# Table of Contents

1. **Enterprise Payment Overview** ........................................................................................................... 5  
   1.1 **Benefits** ................................................................................................................................. 5  
2. **Enterprise Payment Account Set-Up** .................................................................................................... 6  
   2.1 **EPS Enrollment** ....................................................................................................................... 6  
   2.2 **Accessing the Enterprise Payment System** ............................................................................... 7  
   2.3 **Create a New EPS Account** .................................................................................................... 8  
   2.4 **Accept Terms and Conditions** ............................................................................................... 9  
   2.5 **User Access** ........................................................................................................................... 11  
3. **Payment Method Set-Up** ...................................................................................................................... 12  
   3.1 **Trust Account** ....................................................................................................................... 12  
   3.2 **ACH Debit Payment Method** .................................................................................................. 13  
4. **Account Management – Payment Methods** ....................................................................................... 16  
   4.1 **Add Additional Payment Methods** .......................................................................................... 16  
   4.2 **Change Primary Payment Method** .......................................................................................... 18  
   4.3 **Delete Payment Method** .......................................................................................................... 18  
5. **Account Management – EPS Account Management** ........................................................................... 20  
   5.1 **Create a New EPS Account** .................................................................................................... 20  
   5.2 **Close EPS Account** ................................................................................................................. 21  
   5.3 **EPS Account Nickname** ......................................................................................................... 23  
6. **Account Management – User Roles** .................................................................................................. 24  
   6.1 **Manage User Roles** ................................................................................................................. 24  
7. **Account Management – Transfers and Withdrawals** ....................................................................... 26  
   7.1 **Transfer Funds** ....................................................................................................................... 26  
   7.2 **Withdraw Funds** ..................................................................................................................... 29  
   7.3 **Set Withdrawal Daily Limits** .................................................................................................. 30  
   7.4 **Approve Withdrawal over Daily Limit** .................................................................................. 31  
8. **Account Management – Notifications** ............................................................................................ 33  
   8.1 **Manage Notifications** ............................................................................................................. 33  
9. **Account Management – Commercial Mailings** ............................................................................... 34  
   9.1 **Manage Commercial Mailings** ............................................................................................... 34  
   9.2 **Link Commercial Mailing Permits to Enterprise Payment Account** .................................... 35  

EPS User Guide
<table>
<thead>
<tr>
<th>Section</th>
<th>Description</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
<td>Account Management - Manage Address Quality Services</td>
<td>37</td>
</tr>
<tr>
<td>10.1</td>
<td>Link Address Quality Customer Accounts to Enterprise Payment Account</td>
<td>38</td>
</tr>
<tr>
<td>11</td>
<td>Enterprise PO Boxes Online (EPOBOL) Access</td>
<td>39</td>
</tr>
<tr>
<td>11.1</td>
<td>Link/Add PO Boxes, Caller Services, Reserves</td>
<td>40</td>
</tr>
<tr>
<td>11.2</td>
<td>Update Payment Detail</td>
<td>42</td>
</tr>
<tr>
<td>11.3</td>
<td>Open New ePOBOL Service</td>
<td>43</td>
</tr>
<tr>
<td>11.4</td>
<td>New Box: PO Box</td>
<td>44</td>
</tr>
<tr>
<td>11.5</td>
<td>Open New Box: Caller Services</td>
<td>46</td>
</tr>
<tr>
<td>11.6</td>
<td>Open New Box: Reserves</td>
<td>48</td>
</tr>
<tr>
<td>11.7</td>
<td>Close and Refund ePOBOL Service</td>
<td>49</td>
</tr>
<tr>
<td>11.8</td>
<td>Pay Now</td>
<td>51</td>
</tr>
<tr>
<td>12</td>
<td>ePOBOL Reports</td>
<td>52</td>
</tr>
<tr>
<td>12.1</td>
<td>Linked PO Box Report</td>
<td>52</td>
</tr>
<tr>
<td>12.2</td>
<td>Job Status Report</td>
<td>53</td>
</tr>
<tr>
<td>12.3</td>
<td>Billing Report</td>
<td>53</td>
</tr>
<tr>
<td>12.4</td>
<td>Box Detail Report</td>
<td>54</td>
</tr>
<tr>
<td>12.5</td>
<td>– Transaction History Report</td>
<td>54</td>
</tr>
<tr>
<td>13</td>
<td>Enterprise Payment Reports</td>
<td>55</td>
</tr>
<tr>
<td>13.1</td>
<td>ACH Debit Returns Report</td>
<td>55</td>
</tr>
<tr>
<td>13.2</td>
<td>Activity Log</td>
<td>56</td>
</tr>
<tr>
<td>13.3</td>
<td>Mailing Details Report</td>
<td>57</td>
</tr>
<tr>
<td>13.4</td>
<td>PO Boxes Detailed Report</td>
<td>57</td>
</tr>
<tr>
<td>13.5</td>
<td>Transaction History Report</td>
<td>58</td>
</tr>
<tr>
<td>13.6</td>
<td>Account Overview Spending History Report</td>
<td>59</td>
</tr>
<tr>
<td>13.7</td>
<td>PO Box Services Spending Summary</td>
<td>60</td>
</tr>
<tr>
<td>13.8</td>
<td>Total Spending Report (PO Boxes, Caller Services, and Reserve)</td>
<td>60</td>
</tr>
<tr>
<td>13.9</td>
<td>Total Spending Report - Address Quality</td>
<td>63</td>
</tr>
<tr>
<td>13.10</td>
<td>Commercial Mailing Activity Spending Summary</td>
<td>63</td>
</tr>
<tr>
<td>13.11</td>
<td>Commercial Mailing Activity Mail Class Report</td>
<td>64</td>
</tr>
<tr>
<td>13.12</td>
<td>Postage Statement Report</td>
<td>65</td>
</tr>
<tr>
<td>13.13</td>
<td>Postage Statement Line Detail</td>
<td>66</td>
</tr>
<tr>
<td>14</td>
<td>Business Customer Gateway</td>
<td>66</td>
</tr>
<tr>
<td>14.1</td>
<td>Requesting Access to EPS</td>
<td>66</td>
</tr>
</tbody>
</table>
1 Enterprise Payment Overview

The U.S. Postal Service upgraded its payment architecture for business customers to the new Enterprise Payment System (EPS). This state-of-art application provides customers enhanced security features, centralized balance and account management online, ability to pay for all products and services with one account, and convenient payment options.

EPS supports Commercial, Domestic and International products and services which includes First-Class Mail®, USPS Marketing Mail™, Periodicals, Electronic PO Boxes Online (ePOBOL) and Address Quality Products invoiced through National Customer Support Center (NCSC). Other systems and services soon to be supported by Enterprise Payment System include Mobile Check Capture (June 2018), Online Permit Creation (March 2018), IV Data Push Reporting (July 2018), and PC Postage and Stamps Fulfillment Services (Fall 2018).

As a business customer new to Enterprise Payment, this user guide is designed to walk the customer through the necessary actions to create and manage payment accounts, set up payment methods, link products and services to their account, and use reporting functions.

See Appendix B: Onboarding Checklist for a pre-onboarding checklist with the steps necessary to prepare to migrate to EPS.

1.1 Benefits

- Enterprise Payment Accounts can be set-up as an Automated Clearing House (ACH) debit to have funds withdrawn directly from a bank account or with a pre-funded Trust account. With EPS customers have more options available to deposit funds into their trust payment account:
  - Electronic Funds Transfer: utilizes Fedwire and ACH Credit transfers to the Trust account
  - Retail Deposit: Check, Money Order, and Cash Deposits can be made at any Post Office
  - Mobile Check Deposit: Can be made anywhere using a Smart Phone.

- Commercial Mailings can now be managed with one centralized payment account eliminating multiple permit accounts at different Post Office locations.

- ePOBOL enhances customer’s online experience eliminating individual renewals and account management at local offices. Mailers can now manage (open, close, view, pay fees and renew) all PO Boxes, Caller, and Reserve Services for multiple locations from a single application and receives electronic notifications for renewals. With an ePOBOL and EPS account commercial mailers can now pay for PO Box services with an ACH Debit payment account.

- EPS now accepts and processes invoice transactions electronically from NCSC providing consolidated transaction reporting for Address Quality Services (AQS) customers eliminating the manual processing of payments.
2 Enterprise Payment Account Set-Up

2.1 EPS Enrollment
EPS enrollment requires a USPS business account created via the Business Customer Gateway (BCG), a valid Customer Registration ID (CRID) and invitation code to enable access to the service. To link mailing permits users will need manage Mailing Activity Service for the CRID linked to the permits. To request an invitation send an email to: contact the PostalOne! Helpdesk at 1-800-522-9085 or PostalOne@USPS.gov, your local Business Mail Entry Unit or send an email to USPSPayment@usps.gov.

- Include the following information for the BSA of the BCG account and CRID:
  - Subject Line: “EPS Request”
  - Name, Address, Contact Information (email)
  - BCG user name
  - CRID
  - EPS (for POI)
  - EPS and ePOBOL
  - EPS and ACS and or AEC

Migration activities and account creation within EPS will begin when your company’s designated BSA of the CRID receives the email inviting them to create an Enterprise Payment account. The following steps should be taken after receiving the invitation code:

1. Click the invitation code link from the email.
2. Sign into the Business Customer Gateway (BCG)
3. Enter the invitation code

The designated BSA is immediately granted access to EPS and other services through the BCG using his/her username and password.

After entering the invitation code, you will be able to access Enterprise Payment.
2.2 Accessing the Enterprise Payment System
Login at the following address: https://gateway.usps.com/eAdmin/view/signin.

Enter your Username and Password.

- Select “Other Services” then “Go to Service” option for Enterprise Payment System. If you have requested an invitation code and it is still pending, please follow up with your local BME.
Alternatively, if the link is in a “Pending Invitation” status, please call or email the BME, or contact the PostalOne! Helpdesk to receive an invitation code to access EPS.

2.3 Create a New EPS Account
After selecting “Go to Service” for Enterprise Payment, you’ll be navigated to the EPS Create Account screen.

You can setup an EPA account that will utilize your current CAPS account number in the last 5 digits of your EPA number. Select your preferred option. If you choose to retain your original CAPS account number, you’ll need to enter your CAPS number and PIN.
2.4 Accept Terms and Conditions

Review and accept the Terms and Conditions to continue creating an EPS account.

If you choose to create your new account without maintaining the reference to the legacy CAPS account, this screen will be skipped.

Note: If you use your CAPS number to create your Enterprise Payment Account, your Enterprise Account number will begin with “9” to indicate legacy account number used, followed by zeros then your CAPS Account number to reach the 10 character requirement for an Enterprise Account number. For new Enterprise Payment accounts created without referencing the legacy account the Enterprise Payment Account number will begin with “1”.
Verify your contact information by hitting the “Next” button. Update your customer information via the BCG link if necessary.

Select the Business Location (CRID) to which you’d like to link the Enterprise Payment account. Hit the “Next” button when complete.
2.5 User Access

Enterprise Payment retrieves all BCG users connected to the Business Location.

You can grant the correct access to each user whom you wish to manage and view your Enterprise Payment Account activity.

Available roles are:

- **Administrator (restricted to BSA or a BSA delegate):** Access to all customer facing functionality and responsible for managing EPS users. More than one administrator can be assigned to one EPS account.
- **Payment Manager:** Access to manage payment accounts, methods and manage reports.
- **Subscriber:** Read only. Access to view reports and notifications only.
- **See Business Customer Gateway (BCG) section for Requesting EPS access and BSA approvals.**

Hit the “Next” button when complete
3 Payment Method Set-Up

After your Enterprise Payment account is successfully created it will be in “Pending Status” until an active payment method has been added to the account. As the Payment Manager you will be navigated to the payment method setup screen. Select a payment method to fund your EPS account.

3.1 Trust Account

Each account is created with a Trust account already— you only need to deposit money to activate the account if you choose to do so.

Selecting “Deposit Instructions” in the Trust Account box will take you to the Electronic Fund Transfer Procedures page. This page contains detailed information on how to deposit money into your Trust
account. * Electronic Fund Transfer information required to initiate wire transfers to USPS will need to be updated with appropriate vendor/account number information.

Below are the methods available to deposit funds into your trust account, and the time between deposit date and when the funds are available for withdrawal.

<table>
<thead>
<tr>
<th>Funding Methods</th>
<th>Lag time between Deposit and Withdrawal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Retail Deposit (check/cash/money order)</td>
<td>Near Real-Time*</td>
</tr>
<tr>
<td>Mobile Check Deposit (June 2018)</td>
<td>2 to 3 hours</td>
</tr>
<tr>
<td>Wire Transfer</td>
<td>4 to 6 hours</td>
</tr>
<tr>
<td>ACH Credit</td>
<td>Overnight processing-Next Day</td>
</tr>
</tbody>
</table>

* A limited number of retail locations do not have real-time processing. In these cases, funds will be available the next business day. However, mailings will not be held.

### 3.2 ACH Debit Payment Method

Before setting up an ACH Debit payment method provide your bank with the below information to remove any blocks on the account so that transactions will be processed.

**Originator Company Name:** USPS Payment:
**Originator ID:** 4135641517

Selecting “Create an Account” in the ACH Debit payment method will bring you to a secure page to enter the bank account information for the corporate bank account from which EPS ACH debit transactions will be deducted.

Fill out the ACH Debit Form with the banking information to be used for payments of USPS products and services.
Agree to the Terms and Conditions.

EPS will help you confirm your bank account information was entered correctly by sending two small debit transactions to the specified account. You will need to verify your account by confirming the
amounts of each micro-transaction that appears in your bank account on the next business day (ACH debit transactions are sent once daily for processing overnight).

To validate the ACH Debit payment method from the Account Management page select the “Verify Micro-Transactions Link”.

Input the amounts of the micro-transactions that were entered in your bank account, and hit “Submit”. This will verify your ACH Debit account and allow you to begin using it. Credits for each of these micro-transactions will then be made back to your bank account.
4  Account Management – Payment Methods

4.1  Add Additional Payment Methods

You can add, edit, and delete payment methods at any time via the Account Management screen.

To navigate to the Account Management screen, select “Manage Account” from your Account Overview screen.
Then select the “Payment Methods” tab

Enterprise Payment allows up to three ACH Debit and one Trust Payment Method however; only one payment method can be set to Primary. The Primary payment method will be the account the transactions will post to. You can create multiple Enterprise Payment Accounts with different payment methods.

ACH Debit payment methods can be managed via the “Add Payment Method” button on the Payment Methods tab of the Account Management screen.

Selecting “Add Payment Method” will create a drop-down button with the number of ACH Methods Used. Click on the “ACH Method Used” link, which will direct you to the secure ACH Debit Form to enter bank account information for the ACH Debit payment method. You can follow the instructions on this screen to setup this payment method.

Note: You can have up to 3 ACH Debit Payment Method.

New payment methods will automatically display on the Payment Methods screen after they are created and will need to be verified once the micro-transactions post to the bank account.
4.2 Change Primary Payment Method

If you have enabled multiple payment methods, these payment methods will appear on the Payment Methods Screen. You’re now ready to select your primary payment method.

The primary payment method is the default method used for all Enterprise Payment transactions.

Select the primary payment method by hitting the button to the right of the desired payment method, then select “Change to Primary”. The change will take effect at 6pm EST on the day of the change. Only a Verified payment method is eligible to be a primary payment method (i.e. a Trust after a deposit or an ACH Debit with confirmed micro-debits).

4.3 Delete Payment Method

Customers have the ability to delete an ACH Debit payment method from their Enterprise Payment account, so that ACH Debit payment method will not be used to purchase products or services.

On the Payment Methods tab of Account Management select the button to the right of the desired payment method, then select “Delete”.
The Confirmation page will be displayed. If the payment method selected to delete meets the criteria of not being the Primary Payment Method, the only active Payment Method, and no Pending Transactions confirm that you want to delete the ACH Payment Method then select “Delete Payment Method.” Note: Trust Payment Method cannot be deleted.

Once you confirm to delete the payment method it will be moved to “Pending Deletion” for a pre-determine timeframe.

If the ACH Payment Method is your primary payment method or a Trust Payment Method, a message will be displayed that the payment method cannot be deleted. In such a situation, you must first change your primary payment method to another payment method, using the instructions outlined in Section 4.2, before proceeding with the deletion.
5  Account Management – EPS Account Management

5.1  Create a New EPS Account

Administrators and Payment Managers with BSA Delegate access have the ability to create multiple EPS accounts to maintain for different customers or different Payment Methods. You can also set a nickname for each account to make it easier to identify the account.

Select Create a New EPS Account link from the Account Options Section or from the EPS Accounts dropdown.

Follow the Account Wizard to create the new EPS account of refer to section 2.3 Enterprise Payment Account Set-Up
5.2 Close EPS Account
Administrators and Payment Managers with BSA Delegate access have the ability to close an EPS account if the EPA meets the criteria for closing.

Select the Account to be closed from the EPS Accounts dropdown or by clicking on the account from the dashboard:

Select Close EPS Account from the Account Options section:
- EPA meets close account criteria:

The Close Account Confirmation displays the status of the close account checkpoints. If the account can be closed all the checkpoints will be highlighted “Green”. Select the checkbox to acknowledge account closure then select the “Close Account” option.

The EPS account will be set to Pending Closure then moved to Inactive after 6 business days.
-EPA does not meet close account criteria:

The Close Account Confirmation displays the status of the close account checkpoints. If the account does not meet the close account criteria the failed checkpoints will be highlighted “Pink” and a message is displayed “You must address the conditions in the table below before closing an account:” and the “Closed Account” option will be greyed out.

5.3 EPS Account Nickname

When there are multiple EPS accounts setup you can elect to give each account a nickname so the accounts can be easily identified on Reports.

To add nickname to the EPS account navigate to the Account Management page then enter the nickname for the account in the designated field.
Once a nickname has been added to an EPA it will display on the reports under “EPS Account Nickname” when available. (need updated screen shot once defect is corrected export file format for Excel)

6 Account Management – User Roles
6.1 Manage User Roles
User Roles for Enterprise Payment accounts are managed by the account Administrator. Granting access to Enterprise Payment is a two part process. Users will need to be granted access to Enterprise Payment System for the CRID through BCG (see Business Customer Gateway section) then a user role can be granted to the EPA associated to the CRID.
<table>
<thead>
<tr>
<th>BCG Access Level</th>
<th>Enterprise Payment System User Role</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requested</td>
<td>N/A</td>
<td>User has requested access for EPS</td>
</tr>
<tr>
<td>BSA or BSA Delegate</td>
<td>Administrator</td>
<td>Users have access to all customer facing functionality and also responsible for managing user roles.</td>
</tr>
<tr>
<td>BSA Delegate</td>
<td>Payment Manager</td>
<td>Users can manage payments, create new EPS accounts and create custom reports.</td>
</tr>
<tr>
<td>Access</td>
<td>Payment Manager</td>
<td>Users can manage payments and create custom reports.</td>
</tr>
<tr>
<td>Access</td>
<td>Subscriber</td>
<td>Users have read-only access.</td>
</tr>
<tr>
<td>No Access</td>
<td>No Access</td>
<td>Users cannot access EPS for the CRID</td>
</tr>
</tbody>
</table>

Select account from the EPS Accounts dropdown then select Manage Account option on the Account Overview Page.
Select the Users & Roles tab on the Account Management Page. Select the appropriate role for the user.

7 Account Management – Transfers and Withdrawals
7.1 Transfer Funds
Authorized customers with multiple Enterprise Payment accounts have the ability to transfer funds from Trust account to Trust account. Transfers cannot be initiated between permits/accounts not linked to an EPS account. (Note: BMEUs cannot complete customer funds transfers.) To transfer funds select the account that will be used to transfer the funds from and navigate to the Account Management page by selecting the “Manage Account” option from Account Overview page.
Select the Transfer Funds Tab.

Enter the amount to transfer, select the EPS account the funds will be transferred to, select the reason for the transfer from the dropdown (other will open a freeform text box), then select “Make Transfer.”
Confirmation page will be displayed where the user can elect to cancel the transfer which will navigate back to the Account Management Page, edit the transfer which will navigate back to the Transfer Funds tab or “Confirm Transfer” which will complete the transfer.
7.2 Withdraw Funds
Customers with a trust balance have the ability to request to withdraw funds. To withdraw funds select the account with a trust balance and navigate to the Account Management page by selecting the “Manage Account” option from Account Overview page.

Select the Withdraw Funds tab. Enter withdrawal amount, verify Business Information (this is where the check will be mailed), select “Make Withdrawal” option.
Confirmation page will be displayed where the user can elect to cancel the withdrawal which will navigate back to the Account Management Page, edit the transfer which will navigate back to the Withdrawal Funds tab or “Confirm Withdrawal” which will complete the withdrawal request.

![Image of confirmation page](image)

7.3 Set Withdrawal Daily Limits

As the administrator of an EPS Trust account the user can set a daily limit for withdrawals. When a withdrawal request is over the daily limit it will require approval from the EPS Account Administrator.

Select the Withdraw Funds tab on the Account Management page then enter the maximum daily amount that can be withdrawn without approval.

![Image of withdrawal daily limit](image)
7.4 Approve Withdrawal over Daily Limit

When the Payment Manager enters a withdrawal amount below the maximum daily limit the screen will display the amount is valid and will not require approval. When the amount exceeds the daily limit a message will be displayed that the amount is over the daily limit set by the Administrator.

The Payment Manager has the ability to continue with the withdrawal request and it will be sent to the EPS account administrator to approve.
Once the request has been submitted the administrator will receive an email notification if the option is selected in the Notifications tab of Account Management.

As the Administrator select the Withdraw Funds tab from the Account Management Page. A message is displayed for Pending Withdrawal Request.

The Administrator for the EPS account will have access to the Pending Withdrawal Requests section at the bottom of the Withdraw Funds page.
Selecting the Withdrawal History option will display the withdrawal transactions for the day and their status.

![Withdrawal History Report](image)

8  Account Management – Notifications

8.1  Manage Notifications

Users have the ability to receive email notifications when certain conditions are met. The notifications can be set from the Notifications Tab of the Account Management Page. Certain notifications are set as default and cannot be changed. Administrators and Payment Managers for EPS trust accounts will find the notification option for Deposits useful. With this option selected an email notification will be sent when a deposit has posted to the EPS Trust account (FedWire; ACH Credit; Retail Deposit; and coming soon Mobile Check Deposit).
9 Account Management – Commercial Mailings

9.1 Manage Commercial Mailings

Customers can manage products and services linked to their Enterprise Payment Account by selecting the Products and Services tab on the Account Management page.

The Product & Services tab displays the available products and services available to link to an EPA. Selecting the link next to the service will navigate the user to appropriate page for the selected service.

To link an existing permit to an Enterprise Payment account or to edit a permit currently linked to an Enterprise Payment account, select the “Products and Services” tab on the Account Management screen.

Click “Manage Permits” to manage your PostalOne! Permit linkages.
Review and accept the Terms and Conditions.

9.2 Link Commercial Mailing Permits to Enterprise Payment Account

The Manage Permits screen shows all your available permits. Only permits for which you also have access to Manage Mailing Activity (MMA) can be linked to the EPA. Ensure all permits have a positive or $0 balance – if you are a PostalOne! user, you cannot migrate to Enterprise Payment if you have permits with a negative balance. Only permits in “Active” and “ADDPOS” status can be linked to EPS accounts.

To link permits requires Administrator or Payment Manager for the Enterprise Payment Account for the CRID (business location). Permits for CRIDs you have MMA access to but you are not authorized for the CRID in EPS as either Administrator or Payment Manager will display on the Manage Permits page as view only (you will not be able to link or update the linkage for the permit).
To link a permit to an Enterprise Payment account locate the permit from the list or by utilizing the search function then select the EPS account number from the EPS account dropdown.

Select “Save Linkages” to save the updates. Message will be displayed that the permit linkage has been updated and the EPS account will display next to the permit. *Note: The “Save” function will only save one page at a time. Be sure to save the updates before moving to the next page.
If you have multiple permits tied to your CAPS account, the balance will not transfer to the Enterprise Payment account until the last permit or service has been linked. As a result, if you have a permit funded via CAPS and a permit funded via Enterprise Payment account, you will need to make two separate deposits; one for each account.

*Note: For customers that are also Address Quality customers with the service linked to their CAPS account this service will need to migrate to EPS before the last permit is linked to the EPA. If this service is not migrated to EPS before the last permit is linked the CAPs Trust Balance will not migrate over to EPS. If multiple Enterprise Payment Accounts exists the CAPS Trust Balance will migrate to the EPA linked to the last permit migrated over to EPS.

For non-CAPS permits, the permit balance will be migrated to your Enterprise Payment trust balance.

10 Account Management - Manage Address Quality Services

ACS/AEC customers who are currently invoiced through the National Customer Support Center (NCSC) have the ability to pay for their Address Change Service (ACS) and Address Element Correction (AEC) services using their Enterprise Payment Account.

To link Address Quality Products and Services to an Enterprise Payment account or to edit a product or service currently linked to an Enterprise Payment account, select the “Products and Services” tab on the Account Management page.
Click “Manage Address Quality” to manage your NCSC Account linkages.

10.1 Link Address Quality Customer Accounts to Enterprise Payment Account

The Address Quality Account Management screen shows all available product types you are authorized for. Currently Address Quality Services available for payment through Enterprise Payment accounts are Address Element Correction (AEC), Address Element Correction II (AECII) and SingleSource ACS (SSACS).

To link Address Quality Service accounts to an Enterprise Payment account select the EPS account, enter your ACS/AEC customer number, and select the product on the management screen then select “Link”. If you need assistance obtaining your ACS/AEC customer number, please email the appropriate department acs@usps.gov or aec@usps.gov for assistance.
Once Enterprise Payment accounts are linked to Address Quality accounts they display with a status of “Linked”. EPS then sends the link account information to National Customer Support Center in order for NCSC to send invoices to EPS for payment. Selecting the “Delink” option will remove the link between an Enterprise Payment Account and Address Quality Accounts and the update is sent to NCSC. Select “Delink” to delink the Address Quality Service from the Enterprise Payment account.

11 Enterprise PO Boxes Online (EPOBOL) Access

To Access EPOBOL from the BCG landing page, follow the steps below:

1. Select “Other Services”
2. Select “Enterprise PO Boxes Online” Go To Service

Note: Customers need to have a Business Location and an Enterprise Payment Account with a valid payment method to access EPOBOL

To access EPOBOL from EPS select Enterprise Payment Account from the EPS Accounts dropdown then select Manage Account option.
To access EPOBOL:

3. Select “Products and Services”
4. Click: “Visit PO Boxes Online to Manage” to direct you to the EPOBOL Welcome page.

EPOBOL Welcome Page contains all available features

11.1 Link/Add PO Boxes, Caller Services, Reserves
   1. Ability to link current retail PO Boxes, Caller Services, and Reserves to EPOBOL
   2. Ability to link Single or Multiple boxes, services, and reserves.
Accept Terms and Conditions.
When the PO Box is linked to an Enterprise Payment Account in ePOBOL any associated Caller Service and Reserve Service will automatically be linked.

*Link or Add Boxes Confirmation Page*

The following 2 boxes have been linked to your Enterprise PO Boxes Online (EPBOL). To view all the boxes linked to your account, please navigate to Reports > Linked Boxes Report.

Your boxes will be picked up for automatic payment on the 15th of the month that the box is due.

<table>
<thead>
<tr>
<th>ZIP Code</th>
<th>Box Number</th>
<th>Box Size</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>24022</td>
<td>11281</td>
<td>3</td>
<td>Success</td>
</tr>
<tr>
<td>24022</td>
<td>11281</td>
<td>C</td>
<td>Success</td>
</tr>
</tbody>
</table>

If you do not already have a BCG account and want to use EPS to manage your Enterprise PO Boxes Online, follow the steps below to enroll:

2. Complete the ePOBOL Migration Sheet found on PostalPro, [https://postalpro.usps.com/conversionsheet](https://postalpro.usps.com/conversionsheet), with the list of PO Boxes, Caller Services, and Reserve Boxes.
3. Email the completed Migration Sheet to [USPSPayment@usps.gov](mailto:USPSPayment@usps.gov), including the following information:
   - Subject Line: ePOBOL Onboarding
   - Email body must include: Company Name, BCG Username, and Customer Registration ID (CRID)
4. Once you receive an email from the Payment Modernization Migration Team with an enrollment URL and unique secure invitation code, use the code with your BCG Account credentials to complete the BCG enrollment process.
5. Select “Other Services” then “Go to Service” option for Enterprise Payment System, complete the steps outlined in Section 2.3 “Create an EPS account” of this user guide to create an EPS account.
6. Fund your EPS account using your preferred payment method, ACH Debit or Trust Account.
7. Reply to the Payment Modernization Team’s email with your Enterprise Payment Account (EPA) number to complete the account registration.
8. Link your PO Boxes, Caller Service and Reserve Boxes to

11.2 Update Payment Detail
If customers have more than one EPA, they can select the most convenient one to pay for their boxes at any time.
Confirmation page displays boxes selected to update Payment Details

```
<table>
<thead>
<tr>
<th>ZIP Code</th>
<th>Box Number</th>
<th>Next Payment Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>24022</td>
<td>11283</td>
<td>02/28/2019</td>
</tr>
<tr>
<td>24022</td>
<td>11283</td>
<td>02/28/2019</td>
</tr>
</tbody>
</table>
```

11.3 Open New ePOBOL Service

Customers can request new PO Boxes, Caller Services, and Reserves.

Select New Box then select the desired service to open.
11.4 New Box: PO Box

1. Customers can search PO Boxes by ZIP Code or Address within a range area
2. Select the desired box
3. Select the Business Location and EPA

Enter required fields for the PO Box Online Application (form 1093).
On the Application Review page review and accept the Privacy Act Statement.
11.5 Open New Box: Caller Services

1. Customers can search Caller Services by ZIP Code or Address within a range area
2. Select the desired Caller
3. Select the Business Location and EPA
4. Enter required fields for the PO Box Online Application (form 1093C)
On the Application Review page review and accept the Privacy Act Statement.
11.6 Open New Box: Reserves

1. Customers enter existing Caller ZIP Code
2. Caller Number
3. Business Location
4. Reserve information by range or individually separated by commas
5. And EPA number

Review and Accept Terms and Conditions
11.7 Close and Refund ePOBOL Service

1. Customers can close Boxes entering the Box Number and the Zip Code.
2. Provide Reason for closing then accept the disclaimer
3. The request will be processed immediately
4. If refund available it will post to the primary payment method for the EPA.
If the PO Box Service is closed in the month the fees are due an option will be available on the Refund Request Review page to keep the box open until the end of the month. If the option is not selected the box will immediately close.

The refund confirmation page includes our official USPS “Change of Address” link.
11.8 Pay Now
Customers can make an immediate payment at the end of the month when the boxes are due.

Select EPS number.

Select the boxes to pay then accept the “Terms and Conditions.”
12 ePOBOL Reports
Customers can select one of the following reports to manage their boxes.

12.1 Linked PO Box Report
Contains all the PO Boxes, Caller Services, and Reserves that have been linked to Business Locations using the Link/Add Boxes function in EPOBOL. The report can be filtered using the search fields and downloaded as a CSV file.
12.2 Job Status Report

Job Status Report contains the status of all linked multiple Boxes / Callers / Reserves jobs.

12.3 Billing Report

Billing Report is generated on the 1st of the month and displays all the Boxes for which payment is due at the end of the current month. Auto-Payment runs on the 15th of the month. When PO Boxes, Caller Services, and Reserves are closed in the month the fees are due the “Update Report” option when select will remove the closed box from the billing report and update the “Total Amount Due.” The report can be filtered using the search fields and be downloaded as a CSV file.
12.4 Box Detail Report
Detail Report contains detailed information of all PO Boxes, Caller Services and Reserves. The report can be filtered using the search field and can be downloaded as a CSV file. Selecting the link for the box will display the box details.

12.5 – Transaction History Report
Transaction History Report contains detailed payment transaction history for all PO Boxes, Caller Services and Reserves, can be filtered using the search fields, and downloaded as a CSV file.
13 Enterprise Payment Reports

As business customers transition to Enterprise Payment, reporting will be available in both Enterprise Payment, and BCG PostalOne!. Enterprise Payment reports will display only Enterprise Payment transactions, while PostalOne! reports will display both PostalOne! and Enterprise Payment transactions. The following sections detail the available reports.

Standard Reports can be accessed from any page in EPS by selecting the Reports option.

13.1 ACH Debit Returns Report

Displays the ACH Debit Return Aggregate transaction amount returned for Enterprise Payment Accounts. The report can be filtered using the search field, sorted by column headers, and exported as CSV, Excel, and PDF file.
- ACH Debit Return Drilldown Report

Clicking on one of the aggregate transaction navigates to the ACH Debit Returns Drilldown Report displaying the transactions that make up the aggregate transaction amount returned. The report can be filtered using the search field, sorted by column header, and exported.

13.2 Activity Log

Activity Log provides a detailed view of actions, updates, and changes on an EPS Account. The report can be filtered using the search field and downloaded as an Excel, CSV or PDF file.
13.3 Mailing Details Report
This report gives a detailed view of only commercial mailing transactions for all Enterprise Payment Accounts. (Does not include fee payments). The report can be filtered using the search field, sorted by column, and exported as an Excel, CVS or PDF file. The “All Account Activity” option navigates to the Transaction History Report.

13.4 PO Boxes Detailed Report
Provides a detailed view of ePOBOL transactions. The report can be filtered using the search field, sorted by column, and downloaded as an Excel, CVS or PDF file. The “All Account Activity” option navigates to the Transaction History Report.
13.5 Transaction History Report

Transaction History Report is a high level view of all product and service transactions that can be filtered using the “Search” field, sorted by clicking on the column headers and exported as an Excel, CSV or PDF file.
13.6 Account Overview Spending History Report

Spending History Report gives high level view of total spending for each products and service type within the selected date range. For Commercial Mailing this view includes Purchases, Fee Payments, Refunds, and Reversals. Each Product/Service drills down to Total Spending Report.
13.7 PO Box Services Spending Summary
This view provides the spending history breakdown for each ePOBOL Product (PO Box, Callers Services, Reserve, Misc. Fees).

13.8 Total Spending Report (PO Boxes, Caller Services, and Reserve)
Each product link drills down to the Total Spending Report.

**Total PO Boxes Spending Report** provides view of PO Box Transactions. The report can be filtered by using the search field, sorted by the column headers, and exported as CSV, Excel and PDF files.
Total Caller Services Spending Report provides a view of Caller Services transactions. The report can be filtered by using the search field, sorted by the column headers, and exported as CSV, Excel and PDF files.

Total Reserves Spending Report provides a view of transactions for Reserves. The report can be filtered by using the search field, sorted by the column headers, and exported as CSV, Excel and PDF files.
Total Misc. Fees Spending Report provides a view of miscellaneous fee transactions. The report can be filtered by using the search field, sorted by the column headers, and exported as CSV, Excel and PDF files.

Selecting the Total Spending link navigates to the “Total ePOBOL Products Spending Report.” This report provides a view of all the transactions for the Total Spending Amount. The report can be filtered by using the search field, sorted by the column headers, and exported as CSV, Excel and PDF files.
13.9 Total Spending Report - Address Quality

Address Quality link drills down to the Address Quality Spending Summary Report breaking out the total spending for each product/service.

13.10 Commercial Mailing Activity Spending Summary

Commercial Mailing Activity link drills down to Commercial Mailing Activity Spending Summary. The Mailing Summary provides a categorized breakdown by mail class of the total spending for Commercial Mailing. Each class or service will drill down to the Commercial Mailing Activity Mail Class Report for that class or service. The pie chart also has a mouse over each divided section identifying which mail class is being represented.
13.11 Commercial Mailing Activity Mail Class Report

The Commercial Mailing Activity Mail Class Report is by class and the data is filtered by account level reflecting all the PostalOne! activity for permits linked to the EPS account for the selected class of mail.
The Commercial Mailing Activity Mail Class Report drills down to the Postage Statement by clicking on the postage statement number. This view breaks out the total spending for each section of the Postage Statement.
13.13 Postage Statement Line Detail
Each section of the postage statement will drill down to the postage statement line detail for the selected section.

14 Business Customer Gateway
14.1 Requesting Access to EPS
To request access to Enterprise Payment or EPOBOL as a BCG user login to the BCG, and select “Other Services,” then select “Get Access” next to Enterprise Payment or EPOBOL.
14.2 Adding a Location (CRID)
To request access to Enterprise Payment as a BCG user without access to the CRID, you must first add the CRID to your profile. To do this, login to the BCG and select “Manage Account” on the left hand side.

![Business Customer Gateway](image1)

Then select “Manage Profile” at the top and “Add A Location” to add the CRID to your profile.

![Manage Profile](image2)
Enter the CRID or Search by Address.

Confirm Add Location.
Select option for customer select services then continue with selection.

You may now request access to Enterprise Payment. Scroll down to the “Other Services” section and select Enterprise Payment System then select “Continue with Selection.”
Answer “Yes” or “No” for User Agreement then select “Continue.”

Request is now Pending BSA. Once the location and services has been approved by the BSA Enterprise Payment System will be available for the CRID added.

14.3 Locate Business Service Administrator (BSA) Business Location
To determine who your BSA is to contact them regarding your request, go to the “Manage Account” Tab on the left-hand side. Then select “Manage Services” at the top then select “Manage by Service” as shown below.
Select Enterprise Payment System.

This will bring you to the list of CRIDs you have access to. Locate the Business Location you need the BSA for. If you are the BSA for a service, “You” will be displayed next to the service. If not, “Not You” will be displayed. Select “Not You” next to Business Location and the BSA’s contact information will be displayed.
14.4 BSA – Adding Business Locations and Authorized User

Depending on your company's needs, different employees may need access to different services. The access is regulated by the Business Service Administrator (BSA), a representative within your company, of each service.

Below are the steps to grant Enterprise Payment access to BCG users as a BSA or BSA delegate after the account has been created. The BCG users must already have access to the CRID associated with the Enterprise Payment account. Authorizing users for Enterprise Payment for a business location is a two step process. The first step is to authorize the user for EPS in BCG for the CRID and the second step is to assign a user role in EPS.

First Step – log into BCG as a BSA or BSA delegate. Select Manage Account tab from the menu on the left then select Manage Users tab at the top of the page. Locate the user requesting EPS access and update their access level for EPS service.

<table>
<thead>
<tr>
<th>BCG Access Level</th>
<th>Enterprise Payment System User Role</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requested</td>
<td>N/A</td>
<td>User has requested access for EPS</td>
</tr>
<tr>
<td>BSA or BSA Delegate</td>
<td>Administrator</td>
<td>Users have access to all customer facing functionality and also responsible for managing user roles.</td>
</tr>
<tr>
<td>BSA Delegate</td>
<td>Payment Manager</td>
<td>Users can manage payments, create new EPS accounts and create custom reports.</td>
</tr>
<tr>
<td>Access</td>
<td>Payment Manager</td>
<td>Users can manage payments and create custom reports.</td>
</tr>
<tr>
<td>Access</td>
<td>Subscriber</td>
<td>Users have read-only access.</td>
</tr>
<tr>
<td>No Access</td>
<td>No Access</td>
<td>Users cannot access EPS for the CRID</td>
</tr>
</tbody>
</table>
Second Step – Select Other Services tab from the menu on the left then select “Go To Service” for Enterprise Payment.

Select the EPS Account for the CRID.

Select Manage Account.
Select the User Tab on the Manage Account page. Locate the user requesting access then assign a user role.

14.5 Setting up Users in the Same Office

To set up users in the same office with the same CRID the user will need to create a BCG account for the CRID. From the BCG Sign In page select “Register for Free” option. On the Create Your USPS.com Business Account page enter all the required information to create a BCG account. In the “Find my address by” section select the “Company Identifier” option.
In the “Find by CRID” section enter the CRID for the business location.

Address for the business location will be displayed. Select “Create Account” option after reading the Privacy Policy.
User is now registered for the CRID. Select “I’d like to custom select services for my Business Location” option.

Select the services you would like including Enterprise Payment System.
Select “Yes” or “No” for User Agreement.

User is now signed up for the business location and services. The request for services will be “Pending” until the designated BSA approves the request.
14.6 Customer Validation Tool

The Customer Validation Tool provides MSP’s with the Enterprise Payment Account number, if the MSP has access to Mail Owners permit in BCG.

Select Manage Account tab left panel, then select Manage Profile. In the Mail Service Provider section select “Customer Validation Tool.”

Select “Permit Information” from the dropdown.

Enter Permit Information.
Permit Information is displayed showing the Enterprise Payment Account number.

15 Mobile Check Deposit (coming soon)

USPS is making it easier than ever for business customers to maintain their Enterprise Payment Trust account with the implementation of Mobile Check Deposit. This will give our business customers the power to deposit funds into their EPS Trust account wherever and whenever using their smartphone or other mobile device saving them time by not having to go to a Post Office to deposit funds. Deposits can be made 24/7 with the funds available within one to two hours for use. Customers must be completely migrated to EPS before they can use this feature. To request access send an email to: USPSPayment@usps.gov

- Include the following information for the BSA of the BCG account and CRID:
  - Subject Line: “EPS Mobile Check Deposit Request”
  - Name, Address
  - BCG user name
  - Email Address
  - 10 digit EPS Account Numbers

15.1 Mobile Check Deposit Enrollment

Once EPS Account information has been set up for Mobile Check Deposit two emails will be sent with the subject: “Commercial Electronic Office (CEO) Portal Alert: CEO Enrollment Information.”

The first email includes your new credentials, Company ID and User ID.
The second email includes a temporary password.

15.2 Download Mobile App

- Open the App Store on your mobile device to download the free Wells Fargo CEO Mobile application.
- Type “WF CEO” into the search field and then tap the “Free” button to download the application.
- The application is now downloaded and should appear on your mobile device.
Open the Wells Fargo CEO App from your mobile device.

- Enter the Company ID.
- Enter your User ID. Note: User ID is the same as your Business Customer Gateway (BCG) User ID.
- Enter the temporary password provided in the e-mail from Wells Fargo.
- Tap the ‘Sign On’ button.

Upon initial login, update your temporary password

- Enter the current password (temporary password).
- Enter your new password.
- Verify your new password.
- Tap the ‘Continue’ button.
Upon updating your password you receive a message that your password was updated successfully. Tap the ‘Continue’ button.

Note: The Wells Fargo CEO password is a unique password that must be updated every 90 days.

You will now have to complete the New User Setup through the CEO Portal. Tap the ‘OK’ button to be logged out of the mobile app.
15.3 Complete User Setup VIS the Wells Fargo CEO Portal

Open a browser window to the CEO Portal https://www.wellsfargo.com/com/ceo/. Click the ‘Sign On’ button.

Sign on using your credentials, Company ID, User ID, Password, and click the ‘Sign On’ button.
Complete Authentication by setting up two secret questions and click the ‘Continue’ button.

Accept the Terms of Use by clicking the ‘I Accept’ button.

Note: Declining the Terms of Use will sign you off the CEO Portal.
Complete your profile by entering your contact information and click the ‘Save’ button.

Note: Email and Phone Number are required fields.

15.4 Deposit Check VIS Mobile App

Open the Wells Fargo CEO Mobile App from your mobile device.

- Enter the Company ID.
- Enter your User ID. Note: User ID is the same as your Business Customer Gateway (BCG) User ID.
- Enter your password. Note: The Wells Fargo CEO password is a unique password, (not your BCG password) that must be updated every 90 days.
- Tap the ‘Sign On’ button.
Select ‘Mobile Deposit’.

Note: Checks must be made payable to “Postmaster” or “Postal Service” and endorsed on the back as “For Remote Deposit Only”.

On the Mobile Deposit Screen:

- Enter Location (the EPS Number).
- Enter the Check Amount.
- Tap the ‘Continue’ button.
Select the camera icon to take a picture of both the front and the back of the check. Either select the ‘Use’ or ‘Retake’ button depending on the quality of the photo.

Verify the Mobile Deposit information:

- Select ‘Yes’ for Email Confirmation to receive an email confirmation for deposits made using the CEO Mobile app.
- Select the ‘Submit’ button to complete deposit.
Note: The email confirms only that the deposit has been received. It cannot confirm if the deposit has been processed or posted. Refer to section 8 “Account Management – Notifications” on how to receive email notification for deposits to the EPS Trust account.

A Mobile Deposit Confirmation message displays if the deposit is successful. Deposits take 1-2 hours to post to the Trust account. Verify the deposit has gone through before presenting mailings.
15.5 Verify Deposit in EPA
Before presenting the mailing verify the mobile check deposit has been processed to your EPA by reviewing the Transaction History Report from the Business Customer Gateway (BCG).

Select the ‘Other Services’ tab and select ‘Go To Service’ next to Enterprise Payment System.

Select ‘Reports’ and then ‘Transaction History Report’.

Verify Mobile Check Deposit has been processed.
16 Appendix

Appendix A: Onboarding Checklist

Before you configure your Enterprise Payment account, verify that the following items are completed to ensure you have the information needed to enroll in Enterprise Payment.

- Confirm Customer Registration ID (CRID) information (email, address, company name) is up-to-date in the Business Customer Gateway (BCG) for the user who will be your company’s Business Systems Administrator (BSA) for EPS
  - When you are ready to begin migration activities for an available source system, you will need to provide this individual’s email address, BCG username, and the Business Location CRID to the Payment Modernization Migration Support team to receive an Invitation Code which authorizes you to begin EPS account configuration

- Verify that Customer Profile and Account Number information is accurate
  - The USPS system of record for PO Box, Caller and Reserve Services requires the registered Customer Last Name or Business Name along with the PO Box Number and ZIP Code to link an open PO Box/Caller/Reserve Service to EPOBOL (available)
  - The National Customer Support Center (NCSC) identifies Address Correction Services Customers using ACS/AEC with a unique Customer Number (available Summer 2017)
  - The PostalOne! Manage Mailing Activity is the system that governs your ability to link Permit(s) to an Enterprise Payment account. If you have access to MMA for the CRID(s) that is linked to the Permit(s), you will be able to link it to an Enterprise Payment account.
    - The Centralized Account Processing System (CAPS) assigns PostalOne! customers a unique 5-digit CAPS account number and PIN
    - The National Customer Management System (NCMS) uses a Store Number to identify StampsNow customers (available Spring 2018)

- Ensure all permits have a positive or $0 balance – if you are a PostalOne! user, you cannot migrate to Enterprise Payment if you have permits with a negative balance

- Determine if you will be using an ACH Debit (direct daily debit from a corporate bank account) or Trust (advanced deposit account) to fund purchases paid through EPS
  - If Debit, validate the bank account number and routing information and check what steps if any need to be taken with your bank to enable USPS to withdraw EPS debits from the selected account
  - If Trust, identify how you will deposit funds to the EPS account; electronic transfers may require additional configuration within your organization to identify USPS as a new vendor eligible for ACH Credit or wire transfers
After each of the above items have been completed, follow along step-by-step in this document to complete your migration to Enterprise Payment.