

MTAC November 18, 2020 MEPT Q&A's

Q.) I noticed the pricing excel file on postal explorer is still from November 5th, doesn't include the new proposed shipping prices. is there a plan to update it?

- The newly proposed competitive prices are in the file

Q.) Is the Automation of Return Postage (Automated Postage Due for RTS) via the transition from Traditional ACS to IMPb ACS still in the plans, and if so, what is the target time frame? Does that have to synch with sunseting CAPS?

- Automated Postage Due is planned but not yet scheduled for deployment.

Q.) Will the EPS/IV work group be able to launch before the end of the year?

- Yes, Lisa Arcari is confident the team can be organized and begin meeting in December.

Q.) Are industry and USPS members tentatively identified to partake in the EPS/IV workgroup?

- Yes, there are thoughts behind members for the work group.

Q.) There is confusion of when a customer should call the Mailing & Shipping Solutions Center (MSSC) or *PostalOne!* with questions and support on Enterprise Payment System (EPS).

- The MSSC should be contacted initially with EPS questions. If the issue is technical it will be escalated to *PostalOne!* helpdesk by the MSSC. We will inquire on ability to add prompt to MSSC for EPS questions.

Q.) Clarify how the data delegation process is supposed to work for Informed Visibility-Mail Quality Data (IV-MQD)?

- In IV-MQD an initial feed must be set up for each CRID, then the data can be delegated.

Q.) What will happen to local Trust accounts in *PostalOne!* when CAPS is retired? Will Local Trust be required to migrate to EPS?

- Local Trust is not tied to CAPS and will continue as is. The Postal Service will look to migrate Local Trust Accounts to EPS after CAPS has been sunset, which is planned for May 2021.

Q.) When going through EPS migration, why after clicking on the Get Access button does it have go into pending status. Can we get rid of the pending state and just go directly to setting up the EPS?

- Pending status cannot go away. There are two instances where Pending will show as a status, and therefore cannot be removed from the approval process:
 - The first time a BSA requests access to EPS, they must be approved by the *PostalOne!* helpdesk- therefore, the status will show pending while the helpdesk validates that person should be approved as the BSA.
 - Once a BSA has been identified and approved for EPS access, any subsequent user that requests access to the EPS service for that CRID will also show "Pending" until the BSA approves their request for access.

Q,) I have many EPAs linked to different CRIDs. When enrolling, in PostalOne!, may I choose any EPA that I have access to or does it have to be linked to the Seamless CRID in EPS?

- There is not a requirement for a direct relationship for the selected EPA to be tied to the Seamless CRID. Upon enrollment to the Seamless incentive, the user may select any EPA for which they are payment manager.

Q,) Is it required that the paying permit be linked to an EPA?

- The paying permit does not have to be linked to an EPA but the permit receiving the refund must be linked to an EPA and enrolled in PostalOne!.

Q,) What types of permits may be used for payment?

- Any active Permit Imprint, Pre-canceled Stamps or Metered (regular or non-profit) permit in good status may be utilized of payment.

Q,) When does the incentive begin and end?

- The incentive is effective for postage statements that finalize on January 24 or later and does not currently have an end date.

Q,) When enrollment begin in PostalOne!?

- Enrollment will begin on January 10.