

# Postal Customer Council (PCC)

Enterprise Payment System

February 16, 2018



# Agenda

- Enterprise Payment System (EPS)
- Commercial Mailings on EPS
  - Account Set-up
  - Transactions
  - Reports
- PO Boxes on EPS
  - Account Set-up
- Address Quality Service (AQS) on EPS
  - Account Set-up
- Enterprise Payment Resources





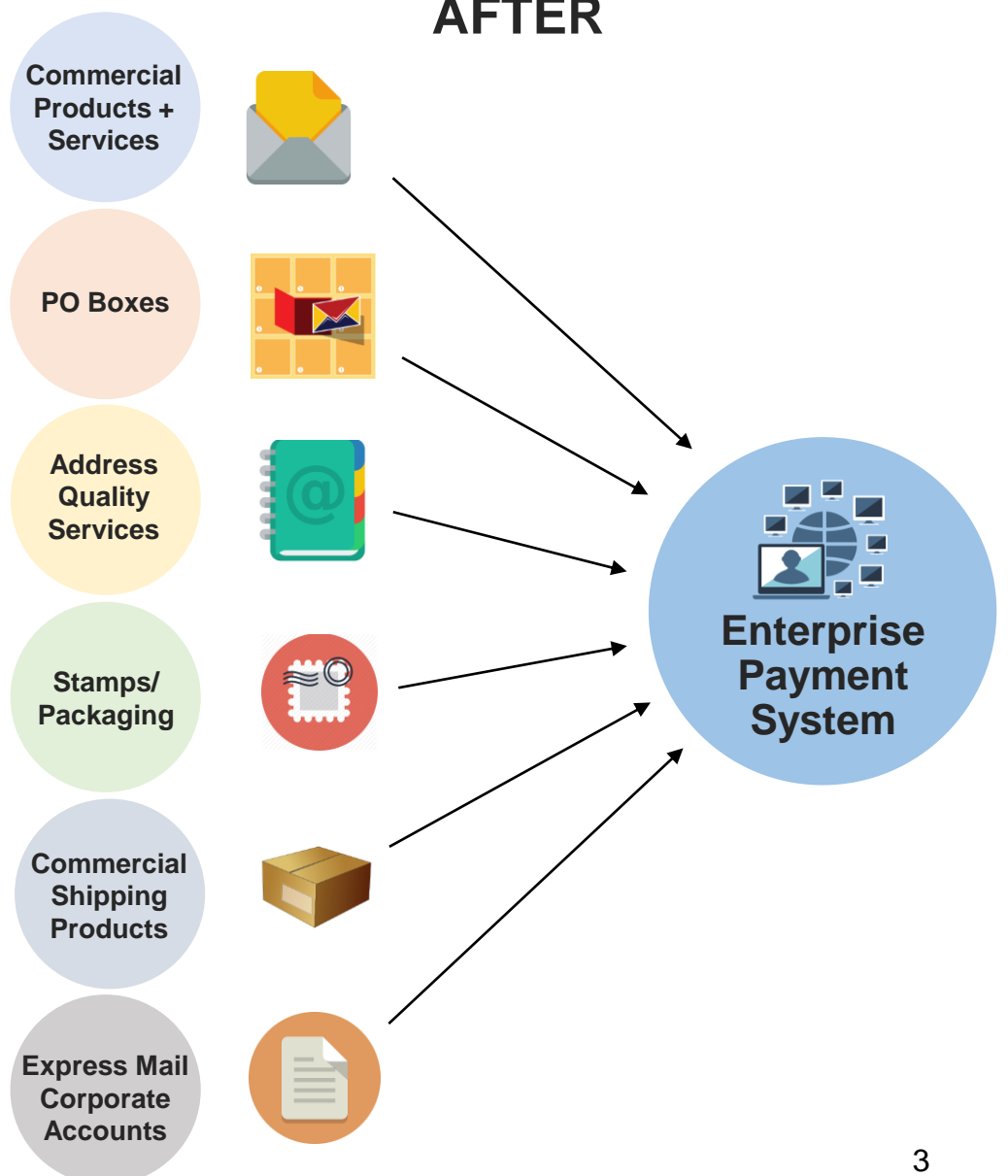
# Enterprise Payment System (EPS)



## BEFORE



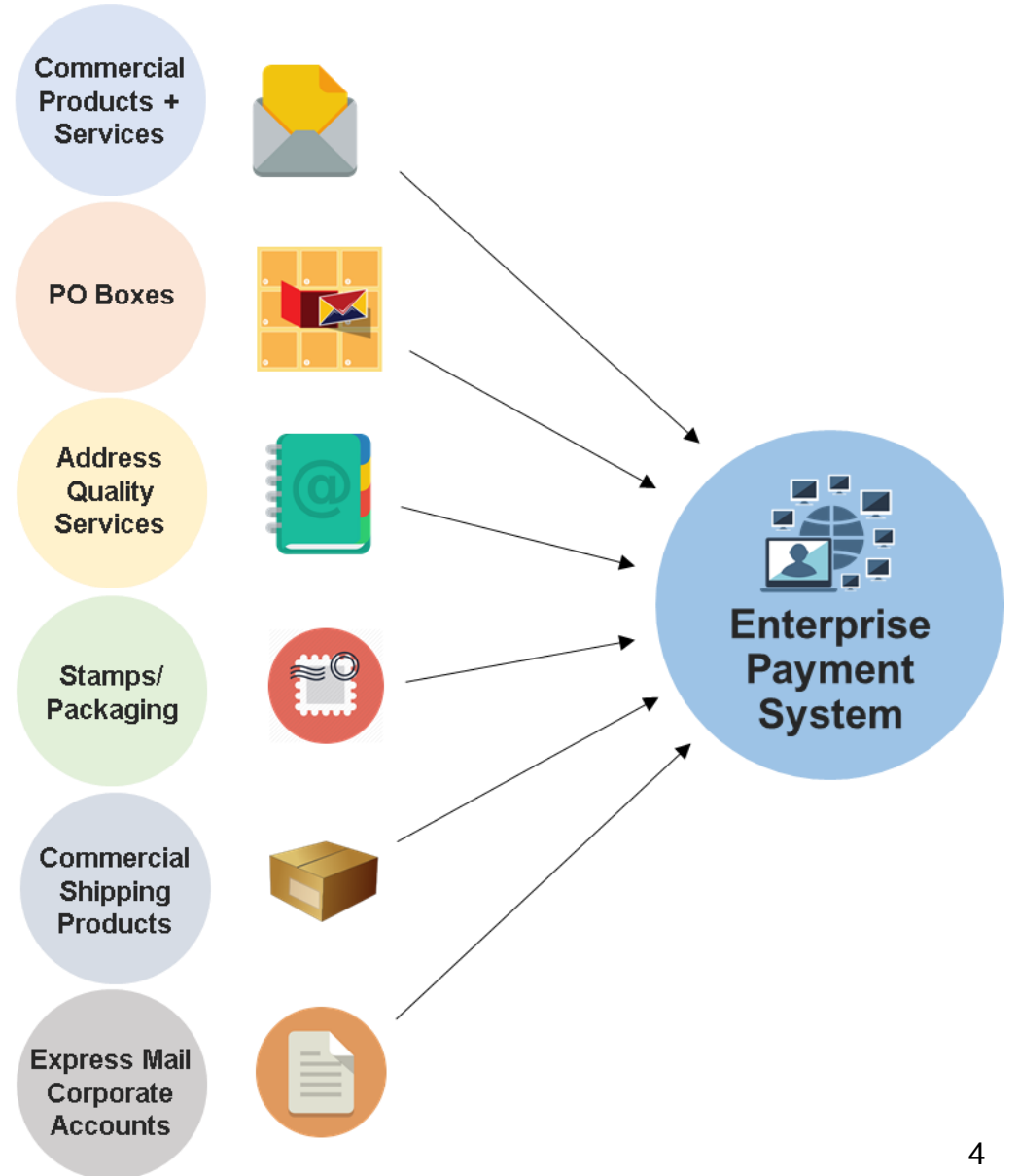
## AFTER





# Why EPS?

- Pay for all Products and Services with one account
- Manage accounts online
- Establish permits online
- Manage postage spent
- Convenient payment options





Commercial  
Products +  
Services

PO Boxes

Address  
Quality  
Services

Stamps/  
Packaging

Commercial  
Shipping  
Products

Express Mail  
Corporate  
Accounts

## Commercial Mailings Legacy

- **Deposit funds in person at assigned Post Office**
  - Checks, Cash, Credit Card or Money Orders to fund permit mailings
  - Mail at multiple sites, maintain permit balances at each assigned Post Office

## Commercial Mailing Today

- **Electronic Funds Transfer:** Pre-fund mailings via an electronic funds transfer (Fedwire or ACH Credit)
- **Retail Deposit:** Deposit checks, cash or money orders at **any** Post Office
- **Mobile Deposit:** Deposit a check remotely using Mobile Check Capture *\*coming soon*
- **ACH Debit:** Establish an ACH Debit account to have funds withdrawn directly from bank account
- Use a single payment account for all permits; if mail at multiple sites



# Commercial Mailings on EPS



Eligible Products/Services	Eligible Submission Methods	Eligible Permit Types	Eligible Transactions	Products & Services Coming Soon!
<ul style="list-style-type: none"> <li>• PO Box, Caller &amp; Reserve Services (EPOBOL)</li> <li>• Address Quality Products (AEC, AECII and ACS)</li> <li>• Priority Mail (Excluding eVS)</li> <li>• First- Class Mail, Letters, Cards, and Flats</li> <li>• First-Class Package Service (Excluding eVS)</li> <li>• USPS Marketing Mail, Letters, Flats, and Parcels (Excluding eVS)</li> <li>• Parcel Select (Excluding eVS)</li> <li>• Media Mail (Excluding eVS)</li> <li>• Library Mail (Excluding eVS)</li> <li>• Bound Printed Matter (Excluding eVS)</li> <li>• Periodicals</li> <li>• International Products (Excluding eVS)</li> <li>• Business Reply Mail (BRM)</li> <li>• Every Door Direct Mail (EDDM) BMEU</li> </ul>	<ul style="list-style-type: none"> <li>• Business Mail Entry Unit (BMEU) hard copy</li> <li>• eDoc (Mail.dat/Mail.XML)</li> <li>• Postal Wizard</li> <li>• Intelligent Mail small business (IMsb) Tool</li> </ul>	<ul style="list-style-type: none"> <li>• Permit Imprint</li> <li>• Metered</li> <li>• Pre-cancelled Stamps</li> <li>• Periodicals (CPP/PP)</li> <li>• Postage Due</li> <li>• Business Reply</li> </ul>	<ul style="list-style-type: none"> <li>• Postage Statement Processing (Domestic &amp; International)</li> <li>• Adjustments</li> <li>• Mail Entry Postage Assessment</li> <li>• Reversals</li> <li>• Refunds (including Value Added Refunds (VAR))</li> <li>• Deposits</li> <li>• Transfers</li> <li>• Fee Payments</li> <li>• Postage Due</li> <li>• FOIA Requests</li> </ul>	<ul style="list-style-type: none"> <li>• Electronic Verification System (eVS)</li> <li>• Parcel Return Service (PRS)</li> <li>• PC Postage</li> <li>• Scan Based Payment (SBP)</li> <li>• Merchandise Return Service (MRS)</li> <li>• Official Mail Accounting System (OMAS)</li> <li>• Premium Forwarding Service Commercial (PFSC)</li> <li>• Share Mail</li> <li>• Intelligent Mail barcode Accounting (IMbA)</li> </ul>



# Commercial Mailings on EPS – Account Setup



## Get Ready!



## Create BCG Account



## Request EPS



## Create EPS Account



## Set-up Payment



## Link Permits/ Publications



1. Choose the best payment option for your organization
2. Get a list of all your active permits

3. Register for a Business Customer Gateway (BCG) Account

*Customers already registered skip to the next step*

4. Contact your local Business Mail Entry Unit to request participation
5. Access the Enterprise Payment System using the hyperlink and invitation code.

6. Create an Enterprise Payment Account

7. Set up the selected payment option: **ACH Debit or Trust** via EFT, Retail Deposit or Mobile Deposit

8. Link your mailing Permits to your EPA



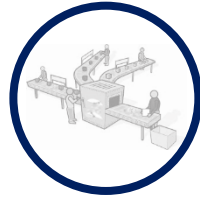
# Commercial Mailings on EPS – Transactions



## Submit Postage Statement



## Present Mailing



## Process Mailing



## Finalize Mailing



## Withdraw Payment



## View Mailing Reports



1. Submit postage statement\* electronically using mail.dat, mail.xml or postal wizard, IMsb, or via hardcopy at BMEU

2. Present mailing at USPS facility

3. Action recorded in *PostalOne!*

4. Payment transaction sent to EPA

5. Payment withdrawn from EPA

6. Mailing reports viewable in BCG and EPS

- **Permit/publication number field:**
- **Account number field:**
- **Mail Anywhere:**

Enter permit/publication number in eDoc  
Optional, but must match the account number linked to the permit number  
EPA number will replace National account number





## Customer Dashboard

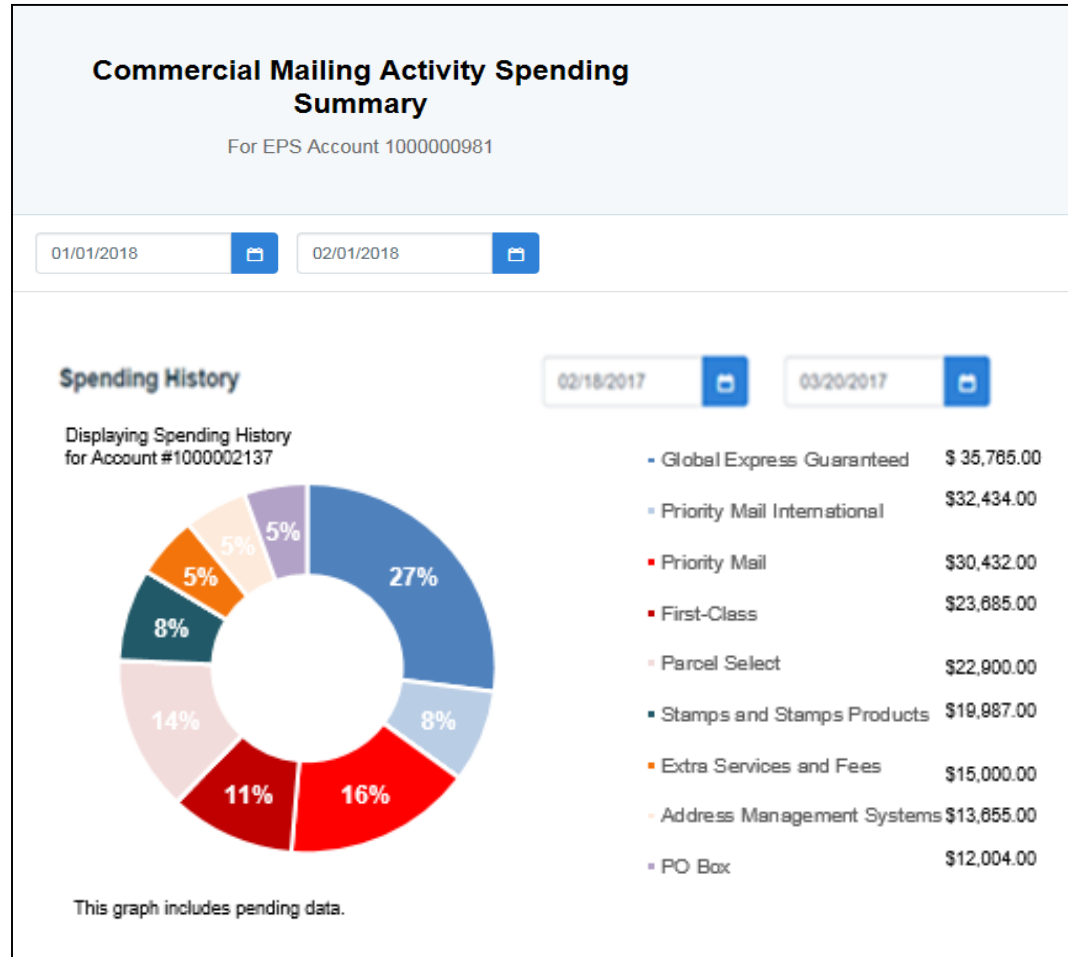
- **Customer Dashboard** provides a quick glance of all EPS accounts
- View the real-time total of pending ACH debit transactions sent to the bank at the end of the day, as well as the Trust Balance
- Pending Accounts where the account setup process needs to be completed are viewable as well

The screenshot shows the USPS Customer Dashboard for EPS Accounts. The user is John Smith, and the dashboard displays the following information:

- Account Options:** Create a New EPS Account
- Customer Care:** Check our FAQs, Call us: 1-800-522-9085, For TDD/TTY Relay: 1-800-877-8339, Send an email to Customer Service
- Active EPS Accounts:** Last Updated: Thu, May 25, 2017
  - EPS #: 1000002678** - Business Location # 30001 - Primary Trust
    - Pending ACH Debit Transactions: \$0.00
    - Current Trust Balance: \$3,837.87
  - EPS #: 1000002680** - Business Location # 30001
    - Pending ACH Debit Transactions: \$0.00
    - Current Trust Balance: \$940.00
  - EPS #: 1000002693** - Business Location # 30001
    - Pending ACH Debit Transactions: \$0.00
    - Current Trust Balance: -\$625.01
- Pending EPS Accounts:**
  - 1000002707** - Edited by arya2016 on 2017-05-24 at 21:31 - Continue
- Inactive EPS Accounts:**
  - 1000002695** - Edited by arya2016 on 2017-05-18 at 18:52 - View
  - 1000002697** - Edited by arya2016 on 2017-05-24 at 18:50 - View
  - 1000002698** - Edited by arya2016 on 2017-05-24 at 18:50 - View
- Suspended EPS Accounts:**



## EPS Drill-Down Reporting





# Commercial Mailing Activity Mail Class Report

- **Commercial Mailing Activity Mail Class Report** summarizes transaction information for the selected Mail Class

### Commercial Mailing Activity Mail Class Report

• **First-Class Mail**

01/02/2018 02/01/2018

CSV Excel PDF

Showing 1 to 2 of 2 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%
120079	01/24/2018 10:26:31 am	\$0.00	PURCHASE	14	ALEXANDRIA , VA	2000	01%

Show  entries

Previous **1** Next

**\$189.00**



# Postage Statement Report

- **Postage Statement Report** summarizes the total cost by section of a specific Postage Statement drilled by clicking on the Postage Statement ID from the Customer Mailing Details Report

Select a Section to drilldown for more detail.

Section	Cost	Pieces
<b>A - Automation Prices</b>	<b>\$120.00</b>	1 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



# Postage Statement Line Detail Report

- **Postage Statement Line Detail** summarizes the total cost by line of the Postage Statement section selected on the previous page

UNITED STATES POSTAL SERVICE®
Dashboard
Reports
EPS Accounts ▾
🔍

## Postage Statement Line Detail

- **A - Automation Prices**

### Postcards

Show  entries Search:

Processing Category ▲	Statement Line Number	Line Level Entry	Number of Pieces	Line Price	Line Subtotal Postage	Line
POSTCARDS	1		1	\$120.00	\$120.00	\$0.0

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

### Letters

13



## Standard Reports

- Access to various data providing information on:
  - Transaction history
  - Mailing details
  - Account activity

The screenshot shows the USPS EPS Accounts dashboard. The top navigation bar includes the USPS logo, "Dashboard", "Reports", and "EPS Accounts" (with a dropdown arrow). The main content area is divided into three columns. The left column features a user profile for Kelly Chilvers, showing "Active" accounts (31) and "Pending" accounts (2), along with an "Account Options" section containing a "Create a New EPS Account" button. The middle column, titled "Standard Reports", is highlighted with a red border and lists five report types: "ACH Debit Returns Report", "Activity Log Report", "Mailing Details Report", "PO Boxes Details Report", and "Transaction History Report". The right column contains a "Customer Care" section with contact information: "Call us: 1-800-522-9085", "For TDD/TTY Relay: 1-800-877-8339", and "Send an email to Customer Service". The footer contains links for "Legal", "On usps.com", "On aboutusps.com", "Other USPS sites", and "Copyright © 2018 USPS. All Rights Reserved."



# Standard Report – Transaction History Report

- **Transaction History Report** summarizes the transactions that were made within a selected timeframe

### Transaction History Report

**Transaction Date Filter:**

01/02/2018

02/01/2018

CSV Excel PDF

Showing 1 to 10 of 115 entries Search:

Tran Id	Date	Tran Type	Description	Product Id	Business Location	EPS Account Number	EPS Account Nickname	Payment
3169	01/31/2018 04:03:27 pm	ACH DEBIT			94792348	1000001421		ACH_DI
3167	01/31/2018 04:03:27 pm	ACH DEBIT			94792348	1000001446		ACH_DI
120115	01/31/2018 03:29:37 pm	PURCHASE	M0		94792348	1000001421		DEBIT
120114	01/31/2018 03:24:52 pm	PURCHASE	PO Box	NA	94792348	1000001446		DEBIT
120113	01/31/2018 03:00:34 pm	PURCHASE	PO Box	NA	94792348	1000001421		DEBIT
120099	01/26/2018 11:05:57 am	ACH DEBIT RETURN FEE			94792348	1000001125		TRUST
120009	01/26/2018 11:05:53 am	RETURN	PO Box	NA	94792348	1000001125		DEBIT



## Standard Report – Mailing Details Report

- **Mailing Details Report** provides detailed information of *PostalOne!* mailings

### Report Data Fields

EPS Transaction Number	Class Spoilage
Transaction Date/Time	Number of Pieces
Transaction Type	Number of Copies
Permit Holder CRID	eDoc Mailing Date
Permit Number	EPS Account Number
City/State of Permit	EPS Account Nickname
ZIP of Verification	Transaction Amount
Publication Number	Postage Statement
Customer Reference ID	Number
Job ID	
User License Code	

### Mailing Details Report

All Account Activity

**Mailing Date Filter:**

CSV | Excel | PDF

**Download Options:**

- CSV
- Excel
- PDF

Search:

Showing 1 to 10 of 10 entries

EPS Transaction Number	Permit Holder CRID	Permit Number	City/State of Permit	ZIP of Verification	Publication
133203	20479665	25	Washington, DC	10300	
133200	20479665	25	Washington, DC	10300	PURCHASE
133196	20479665	25	Washington, DC	10300	PURCHASE
133191	20479665	46	Washington, DC	10300	PURCHASE
133178	20479665	25	Washington, DC	10300	PURCHASE
133177	20479665	25	Washington, DC	10300	PURCHASE
133176	20479665	25	Washington, DC	10300	PURCHASE
133171	20479665	25	Washington, DC	10300	PURCHASE
133169	20479665	25	Washington, DC	20910	PURCHASE
133204		25	Washington, DC	10300	REVERSAL

Show  entries

Previous 1 Next

Search results that filter real-time as you type across all columns

CSV | Excel | PDF

**Download Options:**

- CSV
- Excel
- PDF

Search:





Commercial Products + Services

PO Boxes

Address Quality Services

Stamps/ Packaging

Commercial Shipping Products

Express Mail Corporate Accounts

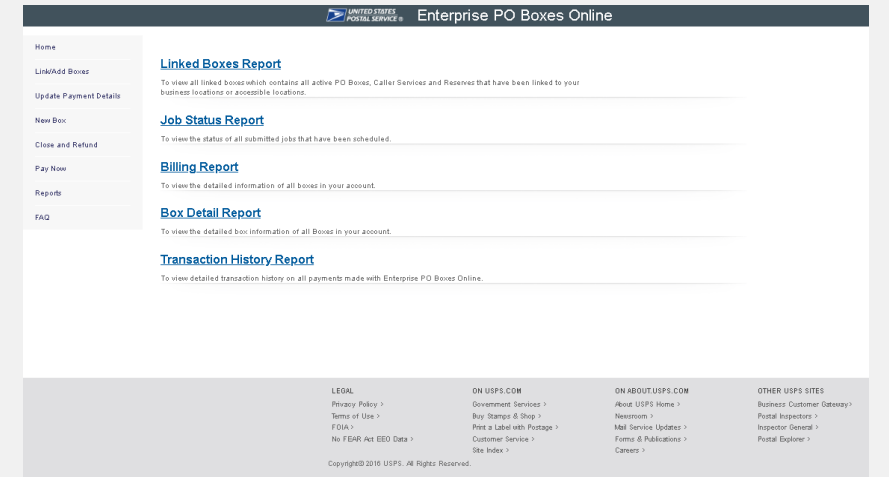
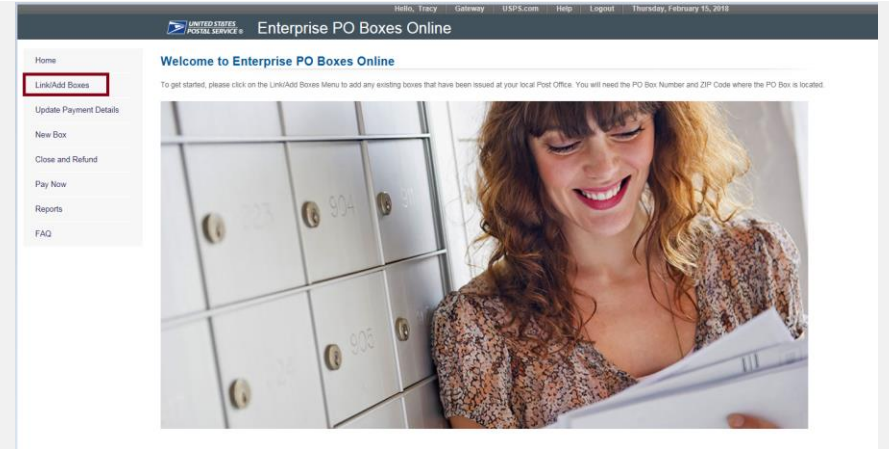
## PO Boxes Legacy

- Pay through individual retail locations using cash, check, or credit card
- Renewal and account management at each location

## PO Boxes Today

- Enterprise PO Boxes Online allows mailers to manage (open, close, view, pay fees and renew) all PO Boxes, Caller and Reserve Services
- Commercial customers manage multiple local accounts from a single application
- Renewal/expiration notifications sent electronically

Enterprise PO Boxes Online





Commercial Products + Services

PO Boxes

Address Quality Services

Stamps/ Packaging

Commercial Shipping Products

Express Mail Corporate Accounts

## AQS Legacy

- Customer submits paper application forms for ACS or AEC
- NCSC generates daily or monthly invoices & manually processes payment

## AQS Today

- EPS accepts & processes invoice transactions electronically
- Consolidated transaction reporting available from EPS

## Address Quality Account Management

**Address Quality Account Management**

EPS Account Number:

Customer Number:

Product Type:

[Link](#)

Show  entries Search:

EPS Account Number	EPS Account Nickname	Status	Customer Number	Product Type	Action
100000911	EPS E2E ACH Debit for R2.1	● Linked	1000066	AEC	<a href="#">Delink</a>
100000911	EPS E2E ACH Debit for R2.1	● Linked	100234	ACS	<a href="#">Delink</a>
100000911	EPS E2E ACH Debit for R2.1	● Linked	100151	ACS	<a href="#">Delink</a>
100000910	End To End R2.1 Trust	● Linked	500639	ACS	<a href="#">Delink</a>
100000910	End To End R2.1 Trust	● Linked	500627	ACS	<a href="#">Delink</a>
100000910	End To End R2.1 Trust	● Linked	500626	ACS	<a href="#">Delink</a>

Showing 1 to 6 of 6 entries Previous **1** Next



## **PostalOne! Help Desk**

Support customers with EPS setup & use

- *Postalone@usps.gov*
- 800.522.9085

## **Email questions**

Support customers with migration preparation

- [USPSPayment@usps.gov](mailto:USPSPayment@usps.gov)

## **Contact your local BMEU**

Support customers with EPS setup and use

- [BMEU locator](#)

## **PostalPro**

Provide online reference materials

- <https://postalpro.usps.com/eps>

## **Ready?**

Submit “EPS Request” via email:  
*USPSPayment@usps.gov*

*\*Include BCG username for BSA, email address & CRID(s)*



# Questions





**Q:** As a commingler, we cannot have mailings reversed when errors are found after the payment is made. Being in Seamless, that is immediately after mail.dat upload. This applies to both errors found to be in favor of the USPS and errors found to be in favor of the mailer. This is because we are submitting mixed payment types and getting a VAR refund. Will EPS allow for a reversal of this type of mailing?

**A:** Yes, if your mailing is processed using your EPA the postage statement with a VAR can be reversed. For VAR's you no longer receive a paper check and the VAR is credited to your EPA.

**Q:** As a commingler, when a reversal is possible, the entire mailing is reversed (all statements whether they were affected or not). This makes it visible to all CAPS mail owners in the mailing via their dashboard. If we have to do a reversal because a client fails to communicate their payment needs properly, we as the commingler are not at fault but it appears to our other CAPS clients that we are. Will EPS be able to reverse a single postage statement as opposed to all statements in a mailing?

**A:** Single postage statements cannot be reversed, if it is a master statement the entire statement would need to be reversed.



**Q:** Will the new system be able to accept an ACH sent to the site for deposit into the CAPS account. Current ACH is process used by USPS is not allowed by our company and wire transfer is not allowed? Will we be able to deposit locally into our CAPS account through the retail counter, rather than sending checks to California?

**A:** Enterprise Payment System enables customers to deposit checks at ANY retail facility using their 10 digit EPA number.

**Q:** Is there any chance of getting the annual rentals for Caller Service boxes included in the payments that can be made with this upgraded system?

**A:** You can pay for your Caller Services through Enterprise PO Box system using your Enterprise Payment Account.