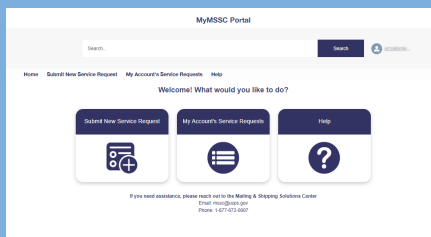


MYMSSC PORTAL



MYMSSC PORTAL USER GUIDE

Mailing and Shipping Solutions Center



MYMSSC PORTAL

MyMSSC Portal is a NEW way commercial customers can submit Service Requests to the Mailing and Shipping Solutions Center. The MyMSSC Portal provides customers with the perfect complement to our traditional services and is a fast, straightforward, and secure process for commercial customers to manage their service requests.

Customers can submit the following Service Request Issue Types:

- Artwork
- E-Induction
- Mail Piece
- Full Service
- Payment Issues
- Seamless
- BCG Service
- Basic Mailing
- Mailing Requirements
- Reply Mail

Please note, descriptions of Service Request Issue Types can be found on Page 23 of this guide.



✓ REQUEST ACCESS TO MYMSSC PORTAL

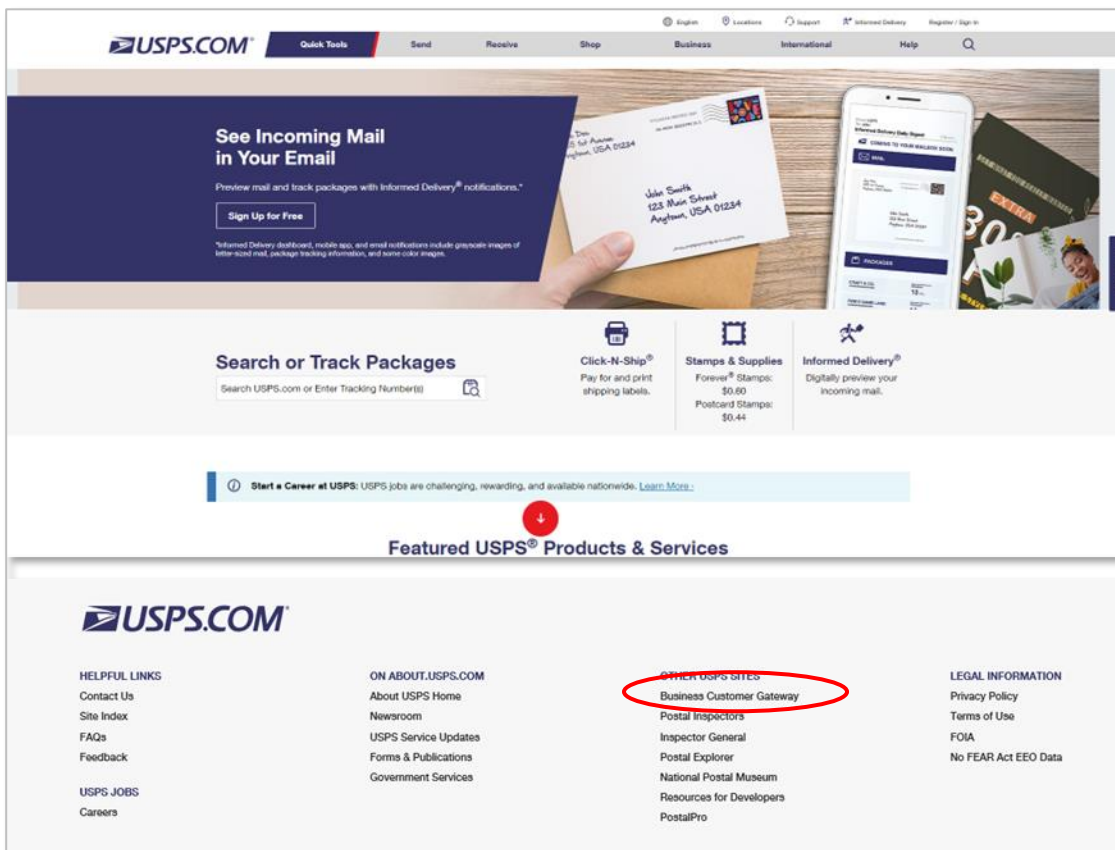


A Business Customer Gateway (BCG) account is required for each individual user to request access to the MyMSSC Portal. Account credentials for the Business Customer Gateway (BCG) should not be shared with other individuals.



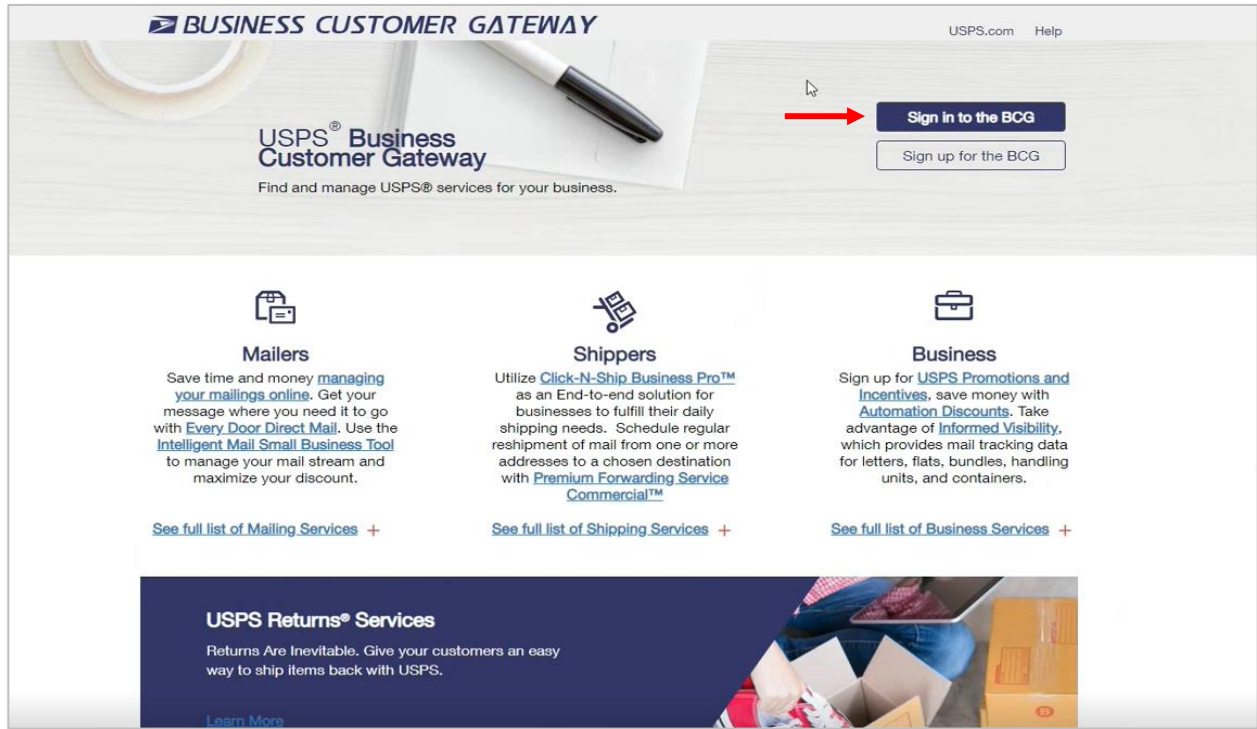
LOG INTO BCG

- In order to log into the Business Customer Gateway (BCG), customers will navigate to www.usps.com
- Next, customers will scroll to the bottom of the USPS.com page and select **Business Customer Gateway**

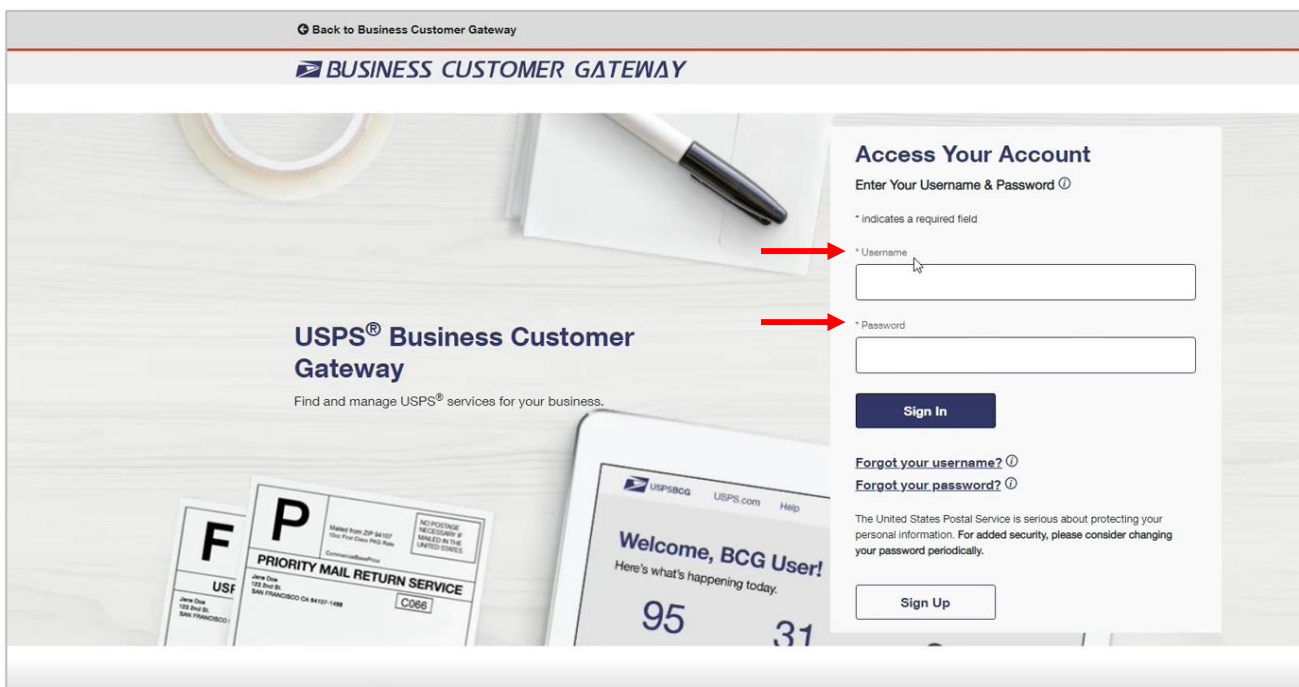


✓ REQUEST ACCESS TO MYMSSC PORTAL

- After being directed to BCG, customers select **Sign into the BCG** to sign into BCG

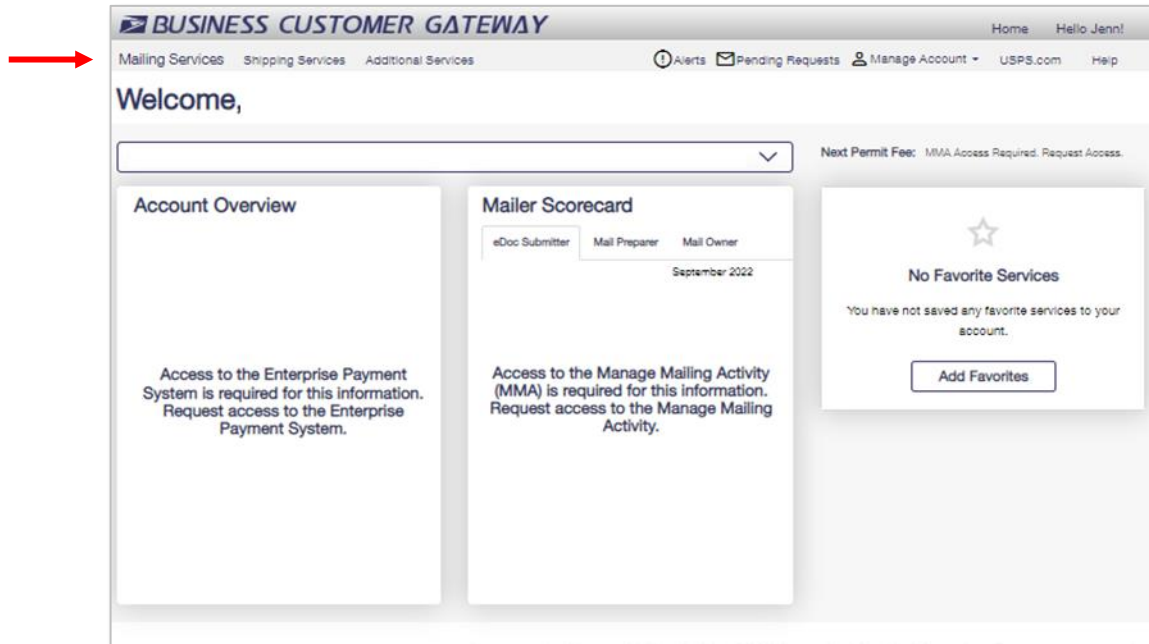


- Next, customers enter their **username** and **password**



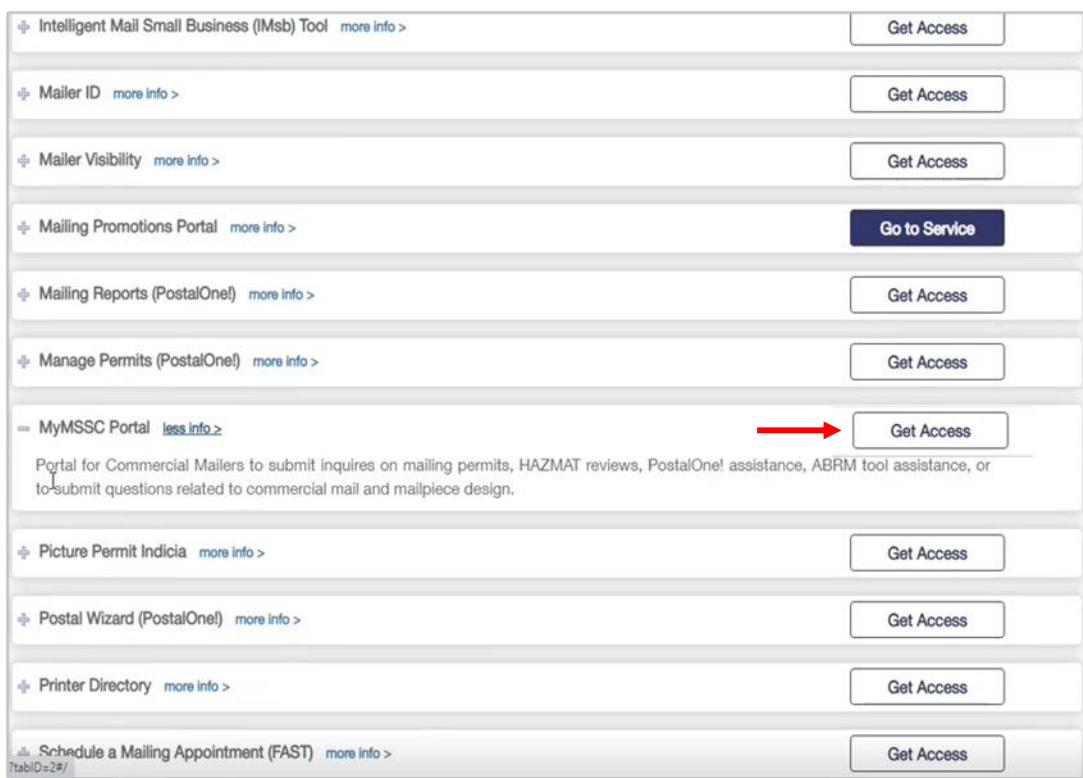
✓ REQUEST ACCESS TO MYMSSC PORTAL

- After successfully logging into BCG, customers select **Mailing Services**



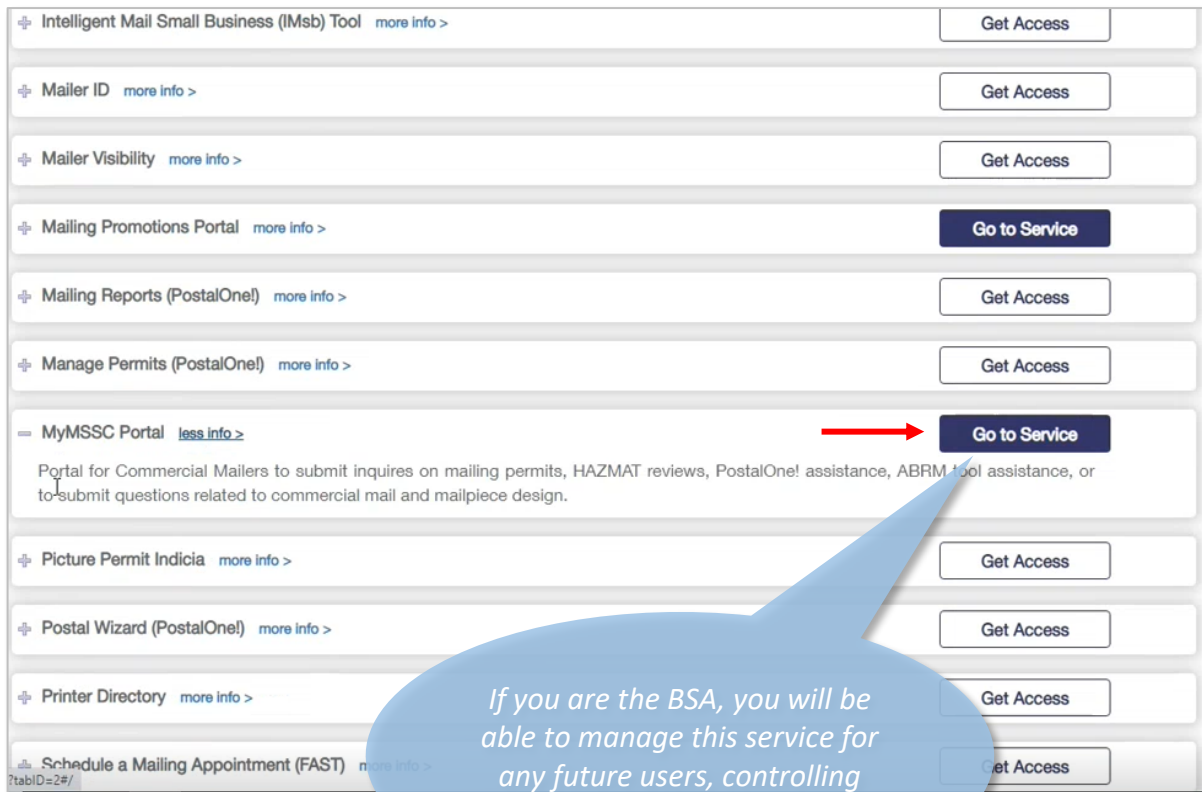
! REQUEST ACCESS TO MYMSSC PORTAL

- After selecting Mailing Services, customers scroll to **MyMSSC Portal** and select **Get Access**



✓ REQUEST ACCESS TO MYMSSC PORTAL

- If the customer is the first person to request MyMSSC Portal access, they will become the Business Service Administrator (BSA) for MyMSSC Portal
- The customer will then be able to select **Go To Service**



If you are the BSA, you will be able to manage this service for any future users, controlling who can and cannot use it

✓ REQUEST ACCESS TO MYMSSC PORTAL

- If the customer is not the first person to request MyMSSC Portal access, the button will change to **Pending BSA**
- The BSA at your company will be notified to approve your access

Intelligent Mail Small Business (IMsb) Tool more info >	Get Access
Mailer ID more info >	Get Access
Mailer Visibility more info >	Get Access
Mailing Promotions Portal more info >	Go to Service
Mailing Reports (PostalOne!) more info >	Get Access
Manage Permits (PostalOne!) more info >	Get Access
MyMSSC Portal less info > Portal for Commercial Mailers to submit inquires on mailing permits, HAZMAT reviews, PostalOne! assistance, ABRM tool assistance, or to submit questions related to commercial mail and mailpiece design.	Pending BSA
Picture Permit Indicia more info >	Get Access
Postal Wizard (PostalOne!) more info >	Get Access
Printer Directory more info >	Get Access
Schedule a Mailing Appointment (FAST) more info >	Get Access

Customers will see "Pending BSA" until the BSA at your company has approved your access

✓ REQUEST ACCESS TO MYMSSC PORTAL

✉ RECEIVE WELCOME EMAIL

- When a customer has been granted access to the MyMSSC Portal as a non-BSA user, they will receive the following email and attachment with instructions for navigating the portal:

SUBJECT: WELCOME TO THE NEW MYMSSC PORTAL

Welcome to the new MyMSSC Portal!

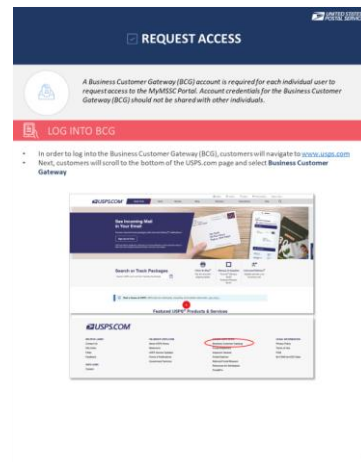
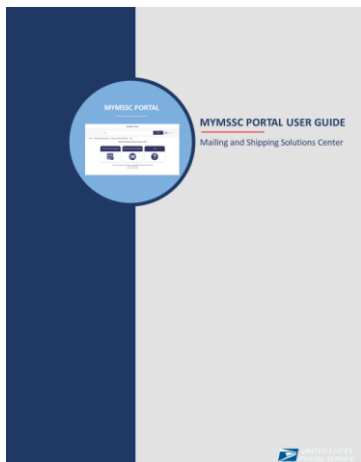
The MyMSSC Portal makes it quick and easy for commercial customers to submit a Service Request to the Mailing & Shipping Solutions Center for assistance.

You have been given access to the MyMSSC Portal by your BSA. In the MyMSSC Portal, you can submit new Service Requests, check the status of working requests, and access the details from past requests. For instructions on navigating the MyMSSC Portal, please see the attached document.

For Issues with the MyMSSC Portal, please contact the Mailing & Shipping Solutions Center at 1-877-672-0007 during our Hours of Operation: 7:00 AM – 7:00 PM CST.

Sincerely,
Mailing & Shipping Solutions Center

PORTAL GUIDE:



✓ REQUEST ACCESS TO MYMSSC PORTAL

- When a customer has been granted access to the MyMSSC Portal as a BSA user, they will receive the following email, attachment with BSA Instructions, as well as the attachment with instructions for navigating the portal:

SUBJECT: WELCOME TO THE NEW MYMSSC PORTAL

The MyMSSC Portal makes it quick and easy for commercial customers to submit a Service Request to the Mailing & Shipping Solutions Center for assistance.

As the BSA, it is your responsibility (or shared responsibility) to manage access for Business Customer Gateway (BCG) users to the MyMSSC Portal. In order for subsequent users to have access to this service, you must:

1. Grant the user access to the MyMSSC Portal service within the Business Customer Gateway (BCG)
2. Acquire the user's BCG username
3. 'Create a Portal User' within the MyMSSC Portal

The new user will receive a confirmation email with instructions on how to navigate the MyMSSC Portal.

As the BSA, you are also able to submit new Service Requests, check the status of working requests submitted via the MyMSSC Portal, and access the details from past requests submitted via the MyMSSC Portal. For instructions on navigating the MyMSSC Portal, please see the attached document.

For Issues with the MyMSSC Portal, please contact the Mailing & Shipping Solutions Center at 1-877-672-0007 during our Hours of Operation: 7:00 AM – 7:00 PM CST.

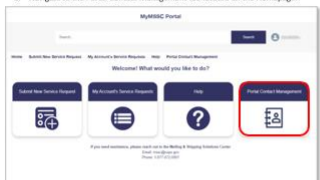
Sincerely,
Mailing & Shipping Solutions Center

BSA INSTRUCTIONS:

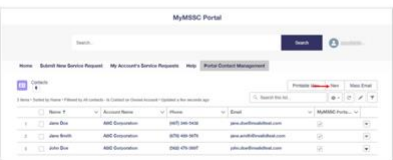
BSA INSTRUCTIONS

After granting users access to the MyMSSC Portal in the Business Customer Gateway (BCG), BSAs are required to complete a few additional steps to enable users in the MyMSSC Portal. First, the user requesting access must be added as a contact to the Portal Contact Management list (if the user is not already created) and create a Portal User in the MyMSSC Portal. Detailed instructions for creating a Contact and Portal User are listed below:

1. Navigate to the Portal Contact Management tab located on the Homepage.



2. After selecting the Portal Contact Management tab, click the 'New' button to create a new contact.



3. Next, complete all Contact Information details - including the phone number and email address.
4. When all Contact Information is added, click 'Save'.

New Contact: MSSC Contact

Contact Information

Name: [Text Field] Phone: [Text Field]

Organization: [Text Field]

First Name: [Text Field]

Last Name: [Text Field]

Title: [Text Field] Phone Ext: [Text Field]

Status: [Text Field]

Active: [Text Field]

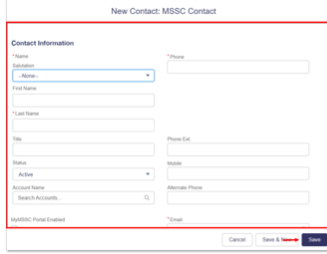
Account Name: [Text Field] Alternate Phone: [Text Field]

Search Accounts: [Text Field]

MyMSSC Portal Created: [Text Field]

Cancel Save & New Save

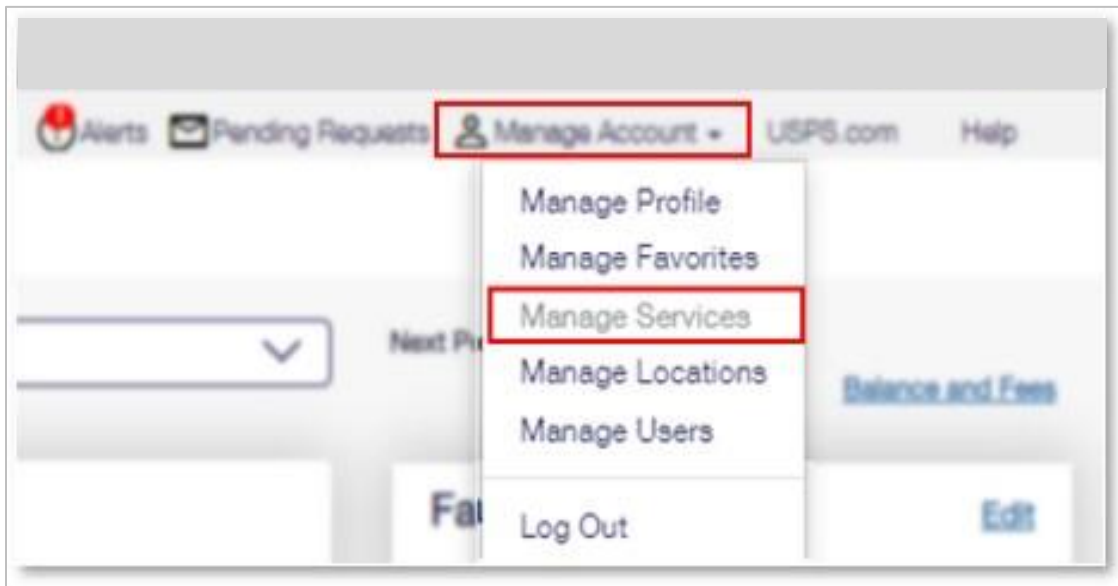
5. You will then be redirected to the Contact Details Page where you will enter the user's BCG Username (case sensitive) in the 'Portal User Generator' box.
6. After successfully entering the BCG Username, click 'Create Portal User'.



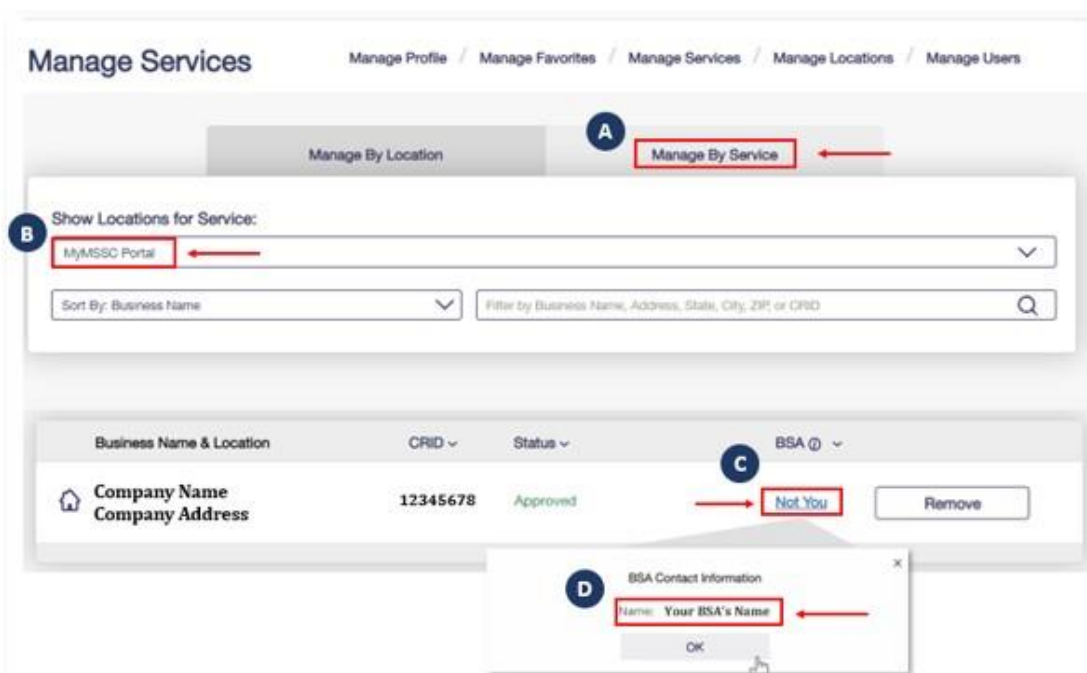
7. A notification that reads 'Successfully Created User' will display if the Portal User has been successfully created.

✓ REQUEST ACCESS TO MYMSSC PORTAL

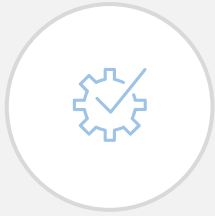
- If customers do not know who their BSA is, they can navigate to **Manage Account** in BCG, then to **Manage Services**



- Once in **Manage Services**, customers will:
 - Select **Manage By Service**
 - Select **MyMSSC Portal** from the drop-down menu of services
 - Click on the **Not You** link
 - A window will pop up containing the customer's **BSA's name**
- Customers should reach out and remind their BSA to grant the customer access to the MyMSSC Portal



LOG INTO MYMSSC PORTAL

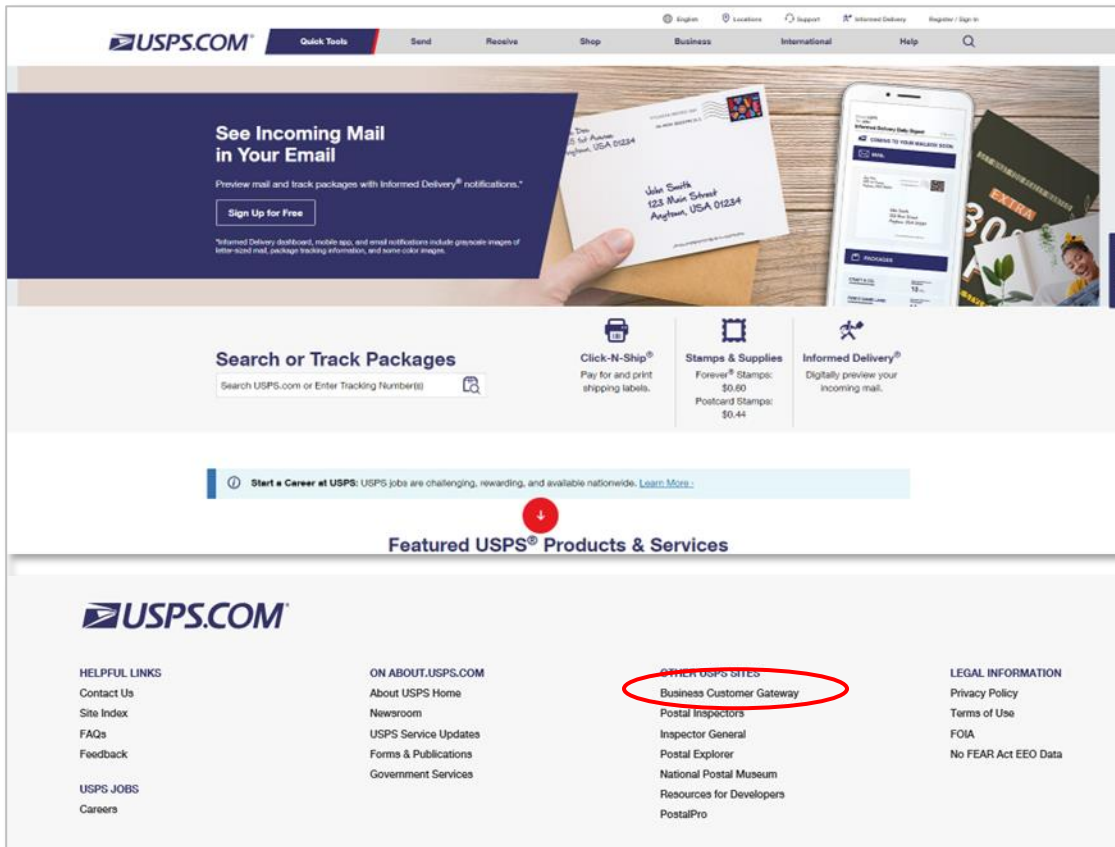


A Business Customer Gateway (BCG) account is required for each individual user to navigate to the MyMSSC Portal. Account credentials for the Business Customer Gateway (BCG) should not be shared with other individuals.



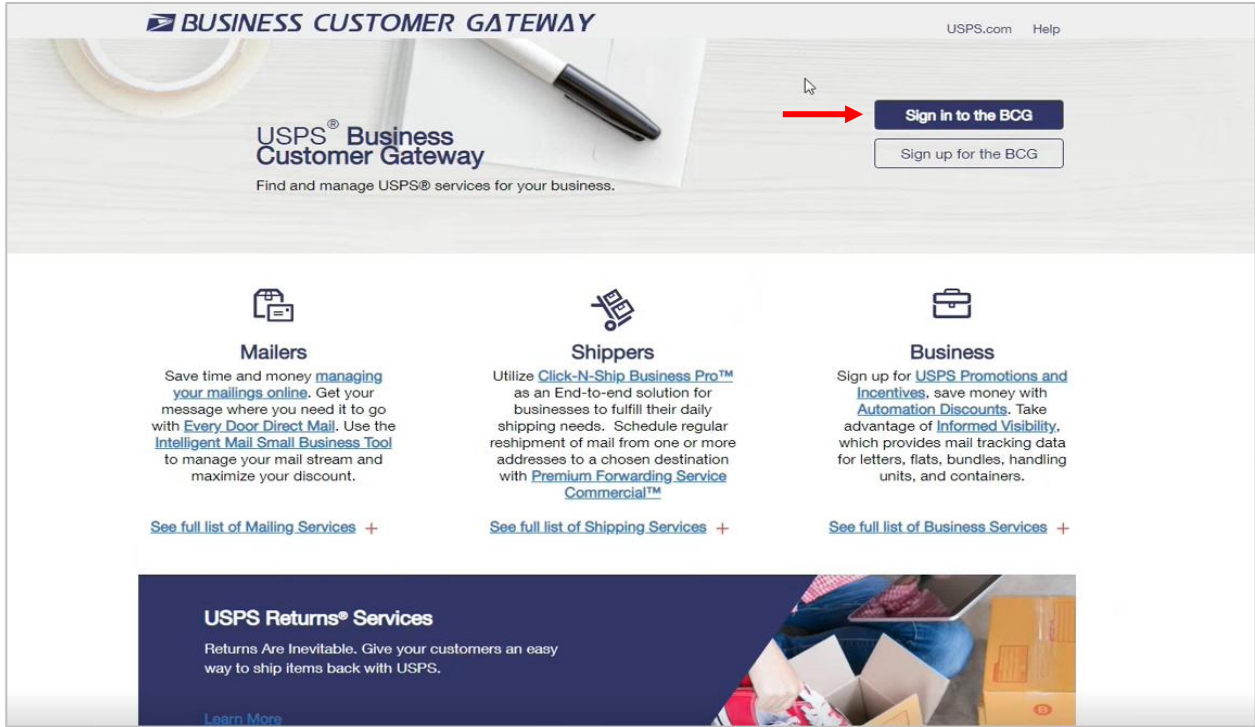
LOG INTO BCG

- In order to log into the Business Customer Gateway (BCG), customers will navigate to www.usps.com
- Next, customers will scroll to the bottom of the USPS.com page and select **Business Customer Gateway**

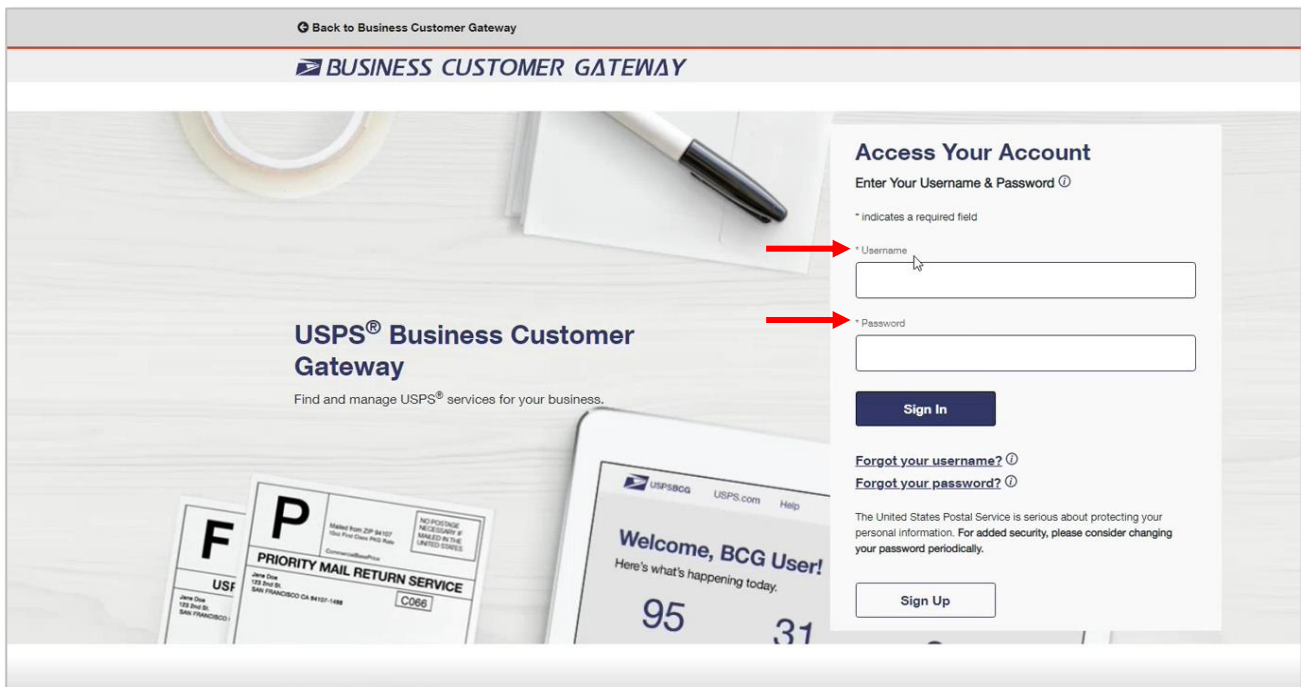


LOG INTO MYMSSC PORTAL

- After being directed to BCG, customers select **Sign into the BCG** to sign into BCG

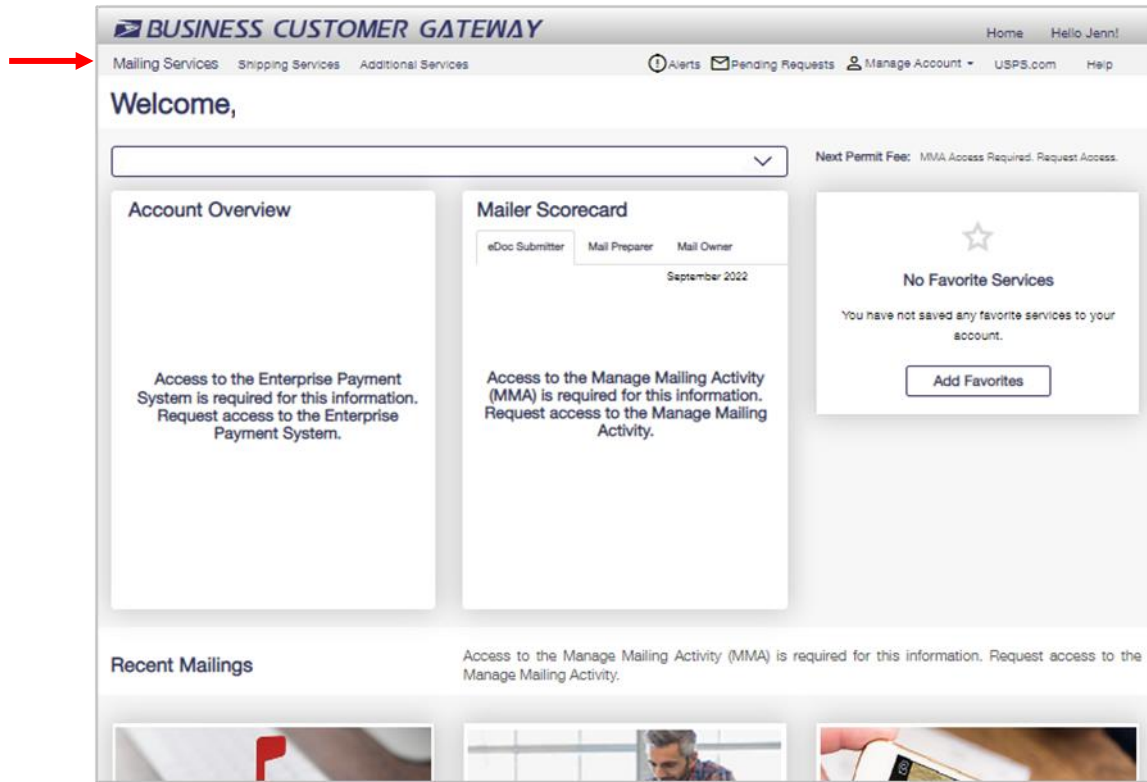


- Next, customers enter their **username** and **password**

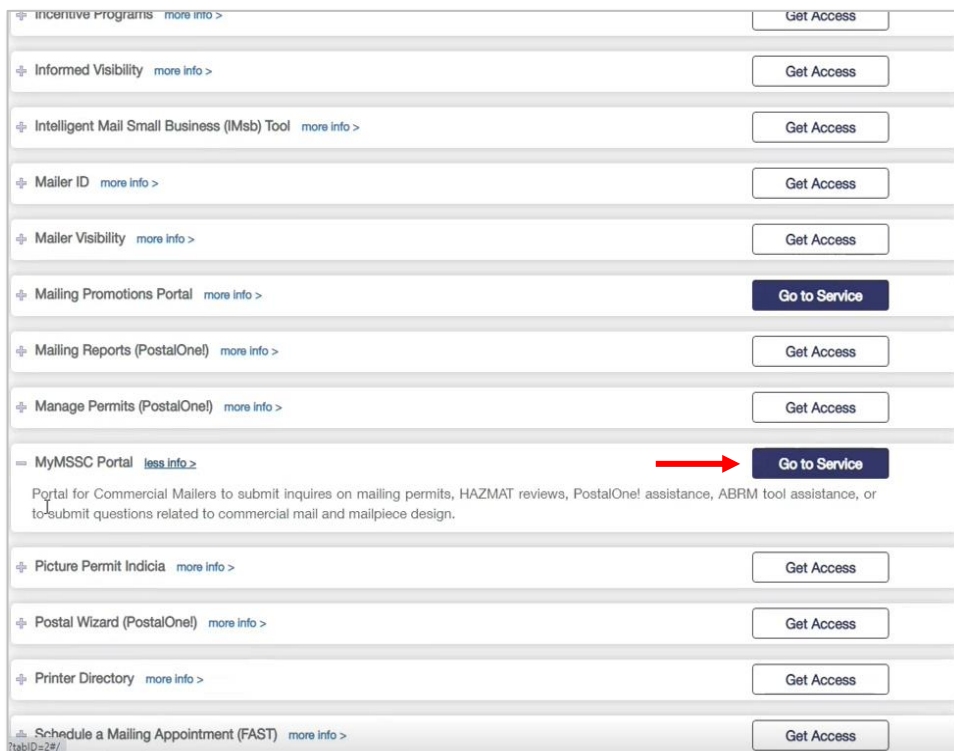


LOG INTO MYMSSC PORTAL

- After successfully logging into BCG, customers select **Mailing Services**



- After selecting Mailing Services, customers scroll to **MyMSSC Portal** and select **Go to Service**



- Customers will be directed to the **MyMSSC Portal**

NAVIGATE THE HOME PAGE

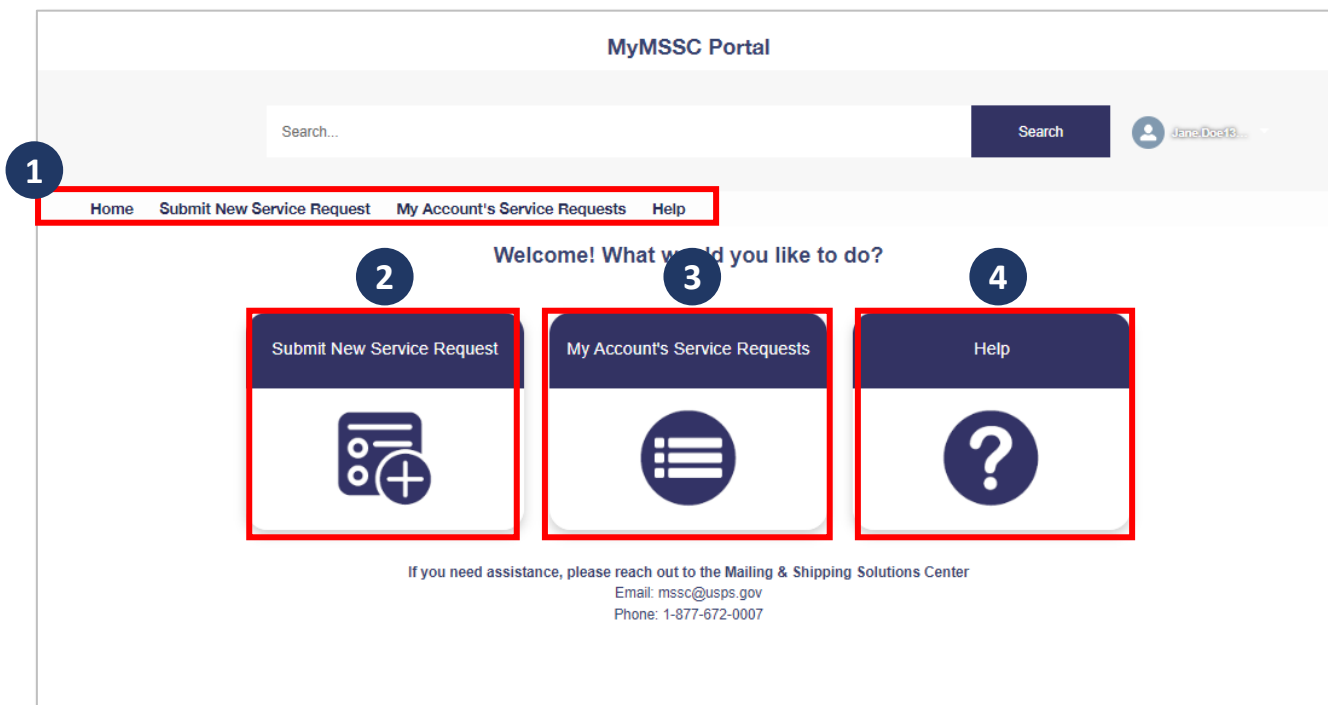


After logging into the MyMSSC Portal, customers will be directed to the MyMSSC Portal Home Page. From the Home Page, customers can complete a number of activities including: viewing and editing profile settings, submitting a new service request, monitoring service requests, and visiting the Help Page.



NAVIGATE THE HOME PAGE

1. While on the **Home Page**, Customers can navigate the MyMSSC Portal using the **Navigation Panel** on the left-hand side of the screen

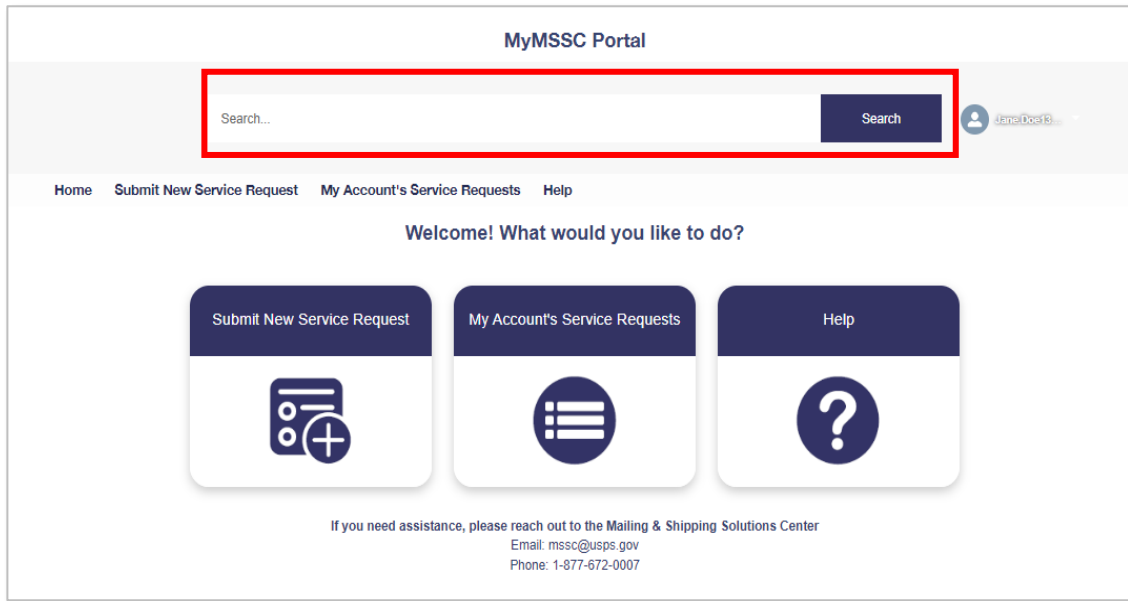


- Also while on the **Home Page**, Customers can:
 2. Select **Submit New Service Request** to create a new SR
 3. Select **My Account's Service Requests** to easily view all their Service Requests
 4. Select **Help** to navigate to the MyMSSC Portal Help page

NAVIGATE THE HOME PAGE

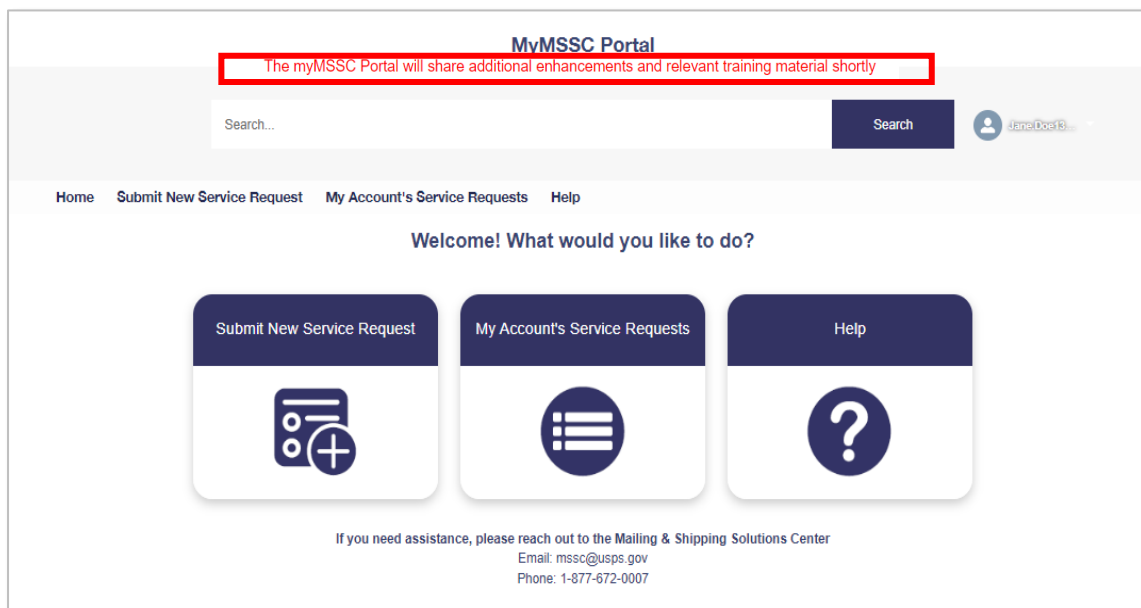
SEARCH FOR SERVICE REQUESTS

- Customers can **search** for an existing Service Request in the Search Bar



VIEW NOTIFICATIONS

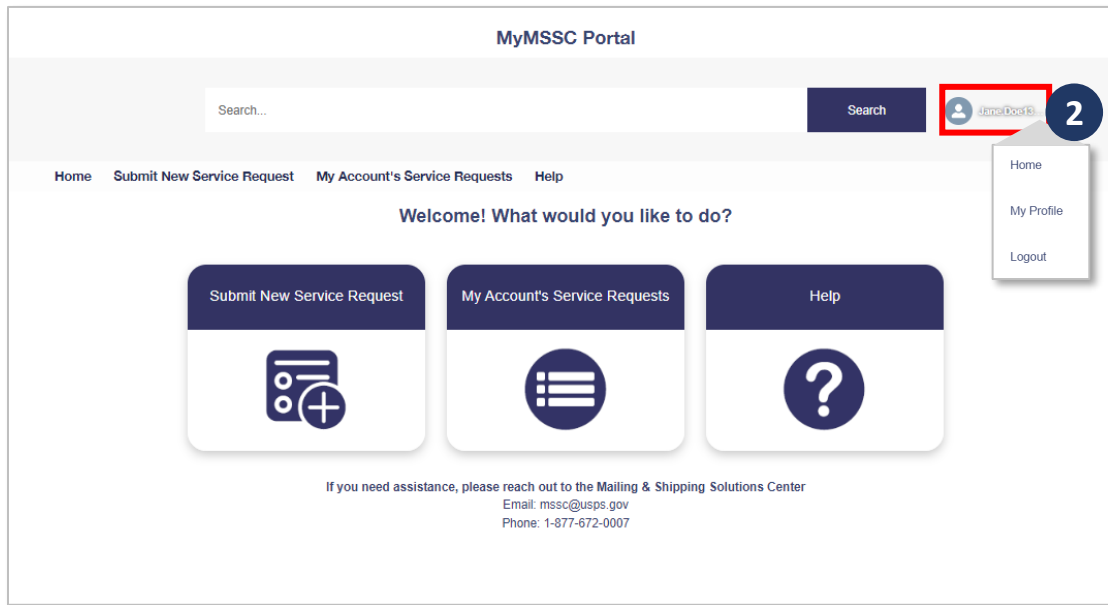
- When posted, Customers can view **Notifications** on the Home Page



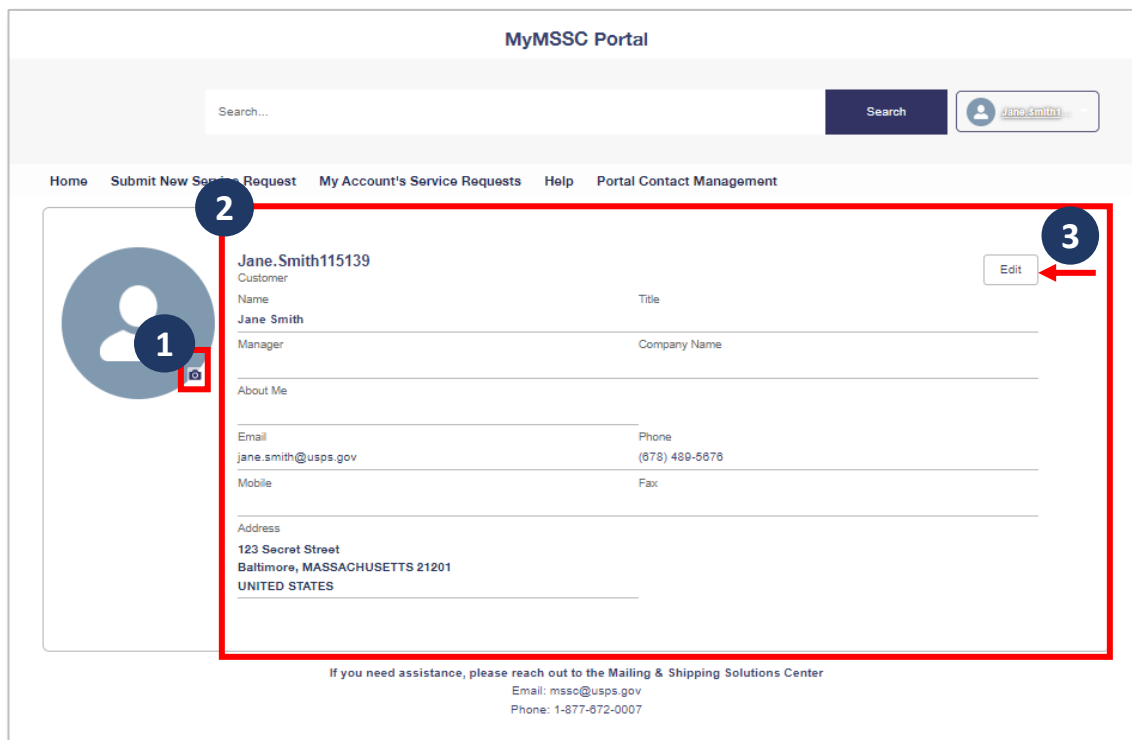
NAVIGATE THE HOME PAGE

VIEW & UPDATE PROFILE DETAILS

- Customers can select the **Profile Avatar** to navigate to **My Profile** where they can update email preferences and view profile details or to **logout** of the MyMSSC Portal



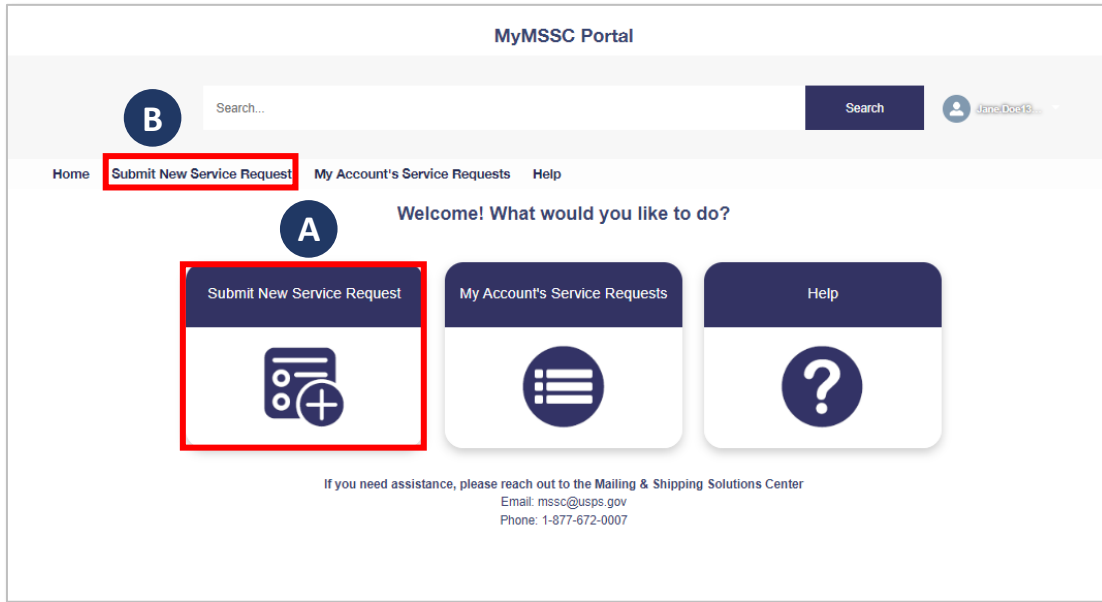
- After navigating to **My Profile**, customers can:
 - Update their profile with a professional picture
 - View their contact information
 - Select **Edit** to update their contact information as appropriate



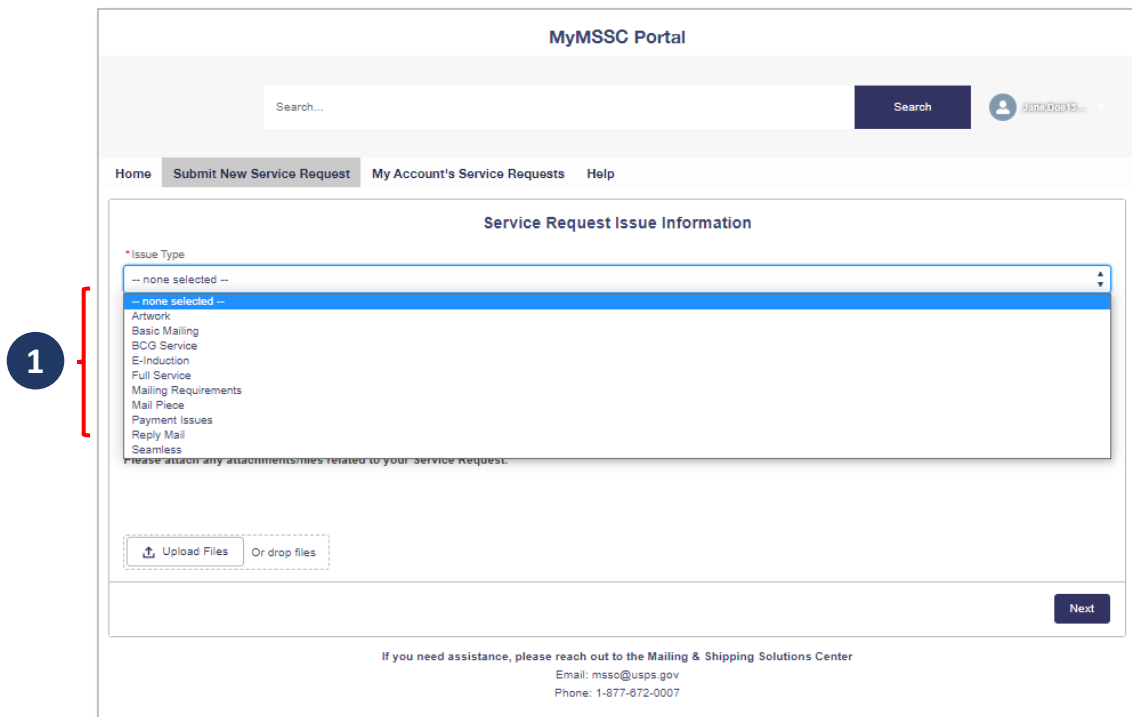
SUBMIT A SERVICE REQUEST

SUBMIT A SERVICE REQUEST

- In order to submit a Service Request, customers can:
 - Select **Submit New Service Request** button from the **Home Page**
 - Select **Submit New Service Request** from any page using the **Navigation tab**



- Customers will view the **Service Request Issue Information** page and select one of the **10 Issue Types** listed



SUBMIT A SERVICE REQUEST

2. Once selected, a brief description of the Issue Type will appear at the top of the page
 - Note: Descriptions of Service Request Issue Types can be found on Page 23 of this guide

The screenshot shows the MyMSSC Portal interface. At the top, there is a search bar and a user profile for 'Jane.Doe13'. Below the navigation bar, the 'Service Request Issue Information' form is displayed. A red bracket labeled '1' points to the 'Issue Type' dropdown menu, which is open and shows a list of options including Artwork, Basic Mailing, BCG Service, E-Induction, Full Service, Mailing Requirements, Mail Piece, Payment Issues, Reply Mail, and Seamless. A red box labeled '2' highlights the 'ARTWORK' option, which has a sub-description: 'ARTWORK – Requesting Reply Mail artwork creation (not election related), evaluations of mailpiece design, and assistance with ABRM Tool from our Mailpiece Design Analysts'. Below the dropdown, there are fields for 'Category', 'Service Request Description', and 'Office of Origin Entry Zip Code'. A 'Next' button is located at the bottom right of the form.

3. Customers should complete the remaining Issue Information fields :
 - A. **Category**
 - B. **Subcategory**
 - C. **Service Request Description**
 - D. **Office of Origin Entry Zip Code**
 - Note: All fields marked with * are **required fields** and the Customer will encounter an **error message** if they attempt to proceed without providing all appropriate information for the request

SUBMIT A SERVICE REQUEST

3 Service Request Issue Information

ARTWORK – Requesting Reply Mail artwork creation (not election related), evaluations of mailpiece design, and assistance with ABRM Tool from our Mailpiece Design Analysts

* Issue Type
Artwork

* Category
Artwork Creation Using the Automated Business Reply Mail (ABRM) Tool **A**

* Sub Category
ABRM Tool Artwork Question **B**

* Service Request Description
ABRM Tool issues when creating artwork **C**

* Office of Origin Entry Zip Code
20305 **D**

Please attach any attachments/files related to your Service Request.

Upload Files Or drop files

Next

- Customers can also upload a relevant file(s), if appropriate, to the Service Request by selecting **Upload Files or drop a file**
- Customers will confirm the relevant file(s) is uploaded by viewing the **green checkmark** and selecting **Done** to return to the SR Issue Information page
- Customers will select **Next** to continue creating the Service Request

4 Service Request Issue Information

Issue Information

ARTWORK – Requesting Reply Mail artwork creation (not election related), evaluations of mailpiece design, and assistance with ABRM Tool from our Mailpiece Design Analysts

* Issue Type
Artwork

* Category
Artwork Creation Using the Automated Business Reply Mail (ABRM) Tool

* Sub Category
ABRM Tool Artwork Question

* Service Request Description
ABRM Tool issues when creating artwork

* Office of Origin Entry Zip Code
20305

Please attach any attachments/files related to your Service Request.

artwork file.jpg

Upload Files Or drop files

5 Upload Files

artwork file.jpg
100 KB

1 of 1 file uploaded

Done

6 Next

SUBMIT A SERVICE REQUEST

- Customers are taken to the **Service Request Contact Information page**, where they can verify or update their **Company, Contact, Address** and **CRID** information as needed
- Once reviewed, select **Next**

7

Service Request Contact Information

<div style="margin-bottom: 5px;">Company Name</div> <input style="width: 95%; border: 1px solid #ccc; padding: 5px;" type="text" value="ABC Corporation"/>	<div style="margin-bottom: 5px;">CRID</div> <input style="width: 95%; border: 1px solid #ccc; padding: 5px;" type="text" value="54321"/>
<div style="margin-bottom: 5px;">First Name</div> <input style="width: 95%; border: 1px solid #ccc; padding: 5px;" type="text" value="John"/>	<div style="margin-bottom: 5px;">Phone Number</div> <input style="width: 95%; border: 1px solid #ccc; padding: 5px;" type="text" value="5555555555"/>
<div style="margin-bottom: 5px;">Last Name</div> <input style="width: 95%; border: 1px solid #ccc; padding: 5px;" type="text" value="Doe"/>	<div style="margin-bottom: 5px;">Email</div> <input style="width: 95%; border: 1px solid #ccc; padding: 5px;" type="text" value="john@example.com"/>
<div style="margin-bottom: 5px;">Street</div> <input style="width: 95%; border: 1px solid #ccc; padding: 5px;" type="text" value="800 N Glebe Rd"/>	<div style="margin-bottom: 5px;">Country</div> <div style="border: 1px solid #ccc; padding: 5px; display: flex; justify-content: space-between; align-items: center;"> UNITED STATES ▼ </div>
<div style="margin-bottom: 5px;">City</div> <input style="width: 95%; border: 1px solid #ccc; padding: 5px;" type="text" value="Arlington"/>	<div style="margin-bottom: 5px;">Postal Code</div> <input style="width: 95%; border: 1px solid #ccc; padding: 5px;" type="text" value="20620"/>
<div style="margin-bottom: 5px;">State</div> <div style="border: 1px solid #ccc; padding: 5px; display: flex; justify-content: space-between; align-items: center;"> VA - Virginia ▼ </div>	

Previous

8
Next

- Customers will be taken to the **Service Request Review page** to verify the **Issue Information, Company, Contact, Address**, and **Business Information** are correct
- If any information needs to be updated, select **Previous** to return to the SR Issue and Contact Information pages
- Once the information is reviewed, Customers will select **Submit** from the Service Request Review page, which will **create the SR**

SUBMIT A SERVICE REQUEST

9 Service Request Review

Please Review the Following Information below. If you need to change any information, click the "Previous" button below.

<p>Issue Type: Artwork Category: Artwork Creation Using the Automated Business Reply Mail (ABRM) Tool Sub Category: ABRM Tool Artwork Question</p> <p>Company Name: ABC Corporation</p> <p>First Name: John Email: john@example.com</p> <p>Street: 800 N Glebe Rd State: VA - Virginia Postal Code: 20620</p> <p>Office of Origin Entry Zip Code: 20305</p>	<p>Service Request Description: ABRM Tool issues when creating artwork</p> <p>Attachments: <input type="checkbox"/></p> <p>CRID: 54321</p> <p>Last Name: Doe Phone: 5555555555</p> <p>City: Arlington Country: UNITED STATES</p>
--	--

10 Previous
11 Submit

12. After selecting submit, Customers receive a **confirmation message** that their Service Request was submitted successfully
- Customers can select the **Home** button to navigate back to the Home Screen
 - Customers can select **Create New Service Request** to navigate to the Service Request Issue Information page and create a new SR

MyMSSC Portal

Search

Jane.Doe13

Home
Submit New Service Request
My Account's Service Requests
Help

Your service request, **SR# 42463898**, has been created and submitted. You will receive a follow up email if additional information is required to investigate your issue and when your service request is Closed.

Create New Service Request

If you need assistance, please reach out to the Mailing & Shipping Solutions Center
 Email: mssc@usps.gov
 Phone: 1-877-672-0007



SUBMIT A SERVICE REQUEST

- Customers may select **My Account's Service Requests** to navigate to the newly created SR details page
- Once updates are available, they appear on the **Service Request page** within the MyMSSC Portal

MyMSSC Portal

Search... Search

Home [Submit New Service Request](#) **My Account's Service Requests** [Help](#) [Portal Contact Management](#)

My Account's Open Service Requests [My Account's Closed Service Requests](#) [All My Account's Service Requests](#)

3 items • Sorted by Service Request Number • Filtered by All service requests - Status, contactIsActiveUser, Service Request Record Type ⚙

S...	Status	Date/Time Ope...	Conta...	Issue	Category	Sub Category	
1	42463428	Awaiting Evidence	10/14/2022 10:57 AM	Jane Doe	Artwork	Artwork Request (Non-Election Mail)	Courtesy Reply Mail (CRM)
2	42463898	New	10/17/2022 12:37 PM	Jane Doe	BCG Servi...	Nonprofit CRID/MID Customer Validatio...	Questions/Inquiries
3	42463906	New	10/17/2022 4:43 PM	Jane Sm...	Artwork	Artwork Creation Using the Automated ...	ABRM Tool Artwork Questi...

MyMSSC Portal

Search... Search

Home [Submit New Service Request](#) **My Account's Service Requests** [Help](#) [Portal Contact Management](#)

Service Request
Artwork

Priority: MyMSSC Portal Status: New Service Request Number: 42463906

Details Attachments

Service Request Number 42463906	Status New
Company Name ABC Corporation	Issue Artwork
First Name Jane	Category Artwork Creation Using the Automated Business Reply Mail (ABRM) Tool
Last Name Smith	Sub Category ABRM Tool Artwork Question
Mailer CRID	Service Request Description Issue related to Automated Business Reply Mail Tool
Mailer ID	Permit Number
Street 123 Secret Street	Permit Zip Code
City Baltimore	Job ID
State MA - Massachusetts	MailingGroupId
Email	Office of Origin Entry Zip Code
Phone (878) 499-5676	
EPA #	
Contact Name Jane Smith	

> Additional Information

> Web Information



SUBMIT A SERVICE REQUEST

ISSUE TYPES SERVICED

- Listed below are the descriptions of each Issue Type customers can select for their Service Request

ISSUE	DESCRIPTION
ARTWORK	Requesting Reply Mail artwork creation (not election related), evaluations of mailpiece design, and assistance with ABRM Tool from our Mailpiece Design Analysts
BASIC MAILING	For questions related to mail class classifications, postage statements, Nonprofit, requirements for mailings, pricing, bulk mailing permit types (Permit Imprint, Metered, Precanceled, shipping permits), fees and payment, and permit account maintenance
BCG SERVICE	For questions and issues related to services within the Business Customer Gateway such as Postal Wizard, IMsb Tool, EDDM, EPOBOL, CRIDs and MIDs, permit issues, mailing reports, BSA Responsibilities and User Role issues, Incentive Programs, Electronic Nicotine Delivery System (ENDS) application, and Customer Label Distribution System (CLDS)
E-INDUCTION	Inquiries related to eDoc Submission, Mailer Scorecard/Automated Assessments, and Drop Shipment Entry
FULL SERVICE	Inquiries related Service Type IDs, Automated Assessments, Mailer Scorecard errors, barcodes, or general questions regarding Full Service
MAILING REQUIREMENTS	For questions related to mail class classifications, postage statements, requirements for mail preparation, USPS Returns, Periodicals, Premium Forwarding Service Commercial, Mail Anywhere, eVS, and Intelligent Mail
MAIL PIECE	Requesting physical sample testing, Political/Election/UOCAVA design evaluations, Official Election Mail (OEM) Logos, addressing, Move Update methods, and Hazmat requirements
PAYMENT ISSUES	For issues related to your Enterprise Payment System account
REPLY MAIL	Business Reply Mail (BRM), Qualified Business Reply Mail (QBRM), International Business Reply Service (IBRS), Courtesy Reply Mail, Permit Reply Mail, Metered Reply Mail; design evaluations, opening a new permit/+4 zip acquisition (PS Form 6805), submitting physical QBRM samples, rate categories and fees, upgrading from BRM to QBRM
SEAMLESS	For information on Seamless Parallel, Postage Assessment Factor (PAF), Drop Shipment Destination Entry, Quality Threshold, Mailer Scorecard, eDoc Submission, and the TEM - Testing Environment for Mailers



SUBMIT A SERVICE REQUEST

ISSUE TYPE CATEGORIES & SUBCATEGORIES

- Listed below are the descriptions of each Issue Type customers can select for their Service Request

ISSUE	CATEGORY		
ARTWORK	<ul style="list-style-type: none"> Artwork Creation Using the Automated Business Reply Mail (ABRM) Tool 	<ul style="list-style-type: none"> Artwork Request (Non-Election Mail) 	
BASIC MAILING	<ul style="list-style-type: none"> Nonprofit Election Mail – MRC Political Mail – MRC Express Mail Express Mail Corporate Accounts Customer Education Training/Seminar 	<ul style="list-style-type: none"> Intelligent Mail International Mail Mail Anywhere Periodicals Permit Premium Forwarding Service Commercial 	<ul style="list-style-type: none"> Postage Due Accounts Postage Statement Precancelled Stamps Pricing Self-Service Terminal USPS Returns
BCG SERVICE	<ul style="list-style-type: none"> Electronic Nicotine Delivery System (ENDS) Application Nonprofit CRID/MID Customer Validation Tool Business Customer Gateway Customer Label Distribution System (CLDS) 	<ul style="list-style-type: none"> EDDM EPOBOL IMsb Tool Incentive Programs 	<ul style="list-style-type: none"> Postal Wizard Online Permit Creation CRIT MID
E-INDUCTION	<ul style="list-style-type: none"> Automated Assessments eDoc 	<ul style="list-style-type: none"> Full-Service Mailer Scorecard 	<ul style="list-style-type: none"> Seamless Acceptance
FULL SERVICE	<ul style="list-style-type: none"> Automated Assessments eDoc 	<ul style="list-style-type: none"> Full-Service Mailer Scorecard 	<ul style="list-style-type: none"> Seamless Acceptance
MAILING REQUIREMENTS	<ul style="list-style-type: none"> Nonprofit Election Mail – MRC Political Mail – MRC Express Mail Express Mail Corporate Accounts Customer Education Training/Seminar 	<ul style="list-style-type: none"> Intelligent Mail International Mail Mail Anywhere Periodicals Permit Premium Forwarding Service Commercial 	<ul style="list-style-type: none"> Postage Due Accounts Postage Statement Precancelled Stamps Pricing Self-Service Terminal USPS Returns
MAIL PIECE	<ul style="list-style-type: none"> Address Change service Addressing Ancillary Service Endorsements CMM – Customized Market Mail 	<ul style="list-style-type: none"> Hazmat Mailability Review Mailpiece Evaluation 	<ul style="list-style-type: none"> Election Mail – MDA Political Mail – MDA Testing – Physical Samples Required
PAYMENT ISSUES	<ul style="list-style-type: none"> Enterprise Payment System 		
REPLY MAIL	<ul style="list-style-type: none"> BRM – Business Reply Mail QBRM – Qualified Business Reply Mail 	<ul style="list-style-type: none"> IBRS – International Business Reply Mail Service CRM – Courtesy Reply Mail 	<ul style="list-style-type: none"> PRM – Permit Reply Mail MRM – Permit Reply Mail
SEAMLESS	<ul style="list-style-type: none"> Automated Assessments eDoc 	<ul style="list-style-type: none"> Full-Service Mailer Scorecard 	<ul style="list-style-type: none"> Seamless Acceptance

MANAGE SERVICE REQUESTS



Customers can select **My Account's Service Requests** from the Home page or Navigation tab to view lists of all Service Requests submitted by you.

MANAGE & VIEW SERVICE REQUESTS

- Customers can select **My Account's Service Requests** from the Home page or Navigation tab to view lists of all Service Requests submitted by you
 - My Account's Open Service Requests:** Services Requests created for your account that have not been Closed
 - My Account's Closed Service Requests:** Service Requests created for your account that have been Closed
 - All My Account's Service Requests:** All your account's Service Requests at various stages

The screenshot shows the MyMSSC Portal interface. At the top, there is a search bar and a user profile for Jane.Doe13. Below the search bar is a navigation bar with tabs: Home, Submit Service Request (labeled A), My Account's Service Requests (labeled B), and Help (labeled C). Below the navigation bar are three sub-tabs: My Account's Open Service Requests (highlighted with a red box), My Account's Closed Service Requests, and All My Account's Service Requests. Below the sub-tabs is a list of 2 items, sorted by Service Request Number. The list has columns for Ser..., Sta..., Date/Time Opened, Conta..., Issue, Category, and Sub Category. The first item is a new Artwork Request (Non-Election Mail) for Jane Doe, and the second is a new BCG Service for Jane Doe.

Ser...	Sta...	Date/Time Opened	Conta...	Issue	Category	Sub Category
1	New	10/14/2022 10:57 AM	Jane Doe	Artwork	Artwork Request (Non-Election Mail)	Courtesy Reply Mail (CRM)
2	New	10/17/2022 12:37 PM	Jane Doe	BCG Service	Nonprofit CRID/MID Customer Validation Tool	Questions/Inquiries

- Customers can filter each Service Request list view by the following items:
 - Service Request Number**
 - Status:** The Status updates to reflect the stage of the Service Request
 - New, Active, Awaiting Evidence, Customer Replied, Closed
 - Date/Time Opened**
 - Contact Name**
 - Issue**
 - Category**
 - Sub Category**



MANAGE SERVICE REQUESTS

MyMSSC Portal

Search...

Home **Submit New Service Request** **My Account's Service Requests** Help

My Account's Open Service Requests My Account's Closed Service Requests All My Account's Service Requests

2 items • Sort by Service Request Number • Filter by Issue, Status, Content, User, Service Request Type

	A Ser...	B Sta...	C Date/Time Opened	D Conta...	E Issue	F Category	G Sub Category
1	42463428	New	10/14/2022 10:57 AM	Jane Doe	Artwork	Artwork Request (Non-Election Mail)	Courtesy Reply Mail (CRM)
2	42463898	New	10/17/2022 12:37 PM	Jane Doe	BCG Service	Nonprofit CRID/MID Customer Validation Tool	Questions/Inquiries

Select the drop-down arrow to filter the list view by each object

Navigate to the Service Request detail page and view more information by selecting the Service Request Number.

- Customers can view what progress has been made on each submitted Service Request by navigating to the **Service Request Details Page**

Service Request
BCG Service

Priority: 4 - Low Status: New Service Request Number: 33607446

Details Attachments

<p>Service Request Number: 33607446</p> <p>Company Name: ABC Corporation</p> <p>First Name: John</p> <p>Last Name: Doe</p> <p>Mailer CRID:</p> <p>Mailer ID: 4562324</p> <p>Street: 800 N Glebe Rd</p> <p>City: Arlington</p> <p>State: VA - Virginia</p> <p>Email:</p> <p>Phone: (555) 555-5555</p> <p>EPA #:</p> <p>Contact Name: John Doe</p>	<p>Status: New</p> <p>Issue: BCG Service</p> <p>Category: MID</p> <p>Sub Category: Acquisition</p> <p>Service Request Description: I need help with my postal issue</p> <p>Permit Number:</p> <p>Permit Zip Code:</p> <p>Job ID:</p> <p>MailingGroupID:</p> <p>Office of Origin Entry Zip Code: 55424</p>
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> **Additional Information**

> **System Information**

If you need assistance, please reach out to the Mailing & Shipping Solutions Center
Email: mssc@usps.gov
Phone: 1-877-672-0007



MANAGE SERVICE REQUESTS



VIEW EMAIL COMMUNICATIONS

- When the MSSC has completed their investigation, they will close the Service Request by changing the SR Status to **Closed**
- The customer will receive an email notification with a link to review the Service Request
 - If the Service Request is not fully resolved, Customers may respond within 72 hours to reopen the Service Request
 - If no email response is received within 72 hours, the Service Request will automatically be closed

Dear Jane Smith,

We are pleased to inform you that your Request has been closed. If your issue is not completely resolved, please reply back to this email within 72 hours to reopen your service request.

We value your feedback! Please take a moment to tell us about your Mailing and Shipping Solutions Center experience for this request. [Click Here](#) to complete a short survey. This will be a brief 5 question survey to gain feedback on your experience with the Mailing and Shipping Solutions Center. Be sure to include your assigned Ticket/Reference No. (included in this e-mail). We look forward to hearing from you!

Reference Number: 33593086

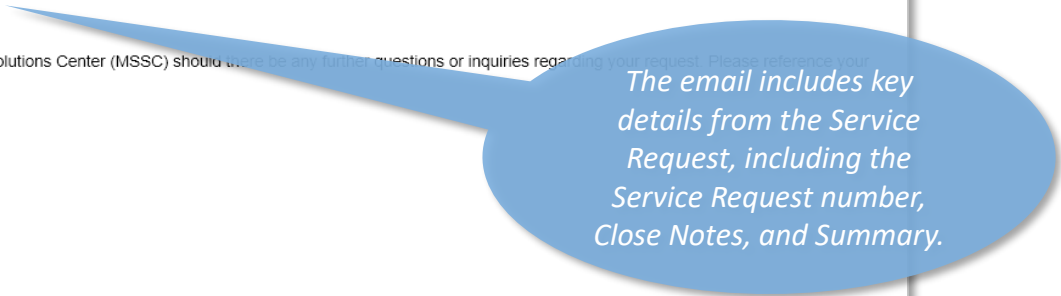
Summary: 6/16/2022 -

No response received

Please do not hesitate to contact the Mailing and Shipping Solutions Center (MSSC) should you have any further questions or inquiries regarding your request. Please reference your assigned Service Request/Reference Number.

Sincerely,

Mailing and Shipping Solutions Center
MSSC@usps.gov (Mailing Requirements Clerk)
MDA@usps.gov (Mailpiece Design Analyst)
Postalone@usps.gov (PostalOne Helpdesk)
 1-877-MRC-0007 (1-877-672-0007)



MANAGE SERVICE REQUESTS

VIEW A CLOSED SERVICE REQUEST

- Customers may review the **closed** Service Request within the MyMSSC Portal

MyMSSC Portal

Search

Jane.Doe13

Home
Submit New Service Request
My Account's Service Requests
Help

Service Request

Artwork

Priority	Status	Service Request Number
MyMSSC Portal	Closed	42463905

Details

Attachments

Service Request Number	Status
42463905	Closed
Company Name	Issue
ABC Corporation	Artwork
First Name	Category
Jane	Artwork Creation Using the Automated Business Reply Mail (ABRM) Tool
Last Name	Sub Category
Doe	ABRM Tool Artwork Question
Mailer CRID	Service Request Description
Mailer ID	ABRM tool issues when creating artwork
Street	Permit Number
123 Secret Street	Permit Zip Code
City	Job ID
Baltimore	MailingGroupId
State	Office of Origin Entry Zip Code
AZ - Arizona	
Email	
Phone	
(487) 346-5432	
EPA #	
Contact Name	
Jane Doe	

> Additional Information

> Web Information

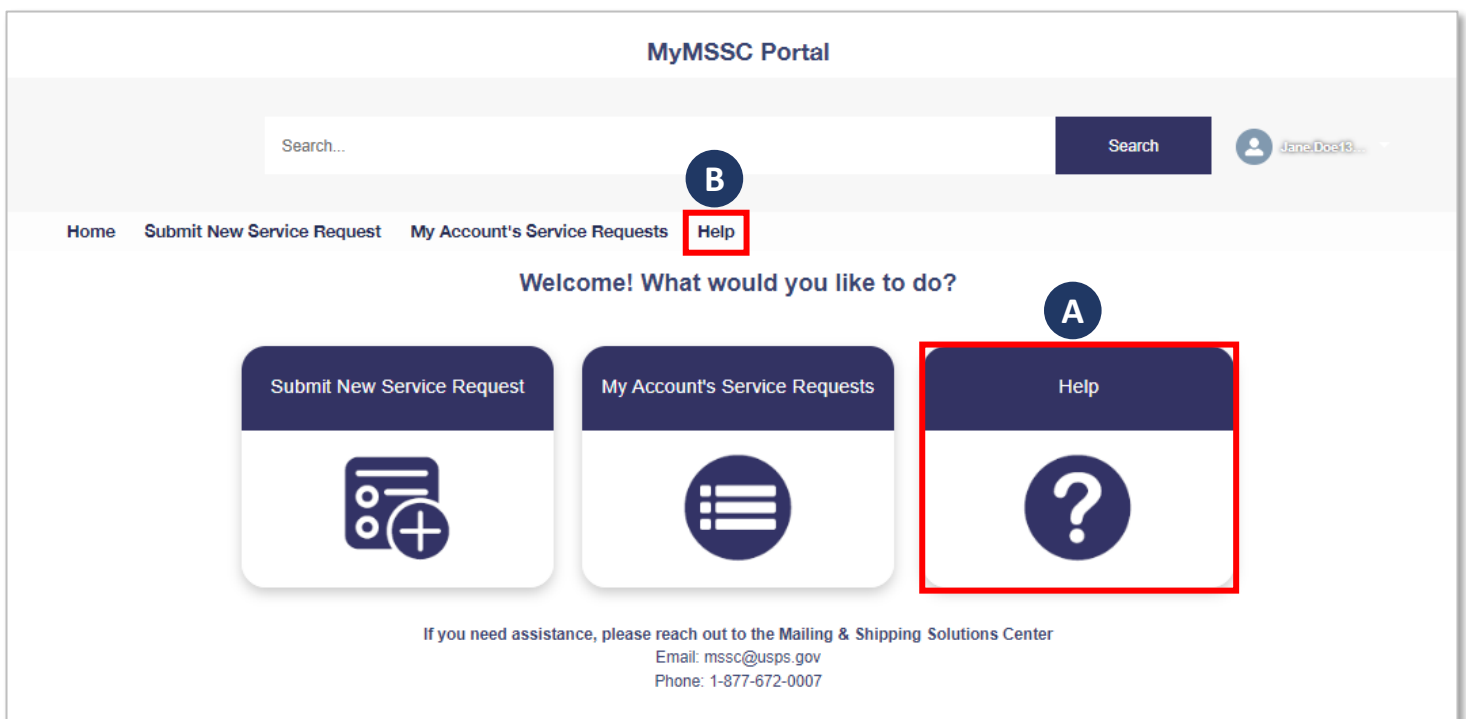
NAVIGATE THE HELP PAGE



Customers can access helpful USPS resources via the Help Page including PostalOne!, Postal Explorer, PostalPro, Domestic Business Calculator, and International Business Calculator.

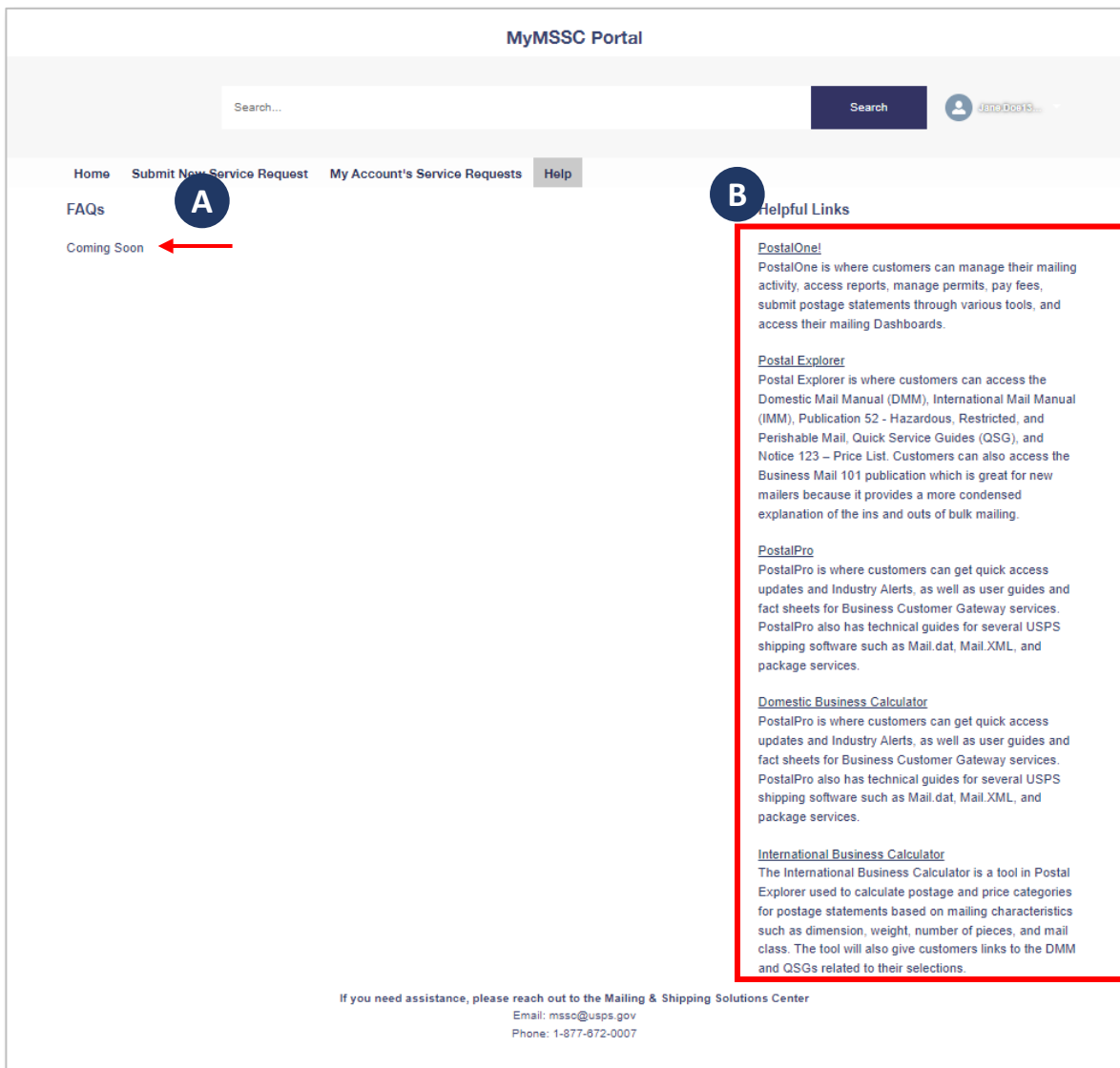
NAVIGATE HELP PAGE

- In order to access helpful documentation Customers can:
 - Select the **Help** button from the **Home Page**
 - Select the **Help** from any page using the **Navigation tab**



NAVIGATE THE HELP PAGE

- Within the **Help Page** there are:
 1. Additional **FAQs** and Knowledge Articles that will be uploaded in the near future for customer use
 2. Helpful Links to other USPS websites:
 - PostalOne
 - Postal Explorer
 - PostalPro
 - Domestic Business Calculator
 - International Business Calculator

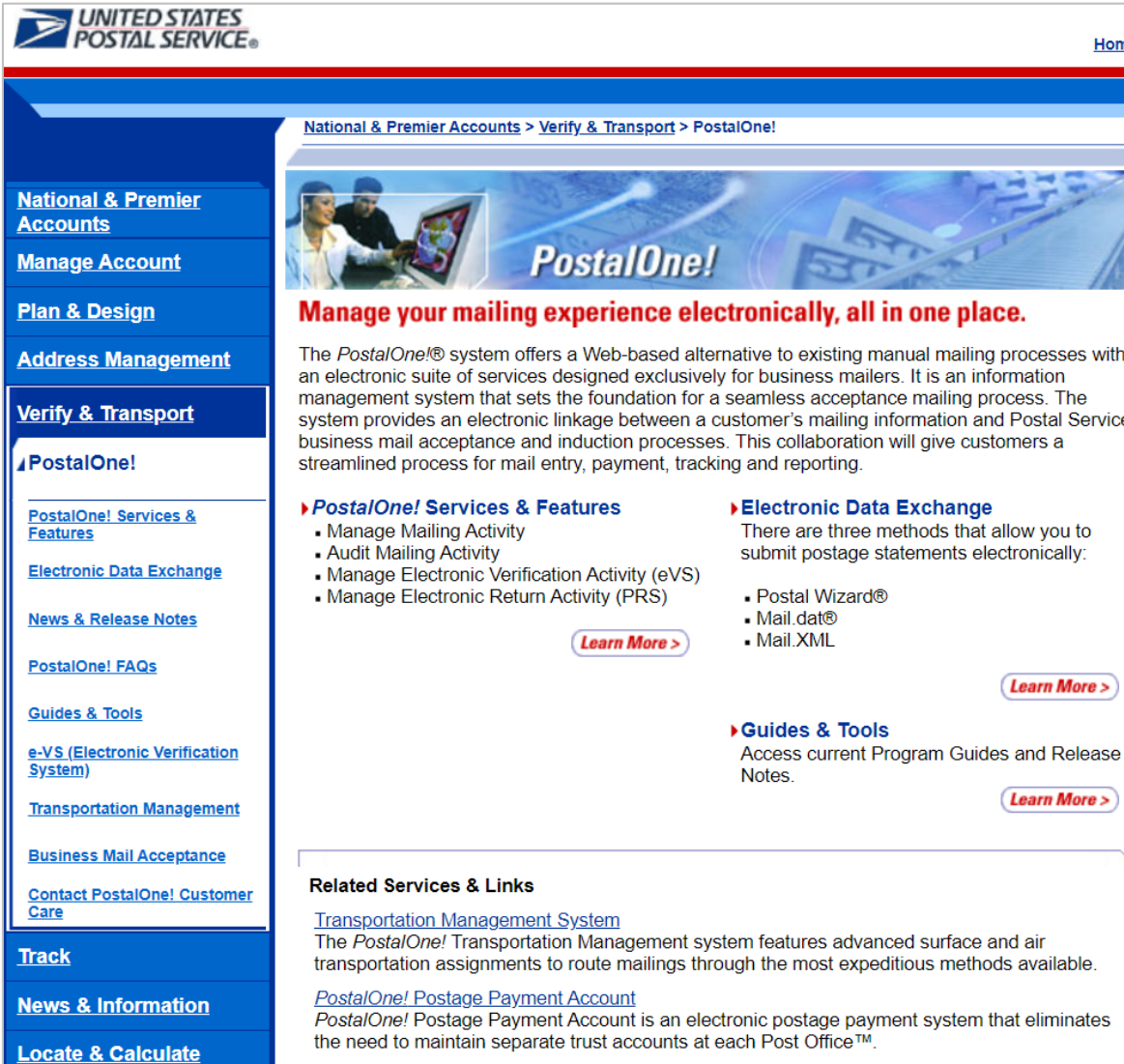


NAVIGATE THE HELP PAGE

POSTAL ONE

PostalOne is where customers can manage:

1. *Mailing activity*
2. *Access reports*
3. *Manage permits*
4. *Pay fees*
5. *Submit postage statements through various tools*
6. *Access their mailing dashboards*




The screenshot shows the PostalOne help page interface. At the top left is the United States Postal Service logo. A breadcrumb trail reads: [National & Premier Accounts](#) > [Verify & Transport](#) > [PostalOne!](#). The left sidebar contains a navigation menu with categories: National & Premier Accounts, Manage Account, Plan & Design, Address Management, Verify & Transport (selected), Track, News & Information, and Locate & Calculate. Under the 'Verify & Transport' category, 'PostalOne!' is expanded, showing links for PostalOne! Services & Features, Electronic Data Exchange, News & Release Notes, PostalOne! FAQs, Guides & Tools, e-VS (Electronic Verification System), Transportation Management, Business Mail Acceptance, and Contact PostalOne! Customer Care. The main content area features a header image with the text 'PostalOne!' and the tagline 'Manage your mailing experience electronically, all in one place.' Below this is a descriptive paragraph about the system. Two columns of content follow: 'PostalOne! Services & Features' with a bulleted list of activities and a 'Learn More >' button; and 'Electronic Data Exchange' with a list of submission methods and another 'Learn More >' button. A 'Guides & Tools' section is also present with a 'Learn More >' button. At the bottom, a 'Related Services & Links' section includes links to the Transportation Management System and PostalOne! Postage Payment Account, each with a brief description.

NAVIGATE THE HELP PAGE

POSTAL EXPLORER

Postal Explorer is where customers can access the:

1. *Domestic Mail Manual (DMM),*
 2. *International Mail Manual (IMM),*
 3. *Publication 52 - Hazardous, Restricted, and*
 4. *Perishable Mail,*
 5. *Quick Service Guides (QSG), and*
 6. *Notice 123 – Price List.*
- Customers can also access the Business Mail 101 publication which is great for new mailers because it provides a more condensed explanation of the ins and outs of bulk mailing



Postal Explorer

Latest Updates

PE Tools ▾
Publications ▾
Business Solutions ▾
Archives ▾
Help ▾
🔍 Search

Domestic Mail

Domestic Mail Manual (DMM) [HTML](#) | [PDF](#)

DMM Subject Index [HTML](#) | [PDF](#)

DMM Summary of Changes [HTML](#) | [PDF](#)

Quick Service Guides [HTML](#) | [PDF](#)

Customer Support Rulings (CSR) [HTML](#)

Postal Addressing Standards (PUB 28) [HTML](#) | [PDF](#)

Nonprofit USPS Marketing Mail Eligibility (PUB 417) [HTML](#) | [PDF](#)

A Customer's Guide to Mailing (DMM 100) [HTML](#) | [PDF](#)

Hazardous, Restricted, and Perishable Mail (PUB 52) [HTML](#) | [PDF](#)

HAZMAT Search Tool

PACT Act Information and Forms (Including ENDS/Vaping Requirements)

International Mail

International Mail Manual (IMM) [HTML](#) | [PDF](#)

IMM Subject Index [HTML](#) | [PDF](#)


Individual Country Listings [HTML](#) | [PDF](#)

Country Price Groups and Weight Limits [HTML](#) | [PDF](#)

Prices

Price List (Notice 123) [HTML](#) | [PDF](#)

Time Limited Price Change Effective 10/02/22-01/21/23 [Documents](#)


Video Library

NAVIGATE THE HELP PAGE

POSTALPRO

PostalPro is where customers can get:

- Quick access updates and Industry Alerts, as well as user guides and fact sheets for Business Customer Gateway services
- Technical guides for several USPS shipping software such as Mail.dat, Mail.XML, and package services

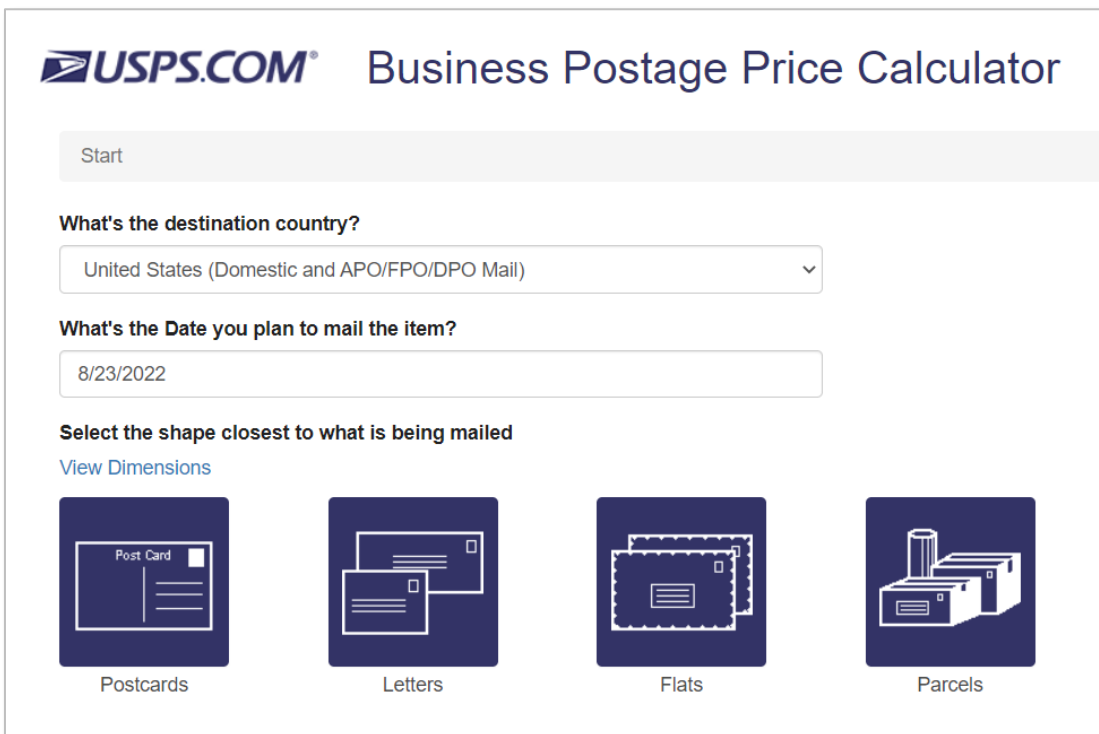
The screenshot shows the USPS PostalPro website. At the top left is the USPS logo and the 'POSTALPRO' brand name. A navigation bar contains links for 'Mailing and Shipping', 'Promotions & Incentives', 'Industry Forum', 'Operations', 'Certifications', 'Resources', and 'Contact'. The main content area features a blue-tinted background image of a mail processing facility. Overlaid on this are two prominent links: 'USPS Service Alerts and Disruptions' and 'COVID-19 Business Mail Information and Forms'. Below these is a search bar labeled 'Search PostalPro'. A horizontal menu lists various services: Price Change, Enterprise Payment, A-Z Site Index, Informed Visibility® (IV®), Latest Updates, *USPS Service Alerts*, Subscribe to Updates via RSS, Academic Outreach, PACT ACT Changes, Geospatial Info Systems (GIS), and Election Mail. The bottom section is titled 'Featured Updates' and contains a card for a 'FACT SHEETS' dated 08/18/2022, titled 'Seamless Acceptance Undocumented Mail Fact Sheet', which provides insight into error reporting and best practices.

NAVIGATE THE HELP PAGE

DOMESTIC BUSINESS CALCULATOR

The **Domestic Business Calculator** is a tool in Postal Explorer used to calculate postage and price categories for postage statements based on mailing characteristics such as:

1. *Dimension*
 2. *Weight*
 3. *Number of pieces*
 4. *Mail class*
- The tool can also give customers links to the DMM and QSGs related to their selections



The screenshot shows the USPS Business Postage Price Calculator interface. At the top left is the USPS.COM logo. The title is "Business Postage Price Calculator". Below the title is a "Start" button. The first question is "What's the destination country?" with a dropdown menu showing "United States (Domestic and APO/FPO/DPO Mail)". The second question is "What's the Date you plan to mail the item?" with a text input field containing "8/23/2022". The third question is "Select the shape closest to what is being mailed" with a link "View Dimensions". Below this are four icons representing different mail classes: Postcards, Letters, Flats, and Parcels.

USPS.COM Business Postage Price Calculator

Start

What's the destination country?
United States (Domestic and APO/FPO/DPO Mail) ▼

What's the Date you plan to mail the item?
8/23/2022

Select the shape closest to what is being mailed
[View Dimensions](#)

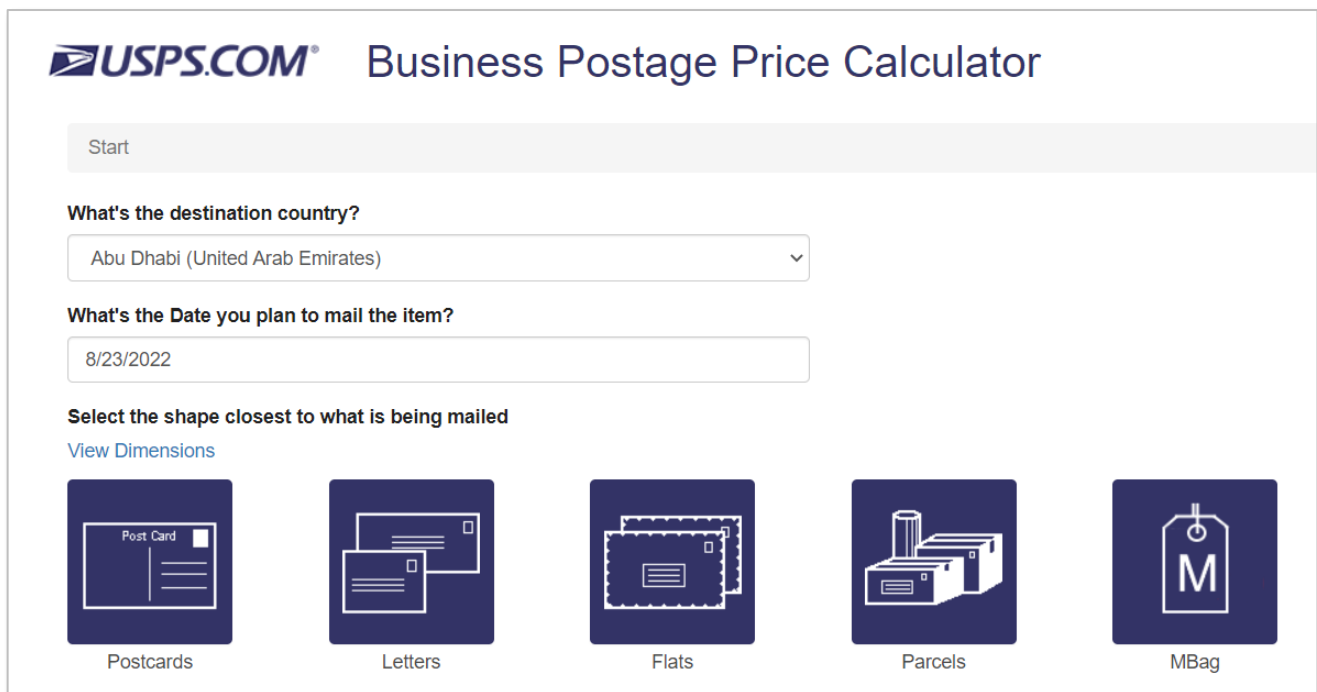
Postcards Letters Flats Parcels

NAVIGATE THE HELP PAGE

INTERNATIONAL BUSINESS CALCULATOR

The **International Business Calculator** is a tool in Postal Explorer used to calculate postage and price categories for postage statements based on mailing characteristics such as:

1. *Destination Country*
 2. *Dimension*
 3. *Weight*
 4. *Number of pieces*
 5. *Mail class*
- The tool can also give customers links to the DMM and QSGs related to their selections.





BSA ROLE OVERVIEW

As the Business Service Administrator (BSA), it is your responsibility (or shared responsibility) to manage and grant access to users in the Business Customer Gateway (BCG) **AND** the MyMSSC Portal. BSAs are required to complete the following steps in order to enable users in the MyMSSC Portal:

1. *Grant the user access to the MyMSSC Portal service in the BCG*
2. *Acquire the user's BCG username*
3. *Grant the user access to the MyMSSC Portal by creating a Portal User within the MyMSSC Portal*

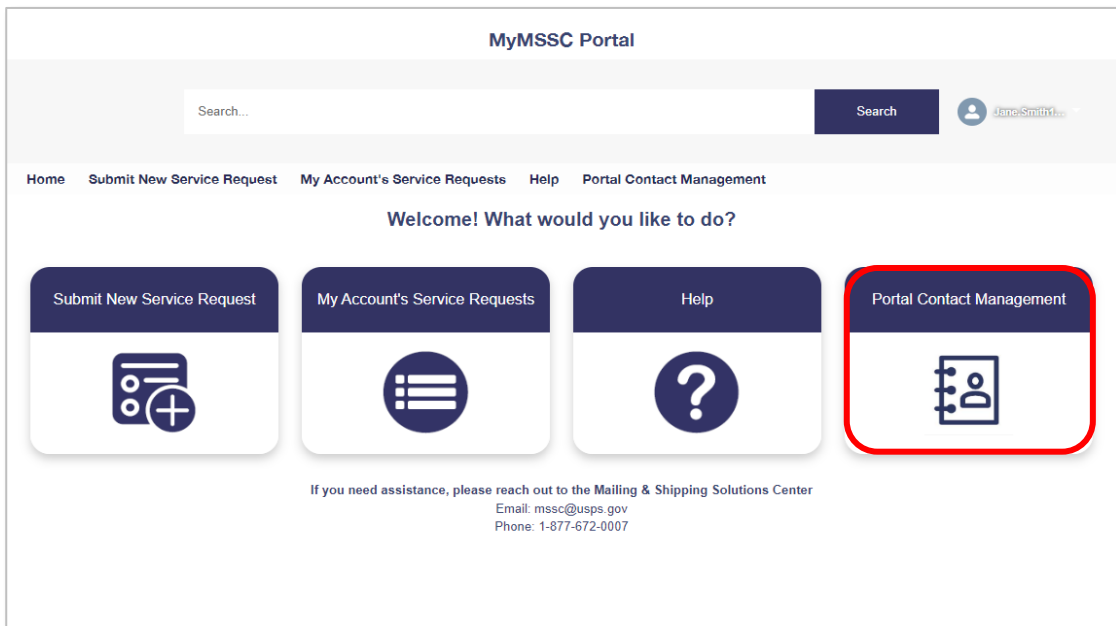
Step by step instructions on how to grant users access to the MyMSSC Portal can be referenced on Pages 37-42 of the MyMSSC Portal User Guide.

Please note, as the BSA you are also able to submit new Service Requests, check the status of working requests, and access details from past requests submitted.

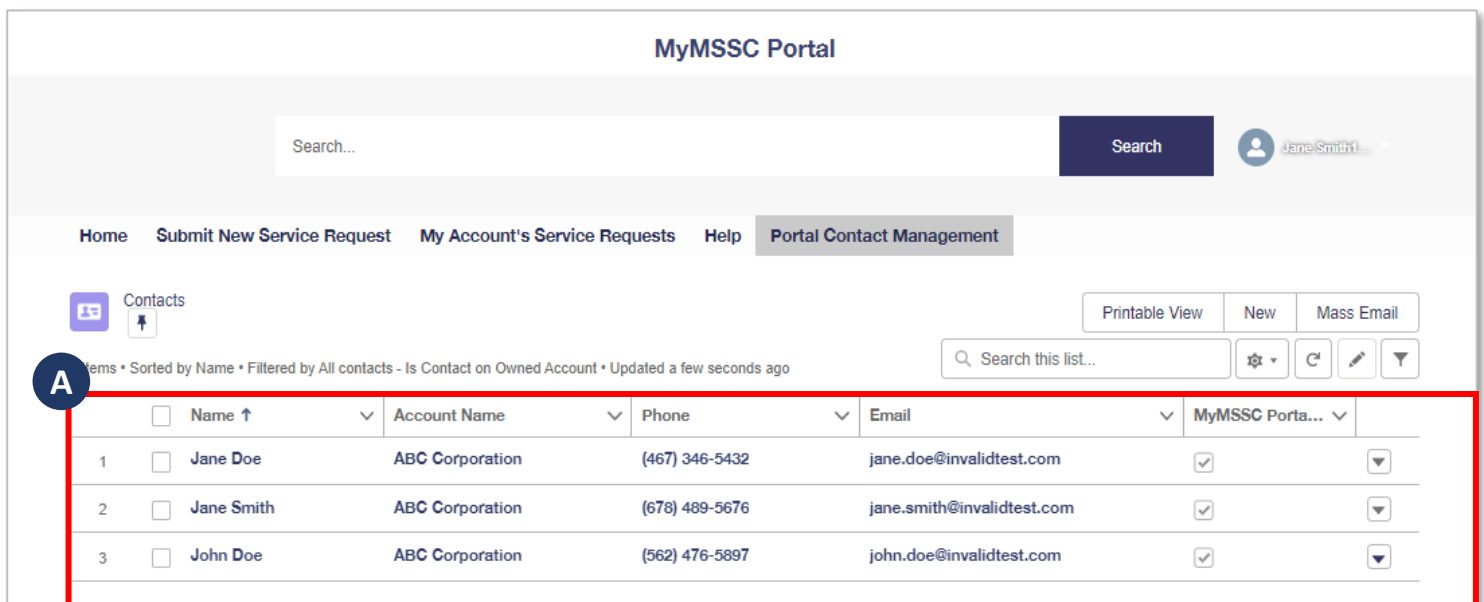
BSA ROLE & RESPONSIBILITIES

CREATE A CONTACT

- In order to create a Portal User within the MyMSSC Portal, customers assigned the role of BSA will select **Portal Contact Management**



- Next, the BSA will review existing contacts to determine if the contact exists or needs to be created in the MyMSSC Portal




BSA ROLE & RESPONSIBILITIES


- If the contact who needs to be enabled in the MyMSSC Portal is not in the contacts list on the **Portal Contact Management Page**, the BSA will select **New**


MyMSSC Portal

Search

 Jane Smith1...

Home
Submit New Service Request
My Account's Service Requests
Help
Portal Contact Management






Contacts

Printable View 

New

Mass Email

3 items • Sorted by Name • Filtered by All contacts - Is Contact on Owned Account • Updated a few seconds ago

	<input type="checkbox"/> Name ↑	Account Name	Phone	Email	<input type="checkbox"/> MyMSSC Porta...
1	<input type="checkbox"/> Jane Doe	ABC Corporation	(467) 346-5432	jane.doe@invalidtest.com	<input checked="" type="checkbox"/>
2	<input type="checkbox"/> Jane Smith	ABC Corporation	(678) 489-5676	jane.smith@invalidtest.com	<input checked="" type="checkbox"/>
3	<input type="checkbox"/> John Doe	ABC Corporation	(562) 476-5897	john.doe@invalidtest.com	<input checked="" type="checkbox"/>

The BSA will be able to view which Contacts are currently enabled for the MyMSSC Portal with the MyMSSC Portal Enabled checkbox

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BSA ROLE & RESPONSIBILITIES

- The BSA then completes **all required fields** on the **New Contact Page** - including the phone number and email address
- When all Contact Information is added, the BSA will select **Save**

New Contact: MSSC Contact

Contact Information

* Name

Salutation

First Name

* Last Name

Title

Status

Account Name

myMSSC Portal Enabled

BCG Username

BCG Customer Number

* Phone

Phone Ext.

Mobile

Alternate Phone

* Email

Preferred Phone Number

Address Information

Mailing Address

Mailing Country

Mailing Street

Mailing City

Mailing State/Province

Other Address

Other Country

Other Street

Other City

Other State/Province

BSA ROLE & RESPONSIBILITIES

CREATE A PORTAL USER

- The BSA will be re-directed to the newly created **Contact Page**
 - The BSA then enters the new **user's BCG Username** within the Portal User Generator
 - Then, the BSA selects **Create Portal User**
 - Please note, the new user must have an existing BCG Account in order to be activated as a MyMSSC Portal User

The screenshot shows the 'Contact Information' and 'Address Information' sections of a USPS portal. The 'Contact Information' section includes fields for Name (Ted Smith), Title, Status (Active), Account Name (ABC Corporation), myMSSC Portal Enabled (checkbox), BCG Username, and BCG Customer Number. The 'Address Information' section includes Mailing Address (123 Street, Alexandria, VIRGINIA 22306, UNITED STATES) and Other Address (UNITED STATES). A 'Portal User Generator' section is highlighted with a red box, showing a 'BCG Username' field containing 'contact01.smith' and a 'Create Portal User' button. A notification below the button reads 'Successfully created user.'.

1 → **Portal User Generator**

2 → **Create Portal User**


Confirm BCG Username is spelled correctly. Please note the BCG Username is also Case Sensitive.

A notification that reads "Successfully Created User" will display if the BSA is successful

If you need assistance, please reach out to the Mailing & Shipping Solutions Center
 Email: mssc@usps.gov
 Phone: 1-877-672-0007

BSA ROLE & RESPONSIBILITIES


- Customers enabled for the MyMSSC Portal will have the **MyMSSC Portal checkbox** populated



Contact
Shaina Smith

Edit


Printable View

Account Name ABC Corporation	Phone (555) 555-5555	Email shainasmith@example.com	myMSSC Portal Enabled <input checked="" type="checkbox"/>	Contact Owner USPS Account Owner 
--	--------------------------------	---	---	--

▼ Contact Information

Name Shaina Smith	Phone (555) 555-5555
Title	Phone Ext.
Status Active	Mobile
Account Name ABC Corporation	Alternate Phone
myMSSC Portal Enabled <input checked="" type="checkbox"/>	Email shainasmith@example.com
BCG Username shaina.smith.mssc	Preferred Phone Number
BCG Customer Number 116607	

Portal User Generator

*BCG Username 

Create
Portal
User

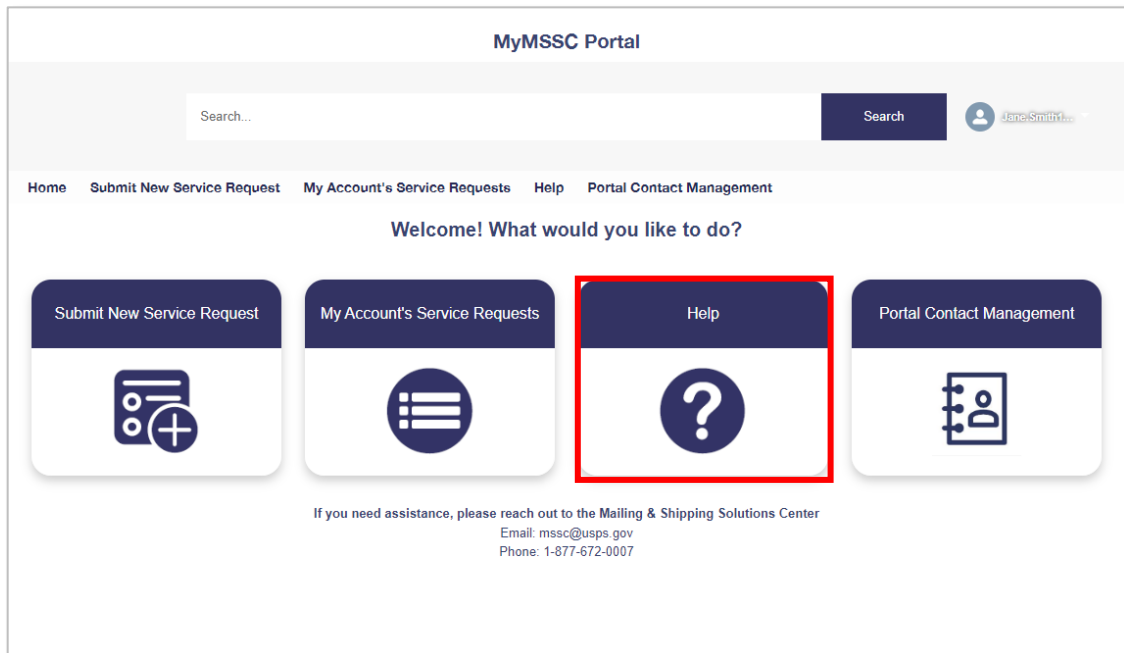
▼ Address Information

Mailing Address 800 N Glebe Rd Arlington, VIRGINIA 22203 UNITED STATES	Other Address UNITED STATES
--	---------------------------------------

BSA ROLE & RESPONSIBILITIES

BSA INSTRUCTIONS DOCUMENT

- BSAs will also be able to reference instructions on how to add a new contact to the Portal Contact Management list and create a Portal User in the MyMSSC Portal
- To access the instructions, BSAs will first select **Help**



- After selecting **Help**, BSAs will select **BSA Instructions** and be able to reference helpful instructions and screenshots. The **BSA Instructions** will also be provided to BSAs within their Welcome Email to the MyMSSC Portal

