

MTAC Group Status Request

Group Update: Workgroup #173 – Payment Modernization

Start Date: 8/25/15; Target Completion Date: 7/31/16

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 119 participants on our roster including 13 Postal and 106 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 2/2/16: The vendor shared screenshots of the proposed Enterprise Payment System at the face-to-face meeting on January 19. This was extremely helpful and the workgroup was able to ask questions and offer useful feedback during that session. An updated issues list has been provided to all workgroup participants and we have begun documenting the usage scenarios the USPS has requested in a grid format. Updating that grid will part of the focus over the next month as will continued discussions on issues impacting Phase I implementation with ePOBOL migration. Although permits and CAPS are not impacted until Phase II we are also collecting feedback on this phase and beginning to document use-case scenarios for that as well.

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