

ENTERPRISE PAYMENT SYSTEM MIGRATION EXCEPTION REQUEST

The United States Postal Service has launched the Enterprise Payment System (EPS), which replaces the existing Centralized Processing System (CAPS) for eligible postal products and services. All eligible CAPS accounts must migrate to EPS by **April 1, 2019**.

Customers unable to migrate to EPS by the April 1, 2019 cutoff date, must request and receive approval for an exception. The Migration Exception Request will be reviewed and approved by the USPS Manager, Mail Entry. The expected migration date must not extend past **July 1, 2019**.

To request an exception to the April 1, 2019 cutoff date, complete the form on the following page by **March 15th** to be considered for extension.

Instructions:

1. Download the form: <https://postalpro.usps.com/EPSMigrationExceptionRequest>
2. Review all field definitions below
3. Electronically complete all fields
 - a. All fields are required
 - b. All fields are electronically editable
4. Send the completed Migration Exception Request to: HQMailEntry@usps.gov

Field Definitions:

1. **Customer Name:** Name of company requesting extension
2. **Customer CRID:** The Customer Registration ID (CRID) for which the customer is requesting an extension
3. **CAPS Account Number:** CAPS account number for which the customer is requesting an extension
4. **Customer Point of Contact:** Name, email, and phone number of the individual or individuals within the company that can be reached with questions related to the CAPS to EPS migration
5. **Permit Number(s):** EPS eligible permit(s) for which the customer is requesting an extension
6. **Permit Type(s):** Permit type(s) corresponding with the permit number(s) for which the customer is requesting an extension
7. **Address:** Business address tied to the CRID for which the customer is requesting an extension
8. **Migration Date:** Date the customer plans to complete their CAPS to EPS migration
9. **Exception Reason:** Explanation of the customer's barriers preventing the customer from migrating from CAPS to EPS
10. **Migration Plan:** Customer's detailed plan for migrating all eligible permits from CAPS to EPS by the July 1, 2019 extended deadline. The migration plan should include all customer actions as well as specific actions, information, or assistance needed from the USPS

Next Steps:

1. The Postal Service will notify the customer via email to confirm receipt of the exception request and to provide approval/dis-approval status
2. The customer should seek guidance and assistance from the Postal Service to address any barriers to migrating customer accounts from CAPS to EPS

Additional Considerations:

Customers who have been granted an extension but do not complete their CAPS to EPS migration for eligible products by the extended July 1st deadline, will be required to open a Local Trust account which will need to be funded by depositing a check at the BMEU where the permit is located. This option will be EPS eligible customers' only option for paying for EPS eligible products after the July 1, 2019 migration deadline.

Customers using only EPS eligible products and services who do not migrate from CAPS to EPS by the April 1, 2019 cutoff date and have not submitted an exception request, will be contacted by USPS for follow up and encouraged to submit a completed exception request identifying their target migration date.



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Please complete the form per the instructions above:

Customer Name:	Customer CRID:	CAPS Account Number:
Customer Point of Contact:	Permit Number(s):	Permit Type(s):
Address:		Expected Migration Date:
Exception Reason:		
Migration Plan:		

FOR USPS USE ONLY

Approval Date

Heather Dyer, Manager Mail Entry