

MTAC Group Status Request

Group Update: Workgroup #173 – Payment Modernization

Start Date: 8/25/15; Target Completion Date: 6/30/17

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

Current Group Leader (Postal): Jennifer Howard, Sean Knepper

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 7/5/16: Release 1 (ePOBOL) is scheduled to go into pilot testing by August-September. Development discussions for Release 2 will begin in the fall with expected pilot testing early in 2017. A pilot group is being identified for Release 1 and we are reviewing development sprints for Release 1 in our meetings. We are also collecting user scenarios and issues that relate to Release 2 even though development work will not be on that phase until much later.

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