

United States Postal Service®

# INDUSTRY ALERT

July 2, 2021

## CAPS Migration to EPS MIGRATE TODAY!!

Centralized Account Processing System (CAPS) will retire **October 2021**. All customers with CAPS accounts need to migrate to Enterprise Payment System (EPS) as soon as possible to prevent loss of the ability to mail within the Postal Service.

If you have a Parcel Return Service (PRS) or waiting for the EPS showstoppers to be implemented on August 15th you can still create an EPS in 6 easy steps.

1. Sign up for a Business Customer Gateway account at: <https://gateway.usps.com>
2. Request to participate in EPS
3. Create an EPA
4. Manage user roles
5. Select payment method and update banking information
6. Activate a payment method

**Steps to self-migrate to EPS can be found at <https://postalpro.usps.com/EPS/MigrationFactSheet>**

**Take steps to migrate today! Please do not wait for the deadline.** If customers have not migrated to EPS by August 29th, the Postal Service will inactivate all permits associated to the CAPS accounts. Customers will lose the ability to mail within the Postal Service.

Customers with inactivated permits must contact the Mailing and Shipping Solutions Center (MSSC) and request to reactivate the permit and provide a plan to migrate to EPS before September 12th. After that date customers will be required to have an EPS account before any permits will be re-activated.

**Eligible Products and Permits** currently supported for an immediate migration to EPS:

Eligible Products		Eligible Permits
<ul style="list-style-type: none"><li>• Priority Mail</li><li>• First-Class Mail, Letters, Cards, Flats, and Package Service</li><li>• USPS Marketing Mail, Letters, Flats, and Parcels</li><li>• Parcel Select</li><li>• Media Mail</li></ul>	<ul style="list-style-type: none"><li>• International Products</li><li>• BRM/QBRM</li><li>• eVS/CNSBPro</li><li>• USPS Returns*</li><li>• PC Postage/Endicia*</li><li>• DFAS/SAM*</li><li>• iCAPS*</li><li>• Third-Party Billing (TPB)</li><li>• Premium Forwarding Service Commercial (PFSC)</li></ul>	<ul style="list-style-type: none"><li>• Permit Imprint (PI)</li><li>• Postage Due (PD)</li><li>• Business Reply (BR)</li><li>• Periodical (PE)</li><li>• Pending Periodical (PP)</li></ul>

- Library Mail
- Bound Printed Matter
- Periodicals
- ACS™ and AEC
- Premium Forwarding Service Local (PFSL)
- Commercial Package Intercept (CPI)
- Pitney Bowes customers using only the products above

Parcel Return Service (PRS) will be supported in EPS on **August 15<sup>th</sup>, 2021**.

*\* USPS Returns, PC Postage/Endicia, DFAS/SAM, and iCAPS will require USPS assistance to migrate to EPS. Please reach out to the MSSC about the migration of these products immediately.*

If you currently have an **Express Mail Corporate Accounts (EMCA)** utilizing CAPS then you will need to migrate to National Customer Management System (NCMS) payment method to fund your account. Please reach out to the MSSC about the migration. (<https://postalpro.usps.com/sfs>).

The Postal Service will host Bi-weekly Webinars on the CAPS to EPS Migration. Join us for the Enterprise Payment System (EPS) Informational Webinar Sessions. Next session is Tuesday, April 27, 2021, at 2:00 PM EST.

- **Bi-Weekly CAPS to EPS Migration Webinar on Tuesday @ 2 PM EST.**
  - Meeting URL:  
<https://usps.zoomgov.com/j/1603050541?pwd=d0NmL1pDdmRORUeYktkTnRkZUZkQT09>
  - If requested, enter your name and email address.
  - Meeting ID: 160 305 0541
  - Password: 755467
  - Join Audio by the options below:
    - Call using Internet Audio.
    - Dial: 1-855-860-4313, 1-678-317-3330 or 1-952-229-5070 & follow prompts

If you have any questions or need support opening an EPS account, please reach out to one of the options below:

- Mailing & Shipping Solutions Center (MSSC) at 1-877-672-0007 or email [MSSC@usps.gov](mailto:MSSC@usps.gov)
  - Business hours for the MSSC are Monday-Friday from 7:00 AM - 7:00 PM Central Time

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