

MAIL ENTRY & PAYMENT TECHNOLOGY

JULY 2020 MTAC QUESTION & ANSWER

ENTERPRISE PAYMENT SYSTEM

Q: How many or what percentage of mailers remain to migrate to Enterprise Payment System (EPS)?

A: Letters/Flats 100% Qualifying Products: 727 Accounts remain to migrate
eVS 100% Qualifying Products: 479 Accounts remain to migrate

Q: Are OMAS accounts required to migrate to EPS?

A: OMAS accounts are excluded at this time

Q: Are Mail Service Providers aware of the requirements for EPS Migration?

A: Outreach continues to Mail Service Providers on a regular basis through Major Mailer Support, Local Business Mail Entry and Business Acceptance Performance

Q: Who do we send EPS report improvement requests to?

A: Suggestions for EPS improvements can be sent to Lisa Arcari, Director Commercial Payment,
Lisa.h.arcari@usps.gov

Q: Is EPS Delinking when the Mail Service Provider (MSP) allows the periodical to tie to the MSP's EPS account, or when a client has their title tied to their own EPS account?

A: USPS understands that either scenario may require the ability to delink a permit from an EPS account.

Q: Is there a reason that an EPS account cannot be delinked without linking to another EPS account?

A: The USPS continues to work with the industry to understand all situations that may require delinking or transferring of a permit to another EPS account

Q: For EPS Reporting, instead of just a finance number can we add the actual City/State of Entry?

A: This request will be evaluated through the EPS Workgroup once approved and active

Q: Is there a workgroup planned for EPS/IV related issues?

A: Yes, USPS is the process of completing the necessary forms and steps to request an EPS workgroup

EINDUCTION

Q: What is USPS doing to ensure Destination Delivery Units are prepared to accurately scan and accept eInduction containers?

A: USPS continues to work cross functionally with operations on employee education and expectation on scanning of eInduction containers

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SEAMLESS ACCEPTANCE

Q: Is there a possibility for a Seamless incentive/discount in the 2021 price change?

A: USPS continues to evaluate the possibility of an incentive

Q: How will Seamless work with exceptional dispatch for Full-Service newspapers?

A: The exceptional dispatch process would not be necessary if the mailer is Seamless. Full-Service mailings would be evaluated through automated verifications in July 2021 and mailers on full Seamless with eInduction provide verifications for mailers who drop at downstream delivery units

Q: When a mailer has various piece weights, can the weight be tied to the mail.dat?

A: Yes, individual mailpiece characteristics can be documented in the mail.dat or mail.xml files, which can include the piece weight and postage type

Q: During the COVID pandemic, we have identified undocumented pieces for mailings where postage was paid two months earlier. This has been occurring since March. Is this something being reviewed internally?

A: An analysis was conducted for the months of April, May and June and the overall impact was minimal

Q: Has the delayed accessibility to PostalOne! Helpdesk since COVID been assessed? What is the commitment to support customers trying to reach PostalOne!, NCSC and other USPS numbers for support?

A: The PostalOne! Helpdesk is receiving all inquiries through email (postalone@usps.gov) with a commitment to respond by the next business day

Q: Will the USPS remove the requirement for manifesting non-identical letters?

A: Seamless is the solution for documenting non-identical piece information in lieu of a manifest or special postage payment system

COVID-19

Q: Can the USPS share data on the volume of mail held while businesses were closed?

A: The Postal Service will determine what data is available to be shared