Enterprise Payment System – ACS/AEC

Factsheet

The U.S. Postal Service is upgrading its payment architecture for enterprise and business customers. The new Enterprise Payment System (EPS) will eventually replace the current Centralized Account Processing System (CAPS) with a payment system that will enable customers to pay and manage their services online using a single account.

With the August 2017 release of EPS we continue to enable CAPS customers to transfer to EPS. Customers will have the ability to pay for their Address Change Service (ACS) and Address Element Correction (AEC) services invoiced through the National Customer Support Center. As time progresses, additional payment options will be added for other products and services.

Additional information regarding EPS can be found at https://postalpro.usps.com/EPS.

Key Benefits and Features

- Pay for Address Quality Services online
- View account payments, balances, and transaction history
- Account notifications and alerts
- Customized payment reporting and dashboard capabilities

Customer Participation

Requirements:

- Customers who are currently using CAPS to pay for their ACS/AEC services.
- ACS customers currently invoiced through the USPS National Customer Support Center (NCSC) in Memphis Tn.
- AEC customers currently invoiced through the USPS National Customer Support Center in Memphis Tn.

The following hardware/software is required to use Business Customer Gateway and EPS:

- Processor - Personal computers and iOS devices
- Operating System - Windows, Mac OS X, iOS
- Desktop Browser – Chrome, Firefox, Internet Explorer, Safari

Participation Steps

In order to create an EPS account for paying ACS or AEC accounts, an existing USPS business account created via the Business Customer Gateway (BCG) and a valid Customer Registration ID (CRID) is required.

Participation in EPS is by invitation only. Once a CRID is obtained an email providing the CRID should be sent to the appropriate department ACS@usps.gov, AEC@usps.gov or both, depending on which services are desired, to utilize EPS for payment.

The email subject line should be “EPS REQUEST”, and within the email contact information and the CRID should be provided. Once the email is received, an invitation to participate in EPS will be sent.

After following the procedures in the email received, a subsequent email will be sent, which will contain an invitation code and a link for creating an EPS account.

For assistance, please contact the PostalOne! Help Desk at postalone@usps.gov or 1-800-522-9085.