

MTAC Group Status Request

Group Update: Workgroup #173 – Payment Modernization

Start Date: 8/25/15; Target Completion Date: 12/31/16

Current Group Leaders (Industry): Michelle Hilston, John Whittington

Current Group Leader (Postal): Jennifer Howard, John Byrne

Workgroup Originator: Pritha Mehra

Workgroup Sponsors: Pritha Mehra (Postal); Angelo Anagnostopoulos (Industry)

Goals:

Workgroup Issue Statement: The USPS is upgrading its payment architecture for ACH payments. We will acquire and implement software, equipment and services to establish a secure, self-service account management platform and centralized payment system for commercial customers. The new system will provide a comprehensive view of customer reports through a secure online portal and support multi-user access via unique login credentials. A Workgroup is proposed to provide feedback on the new payment system. Impact on other issues/procedures will include CAPS, PostalOne! Mail Owners and Mail Service Providers. Desired results include collecting feedback for the following:

- Access to and design of online account management and reporting features
- Process for migrating existing payment accounts to the new system
- Process of onboarding new users
- Development of customer educational materials

Participation and Discussion Format

We currently have 156 participants on our roster including 20 Postal and 136 Industry members. Industry members represent a cross section of both Mail Owners and Mail Service Providers representing First-Class, Standard, Periodicals and Package Services mailers. We have a call scheduled every other Wednesday at 11 AM for one hour currently. We have also conducted sub-group meetings as needed to focus on specific issues such as PO Box usage.

High Level Update—Please update this section Monthly*

As of 4/6/16: Based on statements made at the National Postal Forum during Pritha's session I have extended the target completion date to the end of the year. Depending on the progression of Phase 2 it's possible it might require slightly longer. Currently we are reviewing user scenarios for Permits and CAPS accounts. Some of the issues we're identifying are fairly complex so we will continue to explore this topic for a while. We are also preparing to have sub-group meetings on ePOBOL (Phase I) and we recently added a new workgroup member who is a current user of ePOBOL and are looking forward to including her in the sub-group. User stories covered so far with the developers have included the process for setting up a new account and a discussion of the tokenization approach for authenticating bank accounts.

*Please send updates to MTAC@usps.gov by the 1st Wednesday of each month.