Enterprise Post Office Boxes Online (ePOBOL) Fact Sheet

BENEFITS

- Open, close, and pay for PO Boxes, Caller Services, and Reserve Boxes online

- Automatic renewals

- Automated notifications and alerts

- Customizable reporting

- View account payments, balances, and transaction history

RESOURCES

- **Enterprise Post Office Boxes Online (ePOBOL) | PostalPro**

- **ePOBOL Migration Sheet | PostalPro**

- **Enterprise Payment System | PostalPro**

- **Business Customer Gateway**

For assistance, contact the **Mailing & Shipping Solutions Center** via email: **MSSC@usps.gov** or call (877) 672-0007

Enterprise Post Office Boxes Online (ePOBOL) allows customers to open, close, and pay for PO Boxes, Caller Service Boxes, and Reserve Boxes online using the Enterprise System (EPS). ePOBOL allows for a centrally managed, secure, online solution for customers with PO Boxes, Caller and Reserve Services. Effective July 1, 2023 customers without an EPS account will no longer be able to apply for or renew Caller and Reserve Services at a retail counter.

ePOBOL provides a modernized solution for managing Post Office Boxes:

♦ Ability to link and add single or multiple PO Boxes, Caller Service and Reserves

♦ Online view of account payments and transaction history reports

♦ Align payment due dates

♦ Auto renewal (if 15 days before renewal, use the Pay Now feature)

♦ Pay Now

♦ Customizable reporting and account management

ePOBOL Onboarding

PREREQUISITES: Customers must have a Business Location and an Enterprise Payment Account with a valid payment method to access ePOBOL

1. **New customers**, Sign Up for a **Business Customer Gateway** **(BCG)** account; **Existing customers** simply *Sign in to your account*

2. Request access to the **Enterprise Payment System (EPS) Account** and create an **Enterprise Payment Account (EPA): Enterprise Payment System (EPS) Account Creation Fact Sheet**

Once the above prerequisites are completed, you are ready to begin the onboarding process outlined below.

3. Identify PO Boxes, Caller Services and Reserves your organization would like linked to your EPA

4. Complete the **ePOBOL Migration Sheet | PostalPro** to identify PO Boxes and locations to be managed in ePOBOL

- Company Name
- ZIP Code of PO Box
- PO Box
- Box #
- CRID
- EPS#

Completed by Customer					Validation by MSSC					
Company Name	PO Box Zip Code	PO Box #	Business Location Customer Registration ID (CRID)	Enterprise Payment Account Number (EPA)	USPS Validated? (Y/N)	Box Status (Issued/Open, Closed, Delinquent, Expired)	Fee Due Amount	Fee Due Date	Customer Last Name on PO Box	Business Name on PO Box
ABC Co.	33310	1234	5678910	10000XXXXXX	Yes	Issued/Opened	622.00	9/15/23	Smith	ABC Company

5. Email the completed Migration worksheet to the Mailing & Shipping Solutions Center at **MSSC@usps.gov**

- **Email Subject Line**: EPOBOL Onboarding
- **Body of email must include** Company Name, BCG Username, Customer Registration ID (CRID) and EPS Account Number

6. The MSSC will validate each PO Box

7. Once validation is complete, the MSSC will return the validated worksheet to the customer via email with the next steps to the onboarding process
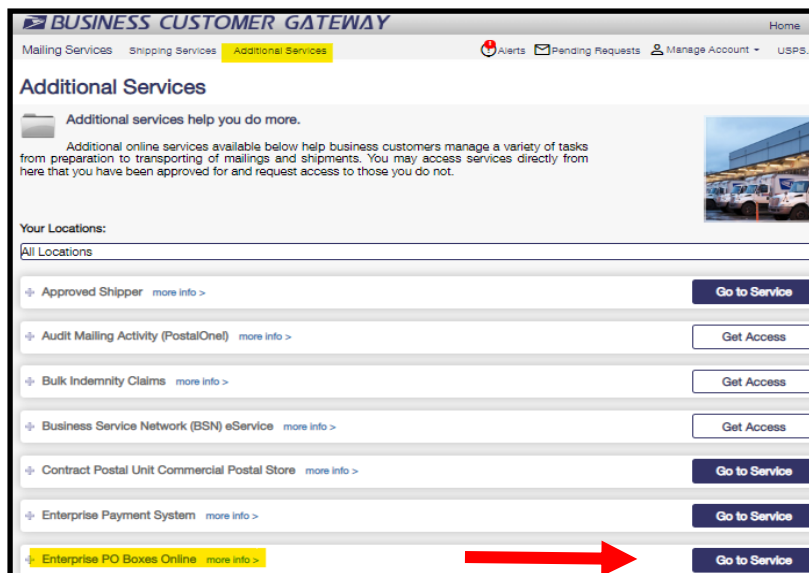
ACCESSING EPOBOL

ACCESS EPOBOL FROM THE BCG WELCOME PAGE

1. Select **Additional Services** from the **BCG Navigation bar**

2. Scroll to **Enterprise PO Boxes Online**, click **Go To Service**

REMEMBER: an EPS Account must be active to link products and services

ACCESS EPOBOL FROM EPS

1. In the **Enterprise Payment System**, select the EPA from the **EPS Accounts** dropdown

2. Click **Manage Account**

3. In the **Account Management** screen, select the **Products and Services** tab

4. Click the blue hyperlink, **Visit PO Boxes Online to Manage**

5. **Welcome to Enterprise PO Boxes Online** were you can :

- ♦ Link/Add Boxes

- ♦ Pay Now

- ♦ Update Payment Details

- ♦ New Box

- ♦ Add Caller to PO Box

- ♦ True-Up Due Dates—align PO Box due dates

- ♦ Close and Refund

- ♦ Add Box Notes

- ♦ Reports

- ♦ FAQs
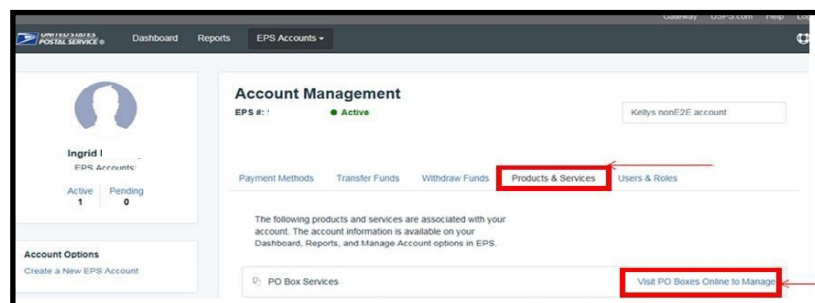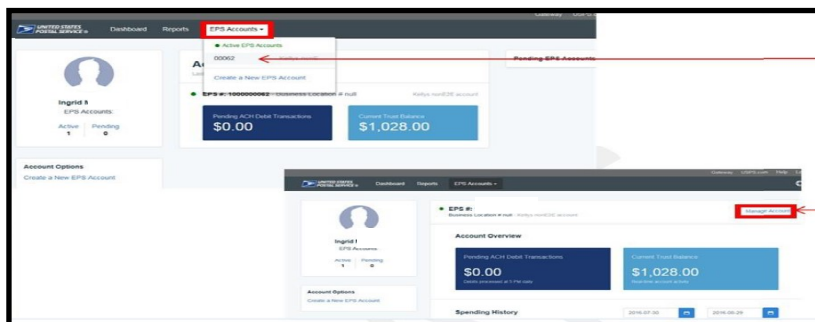
LINK/ADD BOXES

Link current retail PO Boxes, Caller Services, and Reserves to ePOBOL. Ability to link Single or Multiple boxes, Caller Services, and Reserves. Bulk requests can be submitted in either .csv or .txt files.

Linking a PO Box enrolls the box for auto fee renewal. The linked boxes will be automatically paid on the 15th of the month that the box fee is due. If you are linking a box after the 15th of the month that the fee is due, use the **Pay Now** feature for immediate payment.

LINK A SINGLE BOX

1. On the ePOBOL Welcome page, click **Link Add Boxes**
2. Choose the tab for **Link One Box/Caller/Reserve**
   - **PO Box must be active/issued to link**
3. Click drop down arrows to select the Business Location (CRID), EPA and all required information with the red asterisk

Single Box:
- Business Location (CRID)
- EPA Number
- PO Box Number
- ZIP Code where box is located
- ***Last Name** of contact on the PO Box OR **Business Name on the registered PO Box**

MSSC will provide this information on the Migration worksheet

LINK MULTIPLE BOXES

1. Select tab **Link Multiple Boxes/Callers/Reserves**
2. Click **Browse** button to locate the upload file and follow the onscreen instructions to finish the process
   - For instructions on creating a .csv or a .txt file, click the appropriate *click here* hyperlink

Additional information and ePOBOL User Guide can be found on [Enterprise Post Office Boxes Online (ePOBOL) | PostalPro](#)