Electronic Product Fulfillment

User Guide

June 2025
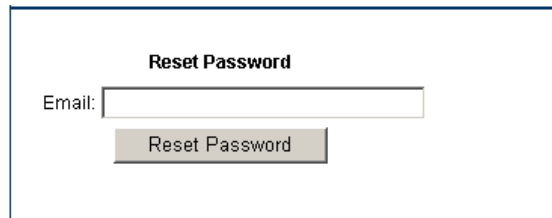
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INTRODUCTION

The Electronic Product Fulfillment (EPF) application is designed to provide subscription products to customers efficiently. Products are posted to a secure site where customers can simply download their product files based on product subscription.

Customers must first request access to the application. After the application is approved and the account is established, e-mail notifications will be sent identifying subscription products that are ready for download. Click the EPF link provided in the e-mail notification to access and log into the website to begin downloading files. Minimum access requirements include Internet Access and the latest version of your browser.

RESET PASSWRD

Use the Reset Password feature to reset your EPF password at any time.

Important: It is highly recommended that each user reset their password after initial account setup and prior to entering the website.
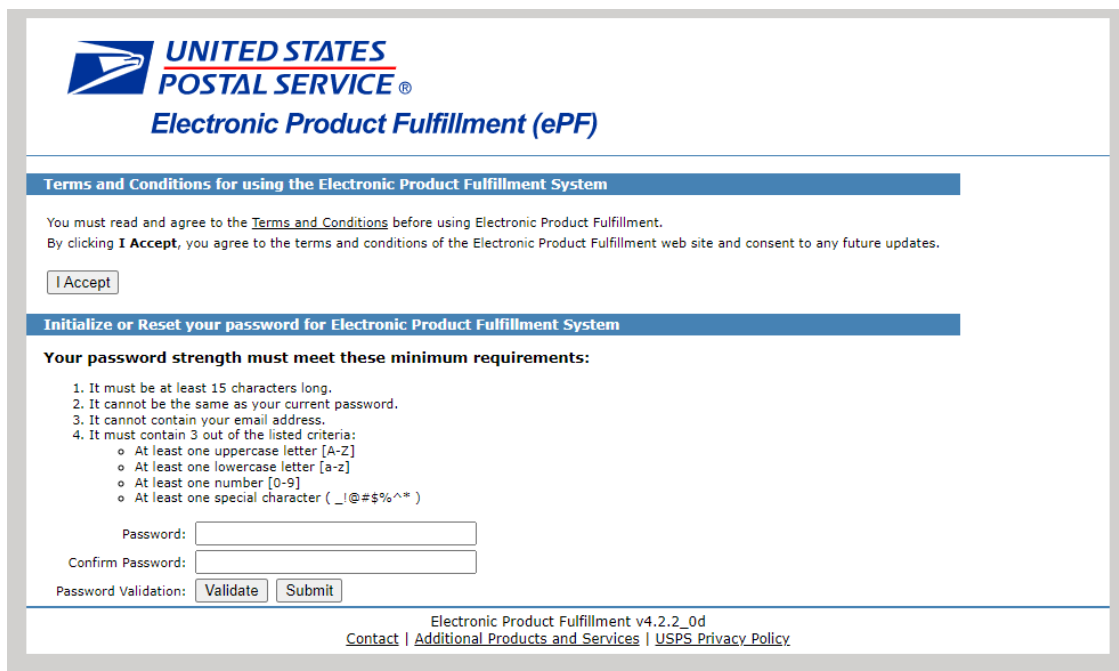
Reset Password

Email: [   ]

[Reset Password]

1. In the Reset Password section, located on the landing screen, enter your e-mail address and then click the **Reset Password** button.

   A message appears in red text under the Important Information section with instructions for completing the process.

2. Navigate to your e-mail inbox.

3. Open the e-mail containing the subject line of "Electronic Product Fulfillment Password Reset" and follow the instructions provided.

4. Click the link in the body of the e-mail to open the password reset page.

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Electronic Product Fulfillment (ePF)

Terms and Conditions for using the Electronic Product Fulfillment System

You must read and agree to the Terms and Conditions before using Electronic Product Fulfillment.
By clicking **I Accept**, you agree to the terms and conditions of the Electronic Product Fulfillment web site and consent to any future updates.

[I Accept]

Initialize or Reset your password for Electronic Product Fulfillment System

Your password strength must meet these minimum requirements:

1. It must be at least 15 characters long.
2. It cannot be the same as your current password.
3. It cannot contain your email address.
4. It must contain 3 out of the listed criteria:
   o At least one uppercase letter [A-Z]
   o At least one lowercase letter [a-z]
   o At least one number [0-9]
   o At least one special character (_!@#$%^*)

Password: [   ]
Confirm Password: [   ]
Password Validation: [Validate] [Submit]

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5. Click the Terms and Conditions link to open and review the Terms and Conditions. You must complete this step before moving to the next step.

6. After reviewing the Terms and Conditions, click the **I Accept** button.

7. Create your password, following the instructions as noted. Click the **Validate** button to confirm the password meets the minimum security requirements.

8. If there are no errors, click the **Submit** button to return to the Login page.

Verify that the 'Password successfully reset' message appears in red in the Important Information section.

9. Login using your e-mail address and new password.

USER ROLES

User roles are determined through a user's subscription in EPF. Users will either have download role, upload role, or both. The download role allows users to access the files of products they are subscribed to. The upload role allows users to upload files onto EPF.

After logging into EPF, users will be sent to the File Download Manager page. A toolbar is available on the lefthand side for navigating each section. The contents of this page will vary depending on the role a user has.

Users with download-only access will be able to view their products and the links in the toolbar displayed above *except* for the Upload Manager. Users with upload-only access will be able to view both the File Download Manager and Upload Manager, however the File Download Manager will have no files available for download. Users with upload and download access will be able to view and navigate both the File Download Manager and Upload Manager.

TOOLBAR LINKS

File Download Manager	Access and download products.
Upload Manager	Upload files onto EPF and review status. Only users that have upload role can view this
ACS Download Manager	Access and download ACS files. For customers signed up for ACS services
REST API Reference	Documentation for setup with the USPS EPF API
EPF Related Links	Additional links and documents
Terms and Conditions	View EPF Terms and Conditions

ACCESSING PRODUCT FILES (DOWNLOAD ROLE)

When product files are ready for download, an e-mail notification will be sent to the customer containing a link to the EPF website and a list of the products ready for download.

Sample E-mail:

From: EPF Administration [BXDMM0@usps.gov]
Sent: Tuesday, May 24, 2022 7:03 AM
Subject: Electronic Product Fulfillment Notification

Dear Postal Customer,

Your Address Management product(s) listed below are ready for download. To begin downloading, log into the Electronic Product Fulfillment (EPF) application at https://epf.usps.gov. For larger USPS products, please ensure the EPF Download Manager application is installed on your computer. For additional assistance, contact the National Customer Support Center at 1-800-331-5747.

AME Weekly Data SHA-256

Product Contact Information

Hours of operations are Monday through Friday, 8:00 a.m. to 5:00 p.m. CST.

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* This is an automatically generated email, please do not reply.

To begin downloading files:

1. Click the EPF website link provided in the e-mail notification or go to https://epf.usps.gov.

The interface displays the products included in your subscription. Use the drop-down menus to filter by:

A	**File Status**	**New** – Product files that have not been downloaded **All** – Default. Displays all product files regardless of download status
B	**Product Type**	Product types are displayed based on user subscription(s)
C	**Fulfillment Date**	Date product was fulfilled

D – Click the **Log Out** button to exit the website.

The below attributes are displayed for each product. Clicking a column header sorts the products in ascending/descending order.

A	**Status**	Product download status. **New** – product files that have not been downloaded **Downloaded** – product files that have been downloaded
B	**Product Description**	Subscription product name
C	**Fulfilled**	Scheduled product fulfillment date
D	**Modified**	Date product modified and posted for download
E	**File Name**	Name of the downloadable tar file containing the product file
F	**File Size**	Product file size *(important for downloading)*

Note: The Modified date reflects the date the product was prepared for the release. This date can change between release (fulfillment) cycles should a product require editing or updating before the next release.

2. Double-click a product name to begin the download process.

3. Click **Save** to save the ZIP file to your hard drive. ***This step is highly recommended***.

*Note: **Saving is highly recommended** for customer's archiving purposes. EPF will display two versions (current and previous) of each product.*

A download dialog box appears showing the progression of the file being saved. Once download is complete, the status for the selected file changes to "Downloaded".

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User:chairunisa.anaya@usps.gov | Log Out

File Download Manager

	Status	Product Description	Fulfilled ↓	Modified	File Name	File Size
File Download Manager	Downloaded	Labeling Lists	2025-05-01	2025-05-01	lists.zip	844.0 KB
Upload Manager	Downloaded	Labeling Lists	2025-04-01	2025-04-01	lists.zip	834.5 KB

File Status: New ● All ○   Product Type: Labeling Lists   Fulfillment Date: ALL Dates

Important Information: To extract the product files, you *must* have the latest version of WinZIP installed. Using an older version or a different application may lead to errors during the extraction process.

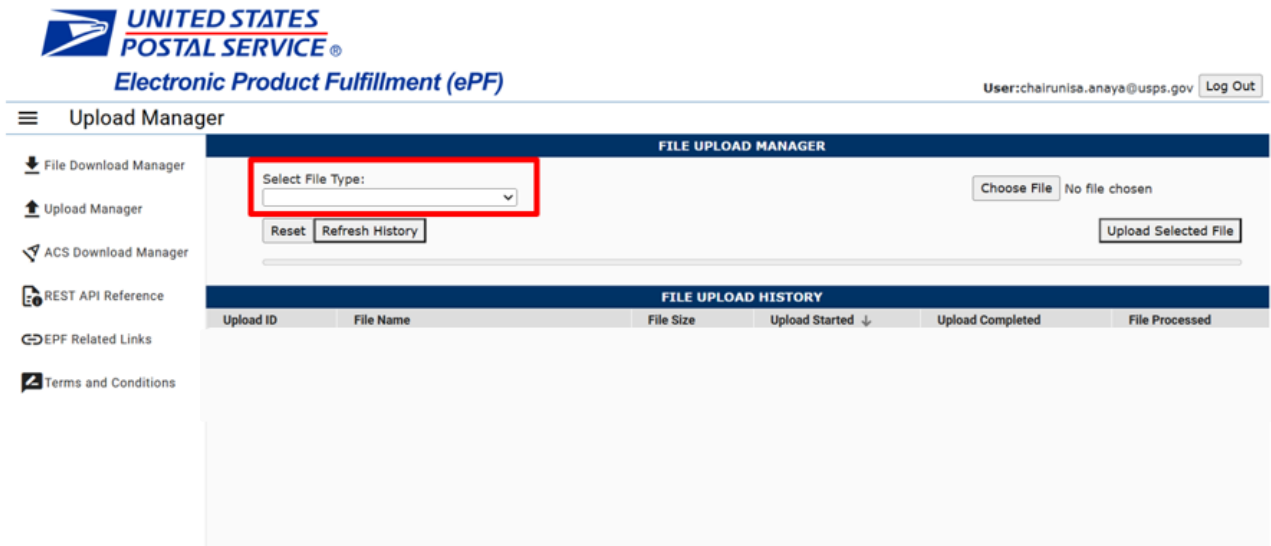4. Navigate to the location where the file was saved. Open the .tar (WinZIP) file.
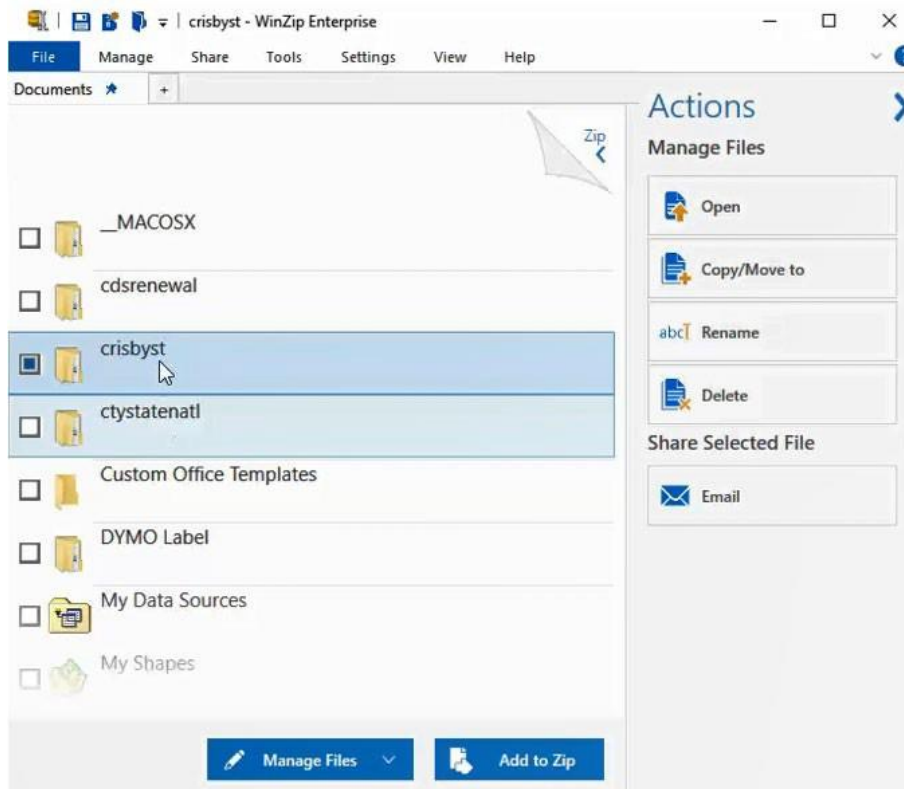
The WinZIP window displays all files associated with the downloaded file. These files are ready to be extracted to your preferred location.

Available files *(new and downloaded)* remain within the EPF interface for approximately two months and can be re-downloaded at any time. However, **saving the files is highly recommended.**

UPLOADING FILES (UPLOAD ROLE)

The Upload Manager tab is only available for users that have an upload role in EPF.
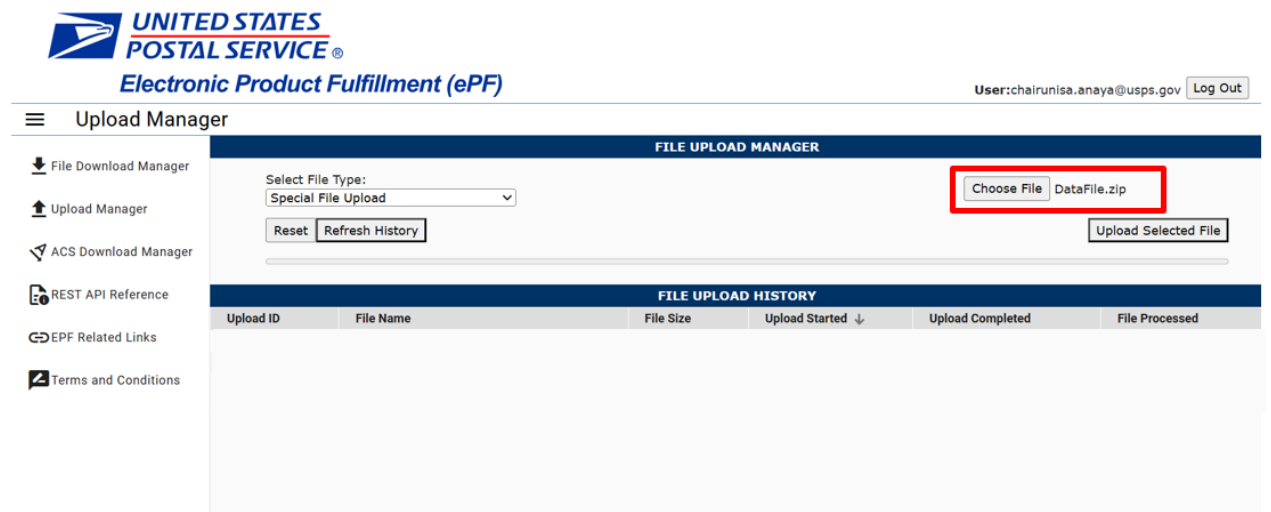
1. To begin a file upload, navigate to the **Select File Type** and click the appropriate group to upload. The name of the group will be selected and displayed

2. Click on the **Choose File** button. Your File Explorer window will pop up. Navigate to the location where the file is saved, select the file and click Open. The File Explorer window will close, and the file name will be previewed next to the **Choose File** button on the EPF File Upload Manager.
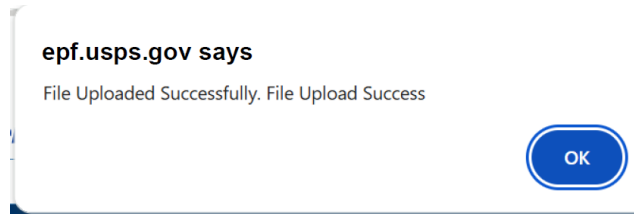   **Note:** The **Reset** button will remove the selections under **Select File Type** and **Choose File.**

3. Click on the **Upload Selected File** button.

4. Once the server has completed validating the file, a popup will appear confirming a successful upload.

5. The file will appear under the **File Upload History** section, alongside the associated information:

A	**Upload ID**	Unique identifier for product file uploaded.
B	**File Name**	Name of zip file containing the product file.
C	**File Size**	Product file size.
D	**Upload Started**	Date and time upload began.
E	**Upload Completed**	Date and time upload completed.
F	**File Processed**	Status of file. A timestamp will be available if the file was processed.

Clicking a column header sorts the products in ascending/descending order.

ADDITIONAL INFORMATION

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Contact	Contact information for AIS products, Product Licensing and EPF website.
Electronic Product Fulfillment	Version of EPF is subject to change
User Guide	Instructions for utilizing the EPF application
Additional Products and Services	Additional Address Quality products and services available
USPS Privacy Policy	View USPS Privacy Policy