

United States Postal Service®

INDUSTRYALERT

February 25, 2020

Issues with Business Reply Mail (BRM) Accounts migrating to Enterprise Payment System (EPS)

The USPS has identified an issue with some BRM accounts becoming erroneously delinked from the master BRM account when migrating to EPS. Customers may be prompted to pay the Annual BRM fee at the out of town location. The root cause of this issue is still under investigation.

Impact:

- Permits requesting a fee payment will be re-linked to the Master BRM account.
- For payments made in error, customers need their transactions reversed or reimbursed.

Resolution: The Mailing and Shipping Solutions Center (MSSC) is working to re-link permits and reverse/refund any payments made in error. If you feel you have been impacted by this issue and need assistance, please contact the MSSC at 1-877-672-0007.

Fix Date: TBD

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