

United States Postal Service®

# INDUSTRY ALERT

May 19, 2023

## CALLER/RESERVE PAYMENT METHOD CONVERSION TO ENTERPRISE PAYMENT SYSTEM (EPS)

**Effective July 1, 2023**, customers without an Enterprise Payment System (EPS) account will no longer be able to apply for or renew caller and reserve services at the retail counter. *This does not apply to existing Federal Agencies that are paying through IPAC.*

### Transition to Enterprise Payment System (EPS)

The EPS allows customers to manage multiple Postal products and services under a single account.

The benefits of EPS include:

- Pay and manage services online using a single account.
- Enhanced security features, centralized balance, and account management.
- Intuitive and interactive mailing reports and dashboard capabilities.

EPS offers two payment options through a single account:

- **ACH Debit:** Allows the Postal Service to withdraw payment transactions directly from your bank account.
- **Trust Account:** Allows you to deposit funds to your Postal Service payment account.
  - Trust Accounts can be funded using:
    - ACH Credit - electronic method to deposit funds into your account directly from your banking account.
    - Check, cash, or money order may be deposited at all Retail Self Service (RSS) units (<https://postalpro.usps.com/EPS/RetailLocations>).
    - Checks deposited via the Mobile Check Deposit application.
  - Fedwire Transfer - a service provided by the Federal Reserve bank to electronically deposit funds into your Postal Service account.

### To sign-up today contact:

- *Mailing and Shipping Solutions Center (MSSC)*
  - Call: 1-877-672-0007
  - Email: [MSSC@usps.gov](mailto:MSSC@usps.gov)

For more information visit PostalPro:

- PostalPro EPS page: <https://postalpro.usps.com/EPS>
- For more EPS benefits and how to create an EPS account review the EPS Account Creation Fact Sheet: <https://postalpro.usps.com/EPS/MigrationFactSheet>
- The updated EPS User Guide can be found on PostalPro: <https://postalpro.usps.com/EPSUserGuide>
- Enterprise Post Office Boxes Online (ePOBOL) Fact Sheet: <https://postalpro.usps.com/EnterprisePayment/EPOBOLFactSheet>

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