January 26, 2021

Enterprise Payment System (EPS) Trust Deposit Outage

The Enterprise Payment System (EPS) will not be able to post trust deposits made to EPS accounts from February 12, 2021 - February 16, 2021. Deposits can still be sent to EPS during that time, but they will not be posted to the EPS trust balance until the afternoon of February 16, 2021. This outage affects deposits made by:

- ACH Credit
- Fedwire
- Mobile Deposit

This outage does not affect deposits made at any Retail Systems Software (RSS) retail location, and it does not affect the EPS application itself. EPS will be fully accessible to all users during the outage.

The Postal Service encourages customers to use any of the below 3 options to mitigate the impact of this outage:

1. Deposit your ACH Credit, Fedwire, or Mobile Deposit early before the scheduled outage to ensure funds are available during the time period of the outage.
2. Deposit via check at your nearest RSS location during the outage period.
3. For deposits made between February 12 - February 16, bring proof of your deposit at the time of mailing. The Business Mail Entry Unit can perform an override to accept your mail if the deposit covers the cost of the mailing. At a minimum, the proof of deposit from your bank should include your EPS Account number, deposit date, deposit amount, and Trace ID.

Note on Electronic PO Boxes Online (EPOBOL) transactions: EPOBOL renewals will run on February 17, 2021 instead of February 15, 2021. This will result in no impact for EPOBOL due to the outage.

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