

MTAC #140: Enterprise Payment – Meeting Minutes
Monday, September 27, 2010
3:00 PM – 4:00 PM EST

Agenda Items:

- ✚ Kick-Off/Introduction
- ✚ Presentation
- ✚ Question/Issues

Kickoff/Introduction: Tanya Perry and Cheryl O'Day

- ✚ Communications
The MTAC Issue Tracking System (MITS) will contain minutes, notes and other artifacts
User name: WG 140 Password: ep789
Click on Work Group
Search on User Group Issue Number 140
Click on View Minutes

Presentation: "Enterprise Payment" - Anne Brown, Avenue B Consulting Inc.
To be posted to MTAC Issues Tracking System (MITS) as: "MTAC Enterprise Payment"

- ✚ A survey will be sent out this week to all MTAC 140 customers who participate in a payment process with USPS. Please ensure you indicate what type of mailer you are and prioritize importance of payment methods.
- ✚ Customers were asked who would like to volunteer to participate in an in-depth customer profile interview that will be performed by Avenue B Consulting Inc. The interview will be focused on internal roles and responsibilities related to managing USPS payments, discuss internal process on reconciling and reporting of USPS accounts and payments, and understanding customer experience and issues with exception handling and resolution.

List of Customers who volunteered:

Mail Owners – AT&T and Discover Financial Services
Mail Service Providers: PSI
Third Party Service Providers – GrayHair Software

Questions/Issues:

- ✚ Will this discussion be surrounding putting money into permits? Yes
- ✚ Is the only form of payment for new permit holders done by checks? No, you can use a credit card to pay for application fees and annual fees. Credit cards can not be used to make deposits to trust accounts (i.e. permit, periodical, BRM, postage due, etc.)
- ✚ Will these discussion be limited to just payment or invoicing as well? It will primarily be used for payment, but invoicing would be the beginning of that process.
- ✚ Will USPS extend payment options to all mailers regardless of size? Yes

Next Meeting

TBD