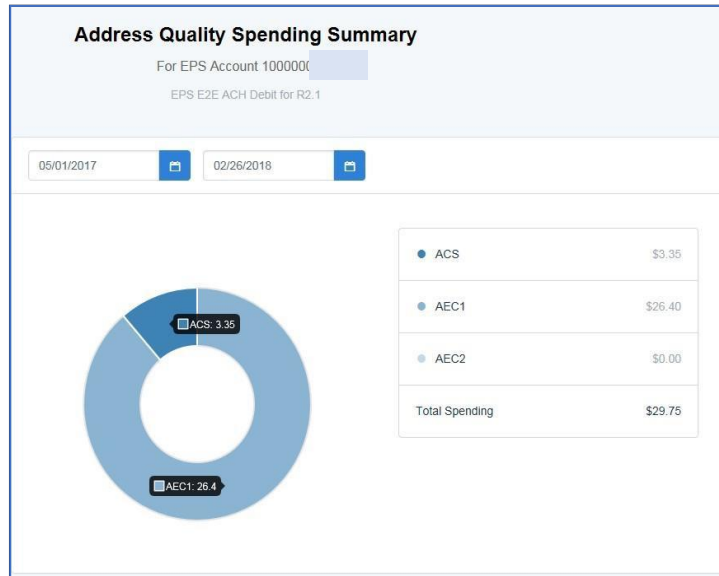
The **Total Misc. Fees Spending Report** provides a view of miscellaneous fee transactions.

Selecting the **Total Spending Link** navigates to the **Total ePOBOL Products Spending Report**. This report provides a view of all the transactions for the Total Spending Amount.



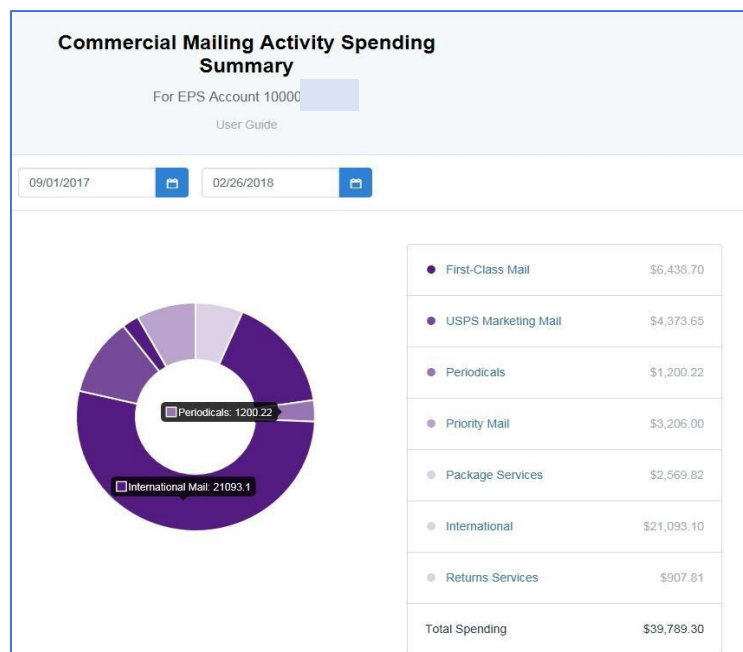
### 13.10 Total Spending Report - Address Quality

The **Address Quality** link drills down to the **Address Quality Spending Summary Report** breaking out the total spending for each product/service.



### 13.11 Commercial Mailing Activity Spending Summary

The **Commercial Mailing Activity** link drills down to the Mailing Spending Summary provides a categorized breakdown by mail class of the total spending for Commercial Mailing. Each class or service will drill down to the Commercial Mailing Activity Mail Class Report for that class or service. The pie chart also has a mouse over each divided section identifying which mail class is being represented.



### 13.12 Commercial Mailing Activity Mail Class Report

The **Commercial Mailing Activity Mail Class Report** is by class and the data is filtered by account level reflecting all the *PostalOne!* activity for permits linked to the EPS account for the selected class of mail.

**Commercial Mailing Activity Mail Class Report**

- **First-Class Mail**

\$6,438.70

09/01/2017

02/26/2018

CSV Excel PDF

Showing 1 to 8 of 8 entries

Search:

EPS Transaction Number	Transaction Date/Time	Transaction Amount	Transaction Type	Permit Number	City/State of Permit	Number of Pieces	eDo
120041	01/23/2018 11:28:05 am	\$189.00	PURCHASE	724	ALEXANDRIA , VA	500	01/23/2018 11:28:05 am
120079	01/24/2018 10:26:31 am	\$0.00	PURCHASE	14	ALEXANDRIA , VA	2000	01/24/2018 10:26:31 am
100375	10/04/2017 10:40:58 pm	\$0.00	PURCHASE	14	ALEXANDRIA , VA	700	10/04/2017 10:40:58 pm

### 13.13 Postage Statement Report

The **Commercial Mailing Activity Mail Class Report** drills down to the Postage Statement by clicking on the postage statement number. This view breaks out the total spending for each section of the Postage Statement.

Postage Statement #91471105

\$189.00

- A - Automation Prices **\$189.00**  
500 Pieces
- B - Nonautomation Prices **\$0.00**  
0 Pieces
- C - Parcels **\$0.00**  
0 Pieces
- D - Round Trip Mailings **\$0.00**  
0 Pieces
- S - Extra Services **\$0.00**  
0 Pieces

## 13.14 Postage Statement Line Detail

Each section of the postage statement will drill down to the postage statement line detail for the selected section

- **A - Automation Prices**

### Postcards

Show  entries Search:

Processing Category	Statement Line Number	Line Level Entry	Number of Pieces	Line Price	Line Subtotal Postage	Line Discount Total	Line Fee Total
No matching records found							

Showing 0 to 0 of 0 entries (filtered from 1 total entries) Previous Next

### Letters

Show  entries Search:

Processing Category	Statement Line Number	Line Level Entry	Number of Pieces	Line Price	Line Subtotal Postage	Line Discount Total	Line Fee Total
LETTERS	4	5-Digit	500	\$0.38	\$189.00	\$0.00	\$0.00

Showing 1 to 1 of 1 entries Previous **1** Next

### Flats

Show  entries Search:

Processing Category	Statement Line Number	Line Level Entry	Number of Pieces	Line Price	Line Subtotal Postage	Line Discount Total	Line Fee Total
No matching records found							

## 14 Business Customer Gateway

### 14.1 Requesting Access to EPS

To request access to Enterprise Payment as a BCG user login to the BCG, and select **Additional Services**, then select **Get Access** next to Enterprise Payment System service.

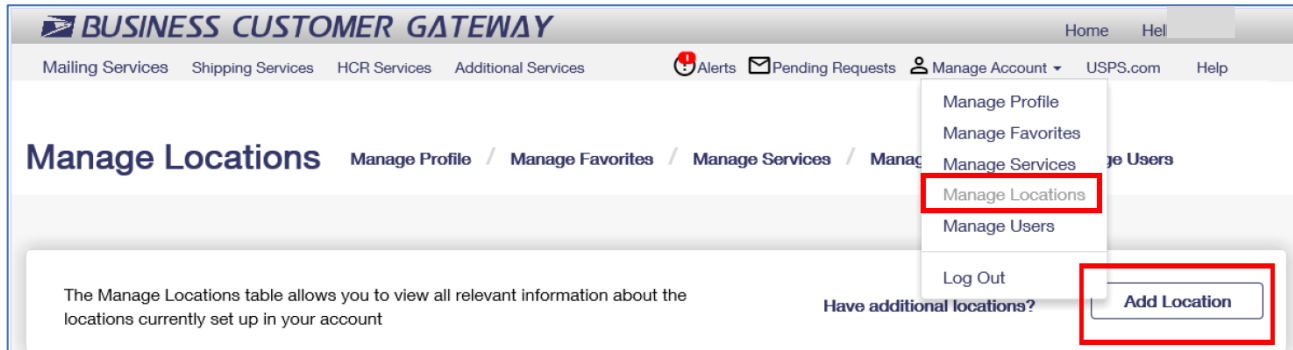
The screenshot shows the Business Customer Gateway interface. At the top, the navigation bar includes 'Mailing Services', 'Shipping Services', and 'Additional Services' (highlighted with a red box). The main content area is titled 'Additional Services' and contains a list of services. The 'Enterprise Payment System' service is highlighted with a red box, and its 'Get Access' button is also highlighted with a red box. Other services listed include 'Approved Shipper', 'Audit Mailing Activity (PostalOne!)', 'Bulk Indemnity Claims', 'Business Service Network (BSN) eService', 'Contract Postal Unit Commercial Postal Store', and 'Enterprise PO Boxes Online'.

Service Name	Action
Approved Shipper <a href="#">more info &gt;</a>	Go to Service
Audit Mailing Activity (PostalOne!) <a href="#">more info &gt;</a>	Go to Service
Bulk Indemnity Claims <a href="#">more info &gt;</a>	Get Access
Business Service Network (BSN) eService <a href="#">more info &gt;</a>	Get Access
Contract Postal Unit Commercial Postal Store <a href="#">more info &gt;</a>	Get Access
Enterprise Payment System <a href="#">more info &gt;</a>	Get Access
Enterprise PO Boxes Online <a href="#">more info &gt;</a>	Go to Service

## 14.2 Adding a Business Location (CRID)

If the BCG user does not have access to the EPS CRID, they must add the CRID to their profile. To do this, login to the BCG and select **Manage Account** at the top of the screen.

Then select **Manage Locations** at the top and **Add a Location** to add the CRID to your profile.



Enter the *existing* CRID and click **Continue**. Click **Confirm Add Location**


The 'Add Location' form is displayed. It includes a title 'Add Location' and instructions: 'Follow the steps below to add a new Business Location to your account. To add a new business location to your profile, type the Business Name and Address; then click the Search button. You may also search for an existing business by its CRID.' There are two main sections: 'Search by Address' and 'Or use an existing CRID'. The 'Search by Address' section has fields for Business Name, Country (dropdown), Address 1, Address 2, City, State (dropdown), and ZIP/Postal Code, with Search and Cancel buttons. The 'Or use an existing CRID' section, highlighted with a red box, has a 'CRID ID' input field and a 'Continue' button.

The confirmation screen is titled 'Add Location' and 'Confirm new Business Location'. It displays the location details: 'COCONUT CREEK, FL 33063-5931', 'UNITED STATES', and 'CRID : 1'. A message states: 'You will be given permission to use several [USPS Business Services](#). If you are the first user requesting a service for your location, you will become the **Business Service Administrator (BSA)** of that service; you will be responsible for managing that service for any future users, controlling who can and cannot use it at your business location.' At the bottom, there are three buttons: 'Search Again', **Confirm Add Location** (highlighted with a red box), and 'Cancel'.

Select option for **Custom Select Services**.

**Add Services**

Business Services are tools that can help you to make better use of all that the Postal Service has to offer.

  [Core Suite of Services](#). (Recommended)

**Custom Select Services**

You may now request access to **Enterprise Payment System**. Scroll down to the **Other Services** section and select **Enterprise Payment System** then click **Continue with Selection**.

**Other Services**

- Audit Mailing Activity (PostalOne!)
- Bulk Indemnity Claims
- Business Service Network (BSN) eService
- Contract Postal Unit Commercial Postal Store
- Enterprise PO Boxes Online
- Enterprise Payment System**
- Informed Delivery® Mailer Campaign Portal
- Informed Delivery® Shipper Campaign Portal
- Mail Transport Equipment Ordering System (MTEOR)
- NSA Rate Access in Informed Visibility
- Pickup On Demand (PUOD)
- StampsNow Commercial Postal Store
- Verification Assessment Evaluator (PostalOne!)
- Village Post Office Commercial Postal Store

Answer **Yes** or **No** for User Agreement then click **Continue**.

**User Agreement**

If you are the first user to request a service for your location, you can become the **Business Service Administrator (BSA)** of that service; you would be responsible for managing that service for any future users, controlling who can and cannot use it at your business location.

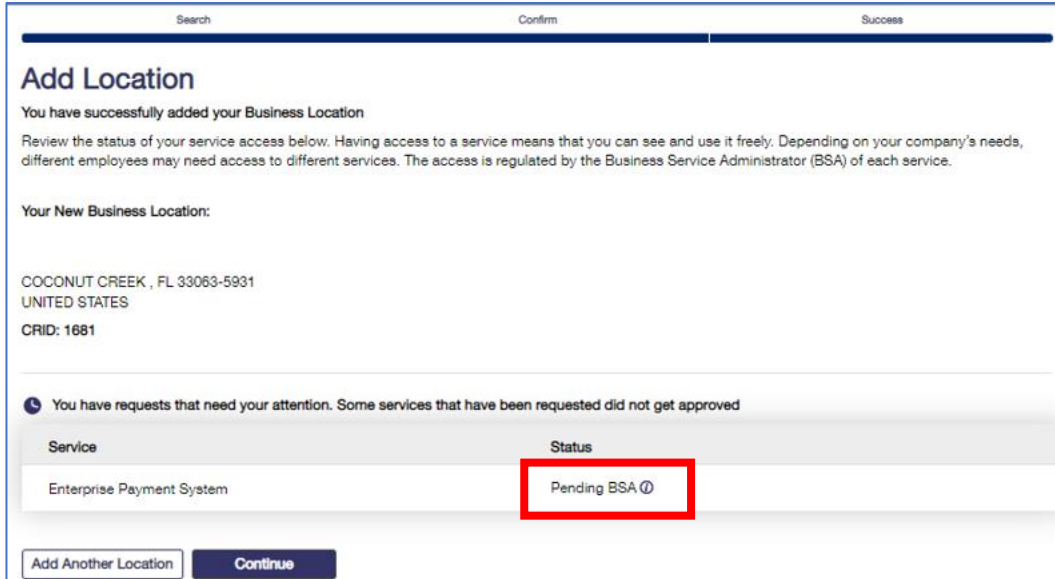
Do you agree to become the BSA for any service that doesn't already have one assigned?

Yes

No

By clicking Continue you agree to the [terms and conditions](#) of the Business Customer Gateway and consent to any future updates.

Your request to the Enterprise Payment system is now *Pending BSA*. Once the location and services have been approved by the BSA, Enterprise Payment System will be available for the CRID added to your profile.

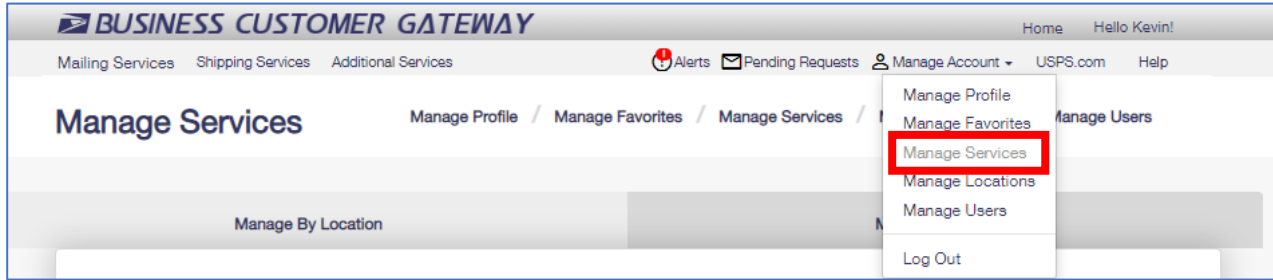


The screenshot shows a web interface titled "Add Location" with a progress bar at the top indicating "Search", "Confirm", and "Success" stages. Below the title, there is a message: "You have successfully added your Business Location". A paragraph follows: "Review the status of your service access below. Having access to a service means that you can see and use it freely: Depending on your company's needs, different employees may need access to different services. The access is regulated by the Business Service Administrator (BSA) of each service." Below this, it says "Your New Business Location:" followed by "COCONUT CREEK , FL 33063-5931", "UNITED STATES", and "CRID: 1681". A warning message states: "You have requests that need your attention. Some services that have been requested did not get approved". Below the warning is a table with two columns: "Service" and "Status". The table contains one row: "Enterprise Payment System" under "Service" and "Pending BSA ⓘ" under "Status". The "Pending BSA ⓘ" text is highlighted with a red rectangular box. At the bottom of the page, there are two buttons: "Add Another Location" and "Continue".

Service	Status
Enterprise Payment System	Pending BSA ⓘ

### 14.3 Locate Business Service Administrator (BSA) Business Location

To locate the contact information for the Pending BSA, go to the **Manage Account** dropdown at the top of the Welcome page, then select **Manage Services**.



Then select **Manage by Service** to view the list of CRIDs you have access to.

Filter Services to Enterprise Payment System and locate the Business Location. In the BSA column, click **Not You** to view the current BSA contact information.

A screenshot of the 'Manage Services' page. At the top, there are navigation links: 'Manage Profile / Manage Favorites / Manage Services / Manage Locations / Manage Users'. Below this, there are two tabs: 'Manage By Location' and 'Manage By Service' (highlighted with a red box). A dropdown menu labeled 'Show Locations for Service:' is open, showing 'Enterprise Payment System' (highlighted with a red box). Below the dropdown, there are filters: 'Sort By: Business Name' and 'Filter by Business Name, Address, State, City, ZIP, or CRID'. A table lists business locations with columns: 'Business Name & Location', 'CRID', 'Status', and 'BSA'. The table has four rows:

Business Name & Location	CRID	Status	BSA
COCONUT CREEK, FL 33063-5931	123456	Approved	<a href="#">You</a> N/A
POMPANO BEACH, FL 33063	456789	Pending BSA	<a href="#">Not You</a> <input type="button" value="Cancel"/>
COCONUT CREEK, FL 33063-5931	235689	Approved	<a href="#">You</a> N/A
OAKLAND PARK, FL 33310-9998	7894562	Available	<a href="#">Not You</a> <input type="button" value="Get Access"/>

A red box highlights the 'Pending BSA' status in the second row. A red arrow points from the 'Not You' link in the same row to a popup window titled 'BSA Contact Information'. The popup contains the following text: 'Name: JOHN DOE', 'Phone: (954) 952-5690', 'Email: johndoe@gmail.com', and an 'OK' button.



## 14.4 BSA – Adding Business Locations and Authorized User

Depending on your company's needs, different employees may need access to different services. The access is regulated by the Business Service Administrator (BSA), a representative within your company, for each service.

Below are the steps to grant Enterprise Payment access to BCG users as a BSA or BSA Delegate after the account has been created. The BCG users must already have access to the CRID associated with the Enterprise Payment account. Authorizing users for Enterprise Payment on a Business Location is a 2- step process. The first step is to authorize the user for EPS Service in BCG for the CRID and the second step is to assign a user role in EPS.

**STEP 1** – BSA or BSA Delegate will log into BCG. At the **Manage Account** dropdown select **Manage Users**. Locate the user requesting EPS access and update their access level for EPS service. See [page 25](#) for User Access Levels.

**Manage Users** Manage Profile / Manage Favorites / Manage Services / Manage Locations **Manage Users**

### Control Access to Your Services

Use this page to control who can or cannot access the services for which you are the Business Service Administrator (BSA). To find a specific user, service, or location, use the filters to narrow down the list.

**To Revoke and Archive Records:**  
If you are a Business Service Administrator or Delegate you can revoke your Users' access to services and archive these records. Archived records will not be displayed under Manage Users for the BSA or Delegates.

[Revoke and Archive Users](#)

Filter by Location:

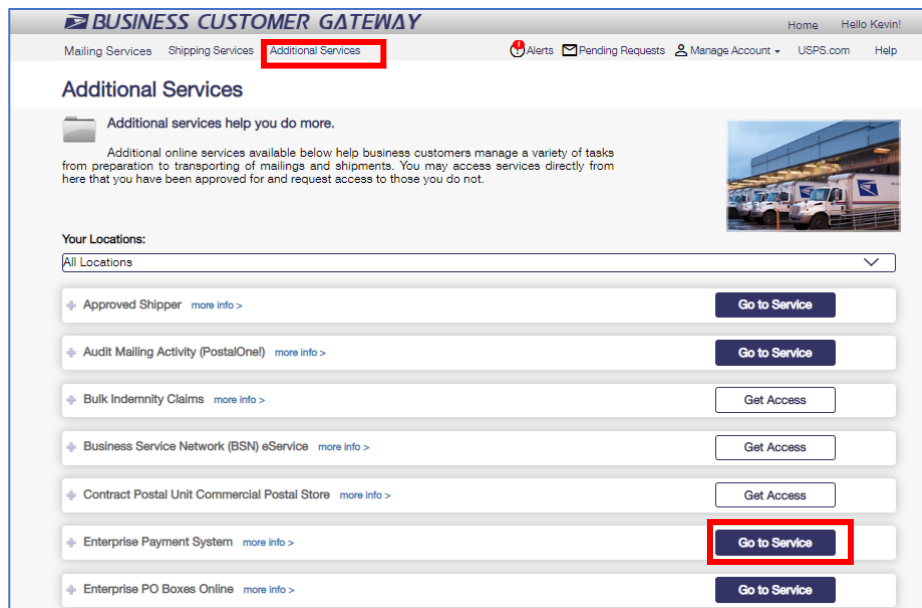
Filter by Service:   Show only Pending requests

Filter by User:  Filter by Access Level:  **Reset All Filters**

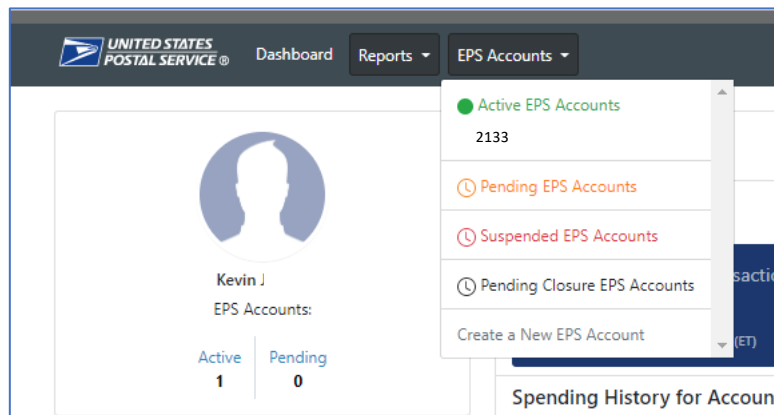
#### Manage User Access

Business Name & Location	User	Service	Access Level
COCONUT CREEK, FL 33063-5931 CRID:	Jane Doe	Customer/Supplier Agreements (CSAs)	<input type="text" value="Access"/>

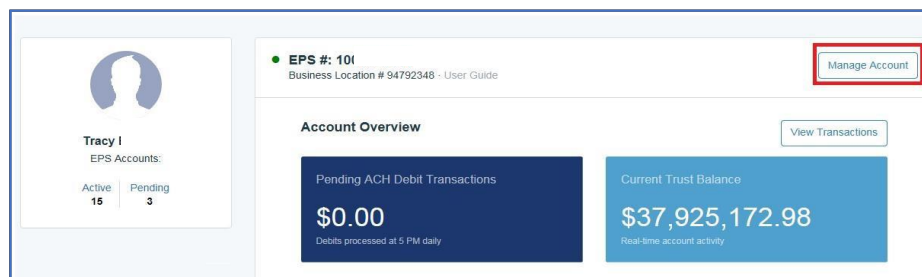
**STEP 2** – Select **Additional Services** tab from the menu on the left, scroll down to Enterprise Payment System and click **Go to Service** for Enterprise Payment.



On the EPS Dashboard, open the **EPS Accounts** dropdown and select the EPS account.



Select **Manage Account**.



Select the **Users & Roles** tab. Locate the user requesting access and assign a User Role.

The screenshot shows the 'Account Management' interface. At the top, there's a navigation bar with tabs: 'Payment Methods', 'Transfer Funds', 'Withdraw Funds', 'Products & Services', 'Notifications', and 'Users & Roles'. The 'Users & Roles' tab is highlighted with a red box. Below the navigation bar, there's a 'Business Location # 1' section with a 'User Roles Glossary' button. A search bar labeled 'Enter User to filter' is present. Below that, a message states 'You are the Administrator of this Enterprise Payment Account.' with a 'Refresh' button. A table lists users with their roles: 'Administrator', 'Administrator', 'Subscriber', 'Administrator', and 'No Access'. At the bottom, there are pagination controls showing '1' and '2'.

## 14.5 Setting up Users in the Same Office

To set up users in the same office with the same CRID the user will need to create a BCG account for the CRID. Go to the [BCG](#) and **Sign up for the BCG**. Complete Steps 1 – 3. At Step 4, select **Company Identifier**. At Step 5, enter the existing CRID for the Business Location and click **Search**.

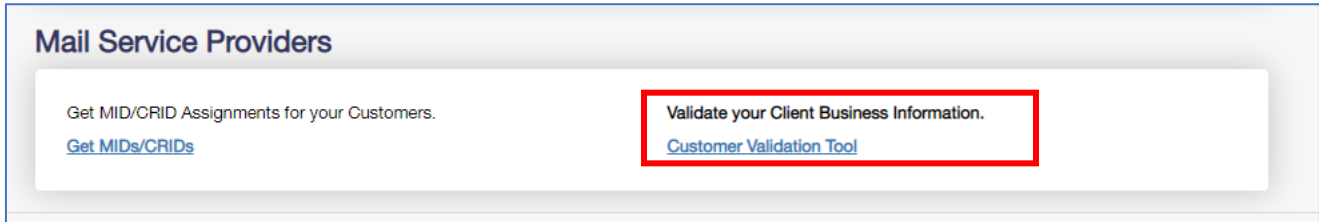
Confirm the Business Location and click **Create Account**. Follow instruction on [14.2 Adding a Business Location](#)

The screenshot shows the BCG sign-up process. Step 4 is titled 'Find address by...' and includes the instruction 'Please enter the address so USPS can find best deliverable option for you.' Below this, there are three radio button options: 'Address', 'ZipCode™', and 'Company Identifier'. The 'Company Identifier' option is selected and highlighted with a red box. Step 5 is titled 'Find by CRID' and includes the instruction 'Search for your Company Identifier (CRID) and validate your company so it can be verified as a valid delivery address.' Below this, there's a text input field labeled 'CRID' with a red asterisk indicating it's a required field. The input field is highlighted with a red box. At the bottom, there is a dark blue 'Search' button.

## 14.6 Customer Validation Tool

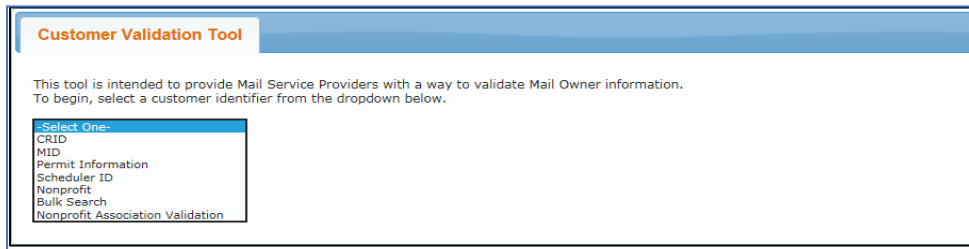
The **Customer Validation Tool** provides an MSP with the Enterprise Payment Account number and allows MSPs to perform a balance check for EPS and Local Trust accounts at the permit level. The authorized permit holder will grant the MSP has access to Mail Owners permit in the BCG. For more information on Permit Holder Permission, see [Balance Check in the Customer Validation Tool Instructions](#).

Select **Manage Account** dropdown from the top right side on the BCG Welcome page, then select **Manage Profile**. In the **Mail Service Provider** section select **Customer Validation Tool**.

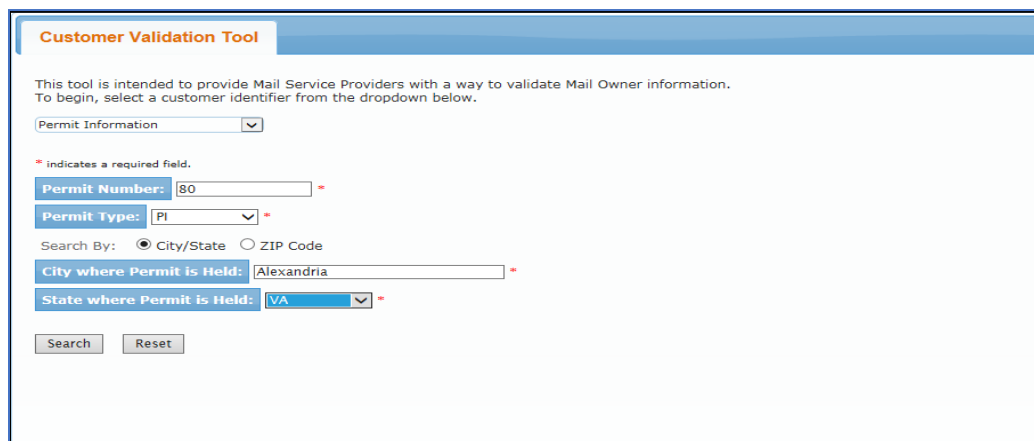


Within the Customer Validation Tool there are 2 ways to perform the balance check for EPS: individual Permit and Bulk Search.

Select **Permit Information** from the dropdown.



Enter Permit Information.



Permit Information is displayed showing the Enterprise Payment Account number. If the Balance Check does not return an account balance, the MSP has not been granted access to the permit, and a message will appear at the top of the page: *Permit Holder hasn't granted you permission to see balance information. Please work with your Permit Holder.*

**Customer Validation Tool**

This tool is intended to provide Mail Service Providers with a way to validate Mail Owner information. To begin, select a customer identifier from the dropdown below.

Permit Information ▼

\* indicates a required field.

Permit Number:  \*

Permit Type:  \*

Search By:  City/State  ZIP Code

ZIP Code where Permit is Held:  \* -

Permit Information Search Results

<b>Account Number:</b>	10000!
<b>Account Status:</b>	ACTIVE
<b>Account Balance:</b>	\$0.00
<b>Permit Number:</b>	1234
<b>Permit Type:</b>	PI
<b>ZIP Code where Permit is Held:</b>	33310-9998
<b>Permit Status:</b>	ACTIVE
<b>CRID:</b>	98765412 (Permit Linked)
<b>Company Name:</b>	Your Business
<b>Urbanization Code:</b>	
<b>Address Line 1:</b>	Anywhere Street
<b>Address Line 2:</b>	
<b>Address Line 3:</b>	
<b>City:</b>	COCONUT CREEK
<b>State/Province:</b>	FL
<b>ZIPCode/PostalCode:</b>	33063-5931
<b>Country:</b>	UNITED STATES

## 15 Mobile Check Deposit

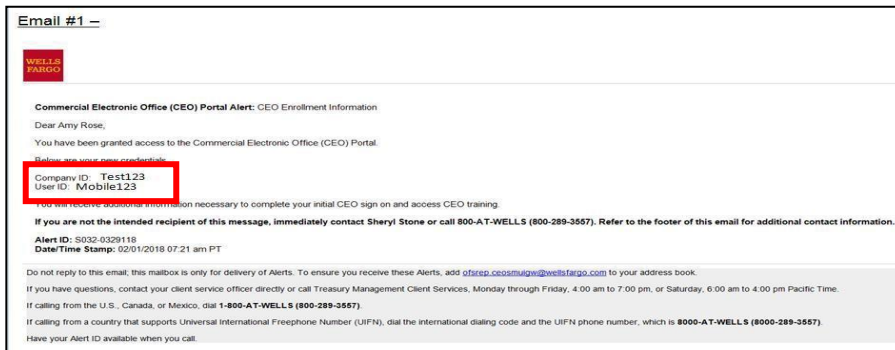
USPS has made it easier than ever for business customers to maintain their Enterprise Payment Trust account with the use of **Mobile Check Deposit**. Business customers now have the power to deposit funds into their EPS Trust account wherever and whenever using their smartphone or other mobile device. Mobile Check Deposit saves time from going to a Post Office to deposit funds. Deposits can be made 24/7 and the funds available within one to two hours. Customers must migrate to EPS before they can use this feature. To request access, send an email to: [MSSC@usps.gov](mailto:MSSC@usps.gov).

- Email should include the following information:
  - **email Subject Line:** "EPS Mobile Check Deposit Request"
  - EPS CRID
  - BSA and Administrator of EPS Account
  - Name, Address
  - BCG username
  - Email Address
  - 10-digit EPS Account Number(s)

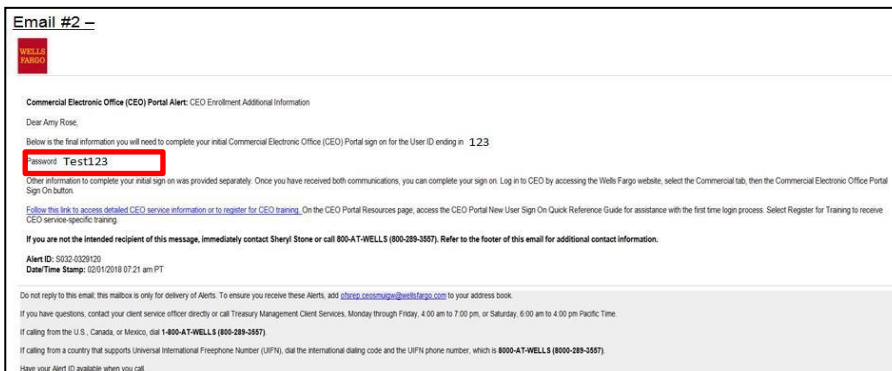
### 15.1 Mobile Check Deposit Enrollment

Once the EPS Account information has been set up for Mobile Check Deposit, two emails will be sent from Wells Fargo with the subject: **Commercial Electronic Office (CEO) Portal Alert: CEO Enrollment Information**.

The first email includes your new credentials, Company ID and User ID.



The second email includes a temporary password.



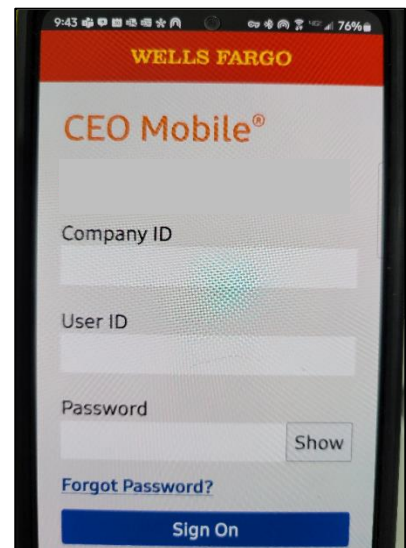
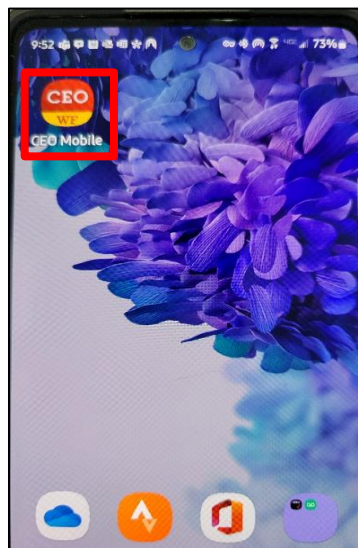
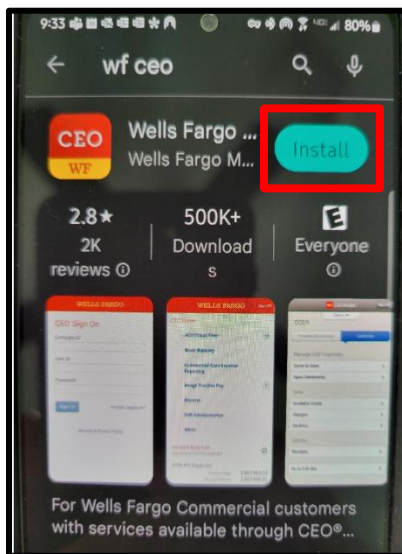
## 15.2 Download Mobile App

Open the App Store on your mobile device to download the free Wells Fargo *CEO Mobile* application.

Type **WF CEO** into the search field and then Install button to download the application. The application is now downloaded and should appear on your mobile device.

Open the Wells Fargo CEO App from your mobile device.

- Enter the Company ID.
- Enter your User ID.  
**Note:** *User ID is the same as your Business Customer Gateway (BCG) User ID.*
- Enter the temporary password provided in the e-mail from Wells Fargo.
- Tap the **Sign On** button.

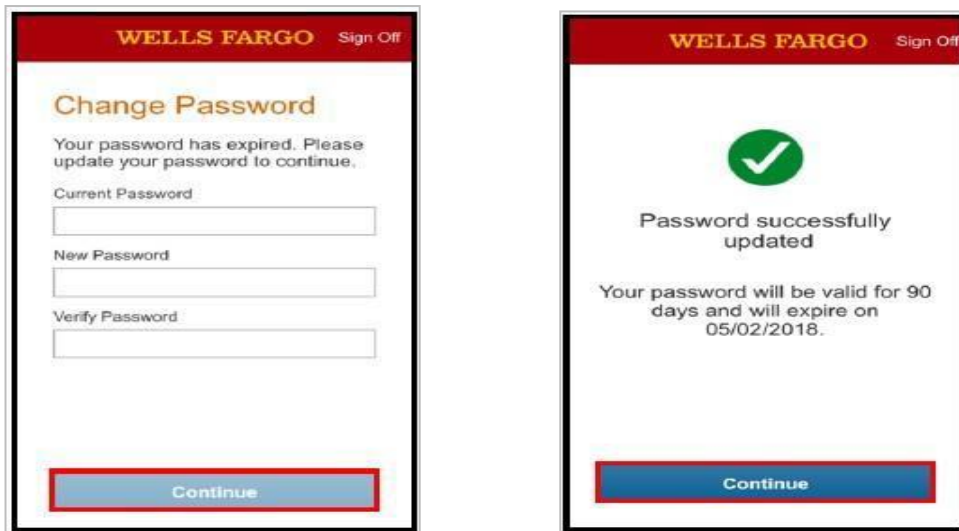


On the initial login, you will need to update your temporary password.

- Enter the temporary password from the Wells Fargo email
- Enter your new password
- Verify your new password
- Tap the **Continue** button

After updating your password, you will receive a *Password Successfully Updated* message. Tap the **Continue** button.

**Note:** The Wells Fargo CEO password is a unique password that must be updated every 90 days.



You will now have to complete the New User Setup through the CEO Portal.

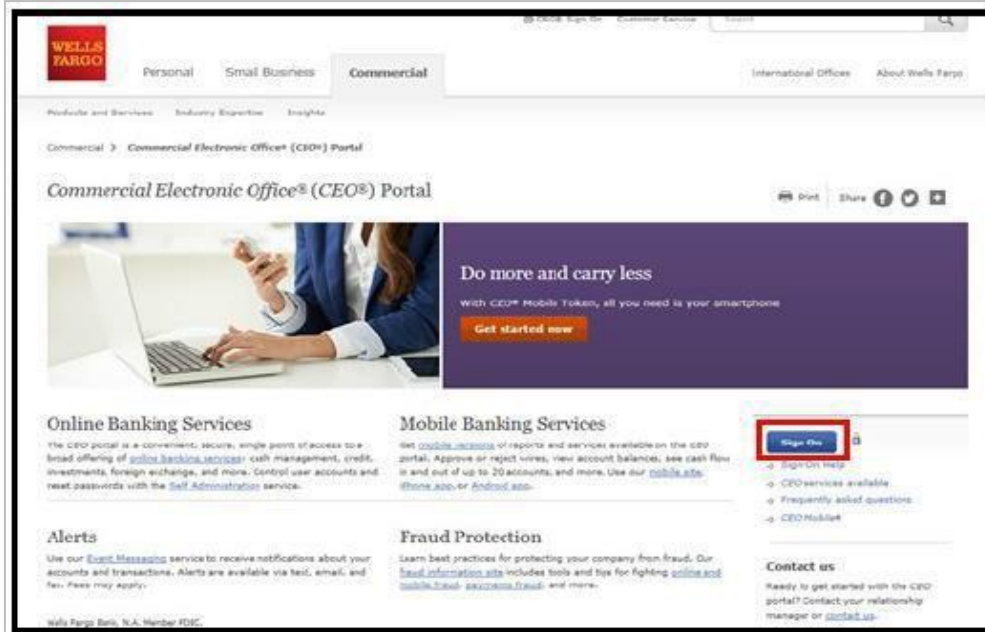
Tap the **OK** button to be logged out of the mobile app.





### 15.3 Complete User Setup Via Browser to the Wells Fargo CEO Portal

In this next step, click [CEO Wells Fargo Portal](#) to complete the user set up process. Click the **Sign On** button.



Sign on using your credentials, Company ID, User ID, Password, and click the **Sign On** button.

**Commercial Electronic Office®**

**Sign On**

Company ID

User ID

Password

**Sign On**

[Forgot Password?](#)

[Password Reset Tutorial](#)

[Sign on Help](#)

[System Requirements](#)

[Fraud Prevention](#)

Complete Authentication by setting up two secret questions and click the **Continue** button.

Accept the Terms of Use by clicking the **I Accept** button.

**Note:** Declining the Terms of Use will sign you off the CEO Portal.

Complete your profile by entering your contact information and click the **Save** button.

## 15.4 Deposit Check Via Mobile App

Open the Wells Fargo CEO Mobile App from your mobile device.

**NOTE:** Maximum Mobile check deposit amount is \$7000.00

- Enter the Company ID.
- Enter your User ID.  
**Note:** User ID is the same as your BCG User ID.
- Enter your password.  
**Note:** The Wells Fargo CEO password is a unique password, (not your BCG password) that must be updated every 90 days.
- Tap the **Sign On** button.



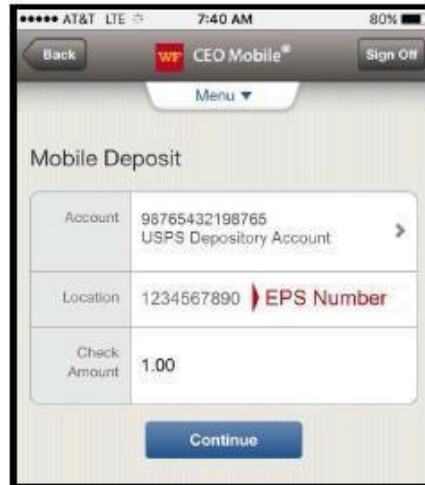
Select **Mobile Deposit**.


**Note:** Checks **must** be made payable to **Postmaster** or **Postal Service** and endorsed on the back as **For Remote Deposit Only**.



On the **Mobile Deposit Screen**:

- Enter Location (this is the 10-digit EPS Number).
- Enter the Check Amount.
- Tap the **Continue** button.

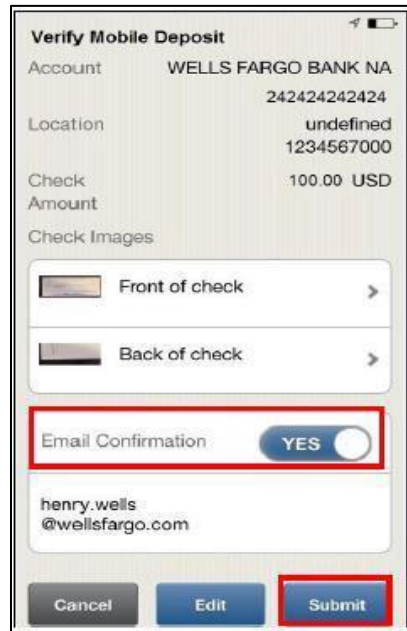


Select the camera icon  to take a picture of both the front and the back of the check. Either select the **Use** or **Retake** button depending on the quality of the photo.



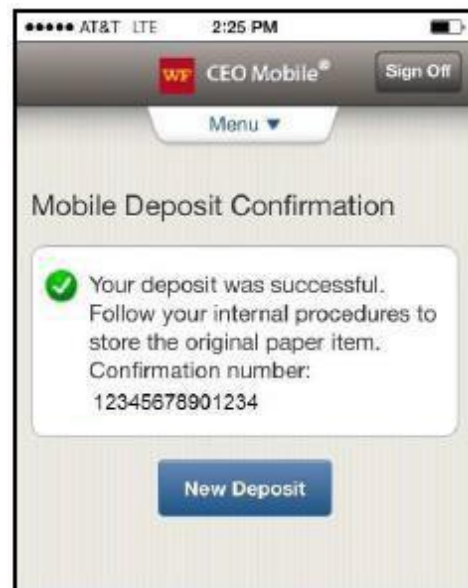
Verify the Mobile Deposit information:

- Select **Yes** for Email Confirmation to receive an email confirmation for deposits made using the *CEO Mobile* app.
- Select the **Submit** button to complete deposit.



**Note:** The email confirms only that the deposit has been received. It cannot confirm if the deposit has been processed or posted. Refer to section 8 “Account Management – Notifications” on how to receive email notification for deposits to the EPS Trust account.

A **Mobile Deposit Confirmation** message displays if the deposit is successful. Deposits take 2-3

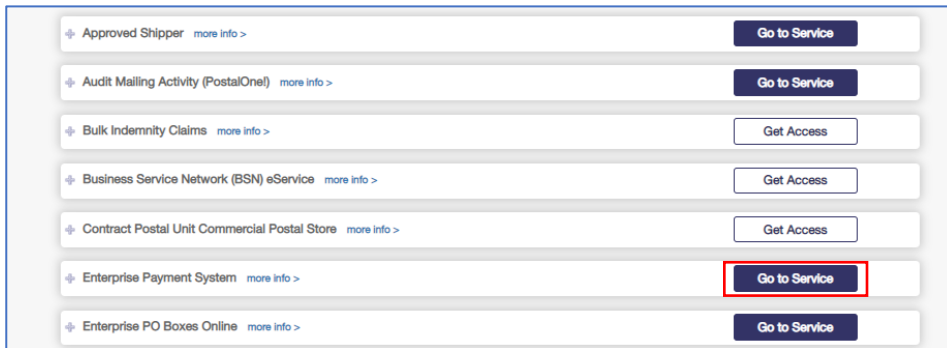


hours to post to the EPA Trust account. Confirm the EPA balance before presenting mailings.

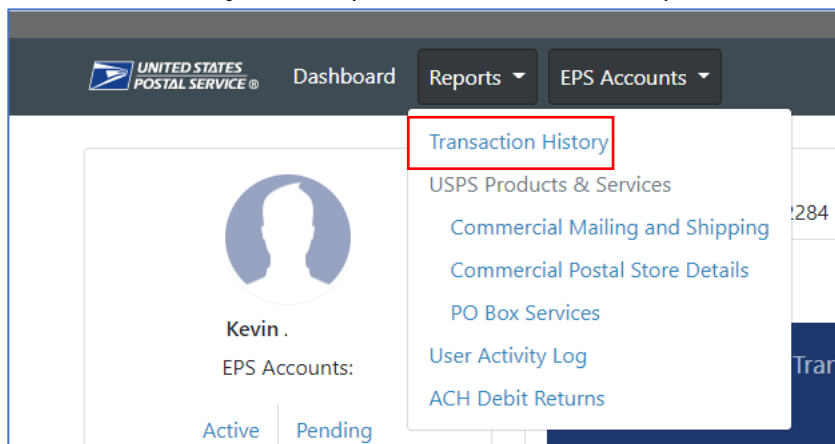
### 15.5 Verify Deposit in EPA

Before presenting the mailing verify the mobile check deposit has been processed to your EPA by reviewing the EPS Transaction History Report from the Business Customer Gateway (BCG).

Select the **Additional Services** tab scroll to Enterprise Payment System and select **Go to Service**.



On the **EPS Dashboard**, click the **Reports** dropdown and select the report.



Verify Mobile Check Deposit has been processed. The **Description** will show as **Mobile**.

Tran Id	Date	Tran Type	Description	Product Id	Business Location	EPS Account Number
116004	01/16/2018 08:52:11 am	DEPOSIT	ACH_CREDIT		123456	1000012345
114188	01/11/2018 03:11:07 pm	DEPOSIT	FEDWIRE		123456	1000012345
114190	01/11/2018 03:11:08 pm	DEPOSIT	MOBILE		123456	1000012345
114191	01/11/2018 03:11:08 pm	DEPOSIT	MOBILE		123456	1000012345

## 16 Appendix

### Appendix A: EPS Onboarding Checklist

Before you configure your Enterprise Payment account, verify that the following steps are completed to ensure you have the information needed to enroll in Enterprise Payment.

- Verify your Customer Profile and Enterprise Payment Account Number information  
Confirm Customer Registration ID (CRID) information (email, address, company name) is up to date in the Business Customer Gateway (BCG) for the user who will be your company's Business Systems Administrator (BSA) for EPS
  - **Manage Mailing Activity** (MMA) is the service that governs your ability to link Permit(s) to an Enterprise Payment Account. If you have access to MMA for the CRID(s) that is linked to the Permit(s), you will be able to link the permit to the Enterprise Payment Account
- Ensure all permits are active and have a positive or \$0 balance – Permits will not migrate to Enterprise Payment Account if they are inactive or have a negative balance
- Determine the Payment Method: **ACH Debit** (direct daily debit from a corporate bank account) or **Trust** (advanced deposit account) to fund purchases paid through EPS
  - If ACH Debit, validate the bank account number and routing information and check what steps if any need to be taken with your bank to enable USPS to withdraw EPS debits from the selected account, i.e., Fraud Block.
  - If Trust, identify how you will deposit funds to the EPS account; electronic transfers may require additional configuration within your organization to identify USPS as a new vendor eligible for ACH Credit or wire transfers
    - Will you be assigning a Backup Payment Method

Follow along step-by-step instructions within this document to complete your migration to Enterprise Payment.

## REVISION HISTORY

DATE	SECTION	REASON FOR CHANGE
April 2023	4.1	Update Payment Methods tab to include ACH Debit Back Up and Credit Card/API Label information
April 2023	5.3 and 9.2	Update image for Manage Permit screen
May 2023	4.3	Update Backup Payment Method
August 2023	3.2	Added screenshot for ACH Debits Information
September 2023	10	Update to Manage Address Quality Service