



Enterprise Post Office Box Online (EPOBOL)

User Guide

February 2024v2



December 6, 2022

SUBJECT: Caller/Reserve Conversion to Enterprise Payment System (EPS)

Dear Postal Customers,

Effective July 1, 2023, customers without an Enterprise Payment System (EPS) account will no longer be able to apply for or renew caller and reserve services at the retail counter. *This does not apply to existing Federal Agencies that are paying through IPAC.*

Transition to Enterprise Payment System (EPS)

The EPS allows customers to manage multiple Postal products and services under a single account.

The benefits of EPS include:

- Pay and manage services online using a single account.
- Enhanced security features, centralized balance, and account management.
- Intuitive and interactive mailing reports and dashboard capabilities.

EPS offers two payment options through a single account:

- **ACH Debit:** Allows the Postal Service to withdraw payment transactions directly from your bank account.
- **Trust Account:** Allows you to deposit funds to your Postal Service payment account.
 - Trust Accounts can be funded using:
 - ACH Credit - electronic method to deposit funds into your account directly from your banking account.
 - Check, cash, or money order may be deposited at all Retail Self Service (RSS) units (<https://postalpro.usps.com/EPS/RetailLocations>).
 - Checks deposited via the Mobile Check Deposit application.
 - Fedwire Transfer - a service provided by the Federal Reserve bank to electronically deposit funds into your Postal Service account.

To sign-up today contact:

- *Mailing and Shipping Solutions Center (MSSC)*
 - Call: 1-877-672-0007
 - Email: MSSC@usps.gov

475 L'ENFANT PLAZA SW
WASHINGTON DC 20260-1800
(202) 268-6500
FAX: (202) 268-3331
www.usps.com

For more information visit PostalPro:

- PostalPro EPS page: <https://postalpro.usps.com/EPS>
- For more EPS benefits and how to create an EPS account review the EPS Account Creation Fact Sheet: <https://postalpro.usps.com/EPS/MigrationFactSheet>
- The updated EPS User Guide can be found on PostalPro: <https://postalpro.usps.com/EPSUserGuide>
- Enterprise Post Office Boxes Online (ePOBOL) Fact Sheet: <https://postalpro.usps.com/EnterprisePayment/EPOBOLFactSheet>

Sincerely,

A handwritten signature in black ink, appearing to read "Elvin Mercado". The signature is fluid and cursive, with the first name "Elvin" and last name "Mercado" clearly distinguishable.

Elvin Mercado

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1 Enterprise PO Box Online (EPOBOL) Service Access

The U.S. Postal Service upgraded its payment architecture for business customers to the Enterprise Payment System (EPS). This state-of-art application provides customers enhanced security features, centralized balance, and account management online, the ability to pay for all products and services with one account, and convenient payment options.

Customers can also manage their PO Boxes online with EPOBOL. Using EPOBOL requires a Business Customer Gateway and an Enterprise Payment account.

If you do not already have a BCG account and wish to use EPS to manage your Enterprise PO Boxes Online, follow the steps below to enroll:

1. Register for a [Business Customer Gateway](#) account
2. Request access to both Enterprise Payment System (EPS) and Enterprise PO Box Online (EPOBOL) services
 - Select **Additional Services** from the top navigation bar and click **Get Access** for EPS and EPOBOL
 - **Get Access** will change to **Go to Service**. Click **Go to Service** for EPS and follow the EPS User Guide to set up and fund your EPS account.
3. Complete the [EPOBOL Migration Sheet | PostalPro](#) with the list of PO Boxes, Caller Services, and Reserve boxes
4. Email the completed Migration Sheet to MSSC@usps.gov, and include the following information:
 - **Subject Line:** EPOBOL Onboarding
 - **Email body must include** Company Name, BCG Username, and Customer Registration ID (CRID) and EPS Account Number
5. Once you receive your validated PO Boxes, you may now link them to your EPS Account.
 - Follow section [3 Link/Add PO Boxes](#)

To Access EPOBOL from the BCG landing page:

1. Select **Additional Services**
2. Scroll down to **Enterprise PO Boxes Online** and click **Go to Service**

Note: Customers need to have a Business Location and an Enterprise Payment Account with an *Active* Payment Method to utilize the EPOBOL service.

(It is recommended to add the EPOBOL services shortcut to your Favorite Services. Simply click the **Edit** button to add services you have access to)

BUSINESS CUSTOMER GATEWAY Home Hello Anne!

Mailing Services Shipping Services **Additional Services** Alerts Pending Requests Manage Account USPS.com Help

Additional Services

Additional services help you do more.

Additional online services available below help business customers manage a variety of tasks from preparation to transporting of mailings and shipments. You may access services directly from here that you have been approved for and request access to those you do not.

Your Locations:
All Locations

Approved Shipper more info >	Go to Service
Audit Mailing Activity (PostalOne!) more info >	Go to Service
Bulk Indemnity Claims more info >	Get Access
Business Service Network (BSN) eService more info >	Get Access
Contract Postal Unit Commercial Postal Store more info >	Go to Service
Enterprise Payment System more info >	Go to Service
Enterprise PO Boxes Online more info >	Go to Service

To access EPOBOL from EPS:

1. Select the **Enterprise Payment Account** from the **EPS Accounts** dropdown
2. Click **Manage Account**
3. Select **Products and Services**
4. Click **Visit PO Boxes Online to Manage** to direct you to the EPOBOL Welcome page.

The screenshot shows the 'Account Management' section for an EPS account. The account is active (EPS #: 1000). Under the 'Products & Services' tab, there is a list of services: PO Box Services, PC Postage Account, Permits, and Address Quality Services. The 'Visit PO Boxes online to Manage' link under PO Box Services is highlighted with a red box.

EPOBOL Welcome Page contains all available features and **Alerts!** on boxes in (V) *Pending Validation*.

The screenshot shows the 'Enterprise PO Boxes Online' welcome page. The main content area includes a welcome message and a photo of a smiling woman. Below this is an 'Alert!' section with the following text:

The following box(es) have been reserved per your request. Please click on and print Form 1093, below, and take to post office under Facility Address to complete the activation process. Box(es) will be automatically closed and refunded 30 days from the request date. If box was reserved in error or not reserved in the correct post office, a full refund can be requested by clicking on Request Refund link, below.

A 6-Month payment term is now available to new and existing customers for PO Boxes and Caller Service. To update to the 6-Month payment term existing customers will select the "Update Payment Details" option on the side bar. Once the 6-Month payment term is selected, PO Boxes/Caller Services will be renewed every 6-Months. **NOTE: If Due Date** is in the current month, the 6-Month payment term needs to be selected prior to the 15th of the month or renewal frequency will remain at 12-Months.

Box Number	Box Size/Service	Post Office Address	Payment Due Date	Payment Period	Refund
N/A (V)	C	7101 S CENTRAL AVE LOS ANGELES CA 90001	10/31/2024	12 months	Request Refund

(Note: PO Box not activated yet. Print application form 1093 (PDF) and take it to the Post Office with the fee required form 97 (P).)

2 Link/Add PO Boxes, Caller Services, Reserves

1. Ability to link current retail PO Boxes, Caller Services, and Reserves to EPOBOL
2. Link Single or Multiple boxes, services, and reserves. You can submit bulk requests in either .csv or .txt files. Click the hyperlink for further instructions.

Home

Link/Add Boxes

Pay Now

Update Payment Details

New Box

Attach Caller to PO Box

True-up Due Dates

Close and Refund

Box Notes

Reports

FAQ

Link or Add your existing PO Boxes

To link your existing PO Box to Enterprise PO Boxes Online (EPOBOL), you can choose either option one to link one box at a time or option two to link multiple boxes. You will need to enter the PO Box Number, 5-digit ZIP Code and last name or business name of your PO Box and select the Business Location and Enterprise Payment Account (EPA) you want to associate the boxes with.

Link one Box / Caller / Reserve | **Link multiple Boxes / Callers / Reserves**

*Business Location to link your PO Box
Select Business Location

*Enterprise Payment Account Number to setup recurring payment
Select EPA Number

*PO Box Number

*ZIP code
 This is the Zip Code where the PO Box resides; may be different than the Facility Zip Code.

*Last Name or Business Name
 This is the company name OR the last name of the person that set up the PO Box.

Submit

Link or Add your existing PO Boxes

To link your existing PO Box to Enterprise PO Boxes Online (EPOBOL), you can choose either option one to link one box at a time or option two to link multiple boxes. You will need to enter the PO Box Number, 5-digit ZIP Code and last name or business name of your PO Box and select the Business Location and Enterprise Payment Account (EPA) you want to associate the boxes with.

Link one Box / Caller / Reserve | **Link multiple Boxes / Callers / Reserves**

To link multiple PO Boxes, create a .csv (or .txt) file, click on Browse, double-click on your file and Submit for processing.

For instructions to create a csv file, [click here](#). For instructions to create a txt file, [click here](#).

If your file has more than 1000 records, then we will process your file offline and email you once it has been processed.

BROWSE

Submit

Enterprise PO Boxes Online - Work - Microsoft Edge
https://poboxes.usps.com/epobol/pages/csvInfoPopup.jsp

CSV Upload Information

1. Click on the [download template](#)
2. Save to your computer
3. Open the file using Microsoft Excel
4. Enter the PO Box information as follows: PO Box Number, 5-digit ZIP Code, Business Name or Last Name, Business Location, EPA Number beginning from the second row
5. Save the file as .csv (Comma-Separated Values)
6. Open the file using notepad to ensure that 5-digit ZIP Codes with leading zeros have the zeros retained
7. Click Browse on the "Link or Add your existing PO Boxes" page
8. Browse to the location where your file is selected. Select the file and click Open
9. Click Submit on the "Link or Add your existing PO Boxes" page

Close Window

Accept Terms and Conditions

Review Link Add PO Boxes

Validation has been performed on 1 box(es). Boxes showing a validated status will be processed when you click Submit. Boxes with errors will need to be corrected before attempting to link the box again.

ZIP Code	Box Number	Status
24022	11283	Validated

Terms and Conditions for Enterprise PO Boxes Online (EPOBOL) [Print Terms and Conditions](#)

By checking the box, Commercial Mailers who use Enterprise PO Box Online (EPOBOL) hereby accept and agree to the EPOBOL Terms and Conditions and the Refund Policy as described below. All payments are processed through the new Enterprise Payment System (EPS), using electronic funds transfer (EFT).

I agree and accept the Terms and Conditions and the Refund Policy both as set forth below.

Terms and Conditions for Enterprise PO Boxes Online

This "Agreement is a legal agreement between you, on behalf of the Company you represent, ("You" "Your" or "User") and the "United States Postal Service®" (USPS)®, an Independent Establishment of the Executive Branch of the United States Federal Government ("USPS®" or "Postal Service"). The Agreement sets forth the Terms and Conditions for your use of the Enterprise PO Boxes Online ("EPOBOL" or "Service"). This Agreement is

* I have read and agree to the terms and conditions for linking a PO Box to a Business Location and EPA.

[Submit](#)

If A PO Box has associated Caller, linking the PO Box may also link the associated Caller. Reserves will not be automatically linked.

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 in the month that the fee is due, use the [Pay Now](#) feature for immediate payment.

Link or Add Boxes Confirmation Page

The following 2 boxes have been linked to your Enterprise PO Boxes Online (EPOBOL). To view all the boxes linked to your account, please navigate to Reports -> [Linked Boxes Report](#).

Your boxes will be picked up for automatic payment on the 15th of the month that the box is due.

ZIP Code	Box Number	Box Size	Status
24022	11283	3	Success
24022	11283	C	Success

3 Pay Now

Pay Now allows you to make an **immediate payment** on any of your issued boxes due at the end of the month or any delinquent boxes due at the end of the previous month.

- For boxes due at the end of the month, Pay Now can be used from the 1st – 10th of the month. If Fee Renewal fails on the 15th, Pay Now can be used from the 16th – 10th. Boxes close on the 11th of the following month.
- For boxes due at the end of the “previous” month, Pay Now can be used from the 1st – 10th of the month
- For customers that have greater than 999 boxes Due, **Pay Now Search Results** will display. Search less than 1000 boxes. PO Box Number and Zip Code allows ‘comma separated’ lists. To search for a range of PO Boxes, use a ‘dash’ example 100-110.

3.1 Renew/Reactivate Caller Service option has been added to reactivate a closed (standalone) Caller

- If a Caller has been **closed less than 60 days**, the box will be reactivated, and due date set from last payment due date (i.e., if last payment due date was 9/30/23, new payment due date will be 3/31/24 if Semi-Annual payment term is selected or 9/30/24 if Annual payment term is selected.)
- If a Caller has been **closed more than 60 days**, an online Form 1093 will be required to be completed. Print the 1093C and present to the local Post Office with 2 forms of ID. Once the local Post Office validates the ID, the Caller box number will be assigned and activated. Print the 1093C from the [Alerts!](#) Scroll to the bottom of the EPOBOL Welcome page and click hyperlink [Print application for 1093 \(PDF\)](#) (page 8).

Due date will be set from the date the Caller was issued. (i.e. if Caller was issued in EPOBOL on or before the 15th of the month 10/1-10/15/23, due date will be set to 9/30/23. If Caller was issued after the 15th of the month 10/16-10/31/23, due date will be set to 10/31/23)

3.2 Semi-Annual Payment Term (6 months) is available for a PO Box or Caller.

Once the semi-annual payment term is selected for a PO Box or Caller, the payment term will remain at 6-months.

Select the Terms and Conditions check box

Select All	ZIP Code	Box Number	Next Payment Due Date	Business Location	Payment Due Amount
<input type="checkbox"/>	24022	11285	11/24/2024	94792348	\$214.00

The following payments were submitted to Enterprise Payment System. Please review the status of each transaction. A total amount of \$214.00 was charged to your Enterprise Payment Account Number 1000000981.

ZIP Code	Box Number	Next Payment Due Date	Business Location	Payment Amount	Transaction Number	Status
24022	11285	11/24/2024		\$214.00	126007	Success

4 Update Payment Detail

If customers have more than one EPA, they can select the most convenient one to pay for their boxes at any time. Enter the search criteria for the CURRENT Enterprise Payment Account (EPA) number on the boxes you have access and click **Continue**.

On the review page, enter the NEW EPA number you want to use for future payments. Once the EPA number has been updated, future recurring payments will be processed against the new EPA account number.

4.1 Semi-Annual Payment Term (6-months) can be selected for PO Boxes and Callers. Once selected, the next payment processed will be renewed for 6 months and will remain as a 6-month payment term.

Reserves are always 12-month payment term.

Changes to a current payment term will be effective on the payment due date for the next service period.

Confirmation page displays boxes selected to update Payment Details

ZIP Code	Box Number	Next Payment Due
24022	11283	12/31/2023
24022	11283	12/31/2023

5 Open a New PO Box

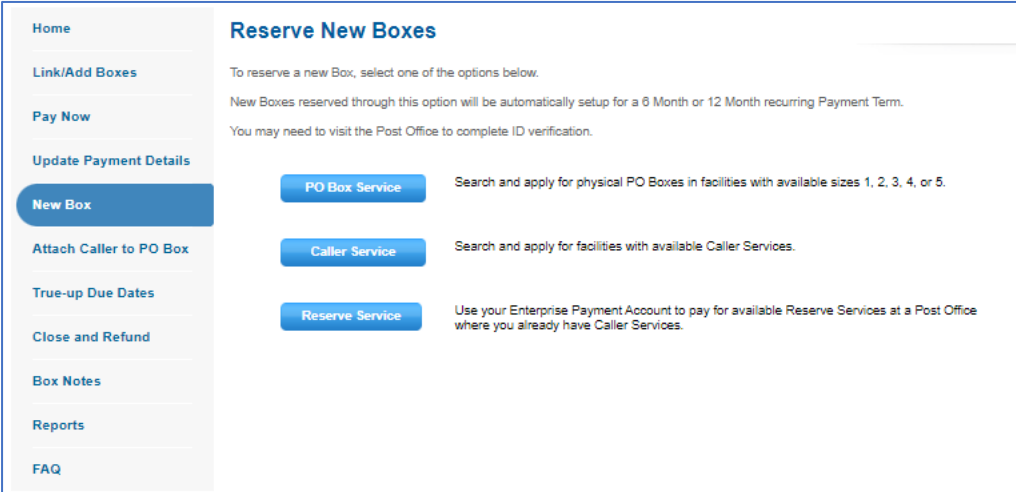
Customers can reserve new PO Boxes, Caller Services, and Reserves. Select New Box then select the desired service to open.

5.a Semi-Annual Payment Term (6-months)

New PO Boxes or Callers Service issued through this option will be **automatically set up for a 6-month or 12-month recurring Payment term.**

Reserves are not eligible for 6-month term and will be **automatically set up for a 12-month recurring Payment term.**

This option reserves the Box, you may need to visit the Post Office to complete the ID verification with the 1093C online application. [Acceptable Forms of Identification \(usps.com\)](https://www.usps.com/1093C)



The screenshot shows a web interface for reserving new boxes. On the left is a navigation menu with the following items: Home, Link/Add Boxes, Pay Now, Update Payment Details, **New Box** (highlighted), Attach Caller to PO Box, True-up Due Dates, Close and Refund, Box Notes, Reports, and FAQ. The main content area is titled "Reserve New Boxes" and contains the following text: "To reserve a new Box, select one of the options below." "New Boxes reserved through this option will be automatically setup for a 6 Month or 12 Month recurring Payment Term." "You may need to visit the Post Office to complete ID verification." Below this text are three service options, each with a blue button and a description: "PO Box Service" (Search and apply for physical PO Boxes in facilities with available sizes 1, 2, 3, 4, or 5.), "Caller Service" (Search and apply for facilities with available Caller Services.), and "Reserve Service" (Use your Enterprise Payment Account to pay for available Reserve Services at a Post Office where you already have Caller Services.).

5.1 New Box: PO Box

- Customers can search PO Boxes by ZIP Code or Address within a range area
 - Search by zip code: your delivery PO will display first
 - Search by your address: PO close to your address displays first
- Select the desired box
- Choose your **Payment Term**
- Select the **Business Location** and EPA

Search for PO Boxes

Enter address, city, and state or ZIP Code™ to find PO Boxes near you.

*Note: If you enter your ZIP Code™ only, your delivery Post Office displays first. If you enter your address, the Post Office closest to your address displays first.

Search by ZIP Code™:

* ZIP Code™

OR Search By Address:

* Address 1:

Address 2:

* City:

* State:

Search Post Offices within:

Available PO Boxes

Select a box size for the most convenient location. Each page below lists up to 5 Post Offices.

Once you have reserved a PO Boxes online, you must go to the Post Office where the box is located and present your printed application form and [two forms of acceptable identification](#), unless you already have an issued box at this location linked to your EPBOL account.

If you have special needs (height of PO Box) please visit the Post Office to ensure you acquire the PO Box location that best suits your needs.

If no PO Boxes are available at the facility, please call the Post Office and request them to add more PO Boxes.

Post Office - CHURCH STREET 0.17 Miles

90 CHURCH ST FL 1
NEW YORK, NY 10007 Phone: (212) 330-0001

Box Section Zip Code: 10008

Size (?)	12 months	6 months	Availability (?)
1 (3 IN X 5.5 IN)	<input type="radio"/> \$230.00	<input type="radio"/> \$115.00	Yes
2 (5 IN X 5.5 IN)	<input type="radio"/> \$284.00	<input type="radio"/> \$147.00	Yes
3 (11 IN X 5.5 IN)	<input type="radio"/> \$460.00	<input type="radio"/> \$220.00	Yes
4 (11 IN X 11 IN)	<input type="radio"/> \$552.00	<input type="radio"/> \$276.00	Yes
5 (22.5 IN X 12 IN)	<input type="radio"/> \$772.00	<input type="radio"/> \$386.00	Yes

Enter required fields for the **PO Box Online Application (form 1093)**. Select the Privacy Act Statement box and click **Continue**.

PO Boxes Online Application (form 1093)

You must be 18 years or older to open a PO Boxes online.
If you are under 18 years old, visit the Post Office to open a PO Boxes.
Please review the information below and make sure it matches the information on your [two required forms of ID](#).
Be sure to confirm that you have read the Privacy Act statement. Then click Submit to enter your payment information.

(* Required fields)

PO Boxes primary use: Business

* Business/ Organization

Name of person representing the business:

* First Name

Middle Initial

* Last Name

* Title (within Business/ Organization)

* Address 1

Address 2 (Apt, Floor, Suite, etc.)

* City

* State

* Zip Code™

Email

* Phone

Payment period: 12 month

Two keys are issued for key-type PO Boxes and a refundable deposit is required at most Post Office Box locations.
You may obtain additional keys (and pay the applicable deposit) at the Post Office.

Additional Box Users:

To include a business or organization name, enter it in the "last name" field. If you need more than six names you can add them at the Post Office.

To designate an authorized representative to pick up mail at this PO Boxes, you will need to go to the Post Office.

First Name M.I. Last Name

First Name M.I. Last Name

First Name M.I. Last Name

[Add another user](#)

Privacy Act Statement:

Your information will be used to provide Post Office™ box service and to ensure delivery to the box. Collection is authorized by 39 U.S.C. 401, 403, & 404. Providing the information is voluntary, but, if not provided, we will be unable to provide this service to you. We do not disclose your information to third parties without your consent, except to facilitate the transaction to act on your behalf or request, or as legally required. This includes the following limited circumstances: to a congressional office on your behalf; to financial entities regarding financial transaction issues; to a U.S. Postal Service® auditor; to entities, including law enforcement, as required by law or in legal proceedings; to contractors and other entities acting on behalf of the service (service providers); to process services; to domestic government agencies if needed as part of their duties; and to a foreign government agency for violations and alleged violators of law. Information concerning an individual box holder who has filed a protective court order with the postmaster will not be disclosed, except pursuant to court order. For more...

I have read the Privacy Act Statement.

*Note: Your box number will be assigned after you present the [two required forms of ID](#) at the Post Office.

On the **Application Review** page review and accept the Privacy Act Statement. Take note of the Application Summary. This will indicate that you must present this application with your **2 forms of ID** to the Post Office within 30 days for validation and activation of your reserved box. On the 30th day, the PO Box application will be cancelled, and funds be credited back to your **EPS Trust account**.

NOTE: PO Box # will be assigned after you present the 2 forms of ID at the Post Office.

Application Review

Please review your application and the terms and conditions before clicking the Submit button below.

Application Summary : [\[Edit \]](#)

Your PO Box application must be presented for validation and activation at the local Post office within 30 days after the reservation has been made.

On the 30th day, the PO Box application will be cancelled and funds will be credited to your account.

Business/Organization:

Person representing the organization:

Name:

Title:

Address:

Email:

Phone Number:

Payment Period: 12 months

Next payment due: 11/24/2024

Order Summary [\[Edit \]](#)

Description:	Post Office Box
Items:	Size 1 Box (1) Key Deposit (2)
Post Office location:	3682 KING ST ALEXANDRIA, VA 22302
PO Phone Number:	(703) 379-8922

Payment Summary

Fees:	\$136.00 - BOX PAYMENT
	\$0.00 - KEY DEPOSIT PAYMENT
Total:	\$136.00

Account Selection

Business Location:

Enterprise Payment Account: 100000

Terms and Conditions for Enterprise PO Boxes Online (EPOBOL) [Print Terms and Conditions](#)

By checking the box, Commercial Mailers who use Enterprise PO Box Online (EPOBOL) hereby accept and agree to the EPOBOL Terms and Conditions and the Refund Policy as described below. All payments are processed through the new Enterprise Payment System (EPS), using electronic funds transfer (EFT).

I agree and accept the Terms and Conditions and the Refund Policy both as set forth below.

Terms and Conditions for Enterprise PO Boxes Online
This "Agreement is a legal agreement between you, on behalf of the Company you represent, ("You" "Your" or "User") and the "United States Postal Service" (USPS), an Independent Establishment of the Executive Branch of the United States Federal Government ("USPS" or "Postal Service"). The Agreement sets forth the Terms and Conditions for your use of the Enterprise PO Boxes Online ("EPOBOL" or "Service"). This Agreement is

I have read and agree to the terms and conditions for linking a PO Box to a Business Location and EPA.

[Back](#)
[Submit](#)

5.2 Open New Box: Caller Services

1. Customers can search Caller Services by ZIP Code or Address within a range area
2. Select the desired **Post Office**
3. Choose **Payment Term**
4. Select the **Business Location** and **EPA**
5. Enter required fields for the PO Box Online Application (form 1093C)

NOTE: Once you have reserved a Caller Services online, you must go to the Post Office where the box is located and present your printed application form and two forms of acceptable identification **unless** you already have an issued box at this location linked to your EPOBOL account.

If no Caller Services are available at the facility, please call the Post Office and request them to add more Caller Services.

If you already have a Caller Box at this ZIP Code, you can use those credentials to apply for your new box. Enter the existing Caller Service Box number. The box must be linked to the Business Location selected above. Please go to **Reports** → **Linked Box Report** to find a list of boxes linked to your account.

Enter required fields for the **Caller Service Application (form 1093)**. Select the Privacy Act Statement box and click **Continue**.

Caller Services Online Application (form 1093C)

You must be 18 years or older to open a Caller Services online.
If you are under 18 years old, visit the Post Office to open a Caller Services.
Please review the information below and make sure it matches the information on your [two required forms of ID](#).
Be sure to confirm that you have read the Privacy Act statement. Then click Submit to enter your payment information.
(* Required fields)

Caller Services primary use: Business

* Business/ Organization

Name of person representing the business or organization:

* First Name
 Middle Initial
 * Last Name
 * Title (within Business/ Organization)
 * Address 1
 Address 2 (Apt, Floor, Suite, etc.)
 * City
 * State
 * Zip Code™
 * Email
 * Phone

Payment period 12 month

Additional Box Users:

To include a business or organization name, enter it in the "last name" field. If you need more than six names you can add them at the Post Office.

To designate an authorized representative to pick up mail at this Caller Service, you will need to go to the Post Office.

First Name M.I. Last Name
 First Name M.I. Last Name
 First Name M.I. Last Name

[Add another user](#)

Privacy Act Statement:

Your information will be used to provide Post Office™ box service and to ensure delivery to the box. Collection is authorized by 39 U.S.C. 401, 402, 9-404. Providing the information is voluntary, but, if not provided, we will be unable to provide this service to you. We do not disclose your information to third parties without your consent, except to facilitate the transaction, to act on your behalf or request, or as legally required. This includes the following limited circumstances: to a congressional office on your behalf; to financial entities regarding financial transaction issues; to a U.S. Postal Service® auditor; to entities, including law enforcement, as required by law or in legal proceedings; to contractors and other entities acting as to fulfill the service (service providers); to process servers; to domestic government agencies if needed as part of their duties; and to a foreign government agency for violations and alleged violations of law. Information concerning an individual box holder who has filed a protective court order with the postmaster will not be disclosed except pursuant to court order. For more.

I have read the Privacy Act Statement.

*Note: Your box number will be assigned after you present the [two required forms of ID](#) at the Post Office. This is form 1093C information only.

On the **Application Review** page review and accept the Privacy Act Statement. Take note of the Application Summary. This will indicate that you must present this application with your **2 forms of ID** to the Post Office within 30 days for validation and activation of your reserved box. On the 30th day, the PO Box application will be cancelled, and funds be credited back to your **EPS Trust account**.

Application Review

Please review your application and the terms and conditions before clicking the Submit button below.

Application Summary: [\[Edit\]](#)

Your PO Box application must be presented for validation and activation at the local Post office within 30 days after the reservation has been made.
On the 30th day, the PO Box application will be cancelled and funds will be credited to your account.

Business/Organization:

Person representing the organization:

Name:
 Title:
 Address:
 Email:
 Phone Number:

Payment Period: 12 months
 Next payment due: 11/24/2024

Order Summary [\[Edit\]](#)

Description:	Post Office Box
Items:	Size 1 Box (1) Key Deposit (2)
Post Office location:	3682 KING ST ALEXANDRIA, VA 22302
PO Phone Number:	(703) 379-8922

Payment Summary

Fees:	\$136.00 - BOX PAYMENT \$0.00 - KEY DEPOSIT PAYMENT
Total:	\$136.00

Account Selection

Business Location:
 Enterprise Payment Account:

Terms and Conditions for Enterprise PO Boxes Online (EPOBOL) [\[Post Terms and Conditions\]](#)

By checking the box, Commercial Mailers who use Enterprise PO Box Online (EPOBOL) hereby accept and agree to the EPOBOL Terms and Conditions and the Refund Policy as described below. All payments are processed through the new Enterprise Payment System (EPS), using electronic funds transfer (EFT).

I agree and accept the Terms and Conditions and the Refund Policy both as set forth below.

Terms and Conditions for Enterprise PO Boxes Online
 This Agreement is a legal agreement between you, on behalf of the Company you represent, ("You"/"You" or "User") and the "United States Postal Service" (USPS), an Independent Establishment of the Executive Branch of the United States Federal Government ("USPS" or "Postal Service"). This Agreement sets forth the Terms and Conditions for your use of the Enterprise PO Boxes Online ("EPOBOL" or "Service"). This Agreement is.

I have read and agree to the terms and conditions for linking a PO Box to a Business Location and EPA.

5.3 Open New Box: Reserves

1. Customers enter existing Caller ZIP Code
2. Caller Number
3. Business Location
4. Reserve information by range or individually separated by commas
5. EPA number

NOTE: To apply for a new Reserve Service, you must have an active Caller Service in that Zip Code and you must have linked that box to your Business Location.

If you are working with your local Post Office or Address Management Service (AMS) to receive a range of Reserve Numbers, please wait until you receive those numbers before requesting any new reserves.

Issue New Reserves

To apply for a new reserve box, you must have an existing caller service in that ZIP Code and you must have linked that box to a Business Location accessible to you. To find if the box is linked to your account, please go to the Reports -> Linked Box Report to find a list of boxes linked to your account. To link a box to your account, click on the Link/Add Box menu and enter the information requested.

Existing Caller Information

Please enter the Caller Box details of an existing Caller in the ZIP Code where you want to issue new Reserves

* ZIP Code:

* Caller Number:

* Business Location:

Request Reserve Numbers

Please enter a range of available Reserves or individual Reserve Numbers separated by comma. To find Reserve Numbers that are available for issue, please contact the local Post Office.


* Range: To

* Reserve Number(s): OR

Payment Details

Please select the Enterprise Payment Account to pay for your new reserves

* Enterprise Payment Account:

To expand 'Reserve Number(s)' text box, place cursor on  and drag.

Review and Accept Terms and Conditions and click **Submit**.

Application Review (New Reserve Caller Service)

Application Summary :

Customer Number:
Business Location:
Business Location Name:
Payment Period:
Next payment due:

Order Summary

Reserve Number(s): 12000
Post Office location: 419 RUTHERFORD AVE NE
RICHMOND, VA
24522-4898
PO Phone Number: (540) 965-8802

Payment Summary

Fees: \$52.00 - RESERVE PAYMENT
Quantity: 1
Total: \$52.00
Enterprise Payment Account: 100003

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I agree and accept the Terms and Conditions and the Refund Policy both as set forth below.

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I have read and agree to the terms and conditions for linking a PO Box to a Business Location and EPA.

Payment Receipt indicating boxes have been successfully reserved for a 12-month period.

Payment Receipt

Thank you for your payment!
Your Reserve number Box(es) have been successfully reserved for you.

Account Summary

Post Office location:	419 RUTHERFORD AVE NE ROANOKE, VA 24022 -9998
PO Phone Number:	(540) 985-8802

Payment Summary

Transaction Date:	11/27/2023			
	Reserve Number	Transaction ID	Amount	Status
	12000	126004	52.00	Successful
Total:	\$52.00			
Enterprise Payment Account:				
Next payment due:	11/27/2024			
Payment period:	12 months			

6 Attach Caller to PO Box

If a post office recommends attaching a Caller to the customer's current PO Box (which needs to be linked to EPOBOL) due to too much mail being received in the customer's PO Box and there are no large PO Boxes available, the customer can go to EPOBOL and follow instructions below:

3. Select **Attach Caller to PO Box**
4. Enter **ZIP Code**
5. Enter **Box Number** (PO Box must be linked to EPOBOL)
6. Select **Business Location** (Business Location must match PO Box)
7. Select **EPA Number** (EPA Number must match PO Box)
8. Choose **Payment Period**
9. Click **Continue**

Enterprise PO Boxes Online

- Home
- Link/Add Boxes
- Pay Now
- Update Payment Details
- New Box
- Attach Caller to PO Box
- True-up Due Dates
- Close and Refund
- Box Notes
- Reports
- FAQ

Issue Attached Caller

To apply for an attached caller box, you must have an existing P.O.Box.

Existing PO Box Information

Please enter the P.O. Box details of an existing PO Box where you want to attach a Caller

* ZIP Code:

* Box Number:

* Business Location:

Payment Details

Please select the Enterprise Payment Account to pay for your new reserves

* Enterprise Payment Account:


* Payment Period:

Back
Continue

Application Review page displays. Confirm information before submitting.

- 1) Click on **Terms and Conditions** checkbox.
- 2) Click **Submit**.

(No need to print Form 1093. The attached Caller uses the PO Box Application page that has already been validated by the post office.)


Enterprise PO Boxes Online

Home

Link/Add Boxes

Pay Now

Update Payment Details

New Box

Attach Caller to PO Box

True-up Due Dates

Close and Refund

Box Notes

Reports

FAQ

Application Review (Attached Caller Service)

Application Summary :

Customer Number:	T67286487102
Business Location:	
Business Location Name:	USPS
Payment Period:	A
Next payment due:	06/30/2024

Order Summary

Caller Number:	85
Post Office location:	SAN BRUNO 1300 HUNTINGTON AVE SAN BRUNO, 94066 -1599
PO Phone Number:	(650) 952-2902

Payment Summary

Total Fees:	\$1,390.00
Enterprise Payment Account:	100000

Terms and Conditions for Enterprise PO Boxes Online (EPOBOL)

[Print Terms and Conditions](#)

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I agree and accept the Terms and Conditions and the Refund Policy both as set forth below.

Terms and Conditions for Enterprise PO Boxes Online

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I have read and agree to the terms and conditions for linking a PO Box to a Business Location and EPA.

[Back](#)
[Submit](#)

Payment Receipt displays and can be printed.

Home

Link/Add Boxes

Pay Now

Update Payment Details

New Box

Attach Caller to PO Box

True-up Due Dates

Close and Refund

Box Notes

Reports

FAQ

Payment Receipt

Thank you for your payment!
Your Caller Service was successfully issued.

[Print](#)

Account Summary

Customer Name:	DDD 555
Customer Number:	T67286487102
Post Office location:	SAN BRUNO 1300 HUNTINGTON AVE SAN BRUNO, 94066 -1599
PO Phone Number:	(650) 952-2902

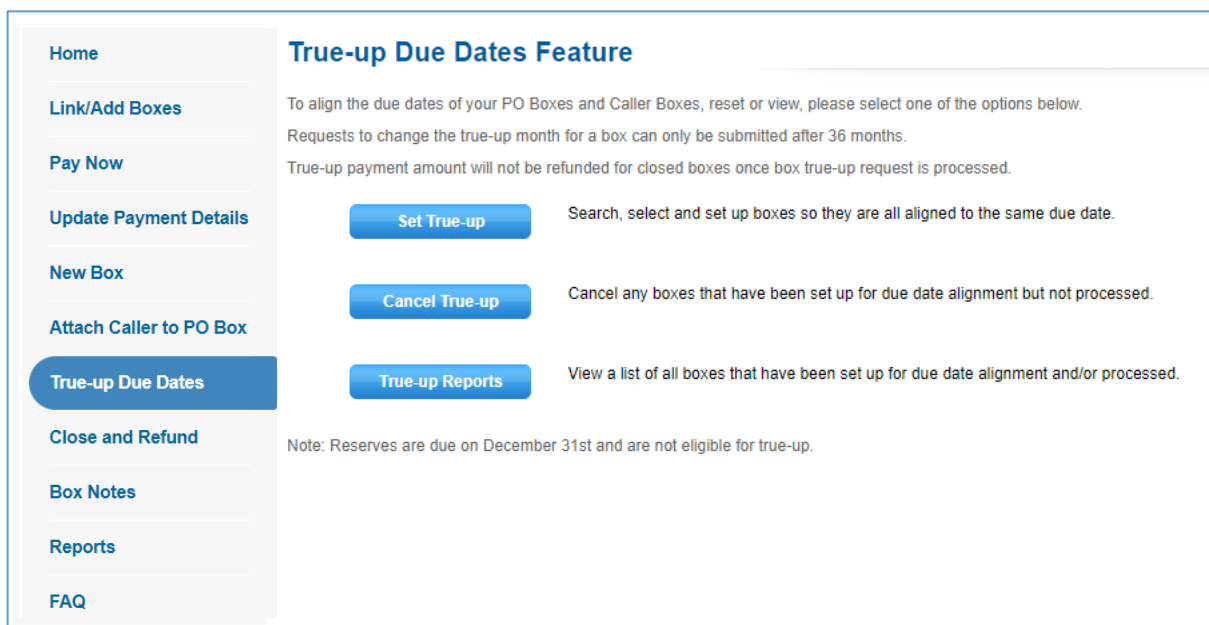
Payment Summary

Transaction Date:	07/07/2023
Transaction ID:	22546675
Total:	\$1390.00
Enterprise Payment Account:	100000
Next payment due:	06/30/2024
Payment period:	12 months

7 True-up Due Dates

To align the due dates of your PO Boxes and Caller Boxes, reset or view, please select one of the options below.

NOTE: Requests to change the true-up month for a box can only be submitted after 36 months. True-up payment amount will not be refunded for closed boxes once box true-up request is processed.



- **Reserves are not eligible for true-up.**
- **Requests to change the true-up month for a box can only be submitted after 36 months.**
- **True-up payment amount will not be refunded for closed boxes once box true-up request is processed.**
- Boxes set up for True-up will be charged with the cost of a number of months that are less than one year.
- The first charge will occur on the 15th of the month after boxes are set up for True-up. The first charge will align boxes with due dates before the True-up month to the True-up month.
- The second charge will occur on the 15th of the True-up month. The second charge will align boxes with due dates later than the True-up month to the True-up month next year.

7.1 Set True-up

Please select the true-up Month and the boxes whose due dates need to be aligned to the true-up month.

Click **Continue** to proceed to **Review page**. Then click on the **Terms and Conditions** and **Submit** to proceed to the **Confirmation page**.

True-up PO Boxes Due Dates

Please select the true-up Month and the boxes whose due dates need to be aligned to the true-up month.
Reserves are not eligible for true-up.
Requests to change the true-up month for a box can only be submitted after 36 months.
True-up payment amount will not be refunded for closed boxes once box true-up request is processed.

True-up Month:

FILTER BY: ZIP CODE BOX NUMBER CRID - BUSINESS LOCATION NAME: EPA ACCOUNT NUMBER

Show entries Search:

PO BOXES ELIGIBLE FOR TRUE-UP										
<input type="checkbox"/> Select All	ZIP Code	Box Number	Size	Company Name	EPA Number	Business Location	Business Loc. Name	Payment Due Date		
<input type="checkbox"/>	80155	6563	Caller					03/31/2020		
<input type="checkbox"/>	94066	2001	Caller					03/31/2019		

Showing 1 to 2 of 2 entries Previous Next

7.2 Cancel True-up

Cancellation is only allowed for True-up Boxes that were set up but not processed.
Transactions cannot be refunded for boxes until the true-up payment has been paid through.

Select the box to cancel True-up and click **Continue**

Cancel True-up

Cancellation is only allowed for True-up Boxes that were set up but not processed.
Transactions cannot be refunded for boxes until the true-up payment has been paid through.

FILTER BY: ZIP CODE BOX NUMBER CRID - BUSINESS LOCATION NAME: EPA ACCOUNT NUMBER

Show entries Search:

TRUE-UP PO BOXES ELIGIBLE FOR CANCELLATION										
<input type="checkbox"/> Select All	ZIP Code	Box Number	Size	Company Name	EPA Number	Business Location	Business Loc. Name	Payment Due Date	True Up Month	Process Date
<input type="checkbox"/>	80155	6555	Caller					02/29/2020	May	05/15/2019
<input type="checkbox"/>	80155	6563	Caller					03/31/2020	June	06/15/2019
<input type="checkbox"/>	94066	7	3	NEW				03/31/2019	December	05/15/2019

Showing 1 to 3 of 3 entries Previous Next

Cancel True-up PO Boxes - Review Box(es) Selection

Please review the boxes you are cancelling true up.
If a box has been processed, the true up month for that box can be changed after 36 months only.

ZIP Code	Box Number	Size	Company Name	EPA Number	Business Location	Business Loc. Name	Payment Due Date	Process Date
80155	6555	Caller	WELLS FARGO	1000002309	94797828	TOYSRUS	02/29/2020	05/15/2019

Total Boxes: 1

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I agree and accept the Terms and Conditions and the Refund Policy both as set forth below.

Terms and Conditions for Enterprise PO Boxes Online
This Agreement is a legal agreement between you, on behalf of the Company you represent, ("You" "Your" or "User"), and the "United States Postal Service" (USPS), an Independent Establishment of the Executive Branch of the United States Federal Government ("USPSB" or "Postal Service"). The Agreement sets forth the Terms and Conditions for your use of the Enterprise PO Boxes Online ("EPOBOL" or "Service"). This Agreement is between you on behalf of company and "USPS" only and not with any other telecommunications company and/or software provider. USPS is solely responsible for the services, content, and materials provided by EPOBOL. User acknowledges and agrees that he or she is solely responsible for and shall abide by: (i) the terms of this Agreement and (ii) all policies, procedures, and regulations of the United States Postal Service, which shall include and not be limited to the requirements of the USPSB Domestic Mail Manual. You warrant, represent and agree that interaction with the Service is for the sole purpose to facilitate a shipping transaction.

I have read and agree to the terms and conditions.

7.3 True-up Reports

View a list of all boxes that have been set up for due date alignment and/or processed.

To view the Processed, Not Processed or Cancelled True-Up Reports, select an option from the **Status** dropdown.

- **Processed** Report provides a list of all PO Boxes and Callers that have been processed for True-Up.
- **Not Processed** Report provides a list of all PO Boxes and Callers that will be processed for True-Up on the Process Date.
- **Cancelled** Report provides a list of all PO Boxes and Callers True-Up requests that were cancelled.

Click on **Download Report** hyperlink for a printable copy.

True-up Report

To view the Processed, Not Processed or Cancelled True-Up Reports, select an option from the Status dropdown.

Processed Report provides a list of all PO Boxes and Callers that have been processed for True-Up.

Not Processed Report provides a list of all PO Boxes and Callers that will be processed for True-Up on the Process Date.

Cancelled Report provides a list of all PO Boxes and Callers True-Up requests that were cancelled.

Click on Download Report link for a printable copy.

Status: **PROCESSED**

[Download Report](#)

FILTER BY: ZIP CODE: BOX NUMBER: CRID - BUSINESS LOCATION NAME: EPA ACCOUNT NUMBER: [Filter](#)

Show entries Search:

TRUE-UP REPORT FOR PROCESSED BOX REQUESTS													
ZIP Code	Box Number	Size	Company Name	EPA Number	Business Location	Business Loc. Name	Current Due Date	Payment Amount	Payment Process Date	True-up Month	Setup By	Processed By	Status
10101	745	Caller	FFF				04/30/2020	\$347.50	04/02/2019	April	J. Tester	J. Tester	PROCESSED

Showing 1 to 1 of 1 entries Previous Next

8 Close and Refund

1. Customers can close Boxes entering the Box Number and the Zip Code.
2. **Provide a Reason** for closing then accept the disclaimer
3. The request will be processed immediately
4. If refund available it will post to the primary payment method for the EPA.
5. If closing an active box, ensure a **Change of Address** is submitted; otherwise, mail will be returned to sender.
6. The PO Box will be closed as soon as the transaction is processed.

Close and Refund PO Boxes

To close your existing PO Box and get a refund, please enter the PO Box Number, ZIP Code or search for your linked P.O. Boxes.

PO Box Numbers (use commas to separate PO Box Numbers)

ZIP Code

Business Location

EPA Account Number

[Search](#)

Enterprise PO Boxes Online

Refund Request Review

You are about to request a refund for this PO Box. Please select a reason for the refund and review the information before submitting. Your PO Box will be closed as soon as you submit this transaction. Any mail sent to you at this PO Box will be returned to sender.

* Why are you requesting a refund?

PO Box Details

PO Box Address:	99 RICHMOND VA 23227
Box Size:	1
Post Office Address:	5327 CHAMBERLAYNE RD RICHMOND VA 23227 -9998

Refund Details

Amount:	\$0.00
---------	--------

[Submit](#)

NOTE: If the PO Box Service is closed in the month the fees are due an option will be available on the Refund Request Review page to keep the box open until the end of the month. If the option is not selected the box will immediately close.

Refund Request Review

You are about to request a refund for this PO Box. Please select a reason for the refund and review the information before submitting. Your PO Box will be closed as soon as you submit this transaction. Any mail sent to you will be returned to sender.

* Why are you closing a box?

PO Box Details

PO Box Address:	248 MARIETTA GA 30061
Box Size:	1
Post Office Address:	257 LAWRENCE ST NE MARIETTA GA 30060 -5698

Refund Details

Amount:	\$0.00
---------	--------

Please check here if you would like to keep the box open till end of the month

[Submit](#)

The **Refund Confirmation** page includes our official USPS **Change of Address** hyperlink.

Enterprise PO Boxes Online

Home

Link/Add Boxes

Pay Now

Update Payment Details

New Box

Attach Caller to PO Box

True-up Due Dates

Close and Refund

Box Notes

Reports

FAQ

Refund Confirmation

You have just submitted the following refund request. It may take up to 7 business days to complete the refund and for the change to be reflected in your online account. This PO Box is no longer available for you to use.

Any mail sent to this box will be returned to sender unless you submit a [Change of Address](#) order.

Print

PO Box Details

PO Box Address:	201 BOSTON
Box Size:	3
Post Office Address:	25 DORC BOSTON

Refund Details

Amount:	\$186.00
EPA Number:	10000000
Refund Transaction Number:	16275

Customer Service

USPS.COM

Secure & Private USPS HOME | FAQs

Official USPS® Change of Address

- ✓ **Exclusive Mover Savings** Get instant access to over \$750 in valuable coupons
- ✓ **Safe and Secure** Safeguard your information with ID verification by a simple \$1.00 charge to your credit or debit card
- ✓ **Speed and Convenience** Save a trip to the post office
- ✓ **Email Confirmation** Receive an immediate email confirmation of your Change of Address
- ✓ **MyMove.com Local Information, Tools and Offers** Make your move complete with exclusive neighborhood deals at MyMove.com

Note: The person who prepares this form states that he or she is the person, executor, guardian, authorized officer, or agent of the person for whom mail would be forwarded under this order. Anyone submitting false or inaccurate information on this form is subject to punishment by fine or imprisonment or both under Sections 2, 1501, 1702 and 1703 of Title 18, United States Code.

Privacy Act Statement: Your information will be used to provide you with mail forwarding and change of address services. Collection is authorized by 39 U.S.C. 401, 403, and 404. Providing the information is voluntary, but if not provided we will not be able to process your request. We do not disclose your information to third parties without your consent, except to facilitate the transaction, to act on your behalf or request, or as legally required. This includes the following limited circumstances: to a congressional office on your behalf; to financial entities regarding financial transaction issues; to a U.S. Postal Service (USPS) auditor; to entities, including law enforcement, as required by law or in legal proceedings; to contractors and other entities aiding us to fulfill the service (service providers); to federal, state, local or foreign government agencies regarding personnel matters or for the performance of its duties; for the service of legal process; for voter registration purposes; for jury service duties; to a disaster relief organization if the address has been impacted by a disaster or manmade hazard; to individuals or companies already in possession of your name and old mailing address, as an address correction service. Information will also be provided to licensed service providers of the USPS to perform mailing list correction service of lists containing your name and old address. A list of these licensed service providers can be obtained at the following URL: https://ibbs.usps.gov/ocaink/documents/tech_guides/CERTIFIED_LICENSEES/ For more information regarding our privacy policies visit www.usps.com/privacypolicy.

[Privacy Policy](#) [Terms of Use](#)

I understand and acknowledge the statements above

Need to view, update or cancel a Change Of Address order you already submitted?

9 Box Notes

Add custom notes to identify PO Boxes, Callers or Reserve Boxes that are in your account.

Click the **Add** button to add notes to any box. Click on **View/Edit** to view the detailed notes or edit or delete the notes.

Customers that manage multiple boxes can use the Box Notes to identify the PO Box customer name.

Box Notes - Main

Add custom notes to identify PO Boxes, Callers or Reserve Boxes that are in your account. Click the Add button to add notes to any box. Click on View/Edit to view the detailed notes or edit or delete the notes.

FILTER OPTIONS

FILTER BY: ZIP CODE BOX NUMBER CRID - BUSINESS LOCATION NAME: [Filter](#)

LIST OF PO BOXES

BOX NUMBER	BOX SIZE	ZIP CODE	CRID	NOTES	ACTIONS
251	1	95383	94797828		Add
4575	2	94404	94797828		Add
4667	2	94404	94798457		Add
8199	C	94128	94797828	Box was paid 1/1/2019.	View/Edit

10 Reports

Select one of the following reports to manage your PO Boxes.

Reports

Reports available:

Billing Report
To view the detailed information of all boxes in your account.

Box Detail Report
To view the detailed box information of all Boxes in your account.

Job Status Report
To view the status of all submitted jobs that have been scheduled.

Linked Boxes Report
To view all linked boxes which contains all active PO Boxes, Caller Services and Reserves that have been linked to your business locations or accessible locations.

Transaction History Report
To view detailed transaction history on all payments made with Enterprise PO Boxes Online.

Delinked Boxes Report
To view a list of boxes that were requested to be delinked (removed) from Enterprise PO Boxes Online (EPOBOL).

10.1 Billing Report

View all PO Boxes in your account.

Billing Report is generated on the 1st of the month and displays all the Boxes for which payment is due at the end of the current month. **Auto-Payment runs on the 15th of the month.** To remove PO Boxes, Caller Services, and Reserves that closed in the month the fees are due and update the **Total Amount Due** click on the **Update Report** option.

Note: Prior to a Price Change, go to Pay Now to make an immediate payment to receive the current price.

(Box Sizes: PO Boxes are sizes 1-5; Callers "C"; Reserves "R")

Billing Report

The Billing Report lists payment amounts for boxes that are due for the current month.

The boxes listed on this report are setup for renewal by recurring payment. On the 15th of the month, we will use Enterprise Payment System to process payments for these boxes. All boxes that have been successfully renewed will be listed on Transaction History Report.

[Download Report](#)

[Update Report](#)

Total Amount Due for November 2022 is **\$0.00**

Click on Download Report link for a printable copy.

BILLING REPORT

FILTER BY: ZIP CODE: BOX NUMBER: CRID - BUSINESS LOCATION NAME: EPA NUMBER: BOX SIZE: BOX STATUS: PAYMENT DUE DATE: DUE AMOUNT: [Search](#)

ZIP CODE	BOX NUMBER	BUS LOC	EPA NUMBER	BOX SIZE	FACILITY CITY	FACILITY STATE	BOX STATUS	PAYMENT DUE DATE	FEES
82003	3087			C	CHEYENNE	WY	R	10/31/2024	1,174.00
90607	4337			3	WHITTIER	CA	R	10/31/2024	278.00
30002	80001			C	AVONDALE ESTATES	GA	R	10/31/2024	1,174.00
02113	600			C	BOSTON	MA	R	10/31/2024	1,220.00
91408	70			2	VAN NUYS	CA	R	10/31/2024	200.00

10.2 Box Detail Report

Box Detail Report contains detailed information of all PO Boxes, Caller Services and Reserves. The report can be filtered using the search field and can be downloaded as a CSV file. Selecting the hyperlink for the box will display the box details.

(**Box Sizes:** PO Boxes are sizes 1-5; Callers "C"; Reserves "R")

BOX DETAIL REPORT

FILTER BY: ZIP CODE: BOX NUMBER: BUS LOC: EPA NUMBER: [Search](#)

PO ADDRESS	BOX SIZE	FACILITY ADDRESS	FACILITY CITY	FACILITY STATE	FACILITY ZIP	PAYMENT DUE DATE	BUS LOC	EPA NUMBER
N/A [V] (Note: PO Box not activated yet. Print application form 1093 (PDF) and take it to the Post Office with the two required forms of ID .)	1	3328 E PONCE DE LEON AVE	SCOTSDALE	GA	30079			2047990700
PO Box 9900203 [R] AVONDALE ESTATES, 30002 GA	R	15 FRANKLIN ST	AVONDALE ESTATES	GA	30002			2047990700
PO Box 80002 [R] AVONDALE ESTATES, 30002 GA	C	15 FRANKLIN ST	AVONDALE ESTATES	GA	30002			2047990700
PO Box 99 [R] RICHMOND, 23227 VA	1	5327 CHAMBERLAYNE RD	RICHMOND	VA	23227			2047990700
PO Box 630 [C] Closed ARLINGTON, 22216 VA	C	2043 WILSON BLVD	ARLINGTON	VA	22201			2047990701
PO Box 80031 [R] AVONDALE ESTATES, 30002 GA	C	15 FRANKLIN ST	AVONDALE ESTATES	GA	30002			2047990700

10.3 Job Status Report

Job Status Report contains the status of all linked multiple Boxes / Callers / Reserves jobs. The Job Status Report can be used to view the status of all jobs that have been scheduled. Click on **Request Number** hyperlink to download a printable copy for each job.

Job Status Report

The Job Status Report can be used to view the status of all jobs that have been scheduled. Click on Request Number link to download a printable copy for each job.

REQUEST NUMBER	REQUESTED USER ID	LAST MODIFIED DATE
Z04	tracy	02/25/2018
Z03	tracy	02/25/2018
Z02	tracy	02/25/2018
Z01	tracy	02/25/2018
609		12/17/2017
608	tracy	12/07/2017
607	tracy	12/07/2017
606	tracy	12/07/2017
605	tracy	12/07/2017
604	tracy	12/07/2017
603	tracy	12/07/2017
602	tracy	12/05/2017
601		10/17/2017

***** Restricted Information *****
Enterprise PO Boxes Online Job Status Report
Report Date and Time 02/25/2018 16:20:50 CST

Request Number	ZIP Code	Box Number	Business Location	EPA Number	Status	Reason For Failure
501	20043	073			Successful	
501	20043	107			Successful	
501	20043	111			Successful	
501	20043	116			Successful	
501	20043	117			Successful	
501	20043	121			Successful	
501	20043	151			Successful	
501	20043	175			Successful	
501	20043	176			Successful	

10.4 Linked PO Box Report

The **Linked PO Box Report** contains all *active* PO Boxes, Caller Services, and Reserves that have been linked to Business Locations using the Link/Add Boxes function in EPOBOL. The report can be filtered using the search fields and downloaded as a CSV file.

Enterprise PO Boxes Online

Linked PO Boxes Report

The Linked Boxes Report contains all the active PO Boxes, Caller Services and Reserved Caller Services that have been linked to the Business Locations or location that are accessible to the user.
Click on Download Report link for a printable copy.

[Download Report](#)

LINKED PO BOXES REPORT

FILTER BY:

ZIP CODE:	BOX NUMBER:	BUS LOC-BUS NAME:	EPA NUMBER:	PAYMENT DUE DATE:	
<input type="text"/>	<input type="text"/>	All <input type="text"/>	EPA <input type="text"/>	<input type="text"/>	Search

ZIP CODE	BOX NUMBER	BUS LOC	EPA NUMBER	PAYMENT DUE DATE	LINKED BY DATE
23227	99			10/31/2024	
30002	80002			10/31/2024	
30002	80031			10/31/2024	
30002	9999003			10/31/2024	
30079	N/A			10/31/2024	

10.5 Transaction History Report

Transaction History Report contains detailed payment transaction history for all PO Boxes, Caller Services and Reserves can be filtered using the search fields and downloaded as a CSV file. Also, the **EPS PO Boxes Detailed Report** provides a detailed view of EPOBOL transactions. The report can be filtered using the search field, sorted by column, and downloaded as an Excel, CSV or PDF file.

The **All Account Activity** option navigates to the **Transaction History Report**.

UNITED STATES POSTAL SERVICE® Enterprise PO Boxes Online

Transaction History Report

The Transaction History Report can be used to view all transactions that were processed in EPOBOL. The data is limited to Business Locations accessible by this user. The report lists city, state, zip code, box number, box size, transaction number, Business Locations, EPA, amount, date, and submitted by. User can use the filter option to search for specific data.
Click on Download Report link for a printable copy.

[Download Report](#)

TRANSACTION HISTORY REPORT

FILTER BY:

ZIP CODE	BOX NUMBER	BOX SIZE	BUS LOC	EPA NUMBER	TRANSACTION NUMBER	START DATE	END DATE	
<input type="text"/>	<input type="text"/>	BOX SIZE <input type="text"/>	All <input type="text"/>	EPA <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Search

ZIP CODE	BOX NUMBER	BUSINESS LOCATION	EPA NUMBER	BOX SIZE	FACILITY CITY	FACILITY STATE	TRANSACTION NUMBER	TOTAL AMOUNT	TRANSACTION DATE	SUBMITTED BY
22216	530			C	Arlington	VA	14668034698071	-1,530.00	06/24/2016	
22216	530			C	Arlington	VA	14661875999061	1,530.00	06/17/2016	
30002	9999003			R	Avondale Estates	GA	14667981286752	47.00	06/24/2016	
30079	N/A			1	Scottdale	GA	146680018224910	70.00	06/24/2016	

10.6 Delinked Boxes Report

The **Delinked Boxes Report** lists all the PO Boxes requested to be delinked or previously delinked from the EPOBOL account.

Note: The data is historical when the box was delinked and does not reflect status of the box. All times shown are in Central Standard Time (CST)

Delinked Boxes Report

The Delinked Boxes Report lists all the boxes that were requested to be delinked (removed) from the Enterprise PO Boxes Online (EPOBOL) account.
Note: The data is historical when the box was delinked and does not reflect current status of the box.
All times shown are in Central Standard Time (CST).

FILTER OPTIONS

FILTER BY:	ZIP CODE	BOX NUMBER	CRID - BUSINESS LOCATION NAME:	EPA NUMBER	USERNAME	
	<input type="text"/>	<input type="text"/>	All <input type="text"/>	EPA <input type="text"/>	<input type="text"/>	<input type="button" value="Search"/>

DELINKED BOXES REPORT

Nothing found to display.

11 Business Customer Gateway

11.1 Requesting Access to EPS and EPOBOL

To request access to Enterprise Payment or EPOBOL as a BCG user login to the BCG, and select **Additional Services**, then select **Get Access** next to Enterprise Payment or EPOBOL.

BUSINESS CUSTOMER GATEWAY Home Hello Anne!

Mailing Services Shipping Services **Additional Services** Alerts Pending Requests Manage Account USPS.com Help

Additional Services

Additional services help you do more.

Additional online services available below help business customers manage a variety of tasks from preparation to transporting of mailings and shipments. You may access services directly from here that you have been approved for and request access to those you do not.

Your Locations: All Locations

Approved Shipper more info >	Go to Service
Audit Mailing Activity (PostalOne!) more info >	Go to Service
Bulk Indemnity Claims more info >	Get Access
Business Service Network (BSN) eService more info >	Get Access
Contract Postal Unit Commercial Postal Store more info >	Go to Service
Enterprise Payment System more info >	Go to Service
Enterprise PO Boxes Online more info >	Go to Service

11.2 Adding a Location (CRID)

To request access to Enterprise Payment as a BCG user without access to the CRID, you must first add the CRID to your profile. To do this, login to the BCG and select **Manage Account** dropdown from the top navigation bar; scroll down to **Manage Profile**.

Under the Home Business Location box, select **Add Location** to add the CRID to your profile.

BUSINESS CUSTOMER GATEWAY Home Hello Anne!

Mailing Services Shipping Services Additional Services Alerts Pending Requests Manage Account USPS.com Help

Manage Profile

Manage Profile / Manage Favorites / Manage Services / Manage Locations / Manage Users

User Details

Anne [Edit](#)

Anne@net.com
954-555-1212

Display Controls

Select what contact information to display to users when requesting approval for services

Name
 Phone
 Email

Favorite Services

[Edit](#)

- Balance & Fees >
- Dashboard >
- EPOBOL >
- EPS >
- Mailer ID >
- Mailing Reports >
- Manage Permits >
- Postal Wizard >

Home Business Location

[Terms & Conditions](#)

Customer Business 123 Man St Somewhere, FL 33310

Customer Registration ID (CRID) 12345

Mailer ID (MID) [View your MailerIDs](#)

Add A Business Location

Does your business have more locations? Click to add additional locations to your account.

[Add Location](#)

If you have an existing CRID, search by CRID. Enter the CRID or Search by Address.

Mailing Services Shipping Services Additional Services Alerts Pending Requests Manage Account USPS.com Help

Search Confirm Success

Add Location

Follow the steps below to add a new Business Location to your account.

To add a new business location to your profile, type the Business Name and Address; then click the Search button. You may also search for an existing business location by its CRID.

Search by Address
Type the Business Name and Address; then click the Search button.

Or use an existing CRID ⓘ
Know your CRID? Enter it below and press the Continue button.

* Business Name

* Country
United States

* Address 1

Address 2

* City

* State
Select State

* ZIP/Postal Code

Search Cancel

CRID ID

Continue

Click **Confirm Add Location**.

Mailing Services Shipping Services Additional Services Alerts Pending Requests Manage Account USPS.com Help

Search Confirm Success

Add Location

Confirm new Business Location

CASHMERE

POMPANO BEACH, FL 33063
UNITED STATES

CRID :

You will be given permission to use several [USPS Business Services](#)

If you are the first user requesting a service for your location, you will become the **Business Service Administrator (BSA)** of that service; you will be responsible for managing that service for any future users, controlling who can and cannot use it at your business location.

Search Again **Confirm Add Location** Cancel

Choose **Select Custom Services** to request access to Enterprise Payment and/or Enterprise PO Boxes Online. Scroll down to the **Other Services** section and select **Enterprise Payment System** and/or **Enterprise PO Boxes Online**.

Select option for customer select services then continue with selection.

Answer **"Yes"** or **"No"** for User Agreement then select **Continue**.

Search
Confirm
Success

Add Location

Confirm new Business Location

You have just added the business location below to your account. You may now select business services to use at your new location.

Your New Business Location

CASHMERE

POMPANO BEACH, FL 33063

UNITED STATES

CRID:

Add Services

Business Services are tools that can help you to make better use of all that the Postal Service has to offer.

[Core Suite of Services](#). (Recommended)

Custom Select Services

*Select at least one service to continue.

Other Services

- Audit Mailing Activity (PostalOne!)
- Bulk Indemnity Claims
- Business Service Network (BSN) eService
- Contract Postal Unit Commercial Postal Store
- Enterprise PO Boxes Online
- Enterprise Payment System

User Agreement

If you are the first user to request a service for your location, you can become the **Business Service Administrator (BSA)** of that service; you would be responsible for managing that service for any future users, controlling who can and cannot use it at your business location.

Do you agree to become the BSA for any service that doesn't already have one assigned?

Yes

No

By clicking Continue you agree to the [terms and conditions](#) of the Business Customer Gateway and consent to any future updates.

Your EPS Request is now *Pending BSA*. Once the location and services has been approved by the BSA, Enterprise Payment System will be available for the CRID added.

Search Confirm Success

Add Location

You have successfully added your Business Location

Review the status of your service access below. Having access to a service means that you can see and use it freely. Depending on your company's needs, different employees may need access to different services. The access is regulated by the Business Service Administrator (BSA) of each service.

Your New Business Location:
 CASHMERE
 POMPANO BEACH , FL 33063
 UNITED STATES
 CRID: [redacted]

✓ You can begin using these business services. Services with an asterisk (*) indicate you have become the BSA

Service
Enterprise PO Boxes Online* - Pay PO Box fees with Enterprise Payment Account

🕒 You have requests that need your attention. Some services that have been requested did not get approved

Service	Status
Enterprise Payment System	Pending BSA ⓘ

Add Another Location Continue Get Access to Additional Services

11.3 Locate Business Service Administrator (BSA) Business Location

To determine who your BSA is to contact them regarding your request, go to the **Manage Account** from the top navigation bar and select **Manage Services**. Then select **Manage by Service** and select the CRID from the Business Location dropdown. Click the **Not You** hyperlink for the BSA information.

Mailing Services Shipping Services Additional Services Alerts Pending Requests Manage Account USPS.com Help

Manage Services

Manage Profile / Manage Favorites / Manage Services / Manage Locations / Manage Users

Manage By Location Manage By Service

Show Services for Location:
 CASHMERE POMPANO BEACH, FL 33063

Service	Status	BSA
Enterprise PO Boxes Online	Approved	You
Enterprise Payment System	Pending BSA ⓘ	Not You

BSA Contact Information

Name: Anne

OK

Cancel

11.4 BSA – Adding Business Locations and Authorized Users

Depending on your company's needs, different employees may need access to different services. The access is regulated by the Business Service Administrator (BSA), a representative within your company, for each service.

Below are the steps to grant Enterprise Payment or EPOBOL access to BCG users as a BSA or BSA Delegate after the account has been created. The BCG users must already have access to the CRID associated with the Enterprise Payment Account. Authorizing users for Enterprise Payment for a business location is a 2-step process. The first step is to authorize the user for EPS in BCG for the CRID and the second step is to assign a user role in EPS.

STEP 1 – log into BCG as a BSA or BSA Delegate. Select **Manage Account** from the top navigation bar, then select **Manage Users**. Filter by Location then by User. Update their access level for the requested service.

The screenshot shows the 'Manage Users' page with the following details:

- Navigation: Mailing Services, Shipping Services, Additional Services, Alerts, Pending Requests, Manage Account, USPS.com, Help
- Breadcrumbs: Manage Profile / Manage Favorites / Manage Services / Manage Locations / Manage Users
- Section: Control Access to Your Services
- Filters:
 - Filter by Location: CASHMERE, 6 BLONDE AVE, POMPANO BEACH, FL 33063
 - Filter by Service: ALL
 - Filter by User: ALL
 - Filter by Access Level: ALL
 - Checkbox: Show only Pending requests
 - Button: Reset All Filters
- Table: Manage User Access

Business Name & Location	User	Service	Access Level
CASHMERE 1956 BLONDE AVE POMPANO BEACH, FL 33063 CRID:	USER NUMBER ONE	Enterprise PO Boxes Online	No Access

BCG Access Level	Enterprise Payment System User Role	Description
Requested	N/A	User has requested access for EPS
BSA or BSA Delegate	Administrator	Users have access to all customer facing functionality and responsible for managing user roles.
BSA Delegate	Payment Manager	Users can manage payments, create new EPS accounts, and create custom reports.
Access	Payment Manager	Users can manage payments and create custom reports.
Access	Subscriber	Users have read-only access.
No Access	No Access	Users cannot access EPS for the CRID

STEP 2 – Select **Additional Services** tab from the top navigation bar and click the Enterprise Payment System **Go to Service**.

BUSINESS CUSTOMER GATEWAY Home Hello Anne!

Mailing Services Shipping Services **Additional Services** Alerts Pending Requests Manage Account USPS.com Help

Additional Services

Additional services help you do more.

Additional online services available below help business customers manage a variety of tasks from preparation to transporting of mailings and shipments. You may access services directly from here that you have been approved for and request access to those you do not.

Your Locations:

All Locations

Approved Shipper more info >	Go to Service
Audit Mailing Activity (PostalOne!) more info >	Go to Service
Bulk Indemnity Claims more info >	Get Access
Business Service Network (BSN) eService more info >	Get Access
Contract Postal Unit Commercial Postal Store more info >	Go to Service
Enterprise Payment System more info >	Go to Service
Enterprise PO Boxes Online more info >	Go to Service

Select the EPS Account for the CRID.

UNITED STATES POSTAL SERVICE® Dashboard Reports **EPS Accounts**

Active EPS Accounts

- :45
- :07
- :08
- :27
- :81
- :25
- :01
- :07
- :21

User Guide

Tracy
EPS Accounts:
Active 15 Pending 3

Current Trust Balance
\$10,438.66

Select **Manage Account**.

The screenshot shows the 'Manage Account' page for Tracy. On the left, there is a profile card for Tracy with 15 Active and 3 Pending EPS Accounts. The main content area includes an 'Account Overview' section with two cards: 'Pending ACH Debit Transactions' showing \$0.00 and 'Current Trust Balance' showing \$37,925,172.98. A 'Manage Account' button is highlighted with a red box in the top right corner.

Select the **Users & Roles Tab** on the **Manage Account** page. Locate the user requesting access then assign a user role.

The screenshot shows the 'Account Management' page for Anne. The 'Users & Roles' tab is highlighted with a red box. The page displays the user's status as 'Active' and provides navigation options like 'Payment Methods', 'Transfer Funds', 'Withdraw Funds', 'Products & Services', 'Notifications', and 'Users & Roles'. Below the navigation, there is a 'Business Location #' section with the address: 'VIRTUAL SERVICES BY TRACY, 100 S REYNOLDS ST APT 701, ALEXANDRIA, VA, 22304-3176'. A 'Refresh' button is visible next to the user status. The user list shows 'Kelly' with a role of 'Payment Manager' and 'Marjo' with a role of 'No Access'.

12 Frequently Asked Questions

Q. I can't link to an existing Box using EPOBOL.

A. Make sure the Zip Code is correct and the Last Name or Business Name matches the Last Name or Business Name we have on file for that PO Box.

Q. Why do I have an error when trying to pay for a PO Box?

A. Payments can fail for various reasons, but the most frequent reason for failure is Insufficient Trust Balance in your EPA Account.

Q. Why can't I close and refund PO boxes at a post office?

A. Boxes linked to EPOBOL can only be closed through EPOBOL and not at the Post Office since funds were taken out of your EPA account. If a box is eligible for refund, your EPA account will be credited when the box is closed.

Q. Why can't I cancel my automatic payment option?

A. You are required to be on an annual recurring payment term when your box is managed in EPOBOL.

Q. Why was my PO Box closed without my permission?

A. PO Boxes are typically closed for four reasons:

1. Closed for nonpayment of the box.
2. Payment cannot be transacted due to incorrect or obsolete payment information.
3. The transaction would exceed the credit limit of the account.
4. The bank rejects/returns the payment request.

Q. Why do I have an unexpected charge in my account?

A. You are required to be on an annual recurring payment term when your box is managed in EPOBOL. If you no longer need the box, please use the Close Box Menu Option.

Q. I put in several box numbers into the Update Payment Details screen (such as 10, 20, 30), but some of the boxes in that list aren't shown in the search results.

A. The search results will only include boxes in that range that are linked to your login credentials and EPA Account.

Q. How are true-up charges calculated?

A. A "true-up box" is a PO Box or Caller Services box that has a due date that has been aligned to a new annual renewal date so that customers can consolidate payments among multiple boxes.

The customer can then pay a pro-rated price for that box up to that new annual renewal date. Every 36 months, the due date can be modified again by the customer

- Boxes set up for True-up will be charged with the cost of a number of months that are less than one year.
- The first charge will occur on the 15th of the month after boxes are set up for True-up. The first charge will align boxes with due dates before the True-up month to the True-up month.
- The second charge will occur on the 15th of the True-up month. The second charge will align boxes with due dates later than the True-up month to the True-up month next year.

Q. Why can't I refund a true-up box?

A. Any date adjustment payment, such as a True-up payment, cannot be refunded for a box once it has been charged. If the box has yet to be charged for True-up, the request can be cancelled before the 15th of the month/process date.

Q. Why can't I true-up reserves?

A. Reserves are already aligned to December 31st. Reserves cannot be trued-up to any other month.

Q. What are the reasons that my reserves are closed by the system?

A. At least one active caller is required for customers with reserves at that facility. If the caller service closes due to non-payment, the associated reserves will also be closed. If the closed Reserves had future due dates, when the Caller is renewed, the Reserves can be reactivated by contacting the MSSC.

CHANGE LOG

DATE	SECTION	UPDATE
2/12/2024	3	Update Pay Now time frames
11/24/2023	3, 4, 5, 6	Added: 6-month payment term
7/7/2023	6	Added: Attach Caller to PO Box
7/7/2023	3	Pay Now: updated process