MTAC
Visibility And Service Performance

Steve Dearing
Moderator

May 21, 2014

Package Services

9:00 – 10:15

■ **Add RSS to the updates section on RIBBS - COMPLETED**

■ **Add a package tab to RIBBS, Industry would like a tab for Packages like the other available tabs.**

Agenda

- **Update on Product Tracking and Reporting Enhancements**
  - **Unmanifested Pieces Support**

- **Update on Intelligent Mail Package Barcode (IMpb)**
  - **Market Dominant IMpb Compliance**
  - **IMpb Format w/11-Digit ZIP Code**
  - **Signaling New Requirements**

- **Shipping Services File Timeliness**

- **SV Expansion**

- **AMS Updates**

- **Questions and Discussion**

- Launched April 6, 2014
- Translates Mail.dat/MAIL.XML to Shipping Services File v1.7 to meet IMpb requirements
- Supports use of IMb for Priority Mail flats in a high-speed environment
- Request approval to use this feature by emailing IMpb@usps.gov and include the following information:
  - Company name and contact information
  - Implementation date
  - File format to be used (Mail.dat or MAIL.XML)
  - Permit number and Post Office of Account ZIP Code
  - MIDs to be used
- Confirmation will be sent by email and will follow up with signed letter via USPS Mail

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UNITED STATES POSTAL SERVICE ®

USPS Tracking™

Customer Service ›
Have questions? We're here to help.

Tracking Number: 9400109699939913819447

DELIVERED

Expected Delivery Day: Monday, May 19, 2014

Product & Tracking Information

Postal Product:
First-Class Package Service

Features:
USPS Tracking™

DATE & TIME	STATUS OF ITEM	LOCATION
May 17, 2014 , 10:46 am	Delivered	WASHINGTON, DC 20005

Your item was delivered at 10:46 am on May 17, 2014 in WASHINGTON, DC 20005.

May 17, 2014 , 8:32 am	Out for Delivery	WASHINGTON, DC 20018
May 17, 2014 , 8:22 am	Sorting Complete	WASHINGTON, DC 20018
May 17, 2014 , 7:04 am	Arrival at Post Office	WASHINGTON, DC 20018
May 17, 2014 , 5:24 am	Depart USPS Sort Facility	WASHINGTON, DC 20066
May 16, 2014 , 10:26 pm	Processed through USPS Sort Facility	WASHINGTON, DC 20066
May 15, 2014 , 11:16 pm	Depart USPS Sort Facility	INDIANAPOLIS, IN 46241
May 15, 2014 , 9:07 pm	Processed at USPS Origin Sort Facility	INDIANAPOLIS, IN 46241
May 15, 2014 , 5:32 pm	Depart Post Office	SHELBYVILLE, IN 46176
May 15, 2014 , 1:03 pm	Acceptance	SHELBYVILLE, IN 46176
May 15, 2014	Electronic Shipping Info Received	

Available Actions

USPS Text Tracking™

Request Text Tracking to receive a text message when your package moves throughout the USPS network.

Message frequency is based on the request type; packages may have up to 11 tracking events.

Message and data rates may apply.

For additional information, text HELP to 2USPS (28777). You may opt out by texting STOP to 2USPS.

Read more about Text Tracking >

○ **Delivery or delivery attempt.**

A USPS Text Tracking message will be sent to your mobile device for each delivery or delivery attempt.

○ **All activity.**

A USPS Text Tracking message will be sent to your mobile device for each scan on the package before and after the request is submitted. You can expect up to 11 scans on your package.

*Phone number (US only, valid text message enabled number)

☐ **Please confirm.**
Your telecommunications carrier may charge data usage fees (including additional charges when roaming) to receive text messages. Please contact your wireless carrier for complete pricing details. I understand that I will pay any applicable message and data charges from my mobile carrier. I must reply YES to subscribe to USPS Text Tracking™, and I can always send STOP to 2USPS (28777) to stop all notifications.
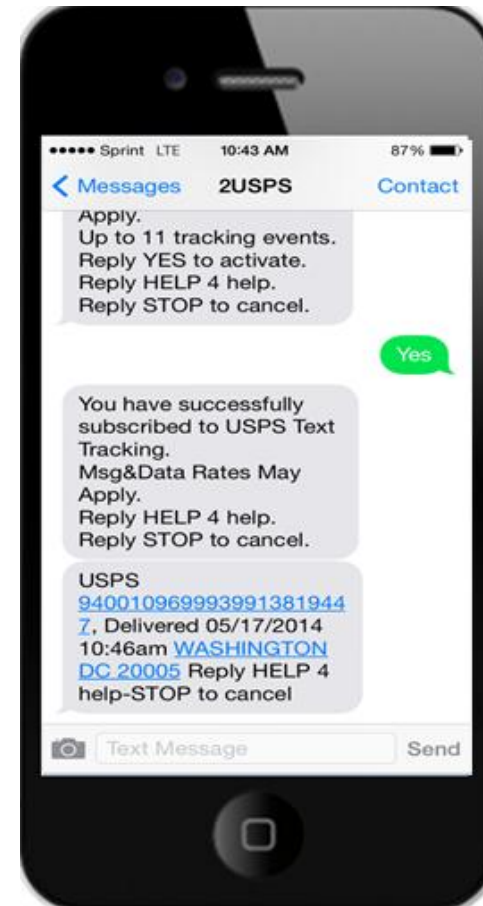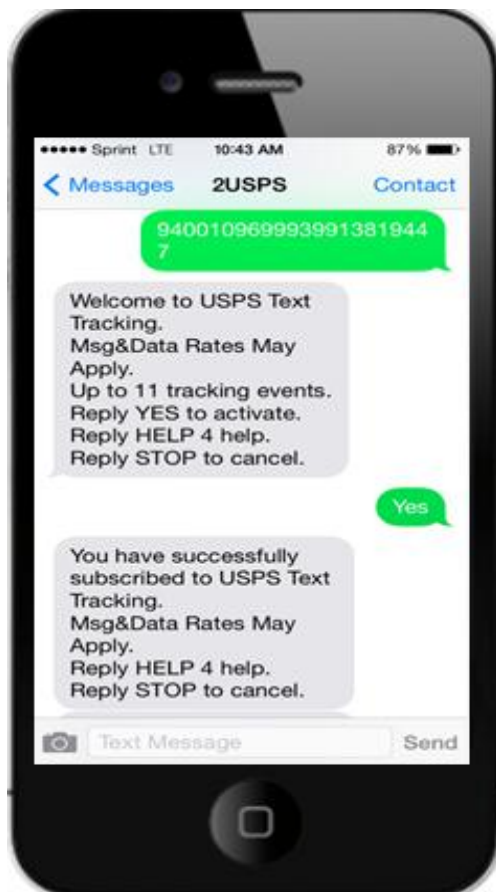
Request USPS Text Tracking

Choose update preference

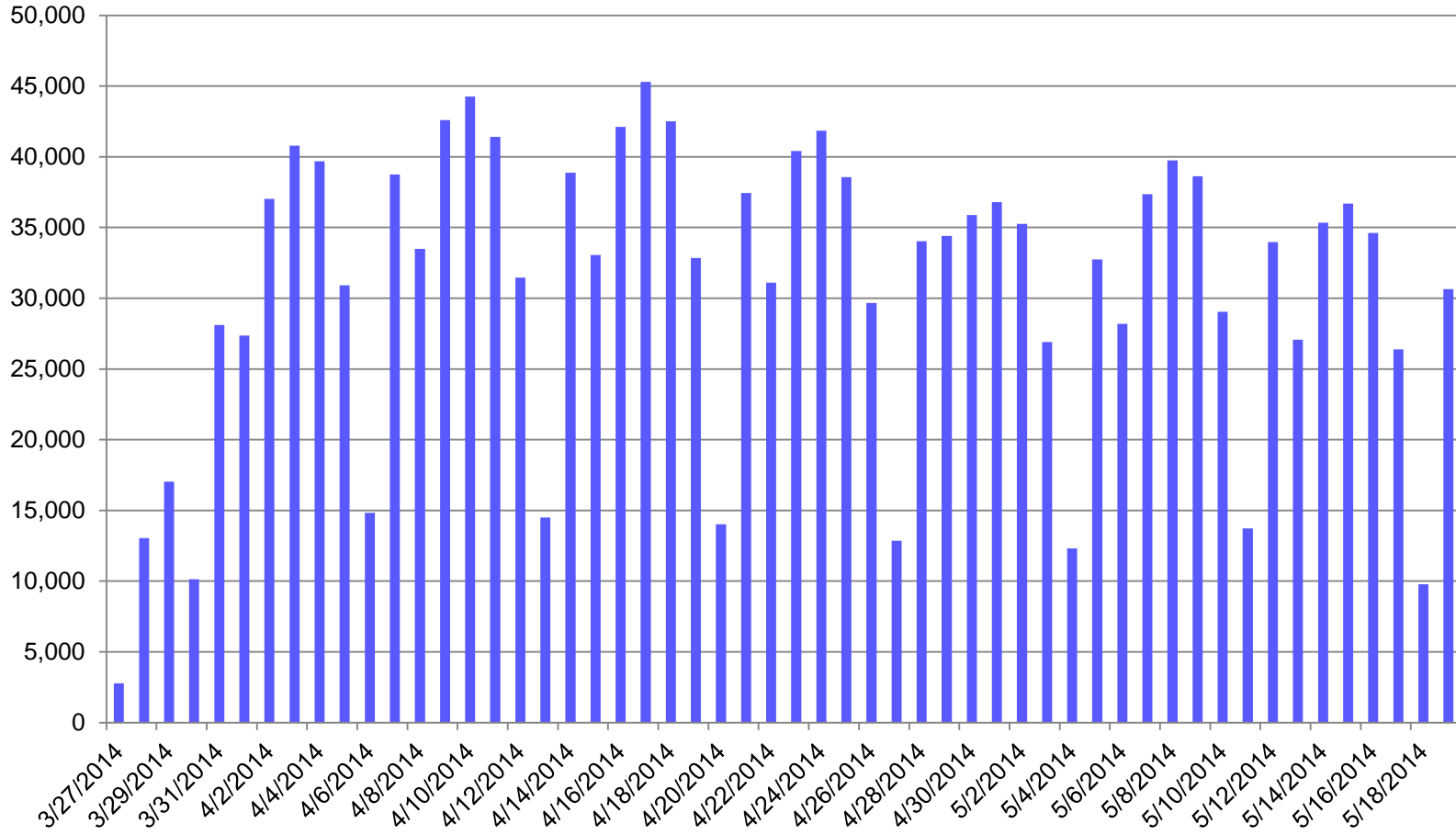**Enter text-enabled US phone number**

Confirm agreement with Terms and Conditions

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- Text tracking number to 28777 (2USPS)
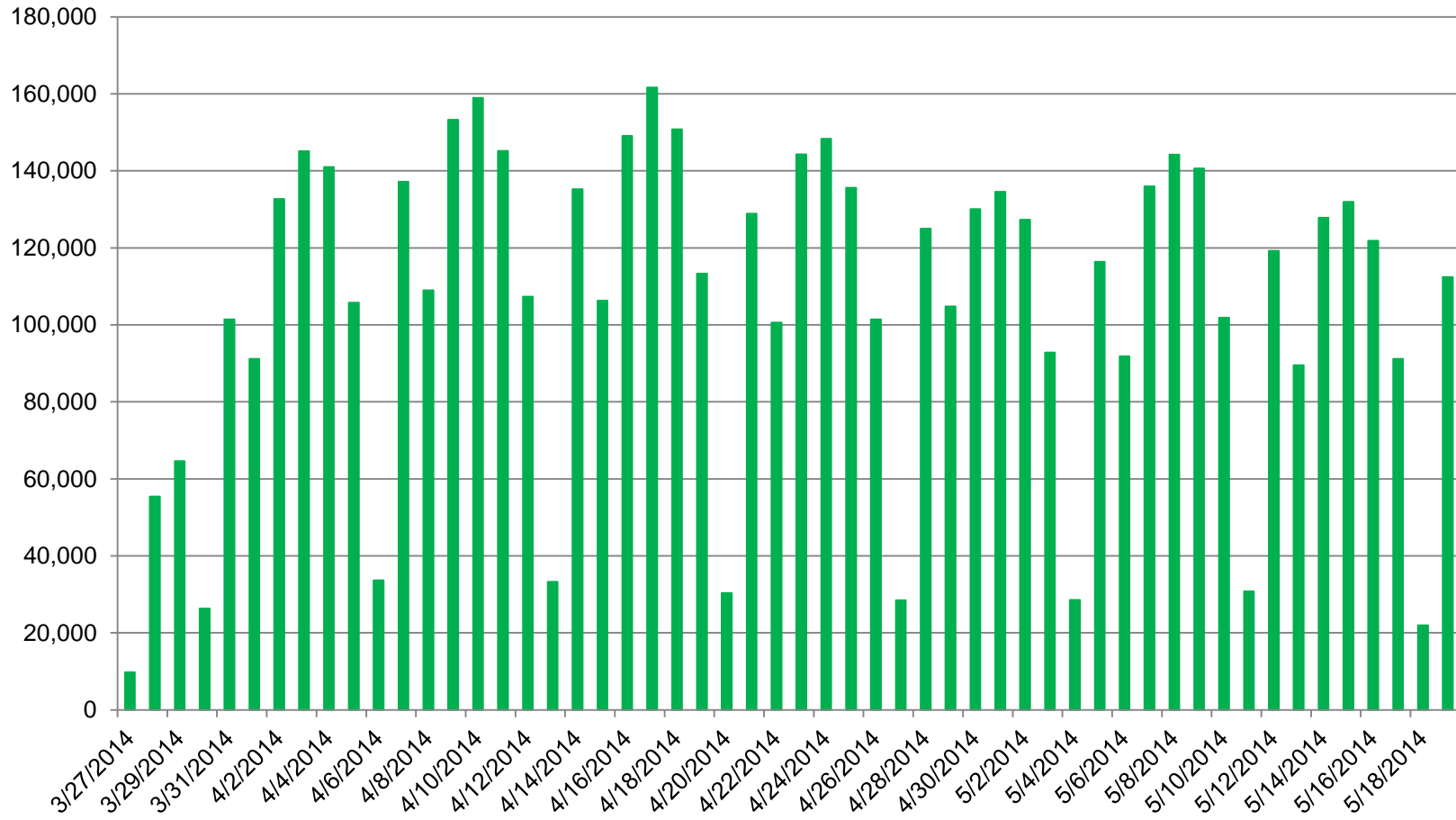- Keywords and new features – October 25, 2014

Sample USPS Text Tracking™ messages

USPS Text Tracking Adoption
Unique Mobile #s

USPS Text Tracking
Text Messages Sent

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Successfully launched April 27, 2014

- Enhancements to support visibility at institutions

- eVS Refund/Reconciliation process

- Automated generation of second notices and reminders

- Predictive Delivery Date enhancements (Inward facing)

- Predictive Delivery Day for inbound International Packages with Electronic ZIP Code Information (Inward facing)

- Data Distribution to additional Mailer IDs

- Linked PS Form 3849 to USPS Tracking numbers (Inward facing)

- Updates to external tracking website (USPS.com)

Automatically Generate Second Notices and Return Reminders – Pilot Begins May 24, 2014

- Automates the printing of PS Form 3849 for second notices

- PTR will send tracking numbers requiring a notice to Post Offices via internal My Post Office (MyPO) application

- Offices will use MyPO to automatically print PS Form 3849 for the respective delivery employee

- Help ensure notices and returns are processed timely
  - Second Notice generated after:
    - 5 days for all classes of mail
    - 3 days for PME/PME International
  - Return to Sender message generated after:
    - 15 days for all classes of mail
    - 5 days for PME/International PME
    - 30 days for certain other International

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- **Link PS Form 3849 to USPS Tracking™ numbers when notice left**
  - Will allow tracking using the PS Form 3849 ('Sorry We Missed You!') barcode # on USPS Tracking™ site and on <u>USPS.com</u>
  - Back-end changes implemented to support future improvements
  - Assists in automating the second notice
  - Future launch after successful piloting and vetting operationally

- **Updates to external tracking website**
  - Eliminate 'Restore' feature for archived data
  - All tracking event results seamlessly provided to customer without additional steps

Enhancements to support visibility at institutions

- Colleges and Universities
- Callers
- Apartments and condominiums, etc.

New Event Codes

Event Code		INTERNAL DESCRIPTION OF EVENT CODE	INTERNET VERBIAGE
USPS	DELIVERY PARTNER		
60		TENDERED TO AGENT FOR FINAL DELIVERY	Your item has been dispatched to a Final Delivery Agent for delivery today on DATE in CITY, STATE ZIPCODE
	61	RECEIVED BY AGENT	Your item was received by the agent at TIME on DATE in CITY, STATE ZIPCODE.
	62	RECIPIENT NOTIFIED BY AGENT	Your item received a recipient's notification by the agent at TIME on DATE in CITY, STATE ZIPCODE
	63	DELIVERED TO RECIPIENT BY AGENT	Your item was delivered to recipient by the agent at TIME on DATE in CITY, STATE ZIPCODE
	64	UNDELIVERABLE TO RECIPIENT BY AGENT	Your item was undeliverable to recipient by the agent at TIME on DATE in CITY, STATE ZIPCODE

- Introduces Delivery Partner Event file to receive back tracking events at USPS
- Leverages Electronic Firm Sheet to provide tracking numbers electronically to Delivery Partners
- Will pilot with several universities in May/June 2014

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Acceptance Events Enhancement

- Calculates and posts a new Acceptance at Destination (AD) event code for Destination Entry packages
- Start-the-clock event for destination-entered pieces
- Similar logic and approach as Operational Acceptance (OA) event
- Destination Entry ZIP Code must match ZIP Code of trigger event
- Calculated 1 hour 15 minutes earlier than the trigger event
  - Destination Enroute or Arrival at Unit

Data Distribution to additional Mailer IDs

- Extracts can be transmitted to 3 additional MIDs
  - Confirmation Error/Warning reports
  - Scan event extract files

Release 1.8.1 – June 22

- **New Secure File Transmission Option via Web**
  - eVS mailers only
  - Web Application (PDX) supports faster on-boarding
  - Secure method for transmission of Shipping Services Files and receiving event extract files (PDX)
  - Supports plans to migrate all customers to secure connectivity

Release 1.8.2 – June 8
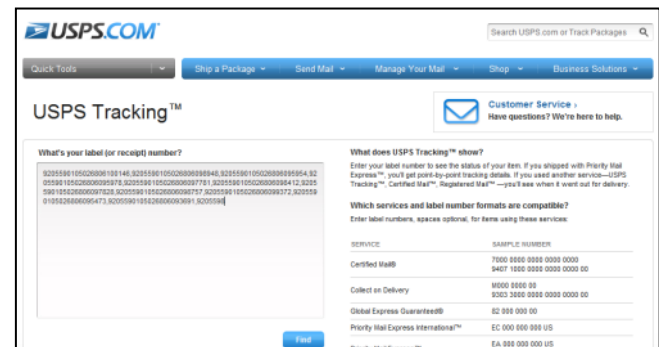
- Enhancements for Delivery Partner event codes 60-64
- New Shipping Partner event for v 3.0
  - GX event – 'Shipping Label Created'

- **New Event Code for Duplicate PICs**
  - Identified at delivery with new Event Code 46
  - Scanners will allow packages with the same tracking number to be delivered in the same transaction
  - Visibility provided in extract files and eVS display
  - eVS rules applied to collect postage for unpaid duplicates
- **Ingest Geo-location Coordinates from Wireless Scanners**
- **New scan event – In Process Acceptance**
  - Based on Processed (10) or Arrival at Post Office (07) event
  - PTR calculates a 'UA' event if no Manifest or other Acceptance event
- **Further enhancements to Predictive Delivery Day**
  - Predicted Delivery "Lite" for Parcel Select
  - Inward facing

- **By/For enhancement**
  - Identifies mail owner
  - Will provide extract back to parent MID without Shipping Service File if scan event occurs before file is received by USPS

- **Call Tag Service**
  - Allows merchant to request return label for their customer through the Business Customer Gateway with options for receipt of the label:
    - Delivery to customer's address
    - Pickup at Post Office
    - Available at SSK
  - Two returns options
    - Parcel Return Service (PRS)
    - USPS Returns (Scan-Based Payment)
      - First-Class Parcel Return Service
      - Priority Mail Return Service
      - Ground Return Service

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- **Enhancements to Tracking Event Language**

- **Replace Track & Confirm with USPS Tracking™**
    - Update Proof of Delivery letters and notifications
    - Tracking link to USPS Tracking™ results on USPS.com

- **Replace PTS-II with PTR**
    - PTS-II rebranded as Product Tracking & Reporting™ (PTR)
    - References to PTS, PTS-II or Product Tracking System changed to PTR™ or Product Tracking & Reporting™

- **USPS Tracking search function expanded**
    - Search up to 35 tracking numbers
    - Increased by 25 up from 10!!

Enhancements to Tracking Event Language

From: Current Event Description	To: New Event Description	Release Date
Dispatched to Sort Facility	Depart Post Office	April 27, 2014
Electronic Shipping Info Received	Pre-Shipment Info Sent to USPS	July 27, 2014
Arrive USPS Origin Sort Facility	Arrived at USPS Origin Facility	July 27, 2014
Arrive USPS Sort Facility	Arrived at USPS Facility	July 27, 2014
Processed Through USPS Sort Facility	Arrived at USPS Facility (If first scan at location, else suppressed)	July 27, 2014
Depart USPS Sort Facility	Departed USPS Facility	July 27, 2014
Acceptance	Picked Up (Carrier/On-Street User) Accepted (Retail or In-Office User)	October 25, 2014
Prepared for Agent	Shipping Label Created	October 25, 2014

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May 15, 2014	Pre-Shipment Info Sent to USPS	

Current

New

Release scope in planning phase

- Delivery Location Attributes
- Mismatched MID Owner-User and Unregistered MIDs
  - Industry Request
- Shipping Partners Event files for EDI customers
- USPS Text Tracking™ enhancements
  - Adds Keywords
  - Expand to other USPS mobile platforms
- Updates to Shipping Services File Edit Rules
  - Synchronizes eVS and PTR
  - Simplifies business rules
    - Accepts more data
    - Warnings vs errors

- Delivery attributes identify the delivery location for packages

Delivery Location Attributes
In/At Mailbox
Front Door/Porch
Parcel Locker
Left with Individual (at Address)
Front Desk/Reception
Other at Address (Garage/Side or Back Door/Porch)
Neighbor (by Request)

- Event Code remains the same 'Delivered' (01); but...
  - Event description in extracts changes to include location attribute
  - Location attribute incorporated in customer facing systems
    - USPS Tracking website, USPS Text Tracking, Customer/WebTools; smart phone, tablet, mobile apps, IVR
- Improves customer experience
- Improves analytics for Delivery Operations

Enhance Unmanifested Report to Identify MID Anomalies

- **Industry Request**
- **Two Scenarios will be included**
  - MID User's Parent MID different than MID in the Shipping Services File Number (aka EFN)
    - Manifest Acceptance event listed in Parent MID's file as: "ALERT MID USER USED BY ANOTHER MID OWNER"
    - Manifest Acceptance event listed in Sending MID's file as: "ALERT MID USER NOT REGISTERED TO EFN MID"

  - MID number in is not registered in PTR
    - Manifest Acceptance event listed in the Sending MID's file as: "ALERT MID USER NEEDS TO BE REGISTERED"

- **Manifest record posted for both scenarios**
- **Tracking data provided when possible**

New threshold values approaching in July 2014 Applies to Competitive Products only:

Priority Mail   *Parcel Select*

First-Class Package Services *Parcel Select LW*

IMpb Compliance Thresholds	Jan 2014	Jul 2014	Jan 2015
Unique trackable barcode (legacy or IMpb)	98%	99%	99%* *IMpb only by Jan 2015
Destination Delivery Address/ZIP + 4 in file	93%	95%	98%** **Street address/11-digit DPV code by January 25, 2015
Shipping Services File v 1.6 or higher (v 1.3, v 1.5 permitted)	90%	95%	97%*** ***SSF v 1.6 or higher ONLY by January 25, 2015

Adoption Metrics* for April 1-30, 2014

Product	% IMpb	% Address or ZIP+4	% Compliant SSF
Parecel Select LightWeight	98.11%	86.72%	97.58%
First-Class Package Services	93.77%	93.66%	90.26%
Parcel Select	97.40%	92.76%	95.63%
Priority Mail	99.23%	96.50%	97.59%
Bound Printed Matter Parcels	98.06%	68.34%	78.36%
Unspecified	30.80%	0.24%	0.11%
Media Mail	98.89%	92.96%	92.67%
Standard Mail Marketing	98.00%	62.10%	95.73%
Standard Mail Parcels	97.15%	22.60%	20.16%
Priority Mail Express	68.26%	82.01%	67.61%
Standard Post	95.88%	92.92%	90.99%
Library Mail	55.87%	91.86%	48.87%
Critical Mail	100.00%	94.55%	98.92%
Total	95.81%	88.52%	92.25%

*
Barcoded Volume Only
Source: USPS Product Tracking & Reporting System

April File Timeliness = 92.72%

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IMpb Commercial Transition 2013 - 2014

Source: Product Tracking and Reporting
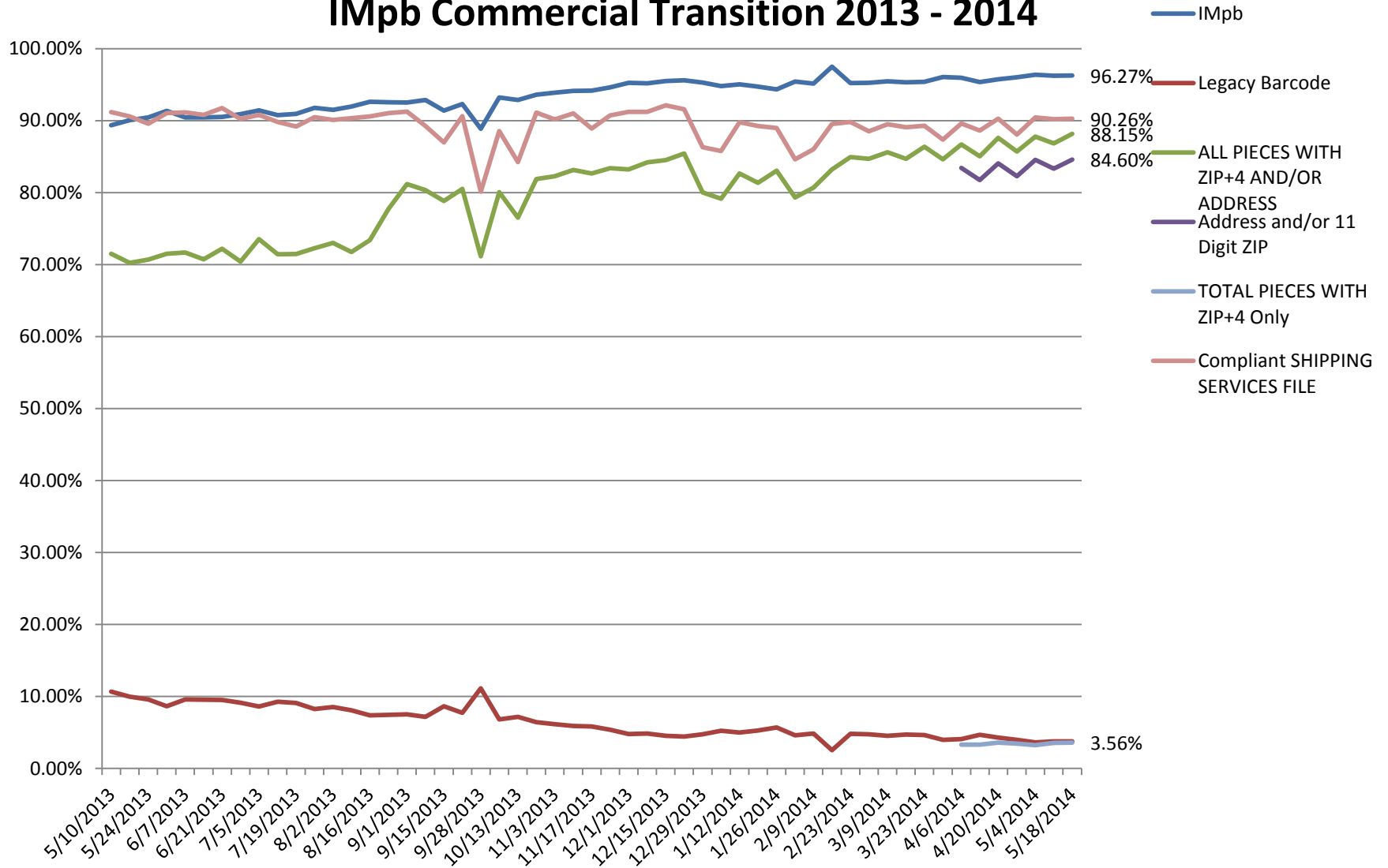
Monthly Webinars 10:00 am EDT

Presented by Product Information and Shipping Products

- ✓ *MARCH 11 –* IMpb Impacts on Returns
- ✓ *APRIL 8 –* Transitioning BRM parcels to MRS
- ✓*MAY 13 –* Hazardous Materials Returns (HAZMAT)

JUNE 10 – Returns using Scan Based Payment (SBP)

JULY 8 – IMpb Overview
AUGUST 12 – IMpb Impact on Market Dominant products
SEPTEMBER 9 – IMpb Impact on Extra Services
OCTOBER 14 – IMpb Compliance

For event numbers and dial-in information, visit
https://ribbs.usps.gov/index.cfm?page=industryoutreach

- **IMpb Requirements for Market Dominant Effective July 27, 2014**

  - **Requirements effective but no IMpb Compliance assessment or price penalty enacted**

- **Will request IMpb Compliance thresholds and fees next opportunity**
  - Follow pricing process for Market Dominant
  - Approval from USPS Leadership, BOG, and PRC

- **Non-Compliance Fee TBD**

Enhance Visibility, Efficiency, Customer Experience

- **Package to Container Nesting**
  - Container Placards (99M)
  - Tray/Sack Labels

- **Shipping Partner Events**
  - Tracking visibility earlier in order fulfillment process
  - Tender to USPS Event
  - Improve customer experience
  - Reduce contacts at call centers

Customer/Industry Feedback

- Concerns about file timeliness affect on IMpb Compliance
  - Affects Shipping Services File (SSF) and address information
  - Assessment based on first physical scan if no SSF record exists
  - Files and address information could be available before carrier sort

- IMpb Compliance metrics do not include timeliness
  - Final Rules state file must be transmitted prior to acceptance
  - Discussed in MTAC Task Team 19

- Business processes for some customers not conducive to transmitting files earlier

- All address information not used, only at PASS/DSS sites

- Risks of some customers choosing other carriers

Timely file transmission provides information when it can make a difference

- Supports forecasting, planning, decision making earlier in the shipment process

- Maximizes benefits of schemeless distribution
  - Provides route sorting information and tracking data with the same parcel touch
  - PASS and DSS expansion to locations with 2 or more routes
  - Deployment complete by end of October 2014

- Start of Day information to better manage workload

- Tracking information earlier in the shipping process

Timely file transmission provides information when it can make a difference

- Create new and better customer experiences
    - Proactively provide information about packages enroute
    - Options to manage delivery – first attempt delivery success

- Set customer delivery day expectations
    - Expected and Predictive Delivery Day
    - Avert calls, emails, messages to customer care centers

- Calculate visibility events
    - Origin Acceptance
    - Destination Acceptance

Predictive Analytics

Next Steps

- Work with Customers and Industry

- MTAC Task Team on Shipping Services File Timeliness
  - MTAC Leadership direction
  - Industry recommendation

- Identify industry and USPS Chairs for Task Team
  - Possibly Reconvene Task Team #19

- Gain agreement on file timeliness rules for IMpb Compliance assessments
  - Formalize through appropriate processes

Shipping Services File Timeliness April 2014

Product	% Before First Scan	% Before Arrival At Post Office Scan
Bound Printed Matter Parcels	96.52%	97.68%
Critical Mail	97.22%	100.00%
First-Class Package Services	85.08%	99.96%
Library Mail	98.23%	99.99%
Media Mail	85.05%	99.96%
Parcel Select	94.84%	95.47%
Parcel Select LightWeight	97.17%	97.75%
Priority Mail	84.22%	99.96%
Priority Mail Express	87.93%	99.97%
Standard Mail Parcels	94.42%	95.48%
Standard Post	87.29%	99.99%
Unspecified	94.70%	99.99%
Grand Total	91.28%	98.16%

Sources: USPS

Product Tracking and Reporting

Product Performance Reporting Systems

ques·tion [◁] (kwĕs′chən)

n.

1.
   a. An expression of inquiry that invites or calls for a reply.
   b. An interrogative sentence, phrase, or gesture.
2. A subject or point open to controversy; an issue.
3. A difficult matter; a problem: *a question of ethics.*
4. A point or subject under discussion or consideration.
5.
   a. A proposition brought up for consideration by an assembly.
   b. The act of bringing a proposal to vote.
6. Uncertainty; doubt: *There is no question about the validity of the enterprise.*

v. **ques·tioned**, **ques·tion·ing**, **ques·tions**

v.tr.

1. To put a question to. See Synonyms at ask.
2. To examine (a witness, for example) by questioning; interrogate.
3. To express doubt about; dispute.
4. To analyze; examine.

v.intr.

To ask questions.

Idioms:
in question
   Under consideration or discussion.
out of the question
   Not worth considering; impossible: *Starting over is out of the question.*

[Middle English, from Old French, *legal inquiry*, from Latin quaestiō, quaestiōn-, from *quaestus, obsolete past participle of quaerere, *to ask, seek.*]

ques′tion·er *n.*

ques′tion·ing·ly *adv.*

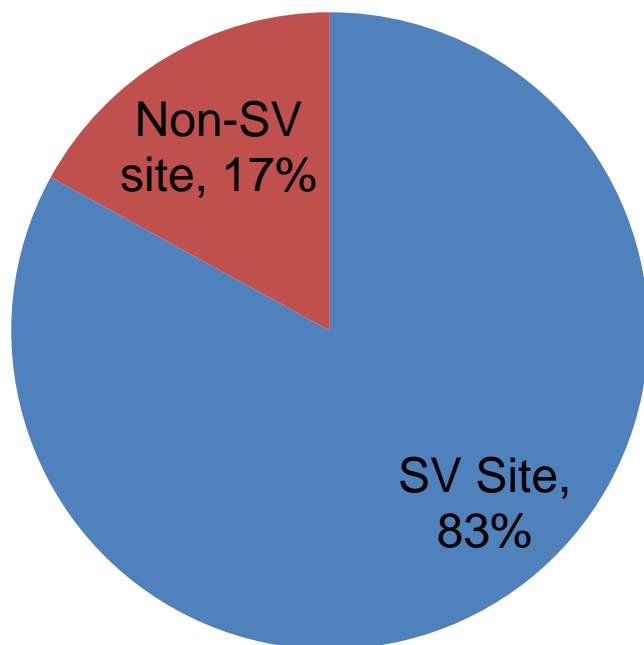# SV Expansion

SV Expansion Summary

January 2014, Surface Visibility began expanding to ten new sites as part of an overall plan to increase the amount of Drop Shipment volume accepted using the SV application to support eInduction

- On-site training is complete at all ten plants
- All sites have full SV functionality
- Project is complete, close-out activities are in progress

Expansion Site	Area	Training Completed
Linthicum IMF	Capital Metro	February 28
Akron P&DC	Eastern	February 28
Knoxville P&DC	Eastern	March 7
Rochester L&DC	Eastern	March 7
Grand Rapids Processing Annex	Great Lakes	March 14
Milwaukee MPA	Great Lakes	March 28
Nashua L&DC	Northeast	April 4
South Florida L&DC	Southern	April 11
West Palm Beach P&DC	Southern	April 11
Denver Priority Facility	Western	April 18

Volume entered at SV Sites vs. Non-SV Sites

Volume After SV Expansion

	SV Site	NON-SV Site
Prior to Expansion	**74%**	**26%**
Mar-14	**78%**	**22%**
Apr-14	**83%**	**17%**

■ SV Site
■ Non-SV site

Address Management Updates

- Decision finalized for secondary address returned on competitive products:

  - Commercial Mail Receiving Agency (CMRA)

    - Input with "#" Can Return "#", all other matches to CMRA must return "PMB"

  - PO Box Street Addressing (PBSA)

    - Input with "#" Can Return "#", all other matches to PBSA records must return "Unit"

- Stage 1 release date May 30, 2014

- Stage 2 release date August 1, 2014

- Beginning August 2014, non-domestic military address COA records included in product

- Input address must be in proper format and DPV confirm

  Correct format:

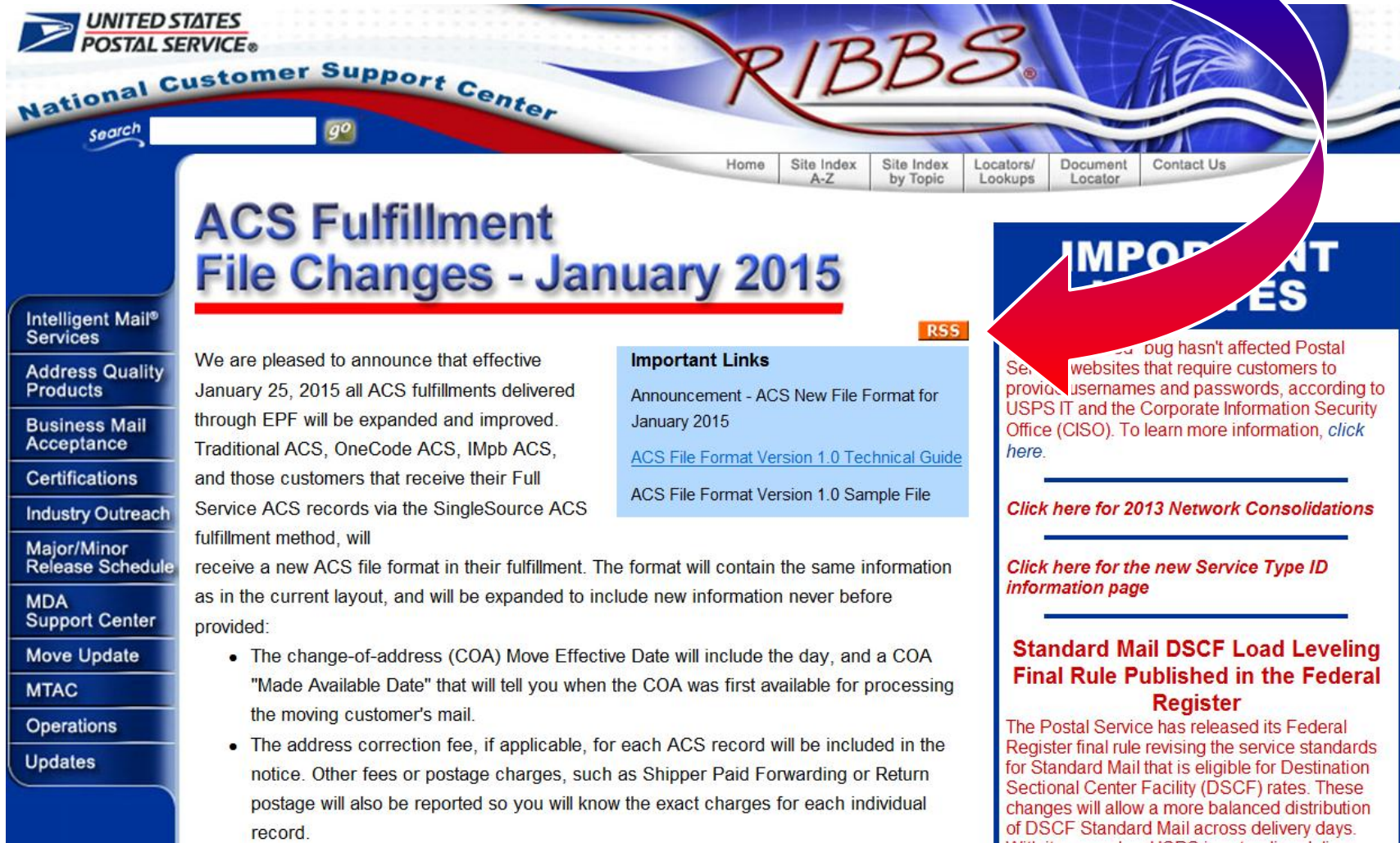 - CMR 15 Box 12

  - Unit 8870 Box 736896

Effective January 25, 2015

- All ACS fulfillments delivered through EPF will be expanded and improved.

- Traditional ACS, OneCode ACS, IMpb ACS, and those customers that receive their Full Service ACS records via the SingleSource ACS fulfillment method, will receive a new ACS file format in their fulfillment.

- This change does NOT affect Full Service ACS provided through the Business Customer Gateway

- The format will be expanded to include new information never before provided
  - COA Move Effective Date will include the day
  - COA "Made Available Date"
  - Know the charges for each individual record
  - Know when, how, and where the undeliverable mailpiece was processed.
- A new and improved monthly ACS invoice includes:
  - Counts and amounts for each Mailer ID & Participant ID
  - Matching data file that can be imported into spreadsheets
  - Matching the record counts to your Shipping Notice.
- A Sample File & Technical Guide is available NOW

  https://ribbs.usps.gov/acs/newACSformat/ACSFileVersion1_Sample.zip

Be sure to subscribe to the RSS Feed!

ACS Fulfillment File Changes - January 2015

We are pleased to announce that effective January 25, 2015 all ACS fulfillments delivered through EPF will be expanded and improved. Traditional ACS, OneCode ACS, IMpb ACS, and those customers that receive their Full Service ACS records via the SingleSource ACS fulfillment method, will receive a new ACS file format in their fulfillment. The format will contain the same information as in the current layout, and will be expanded to include new information never before provided:

- The change-of-address (COA) Move Effective Date will include the day, and a COA "Made Available Date" that will tell you when the COA was first available for processing the moving customer's mail.
- The address correction fee, if applicable, for each ACS record will be included in the notice. Other fees or postage charges, such as Shipper Paid Forwarding or Return postage will also be reported so you will know the exact charges for each individual record.

Important Links

Announcement - ACS New File Format for January 2015

ACS File Format Version 1.0 Technical Guide

ACS File Format Version 1.0 Sample File

RSS

...bug hasn't affected Postal Se...websites that require customers to provid...usernames and passwords, according to USPS IT and the Corporate Information Security Office (CISO). To learn more information, *click here*.

Click here for 2013 Network Consolidations

Click here for the new Service Type ID information page

Standard Mail DSCF Load Leveling Final Rule Published in the Federal Register

The Postal Service has released its Federal Register final rule revising the service standards for Standard Mail that is eligible for Destination Sectional Center Facility (DSCF) rates. These changes will allow a more balanced distribution of DSCF Standard Mail across delivery days.

https://ribbs.usps.gov/index.cfm?page=newACSformat

July 27, 2014

- Traditional ACS with Shipper Paid Services for Parcels will include an option to pay both Forwarding and *RETURN POSTAGE* through ACS.

- Available with "A*ddress Service Requested"*

January 25, 2015

- Change Service Requested (Option 2)
  - Standard Mail® Letters and Flats
  - Bound Printed Matter Flats
- New ACS File Format Version 1 for ACS fulfillments provided through EPF

Shipper Paid *Forwarding* allows parcel mailers to receive an electronic address correction and pay forwarding postage via their ACS account.

- Avoid forwarding as "Postage Due" for Parcel Select, Package Services (including *Library Mail, Media Mail, Parcel Post)*, and Bound Printed Matter

- Avoid the "Weighted Fee" on Standard Mail® parcels and Parcel Select Lightweight returns

- **Available July 27, 2014** the Shipper Paid Services mailer may also pay *RETURN POSTAGE* through ACS.

- The new Traditional ACS with Shipper Paid Services Technical Guide for July 2014 is available at: https://ribbs.usps.gov/acs

Available January 25, 2015

For Standard Mail letters and flats and Bound Printed Matter flats with the Intelligent Mail® barcode:

- If COA on file, letter or flat will be forwarded to new address and ACS notice is generated.

  - Charged appropriate forwarding fee* for a letter or flat

  - Plus the address correction fee if applicable for the ACS™ notice.

- If not forwardable, mail is discarded and only the address correction fee is charged if applicable.

- A Printed endorsement is required for Standard Mail and Bound Printed Matter.

- Will also be available with Traditional ACS

* Prices not yet final.

CSR Opt 2 Invoice February 25, 2015

- For those customers that have a SingleSource, OneCode® or Traditional ACS™ account, monthly invoicing for the forwarding fees will be provided via the ACS account.

- For Full-Service mailers, the forwarding fees will be invoiced to the CRID that is associated to the MID on the piece.

- The Full-Service mailer will have an option to change the billing information for the invoice by setting up a SingleSource ACS account.