

United States Postal Service®

# INDUSTRYALERT

February 15, 2018

## Mail Spoken Here

*The electronic newsletter summarizing recent USPS news and developments*

### Enterprise Payment System (EPS) Webinar

**Friday, February 16, 2018 at 2 p.m. (EST)**

Please join Pritha Mehra, Vice President, Mail Entry and her team to learn about the Enterprise Payment System (EPS). USPS has launched a new payment system that enables customers to manage their commercial products and services through a secure online portal. The EPS supports commercial, domestic, and international products and services which includes First-Class Mail®, USPS Marketing Mail™, Periodicals, Electronic PO Boxes Online (ePOBOL) and Address Quality Products. Key features include online account creation and management, payment for products and services through one account and enhanced reporting features. Customers utilizing EPS can fund their accounts through Automated Clearing House (ACH) Debit, allowing USPS to directly withdraw a payment transaction from their bank account, or through a Trust Account, funded through ACH Credit, FedWire Transfer, or check, cash, or money order deposited at any retail location. A new check capture feature is planned which allows customers to deposit checks using a mobile application, eliminating the need to visit a Post Office.

If you are utilizing any of the following products and services contact your Business Mail Entry Unit or Business Mailer Support Analyst to enroll today:

#### **Eligible Products/Services**

- PO Box, Caller & Reserve Services (EPOBOL)
- Address Quality Products (AEC, AECII and ACS)
- Priority Mail
- First-Class Mail, Letters, Cards, and Flats
- First-Class Package Service
- USPS Marketing Mail, Letters, Flats, and Parcels
- Parcel Select
- Media Mail
- Library Mail
- Bound Printed Matter
- Periodicals
- International Products
- Business Reply Mail (BRM)
- Every Door Direct Mail (EDDM) - BMEU

#### **Eligible Submission Methods**

- Business Mail Entry Unit (BMEU) hard copy
- eDoc (Mail.dat/Mail.XML)
- Postal Wizard
- Intelligent Mail small business (IMsb) Tool

**Eligible Permit Types**

- Permit Imprint
- Metered
- Pre-cancelled Stamps
- Periodicals (CPP/PP)
- Postage Due
- Business Reply

**Eligible Transactions**

- Postage Statement Processing (Domestic & International)
- Adjustments
- Mail Entry Postage Assessment
- Reversals
- Refunds (including Value Added Refunds (VAR))
- Deposits
- Transfers
- Fee Payments
- Postage Due
- FOIA Requests

**\*Products/Services Not Currently Supported**

- Electronic Verification System (eVS)
- Parcel Return Service (PRS)
- PC Postage
- Scan Based Payment (SBP)
- Merchandise Return Service (MRS)
- Official Mail Accounting System (OMAS)
- Premium Forwarding Service Commercial (PFSC)
- Share Mail
- Intelligent Mail barcode Accounting (IMbA)

Please join us for this educational webinar and register using the link below. Thank you!

**ATTENDEE INFORMATION**

Toll-Free Attendee Dial In: 844-480-7651  
Event Plus Passcode: 6394499

Attendee Direct URL:

<https://usps.webex.com/usps/onstage/g.php?MTID=e028657c551b6e728a9cc78ba50696f77>

If you cannot join using the direct link above, please use the alternate logins below:

Alternate URL: <https://usps.webex.com>

Event Number: 995 515 737

If you would like to submit your questions before the call, you can submit them to [PCC@usps.gov](mailto:PCC@usps.gov).

**Enterprise Payment System Migration Fact Sheet**

For more information on the Enterprise Payment System (EPS) please reference the fact sheet which can be found at:

[https://postalpro.usps.com/mnt/glusterfs/2018-01/2017.12.06%20EPS%20Fact%20Sheet\\_v19.pdf](https://postalpro.usps.com/mnt/glusterfs/2018-01/2017.12.06%20EPS%20Fact%20Sheet_v19.pdf)

## **2018 Changes to Postage Payment – An Industry Perspective (Article “2018 Changes to Postage Payment” by Bob Schimek, Senior Director of Postal Affairs, Quadient® and Industry Vice Chair, Mailers Technical Advisory Committee (MTAC) 2018):**

### **2018 Changes to Postage Payment**

With 2018 already here, it is important to spend some time planning and preparing for changes that will impact your business in the new year. One of these changes will be the Postal Service's rollout of the Enterprise Payment System (EPS). As with many of the new Postal Service systems, there will be several new acronyms that the mailing industry will need to become familiar with as EPS is formally rolled out. EPS will require every business mailer to have an Enterprise Payment Account (EPA). If your business has PO Boxes, you may have already had some exposure to the first phase of EPS which included ePOBOL - Electronic PO Boxes Online. ePOBOL allows mailers to renew, open, and close their PO Boxes online. ePOBOL is currently available for use. The Postal Service is encouraging all eligible business mailers with PO Boxes to begin using it.

Enterprise Payment System is available for some Address Quality Products, including ACS, AEC and AEC II.

The bigger EPS change for business mailers deployed February 1, 2018. The Postal Service has completed pilot testing with some mailers expanded payment capabilities for eligible domestic, commercial, and international mail products and services. These include postage statement processing for all bulk mailings currently being submitted to PostalOne! using Mail.dat, Mail.xml, or the Postage Statement Wizard and BMEU (Bulk Mail Entry Unit) hard copy postage statements.

There are several steps involved to enroll in EPS which include receiving an invitation code to access the EPS service in the Business Customer Gateway (BCG) and creating and configuring your EPA. Mailers are encouraged to begin considering who in your company will be taking the lead in the setup process. There are many details that will likely require collaboration and testing with the financial side of your business to ensure user roles have been appropriately assigned and bank account information has been updated to reflect the changes.

Each mailer or mail service provider may choose to have one or more EPAs. Each permit will be linked to a single EPA; all postal transactions for that permit will be posted to that EPA. This will greatly simplify the postage payment process for mailers. EPA will allow mailers the ability to setup a Trust Account or an Automated Clearing House (ACH) Debit. The Trust Account allows mailers to direct deposit funds into their Postal Service account for mailing transactions. ACH Debit allows the Postal Service to withdraw payment transactions directly from mailer bank accounts. Mailers who choose to use ACH Debit as a payment method will complete a micro-debit verification process to verify the ACH account is linked correctly to their EPA before it may be used to pay for mailings. Mailers may need to work with their accounting department and their financial institution to confirm their account will accept transactions from the Postal Service.

Once EPS has been fully tested, the Postal Service will require all mailers to migrate to EPS and the Centralized Account Processing System (CAPS) will be officially discontinued. The timeframe and length of the transition window has not yet been announced. However, you can expect the official start of the transition to be announced sometime in 2018, and the transition window could be fairly short. The migration from CAPS to EPS does not have to be done all at once. The transition can be done a single permit or CAPS account at a time. Mailers with multiple CAPS accounts and/or permits, will be able to mix the use of both CAPS and EPS for postal transactions as they transition, but eventually all permits will be connected to an EPA. Once mailers have their new EPA number, they can begin using it to pay for commercial mailings. If you are submitting electronic documentation and including the account number this must be updated with your new 10 digit EPA number. If you wish to enroll in Enterprise Payment please contact your local BME or BMS Analyst.

There are a number of benefits that come with the migration to EPS. These include a single, streamlined way to pay for mailings as well as other USPS products and services. Additionally, EPS offers enhanced reporting, which will be expanded to include report subscriptions in the near future. To maximize your benefits, it is highly encouraged to begin planning the changes to your business now. For additional information on the details involved in the migration, use the Postal Service PostalPro site to access the Payment Modernization Overview document and Migration Fact Sheet.

## PAVE/MAC Batch Software Vendors - Certification Cycle S Schedule

The USPS plans to implement the following: Presort Accuracy, Validation, and Evaluation (PAVE™) Certification Cycle S Release Schedule. The certification began January 16, 2018 and **will end no later than June 29, 2018**.

### PAVE/MAC Batch Certification Cycle S Advisory Calendar

- **January 16, 2018**      Begin accepting PAVE/MAC Batch [Order Forms](#)
- **January 17, 2018**      Test Files available on EPF
- **January 22, 2018**      Begin Cycle S Testing
- **March 23, 2018**      Activate Late Orders and Testing Fees
- **April 30, 2018**      Cycle R Certification Expires
- **June 29, 2018**      Cycle S Testing Ends
- **April 30, 2019**      Cycle S Certification Expire

A small nucleus of tests will be administered to vendors previously certified during **Cycle R**.

- All orders should be submitted using the PAVE On-line Order Form, currently available at: [PAVE On-line Order Form](#). Updated product version numbers should follow the format reflected in the [PAVE Technical Guide](#).
  - **IMPORTANT!** Vendors should answer **NO** to the 3 questions on the last page of the on-line order form regarding **Additional Licenses and Additional Product Names**.
- Products supporting 2018 changes in preparations relating to CR5 and CR5S pallets within **Merged preparations** will be tested. **Other First-Class Mail, Periodicals and USPS Marketing Mail preparations will be tested** in order to evaluate required changes to 2018 postage statements determined by each product's Cycle R or newly submitted Cycle S Order Form.
  - **IMPORTANT!** The CR5 and CR5S level pallets can now be prepared using any minimum volume desired by the mailer, but remain required levels of preparation. Therefore, it is requested that for purposes of PAVE Certification, all returned test files use a 50 lb. minimum for all CR5S/CR5 pallets prepared using the Merged Pallet preparations reflected in DMM 705.10 thru 705.12.

## Certification Cycle Policy

The PAVE Certification Group started accepting Cycle S Order Forms on Tuesday, January 16, 2018. The group asks that customers use the [PAVE On-line Order Form](#) for their electronic submission. However, if anyone has problems accessing the order form, please contact us at [pave.ncsc@usps.gov](mailto:pave.ncsc@usps.gov)

### The PAVE Certification Group will:

1. Ensure products will be posted to the Certified Products List (CPL) as certification is completed.
2. Ensure new order forms for PAVE Certification testing will not be accepted between the published test end date for Cycle S and the start of the next scheduled test cycle.
  - ❖ **EXCEPTION: *Certification requests for mail preparations requiring PAVE Certified documentation will be accepted at any time.***
3. Remove all other vendors and their products at the end-of-certification- cycle date (April 30, 2018) from the [PAVE Certified Products List](#)

Vendors requesting extensions regarding required 2018 documentation should direct their correspondence to:

Pricing and Classification Service Center  
90 Church Street, Suite 3100  
[New York, NY 10007-2951](#)  
212-330-5300

For certification processing questions or concerns, please contact the PAVE Certification Group by e-mail at [pave.ncsc@usps.gov](mailto:pave.ncsc@usps.gov) or call 800-238-3150, option 0 and ask for the PAVE Certification Group.

Please visit the Postal Explorer website at <http://pe.usps.com> for more details related to the **January 21, 2018 Price Change**.

## Mailers Technical Advisory Committee (MTAC)

Updated Roster of User Group, Work Group and Task Team Leaders:

Found at: <https://postalpro.usps.com/node/4449>

## Areas Inspiring Mail (AIM) Meetings – When, Where and Who to Contact

### Areas Inspiring Mail Calendar

<u>Dates</u>	<u>Area &amp; Location</u>	<u>Contact</u>
January 26, 2018	Capital Area John Hopkins Baltimore, MD	Sonia Holley (404) 765-7284
February 8, 2018	Pacific Area San Diego, CA	Susan Recchia (858) 674-3173
March 6, 2018	Eastern Area Philadelphia Metro Plant Philadelphia, PA	Brandy Seanor (412) 494-2680
March 8, 2018	Great Lakes Area Carol Stream, IL	Demetria Charrier (630) 539-4783
March 14, 2018	Northeast Area New Haven, CT	Leonard Rooke 860 285-7391
March 22, 2018	Western Area Phoenix, AZ	Debbie Stoops (303) 313-5438
April 17, 2018	Southern Area Tampa, FL	Torie Miles (214) 267-3147

Updated 1-17-2018



## National Postal Forum (NPF), the Nation's Premier Mailing and Shipping Conference, at San Antonio, Texas - May 6-9, 2018

Thousands of mailers and leaders in the mailing and shipping industry will convene in San Antonio, TX this May to leverage and learn more about the latest innovations in mailing technology. The theme for NPF 2018, ***"Informed Customers – Customer Experience Delivered,"*** will highlight innovative technology and ways the U.S. Postal Service is using it to enhance the customer experience.

NPF marks its 50<sup>th</sup> year in 2018 and is known for highlighting the most up-to-date tools, services and information, as well as the best educational and networking opportunities for the mailing industry.

Customers are encouraged to register now to benefit from five specific educational workshop tracks that target different segments of the industry, and beginner and advanced courses. The workshop tracks are:

- **Leveraging Customer Experience with Data Analytics:** Attendees will learn techniques for improving analytics to improve the customer experience.
- **Mail and Future Emerging Technologies:** These workshops will focus on the evolution of Informed Delivery and other USPS innovations.
- **Streamlining Your Mail Center Operations:** Learn methods to effectively manage mailing operations.
- **Shipping Innovations in an Evolving World:** Learn tips and tricks to maximize returns in the competitive shipping market.
- **Direct Mail – the Cornerstone of Omni Channel and Digital Campaigns:** In-depth study of the relevance of direct mail and the impact of the digital age; using direct mail to improve advertising performance with omni-channel marketing.

A key component of the Forum is interacting with USPS leaders, and hearing officer-led sessions on the preparation, entry and delivery of mail. Here is a teaser of a few officer-led sessions:

- Transforming “1’s and 0’s” into an Informed Customer Experience – Isaac Cronkhite, VP, Enterprise Analytics
- Enhancing The Customer Experience With First-Contact Solutions – Pritha Mehra, VP, Mail Entry & Payment Technology
- Innovating Today for Tomorrow’s Customers – Gary Reblin, VP, Product Innovation

And, as always, the highlight of the Forum will include the keynote address from the Postmaster General and Chief Executive Officer, Megan J. Brennan.

The 2018 Forum features four days of postal and industry leadership seminars, instructional workshops and networking events designed to help the mailing industry and associated businesses achieve greater success.

For more information, visit [www.npf.org](http://www.npf.org) to view detailed information on workshops, events and speakers.

## **Move Update (Webinars Every Wednesday):**

USPS is changing the method for measuring compliance for meeting the Move Update requirement to a Census based approach. Move Update will move to an Automated Assessment Process beginning with April 2018 assessments using March 2018 data. Today USPS measures compliance at an individual mailing level using a MERLIN machine. In the future, USPS will use scans from Mail Processing Equipment to determine addresses for First-Class and USPS Marketing Mail, letters and flats, have been updated within 95 days of the mailing date, and compliance will be measured across a calendar month. This new process will result in several benefits including enhanced mailing visibility and improved mail quality metrics over all mailings within a calendar month, rather than sampling at an individual mailing level. Results of this census verification are displayed on the Electronic Verification tab of the Mailer Scorecard.

Testing of the data has been completed by an Industry task team and the reports have been declared ready for use. Mailers should begin reviewing the results to ensure compliance with the Move Update standards are met.

Business Mailer Support is hosting weekly Move Update calls for mailers who have questions or want additional information. The webinars will be held at 2:00 PM Eastern each Wednesday and will continue beyond the February 2018 implementation date.

### **Move Update Webinars:**

**Date/Time:** Every Wednesday 2:00 – 3:00 PM Eastern Time  
- will continue beyond February 2018 implementation.

**Link:**

<https://uspsmeetings.webex.com/uspsmeetings/j.php?MTID=m83f589e9e33af65aaf951ac514b79511>

**Conference Code:** 563 772 2130

**Dial In:** 1-855-860-7461

**As part of its Annual Compliance Report (ACR), the USPS filed its FY 2017 Annual Report and Comprehensive Statement on Postal Operations with the Postal Regulatory Commission (PRC) on December 29, 2017.**

[Click here to read](#) or paste the link below into your browser.

<https://www.prc.gov/docs/103/103285/USPS.FY17.17.Annual%20Report.pdf>

**On January 26, 2018 the PRC issued its FY 2017 Annual Report to the President and Congress.**

[Click here to read](#) or paste the link below into your browser.

<https://www.prc.gov/press-releases/prc-issues-fy-2017-annual-report-president-and-congress/4383>

### **Federal Register Notices:**

**Published in the *Federal Register* January 9, 2018**

**eInduction Option, Seamless Acceptance Program, and Full-Service Automation Option, Verification Standards**

**AGENCY:** Postal Service.

**ACTION:** Final rule.

**SUMMARY:**

The Postal Service is amending *Mailing Standards of the United States Postal Service*, Domestic Mail Manual (DMM), to add verification standards for the *eInduction Option*, *Seamless Acceptance Program*, and *Full-Service Automation Option*.

**DATES:** Effective: March 5, 2018.

**FOR FURTHER INFORMATION CONTACT:** Heather Dyer at (207) 482-7217, or Garry Rodriguez at (202) 268-7281.

**SUPPLEMENTARY INFORMATION:**

The Postal Service published a notice of proposed rulemaking on October 31, 2017, (82 FR 50346-50348) to add the verification standards for the *eInduction Option*, *Seamless Acceptance Program*, and *Full-Service Automation Option*, which included a 30-day comment period.

The Postal Service received two (2) formal responses on the proposed rule, both of which included multiple comments.

Published in the Federal Register.

### **Published in the *Federal Register* January 10, 2018**

#### **Hazardous, Restricted, and Perishable Mail (Publication 52); Incorporation by Reference**

**AGENCY:** Postal Service™.

**ACTION:** Final rule.

#### **SUMMARY:**

The Postal Service announces the issuance of *Hazardous, Restricted, and Perishable Mail* (Publication 52) dated August 2017, and its incorporation by reference in the *Code of Federal Regulations*.

**DATES:** This final rule is effective on January 10, 2018. The incorporation by reference of certain publications listed in the rule is approved by the Director of the *Federal Register* as of January 10, 2018.

**FOR FURTHER INFORMATION CONTACT:** Lizbeth Dobbins (202) 268-3789.

#### **SUPPLEMENTARY INFORMATION:**

The most recent issue of *Hazardous, Restricted, and Perishable Mail* (Publication 52) is dated August 2017. This issue of Publication 52 contains Postal Service mailing standards relating to the shipment of hazardous, restricted, and perishable materials. Publication 52 provides a complete and comprehensive source for users to find information necessary to properly prepare mailings of hazardous, restricted, and perishable materials, and limits the need for users to consult other information sources when preparing such mailings.

Publication 52 is available, in a read-only format, to the mailing industry and general public via the Postal Explorer® website at <http://pe.usps.com>. The Postal Explorer application can be accessed directly at any time. In addition, links to Postal Explorer are provided on:

- The landing page of *USPS.com*, the Postal Service's primary customer-facing website; and
- The USPS application *Postal Pro*, an online informational source available to both mailing industry members and Postal customers, intended to eventually replace RIBBS.

New editions of Publication 52 will be published at regular intervals, generally no less frequently than once each calendar year. Changes to mailing standards applicable to hazardous, restricted, and perishable materials will be made as necessary, and incorporated into each successive edition of Publication 52. The incorporation by reference of each edition of Publication 52 will be announced through publication in the *Federal Register*. Details of the revisions to Publication 52 will be published in the *Postal Bulletin*, available at <https://about.usps.com/postal-bulletin/welcome.htm>.

Published in the Federal Register.

### **Postal Bulletins:**

#### **Postal Bulletin 22484 dated 1/4/18**

**Found at:** <http://about.usps.com/postal-bulletin/2018/pb22484/pb22484.pdf>

**DMM Revision:** Postage Stamp Denominations

**DMM Revision:** Hold For Pickup Expanded to Collect on Delivery at Retail

**DMM Revision:** Dual Shipping Labels

**ELM Revision:** Update to Definition of Basic Pay

**ELM Revision:** Assignment of Unassigned Employees

**IMM Revision:** Adding Separate Insurance Information for Bonaire, Sint Eustatius, and Saba

## **Postal Bulletin 22485 dated 1/18/18**

**Found at:** <http://about.usps.com/postal-bulletin/2018/pb22485/pb22485.pdf>

**DMM Revision:** eInduction Option, Seamless Acceptance Program, and Full-Service Automation Option Verification Standards

**ELM Revision:** Job Evaluation

**IMM Revision:** Additional Availability of Electronic USP Delivery Confirmation International Service

## **Postal Bulletin 22486 dated 2/1/18**

**Found at:** <http://about.usps.com/postal-bulletin/2018/pb22486/pb22486.pdf>

**DMM Revision:** Barcode Clear Zone

**DMM Revision:** Intelligent Mail Barcode Tracing Migrated to Informed Visibility

**DMM Revision:** USPS Marketing Mail (Standard Mail) Markings Update

**DMM Revision:** Ineligible Flat-size Mailpiece Clarification

## **Additional Resources:**

FRN: [Federal Register Notices](#)

PB: [Postal Bulletin](#)

PE: [Postal Explorer](#) is a mailer's resource for all information contained in the [Domestic Mail Manual](#) (DMM), [International Mail Manual](#) (IMM), [Publication 52](#), *Hazardous, Restricted, and Perishable Mail*.

PostalPro: [PostalPro](#) is a mailer's resource for other information (i.e., Mailing and Shipping, Operations, Industry Forum, Certifications, Resources). This site will replace RIBBS.

*Please visit us on the USPS [Industry Outreach](#) website.*

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