

# Mail Entry & Payment Technology

**Garrett Hoyt**

**A/Vice President Technology Applications**

**Tom Foti**

**Vice President Product Solutions**

# Mailers' Technical Advisory Committee (MTAC)

Focus Group Leader Presentation

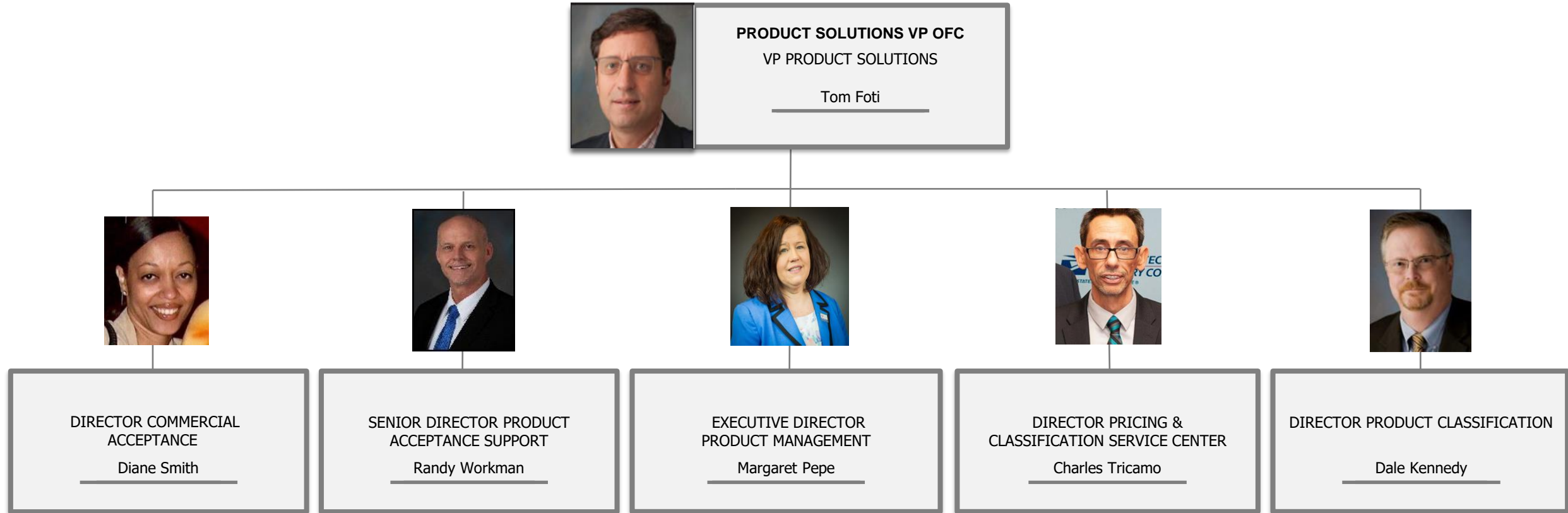
November 2, 2021

# Agenda

1. **Organization Structures Product Solutions**
2. **CAPS to EPS Migration**
3. **Help Desk Update (MSSC & FAST)**
4. **Organization Structure Technology Application**
5. **Development Plans**

# Organization Structures Product Solutions

# Product Solutions Reporting Structure



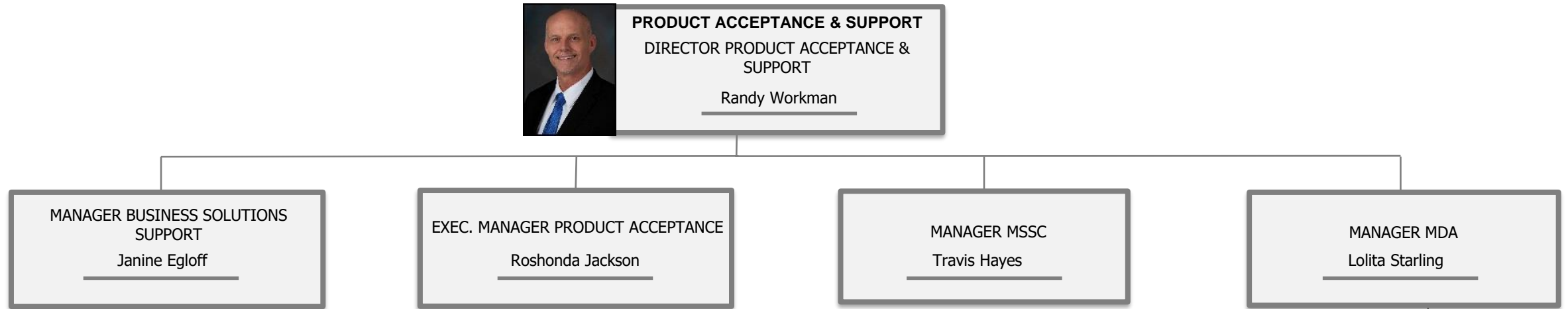
# Commercial Product Payment & Policy Reporting Realignments



**COMMERCIAL PRODUCT PAYMENT & POLICY**  
DIRECTOR OF COMMERCIAL PRODUCT  
PAYMENT & POLICY  
Diane Smith

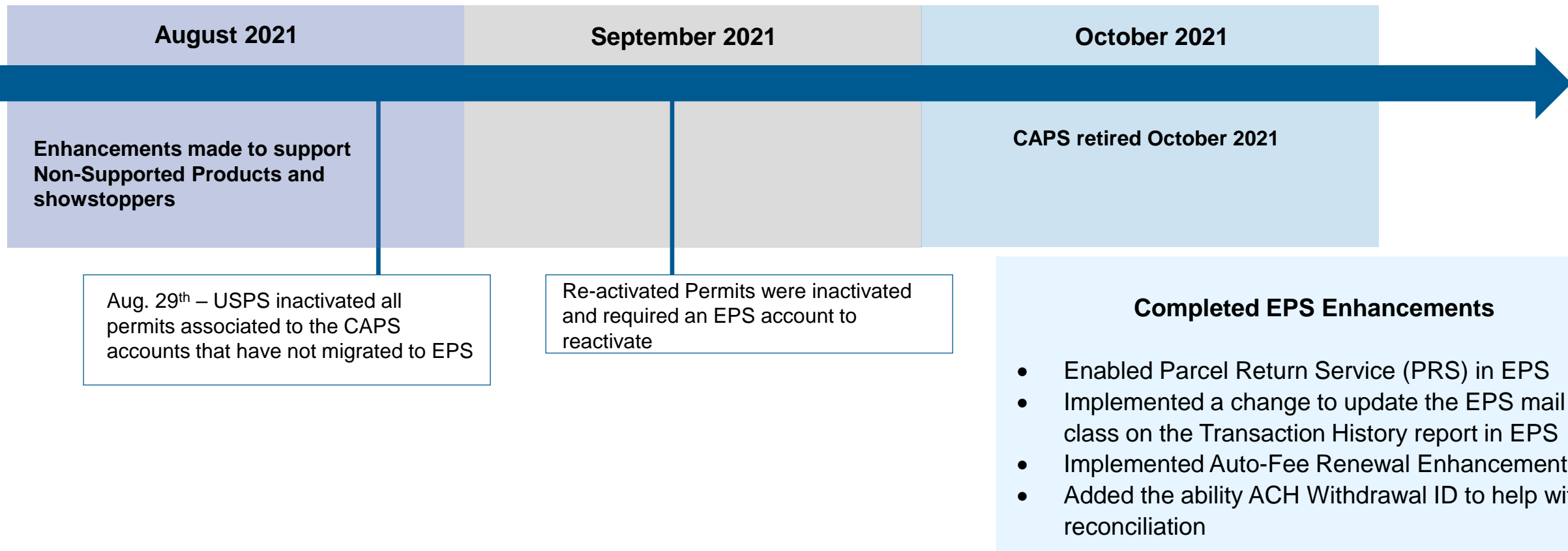


# Product Solutions Reporting Realignmentments



# CAPS to EPS Migration





**Express Mail Corporate Accounts (EMCA)** utilizing CAPS will be migrated to a new payment method the National Customer Management System (NCMS) to fund their account.

Please reach out to the MSSC about the migration. (<https://postalpro.usps.com/sfs>).

# CAPS-EPS Migration Update

## Status

- CAPS is considered closed at this time.
- Customers not yet migrated will lose the ability to use permits & will be assisted individually to migrate to EPS or local trust.

## CAPS Data Retrieval Dates:

### Now until January 31<sup>st</sup>, 2022

- CAPS data is available through the CAPS website until

### January 31<sup>st</sup>, 2022 - September 30<sup>th</sup>, 2022

- Mailers can send a request to MSSC to obtain CAPS account data

### October 1<sup>st</sup>, 2022

- CAPS account data will no longer be available.

# Help Desk Update (MSSC & FAST)

# MSSC Issues



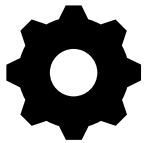
## Increase in Wait time

- MSSC increased avg time in queue from 18 seconds to 15 minutes/call
- Most call/email topics due to CAPS/EPS migration and August system release



## Actions to mitigate wait time

- Senior MDA training began 10/18 (part of restructure)
- Adding 3 additional *PostalOne!* resources



## Upgrade to new software for ticket management

- October 29<sup>th</sup> launch of C360 software will reduce current ticketing process time
- Will provide email traffic wait-time visibility (currently only measured via survey response)

## MRC Email Survey - Response Time

August 1 to Current Date

Category	Percent of Interactions	Interactions
Response Time = Immediately	60.8%	355
Response Time = within 24hrs	23.6%	138
Response Time = 24-48hrs	4.8%	28
Summary*	89.2%	521
Data Set Summary**	100.0%	584

# FAST Helpdesk Update



## Migration of FAST Helpdesk to MSSC

- Anticipated launch date: November 15, 2021
- Same phone number/email as current FAST contact
- Will provide software to route phone calls directly to an agent (current set-up does not enable direct agent contact)
- No changes to current staffing
- No changes to current management

# Organization Structure Technology Application

# CIO-Technology Applications

(A) VP  
Technology  
Applications

Dir. Logistics  
& Vis Tech  
Services

Dir. Retail &  
Delivery  
Tech  
Services

Dir.  
Enterprise  
Tech  
Services

Dir. Human  
Resources  
Tech  
Services

Dir.  
Commerce &  
Marketing  
Tech Services

Dir. Pricing &  
Acceptance  
Tech  
Services

Dir. Finance  
& Payment  
Tech  
Services



Garrett Hoyt

Alison Turner

Reilly Mitchell

Judy Adams

Leonetta Jackson

Angela Dyer

Vicki Bosch

John Byrne

# Development Plans



# Deploy Digital Ecosystems

- **API Modernization:** Promote an online customer engagement platform that broadens access to USPS portfolio of value-added services and toolkits
- **Integrated Logistics:** Deploy a state-of-the-art transportation platform for end-to-end execution of a unified logistics operation
- **Informed Delivery:** Modernize Informed Delivery platform to drive greater value for senders, receivers and promote subscriber growth
- **Product Visibility:** Improve real-time package visibility across supply chain, from shipper induction to delivery, to drive exceptional real-time communication and operational precision
- **Pricing & Revenue Assurance:** Deploy modernized pricing and revenue assurance platforms to drive adaptive and personalized business solutions
- **Delivery Systems:** Design a suite of interconnected solutions to automate delivery management and optimize carrier routes

