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MYMSSC PORTAL USER GUIDE

Mailing and Shipping Solutions Center





MYMSSC PORTAL

MyMSSC Portal is a <u>NEW</u> 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.





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.

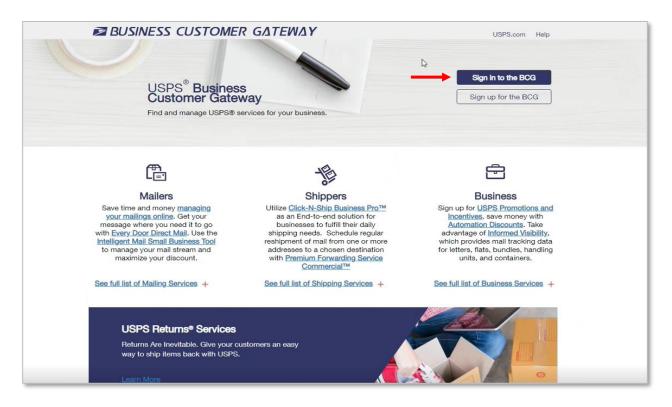
LOG INTO BCG

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

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



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

G Back to Business Customer Gateway		
BUSINESS CUSTOMER	<i>GΔΤΕΨΔΥ</i>	
		Access Your Account Enter Your Username & Password [®] Indicates a required field
USPS [®] Business Cust Gateway		* Password
Find and manage USPS® services for your bus	Welcome, BCG User! Here's what's happening today. 95 31	Sign In Forgot your username2 Forgot your password2 Forgot your password2 Forgot your password2 For added security, please consider changing your password periodically. Sign Up



After successfully logging into BCG, customers select Mailing Services

	~	Next Permit Fee: MMA Access Required. Requ
Account Overview	Mailer Scorecard eDoc Submitter Mail Preparer Mail Owner September 2022	No Favorite Services
Access to the Enterprise Payment System is required for this information. Request access to the Enterprise Payment System.	Access to the Manage Mailing Activity (MMA) is required for this information. Request access to the Manage Mailing Activity.	You have not saved any favorite service account.

PREQUEST ACCESS TO MYMSSC PORTAL

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

Intelligent Mail Small Business (IMsb) Tool more info >	Get Access
	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 (PostalOnel) more info >	Get Access
= MyMSSC Portal less info ≥	Get Access
Portal for Commercial Mailers to submit inquires on mailing permits, HAZMAT reviews to submit questions related to commercial mail and mailpiece design.	s, PostalOne! assistance, ABRM tool assistance, or
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Postal Wizard (PostalOne!) more info >	Get Access
Printer Directory more info >	Get Access
	Get Access



- 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

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
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 MyMSSC Portal less info > Portal for Commercial Mailers to submit inquires on mailing permits, HAZMAT reviews, F to submit questions related to commercial mail and mailpiece design. 	Co to Service PostalOne! assistance, ABRM tool assistance, or
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- 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 ma to submit questions related to commercial mail and mail 	ulling permits, HAZMAT reviews, PostalOne! assistance, ABF piece design.	Pending BSA (2) RM fool assistance, or
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	access	



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:









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:

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

Alerts Pending Requests	Manage Account • US	PS.com Help
	Manage Profile Manage Favorites	
	Manage Services	
Next Pre-	Manage Locations Manage Users	Balance.and.fees
Fai	Log Out	Edit

• Once in Manage Services, customers will:

•

- A. Select Manage By Service
- B. Select MyMSSC Portal from the drop-down menu of services
- C. Click on the **Not You** link
- D. 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

		A		
	Manage By Location		By Service	
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원 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

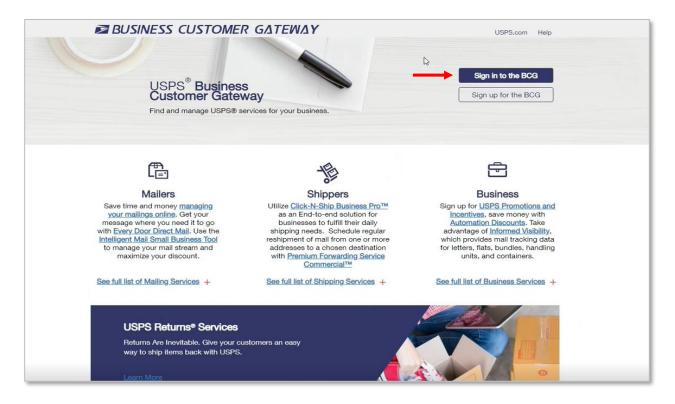
- In order to log into the Business Customer Gateway (BCG), customers will navigate to <u>www.usps.com</u>
- Next, customers will scroll to the bottom of the USPS.com page and select Business Customer
 Gateway

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원 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**





원 LOG INTO MYMSSC PORTAL

• After successfully logging into BCG, customers select Mailing Services

	~	Next Permit Fee: MMA Access Required. Request Acces
Account Overview Access to the Enterprise Payment System is required for this information. Request access to the Enterprise Payment System.	Mailer Scorecard else Submitter Mail Preparer Mail Owner September 2022 Access to the Manage Mailing Activity (MMA) is required for this information. Request access to the Manage Mailing Activity.	No Favorite Services You have not saved any favorite services to you account. Add Favorites
Recent Mailings	Access to the Manage Mailing Activity (MMA) is r Manage Mailing Activity.	equired for this information. Request access to

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

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Mailing Promotions Portal more info >	Go to Service
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Portal for Commercial Mailers to submit inquires on mailing permits, HAZMAT revi to submit questions related to commercial mail and mailpiece design.	iews, PostalOne! assistance, ABRM tool assistance, or
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• Customers will be directed to the MyMSSC Portal



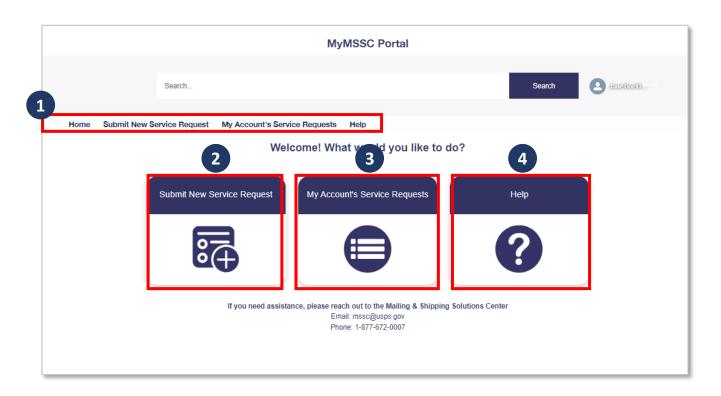
TR NAVIGATE THE HOME PAGE

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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.

B 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

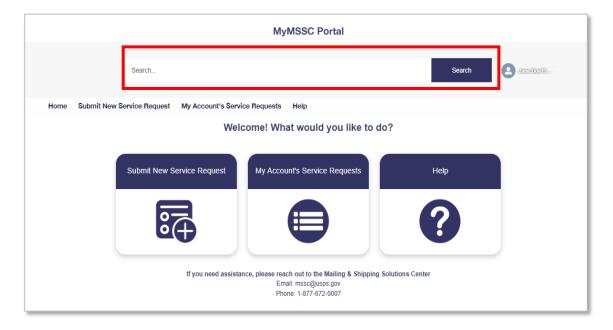


NAVIGATE THE HOME PAGE



SEARCH FOR SERVICE REQUESTS

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



UIEW NOTIFICATIONS

• When posted, Customers can view Notifications on the Home Page

MvMSSC Portal The myMSSC Portal will share additional enhancements and relevant tra	aining material shortly
Search	Search Jane Doe 13.
Home Submit New Service Request My Account's Service Requests Help	
Welcome! What would you like to do	02
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Submit New Service Request	Help
If you need assistance, please reach out to the Mailing & Shipping S Email: mssc@usps.gov Phone: 1-877-672-0007	Solutions Center



TR NAVIGATE THE HOME PAGE

온트 VIEW & UPDATE PROFILE DETAILS

1. 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

			MyMSSC Po	rtal		
	Search				Search	
Home Submit New Se	ervice Request	My Account's Servic	e Requests Help			Home
		Welc	ome! What would y	ou like to do?		My Profile
	Submit New Ser	Ð	My Account's Service	ailing & Shipping Solutions (Hetp ?	Logout

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

	MyMSSC Portal	
	Search Search)
Home Submit New Ser	Request My Account's Service Requests Help Portal Contact Management	
	Jane.Smith115139 Customer Name Title Jane Smith)
	Manager Company Name	
	Email Phone jane.smith@usps.gov (678) 489-5676	
	Mobile Fax Address 123 Secret Street Baltimore, MASSACHUSETTS 21201 UNITED STATES	
	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

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

MyMSSC Portal		
B Search	Search	Jame Doe 13
Home Submit New Service Request My Account's Service Requests Help		
A Welcome! What would you like to do?		
Submit New Service Request My Account's Service Requests	Help	
	?	
If you need assistance, please reach out to the Mailing & Shipping Solutio Email: mssc@usps.gov Phone: 1-877-672-0007	ns Center	

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

				MyMSSC Porta			
		Search				Search	h 🙆 (111)
Home	Submit New Se	rvice Request	My Account's Service Req	juests Help			
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no	ne selected						
BCG E-Ind Full S	Mailing Service Juction Service						
Basic BCG E-Ind Full S Mail i Paym Reply Sean	Service Juction Service ng Requirements Piece nent Issues y Mail ness	nemsymes related	a to your service request.				
Basic BCG E-Ind Full S Mailir Mail Paym Sean Paym Sean	Service luction service ng Requirements Piece ent Issues / Mail ness #attacht any attacht	nems/mes related	n.m Ann. Selaice wednest				
Basic BCG E-Ind Full S Mailir Mail Paym Sean Paym Sean	Service Juction Pervice ng Requirements Piece ent Issues / Mail ness ratachrany attachn		u to your service kequest.	save reach out to the Mail	ng & Shinping Soluti	ans Center	(



- 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

	MyMSSC Portal
Search	Search
Iome Submit New Service Request My Account's Service Reque	iests Help
	Request Issue Information
- Issue Type none selected	\$
none selected Artwork Basic Mailing BCG Service	
E-Induction Full Service	Service Request Issue Information
Mailing Requirements Mail Piece Payment Issues	ARTWORK - Requesting Reply Mail artwork creation (not election related), evaluations of malipiece design, and assistance with ABRM Tool from our Malipiece Design Analysts
Reply Mail	*Issue Type
Seamless riease attach any attachmentsmies related to your service Request.	Artwork
	Category none selected
	*Service Request Description
1 Upload Files Or drop files	
(<u></u>)	Office of Origin Entry Zip Code
	Please attach any attachments/files related to your Service Request.
If you need assistance, pleas	ise re Er
	Pr dupload Files Or drop files
	If you need assistance, please reach out to the Mailing & Shipping Solutions Center Email: msso@usps.gov Phone: 1-877-872-0007

- 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



Service Request Issue Information	
Issue Information	
ARTWORK – Requesting Reply Mail artwork creation (not election related), evaluations of mailpiece design, and assistance w Design Analysts	vith ABRM Tool from our Mailpiece
* Issue Type	
Artwork	4 7
*Calegory	
Artwork Creation Using the Automated Business Reply Mail (ABRM) Tool	4 *
*Sub Category	
ABRM Tool Artwork Question	4 T
*Service Request Description	
ABRM Tool issues when creating artwork	
* Office of Origin Entry Zip Code	
20305 D	
Vease attach any attachments/files related to your Service Request.	
1 Upload Files Or drop files	
	_
	Ne

- 4. Customers can also upload a relevant file(s), if appropriate, to the Service Request by selecting **Upload Files or drop a file**
- 5. 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
- 6. Customers will select Next to continue creating the Service Request

4

Service Request Issue Informa	ation
✓ Issue Information	
ARTWORK – Requesting Reply Mail artwork creation (not election related), evaluations of mailpiec Design Analysts	ce design, and assistance with ABRM Tool from our Mailpiece
* Issue Type	
Artwork	4 *
*Category	
Artwork Creation Using the Automated Business Reply Mail (ABRM) Tool	
*Sub Category	X
ABRM Tool Artwork Question	Upload Files
*Service Request Description	ig the Automa
ABRM Tool issues when creating artwork	uestion attwork file.jpg
* Office of Origin Entry Zip Code	ption 1 of 1 file uploaded Done
20305	hen creating
lease attach any attachments/files related to your Service Request.	p Code
artwork file.jpg	
	Rext 6



- 7. 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
- 8. Once reviewed, select Next

Company Name	CRID
ABC Corporation	54321
First Name	Phone Number
John	555555555
Last Name	Email
Doe	john@example.com
Street	Country
800 N Glebe Rd	UNITED STATES
City	Postal Code
Arlington	20620
State	
VA - Virginia	* *

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



Service Re	quest Review
Please Review the Following Information below. If you need to chang	e any information, click the "Previous" button below.
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 Attachments: []
Company Name: ABC Corporation	CRID: 54321
First Name: John	Last Name: Doe
Email: john@example.com	Phone: 5555555555
Street: 800 N Glebe Rd	City: Arlington
State: VA - Virginia Postal Code: 20620	Country: UNITED STATES
Office of Origin Entry Zip Code: 20305	
	10 11
	Previous Submi

- 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

									M	уM	ISSC	; Por	tal										
				S	earch													:	Search		8	Jane Doef 8	
12	lome Your ser request	rvice rec	juest, S i		ce Request			ervice Re			Help a follow	up ema	il if add	ditional i	informa	ation is r	equired	to inve	stigate y	our iss	ue and \	when your se	rvice
						lf you	ı need ass	sistance, pl	Er	mail:	mssc@	the Ma	ov	Shippi	ing Sol	lutions (Center			Create	e New S	ervice Reque	st



- 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	a Smithi
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	
A A A A A A A A A A A A A A A A A A A	
3 items • Sorted by Service Request Number • Filtered by All service requests - Status, contactIsActiveUser, Service Request Record Type	2\$7 ×
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 (Co	RM) 💌
2 42463898 New 10/17/2022 12:37 PM Jane Doe BCG Servi Nonprofit CRID/MID Customer Validatio Questions/Inquiries	W
3 42463906 New 10/17/2022 4;43 PM Jane Sm Artwork Artwork Creation Using the Automated ABRM Tool Artwork Que	əsti 💌
MullOSC Partel	
MyMSSC Portal	
Search Search	
Home Submit New Service Request My Account's Service Requests Help Portal Contact Management	
Service Request	
Artwork	
Priority Status Service Request Number MyMSSC Portal New 42483908	
Details Attachments	
Service Request Number Status 42463906 New	
Company Name Issue ABC Corporation Artwork	
First Name Category	
Jane Artwork Creation Using the Automated Business Reply Mail (ABRM) Tool Last Name Sub Category	
Smith ABRM Tool Artwork Question Maler CRID Service Request Description	
Issue related to Automated Business Reply Mail Tool	
Mailer ID Permit Number	
Street Permit Zip Code 123 Secret Street	
City Job ID Job ID	
State MailingGroupId MailingGroupId	
Email Office of Origin Entry Zip Code	
Phone (078) 489-5676	
(0/s) +69-50/0 EPA#	
Contact Name Jane Smith	
> Additional Information	
> Web Information	



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



ISSUE TYPE CATEGORIES & SUBCATEGORIES

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

ISSUE	CATEGORY								
ARTWORK	Artwork Creation Using the Al Reply Mail (ABRM) Tool	utomated Business • Artwork Reques	t (Non-Election Mail)						
BASIC MAILING	 Nonprofit Election Mail – MRC Political Mail – MRC Express Mail Express Mail Corporate Accounts Customer Education Training/Seminar 	 Intelligent Mail International Mail Mail Anywhere Periodicals Permit Premium Forwarding Service Commercial 	 Postage Due Accounts Postage Statement Precancelled Stamps Pricing Self-Service Terminal USPS Returns 						
BCG SERVICE	 Electronic Nicotine Delivery System (ENDS) Application Nonprofit CRID/MID Customer Validation Tool Business Customer Gateway Customer Label Distribution System (CLDS) 	 EDDM EPOBOL IMsb Tool Incentive Programs 	 Postal Wizard Online Permit Creation CRIT MID 						
E-INDUCTION	Automated AssessmentseDoc	Full-ServiceMailer Scorecard	Seamless Acceptance						
FULL SERVICE	Automated AssessmentseDoc	Full-ServiceMailer Scorecard	Seamless Acceptance						
MAILING REQUIREMENTS	 Nonprofit Election Mail – MRC Political Mail – MRC Express Mail Express Mail Corporate Accounts Customer Education Training/Seminar 	 Intelligent Mail International Mail Mail Anywhere Periodicals Permit Premium Forwarding Service Commercial 	 Postage Due Accounts Postage Statement Precancelled Stamps Pricing Self-Service Terminal USPS Returns 						
MAIL PIECE	 Address Change service Addressing Ancillary Service Endorsements CMM – Customized Market Mail 	 Hazmat Mailability Review Mailpiece Evaluation 	 Election Mail – MDA Political Mail – MDA Testing – Physical Samples Required 						
PAYMENT ISSUES	Enterprise Payment System								
REPLY MAIL	 BRM – Business Reply Mail QBRM – Qualified Business Reply Mail 	 IBRS – International Business Reply Mail Service CRM – Courtesy Reply Mail 	 PRM – Permit Reply Mail MRM – Permit Reply Mail 						
SEAMLESS	Automated AssessmentseDoc	Full-ServiceMailer Scorecard	Seamless Acceptance						





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.

$\mathcal{B}_{\mathcal{S}}$ 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
 - A. My Account's Open Service Requests: Services Requests created for your account that have not been Closed
 - B. My Account's Closed Service Requests: Service Requests created for your account that have been Closed
 - C. All My Account's Service Requests: All your account's Service Requests at various stages

	MyMSSC Portal											
											•	
		Searc	:n						S	earch	Gane.Doe	8
Home	Submit A	ervice F	Request	My Account	s Service I	Bits	Help	С				
Му Ассо	ount's Open	Service F	Requests	My Accou	nt's Closed	Service R	due	ts All My Account's Servic	e Requests			
2 items • S	orted by Service	Request Nur	nber • Filtered	by All service re	equests - Status	, contactIsA	ctiveUse	r, Service Request Record Type				- Iĝi
	Ser ↑ ∨	Sta ∨	Date/Time	Opened 🗸	Conta ∨	Issue	~	Category	\sim	Sub Category		/
1	42463428	New	10/14/2022	10:57 AM	Jane Doe	Artwork		Artwork Request (Non-Election	Mail)	Courtesy Rep	ly Mail (CRM)	•
2	42463898	New	10/17/2022	12:37 PM	Jane Doe	BCG Sen	vice	Nonprofit CRID/MID Customer	Validation Tool	Questions/Inc	quiries	•

Customers can filter each Service Request list view by the following items:

A. Service Request Number

- B. Status: The Status updates to reflect the stage of the Service Request
 - New, Active, Awaiting Evidence, Customer Replied, Closed
- C. Date/Time Opened
- D. Contact Name
- E. Issue
- F. Category
- G. Sub Category



		Sear	ch		My	MSSC	C Portal	arro	ect the drop-down ow to filter the list w by each object	
		ooun								
Home	Submit Nev	w Service F	Request My Account	t's Service Re	equests	Help				
Acco	ount's Open	Service F	Requests My Acco	unt's Closed	Service	Reques	sts All My Account's Service Re	quests		
-						-	· · · · · · · · · · · · · · · · · · ·		/	
items • So	orte A rvice	Re B ur								
			mber • Filter C I service	reque: D tu:	s, cont	iveUse	er, Service Request F F ype		G	1¢1 -
	Ser ↑ ∨	Sta V	Date/Time Opened ~	Conta V	s, cont Issue	iveUse	rr, Service Request F F /pe Category	~	G Sub Category ~	ŵ -
1	U					~		~		\$ •
1	Ser ↑ ∨	Sta V	Date/Time Opened V	Conta V	Issue	~	Category		Sub Category V	
1	Ser ↑ ∨ 42463428	Sta ∨ New	Date/Time Opened ~ 10/14/2022 10:57 AM	Conta ∨ Jane Doe	Issue Artwork	~	Category Artwork Request (Non-Election Mail)		Sub Category V Courtesy Reply Mail (CRM)	
1	Ser ↑ ∨ 42463428	Sta ~ New New	Date/Time Opened ~ 10/14/2022 10:57 AM	Conta ∨ Jane Doe Jane Doe	Issue Artwork BCG Set	~	Category Artwork Request (Non-Election Mail)		Sub Category V Courtesy Reply Mail (CRM)	
1	Ser ↑ ∨ 42463428	Sta… ∨ New New	Date/Time Opened ~ 10/14/2022 10:57 AM 10/17/2022 12:37 PM	Conta V Jane Doe Jane Doe	Issue Artwork BCG Set	~	Category Artwork Request (Non-Election Mail)		Sub Category V Courtesy Reply Mail (CRM)	
1	Ser ↑ ∨ 42463428	Sta ~ New New Navig	Date/Time Opened ~ 10/14/2022 10:57 AM 10/17/2022 12:37 PM gate to the Serv	Conta ~ Jane Doe Jane Doe vice Requi	Issue Artwork BCG Ser	~	Category Artwork Request (Non-Election Mail)		Sub Category V Courtesy Reply Mail (CRM)	

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

BCG Se				
Priority 4- Low	Status New	Service Request Number 33607446		
Details Atta	chments			
Service Request No 33607446	umber			Status New
Company Name ABC Corporation	1			Issue BCG Service
First Name John				Category MID
Last Name Doe				Sub Category Acquisition
Mailer CRID				Service Request Description I need help with my postal issue
Mailer ID 4562324				Permit Number
Street 800 N Glebe Rd				Permit Zip Code
City Arlington				Job ID
State VA - Virginia				MailingGroupId
Email				Office of Origin Entry Zip Code 55424
Phone (555) 555-5555				
EPA#				
Contact Name John Doe				
> Additional	Information			
> System Infe	ormation			
		E	each out to mail: mssc@ hone: 1-877	





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 require will be a brief 5 question survey to gain feedback on your experience with the Mailing and Shipping Solutions Center. Be sure to incl 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 as a second full engrestions or inquiri assigned Service Request/Reference Number.	The email includes key						
Sincerely,	details from the Service Request, including the						
Mailing and Shipping Solutions Center MSSC@usps.gov (Mailing Requirements Clerk)	Service Request number,						
MDA@usps.gov (Mailpiece Design Analyst)	Close Notes, and Summary.						
Postalone@usps.gov (PostalOne Helpdesk) 1-877-MRC-0007 (1-877-672-0007)							



<u>₹</u>}

VIEW A CLOSED SERVICE REQUEST

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

		Му	MSSC	Portal
	Search			Search Search
Home Submit New Se	ervice Request	My Account's Service Requests	Help	
Service Request Artwork Priority	Status	Service Request Number		
MyMSSC Portal Details Attachments	Closed	42463905		
				0. L
Service Request Number 42463905		•		Status 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
				ABRM tool issues when creating artwork
Mailer ID				Permit Number
Street				Permit Zip Code
123 Secret Street				
City				Job ID
Baltimore				
State				MailingGroupId
AZ - Arizona				
Email				Office of Origin Entry Zip Code
Phone				
(467) 346-5432				
EPA#				
Contact Name Jane Doe				
> Additional Informa	ation		-	
> Web Information				

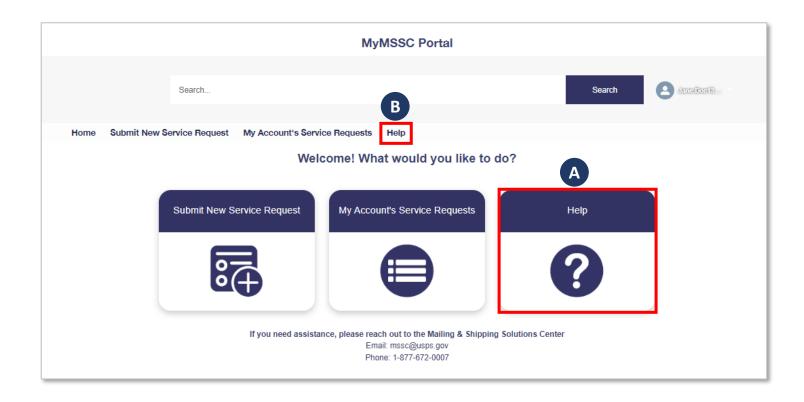


\sum

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:
 - A. Select the Help button from the Home Page
 - B. Select the Help from any page using the Navigation tab





- 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

	MyN	ISSC Portal	
Search			Search
Home Submit Non-Service Request	My Account's Service Requests	Help	flelpful Links
Coming Soon	If you need assistance, please reach		PostalOne! PostalOne is where customers can manage their mailing activity, access reports, manage permits, pay fees, submit postage statements through various tools, and access their mailing Dashboards. Postal Explorer Postal Explorer is where customers can access the Domestic Mail Manual (DMM), International Mail Manual (MM), Publication 52 - Hazardous, Restricted, and Perishable Mail, Quick Service Guides (QSG), and Notice 123 – Prote 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. 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. PostalPro also has technical guides for several USPS shipping software such as Mail dat, Mail XML, and package services. PostalPro also has technical guides for several USPS shipping software such as Mail dat, Mail XML, and package services. PostalPro also has technical guides for several USPS shipping software such as Mail dat, Mail XML, and package services. PostalPro also has technical guides for several USPS shipping software such as Mail dat, Mail XML, and package services. PostalPro also has technical guides for several USPS shipping software such as Mail dat, Mail XML, and package services. DotatiPro also has technical guides for several USPS shipping software such as Mail dat, Mail XML, and package services. DotatiPro also has technical guides for several USPS shipping software such as Mail dat, Mail XML, and package services.
	Email	: mssc@usps.gov a: 1-877-672-0007	



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

UNITED STATES POSTAL SERVICE®	Hom
	National & Premier Accounts > Verify & Transport > PostalOne!
National & Premier Accounts	
Manage Account	PostalOne!
Plan & Design	Manage your mailing experience electronically, all in one place.
Address Management	The PostalOne!® system offers a Web-based alternative to existing manual mailing processes with an electronic suite of services designed exclusively for business mailers. It is an information
Verify & Transport	management system that sets the foundation for a seamless acceptance mailing process. The system provides an electronic linkage between a customer's mailing information and Postal Service
PostalOne!	business mail acceptance and induction processes. This collaboration will give customers a streamlined process for mail entry, payment, tracking and reporting.
PostalOne! Services & Features	PostalOne! Services & Features Manage Mailing Activity There are three methods that allow you to There are three methods that allow you to
Electronic Data Exchange	Audit Mailing Activity Submit postage statements electronically: Manage Electronic Verification Activity (eVS) Manage Electronic Return Activity (PRS) Postal Wizard®
News & Release Notes	Mail.dat® Mail.dat® Mail.dat® Mail.XML
PostalOne! FAQs	(Learn More >)
Guides & Tools	Guides & Tools
<u>e-VS (Electronic Verification</u> System)	Access current Program Guides and Release Notes.
Transportation Management	(Learn More >)
Business Mail Acceptance	
Contact PostalOne! Customer Care	Related Services & Links Transportation Management System
Track	The PostalOne! Transportation Management system features advanced surface and air transportation assignments to route mailings through the most expeditious methods available.
News & Information	<u>PostalOnel Postage Payment Account</u> PostalOne! Postage Payment Account is an electronic postage payment system that eliminates
Locate & Calculate	the need to maintain separate trust accounts at each Post Office™.



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

≥USPS.COM [®] Postal Explorer	
	Latest Updates
PE Tools - Publications - Business Solutions - Archives - H	elp - Q Search
Domestic Mail	International Mail
Domestic Mail Manual (DMM) HTML PDF	International Mail Manual (IMM) HTML PDF
DMM Subject Index HTML PDF	IMM Subject Index HTML PDF
DMM Summary of Changes HTML PDF	Individual Country Listings HTML PDF
Quick Service Guides HTML PDF	Country Price Groups and Weight Limits HTML PDF
Customer Support Rulings (CSR) HTML	Prices
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	Price List (Notice 123) HTML PDF Time Limited Price Change Effective 10/02/22-01/21/23 Documents
PACT Act Information and Forms (Including ENDS/Vaping Requirements)	
Video Library	



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

USPS®	POS	TAL PRO"					
Mailing and Shipp	ing 💙 Pr	omotions & Incentives 🗸	Industry Forum 🗸	Operations 🗸	Certifications	Resources	Contact
		COVID-19 Bu	Service Alerts and usiness Mail Infor	mation and For			
- Reserve				ormed Visibility® (IV®) cademic Outreach P4	Latest Updates		
		Geos	patial Info Systems (GIS)	Election Mail			
Featured U	Jpdates						
	SHEETS 3/2022		Undocumented Mail F source of undocumented e		causes, and best prac	tices.	



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

USPS.COM°	Business	Postage Price	e Calculator
Start			
What's the destination country	?ו		
United States (Domestic and	APO/FPO/DPO Mail)	~	
What's the Date you plan to m	ail the item?		
8/23/2022			
Select the shape closest to wi	nat is being mailed		
View Dimensions			
Postcards	Letters	Flats	Parcels



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.

≥ USPS.COM°	Business	Postage Price	e Calculator	
Start				
What's the destination cour	itry?			
Abu Dhabi (United Arab En	nirates)	~		
What's the Date you plan to	mail the item?			
8/23/2022				
Select the shape closest to	what is being mailed			
View Dimensions				M
Postcards	Letters	Flats	Parcels	MBag



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.





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**

	MyMSSC Portal							
	Search			Search				
Home	Submit New Service Request	My Account's Service Requests Help	Portal Contact Management					
		Welcome! What wo	uld you like to do?					
Su	ubmit New Service Request	My Account's Service Requests	Help	Portal Contact Management				
			?	‡ ≗				
		If you need assistance, please reach out to Email: mssc Phone: 1.877	@usps.gov					

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

MyMSSC Portal								
	Search			Search	Jane Smith1.			
Home Submit New Service Request My Account's Service Requests Help Portal Contact Management Image: Contacts Image: Contacts Image: Printable View New Mass Email Image: Sorted by Name + Filtered by All contacts - Is Contact on Owned Account + Updated a few seconds ago Q. Search this list Image: Contact or C								
Name 1	✓ Account Name	✓ Phone	V Email	V MyMSS	SC Porta 🗸			
1 Jane Doe	ABC Corporati	on (467) 346-543	2 jane.doe@invalidtest	t.com				
2 Jane Smith	ABC Corporati	on (678) 489-567	6 jane.smith@invalidte	est.com				
3 John Doe	ABC Corporati	on (562) 476-589	7 john.doe@invalidtest	t.com 🗸				



• 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				Search	lane Smith1
Home Submit New Service Request My Account's Service Requests Help Portal Contact Management						
Contacts 3 items • Sorted by Name • Filte	red by All contacts - Is Contact (n Owned Account • Updated a	ew seconds ago	Q. Search this list.	Prin table View New	Mass Email
Name 1	V Account Na	me 🗸 Phon	e 🗸	Email	V MyMSSC Po	orta 🗸
1 Jane Doe	ABC Corpo	ration (467)	346-5432	jane.doe@invalidtest.com	V	
2 Jane Smith	ABC Corpo	ration (678)	489-5676	jane.smith@invalidtest.com		
3 John Doe	ABC Corpo	ration (562)	476-5897	john.doe@invalidtest.com		

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



- 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

Contact Information				
*Name		* Phone		
Salutation				
None	*			-
First Name				
*Last Name				
Title		Phone Ext.		
				1 I
Status		Mobile		
	•	Mobile		п II.
Active	· .			
Account Name		Alternate Phone		- I
Search Accounts	٩			
myMSSC Portal Enabled		* Email		- I
BCG Username		Preferred Phone Number		_
		None	•	
BCG Customer Number				
Address Information				
Mailing Address		Other Address		
Mailing Country		Other Country		- I
UNITED STATES	•	UNITED STATES	*	
Mailing Street		Other Street		- I
N-T 01-	Mailing	011-011-	Other	
Mailing City	State/Province	Other City	State/Province	



CREATE A PORTAL USER

- The BSA will be re-directed to the newly created Contact Page
 - 1. The BSA then enters the new user's BCG Username within the Portal User Generator
 - 2. 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

Name		Phone		*BCG Usemame	
Ted Smith	Confirm l	BCG Username is	1		Create
Title	spelled a	correctly. Please		│	Portal
	note the	BCG Username			User
Status Active	is also	Case Sensitive.			
Account Name		Alternate Phone			
ABC Corporation			Portal User Gene	rator	
myMSSC Portal Enabled		Email	*BCG Username	0	
		ted.smith@invalid.test.com	contact01.smit	th Create	
BCG Username		Preferred Phone Number		Portal	
BCG Customer Number				User	
	1		Successfully creat	ed user.	
✓ Address Information					
Mailing Address		Other Address			
123 Street		UNITED STATES		A notificatio	n that reads
Alexandria, VIRGINIA 22306 UNITED STATES				"Successful	
UNITED STATES					
				User" will di	
	lf you need	assistance, please reach out to the ! Email: mssc@usp		ns Center BSA is su	ccessful
		Phone: 1-877-872	-		



• Customers enabled for the MyMSSC Portal will have the MyMSSC Portal checkbox populated

Contact Shaina Smit	h			l	Edit	Printable View
Account Name ABC Corporation	Phone (555) 555-5555	Email shainasmith⊄example.com	myMSSC Portal Enabled	Contact Owner USPS Account Owner	Ĩ,	
✓ Contact Information	ation			Portal User Generator		
				*BCG Username 🕚		
Name		Phone				Create
Shaina Smith	/	(555) 555-5555				Portal
Title		Phone Ext.				
						User
Status		Mobile				
Active						
Account Name		Alternate Phone				
ABC Corporation						
myMSSC Portal Enabled		Email				
\checkmark		shainasmith@example.com				
BCG Username		Preferred Phone Number				
shaina.smith.mssc						
BCG Customer Number						
116607						
✓ Address Inform	ation					
Mailing Address		Other Address				
800 N Glebe Rd		UNITED STATES				
Arlington, VIRGINIA 22	203					
UNITED STATES						



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

	MyMSSC Portal							
	Search			Search				
Home	Submit New Service Request	My Account's Service Requests Help	Portal Contact Management					
		Welcome! What wou	Ild you like to do?					
Sut	bmit New Service Request	My Account's Service Requests	Help	Portal Contact Management				
			?	; 8				
		If you need assistance, please reach out to Email: mssc@ Phone: 1-877	gusps.gov					

 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

			Му	MSSC	Portal	
		Search				Search (International International Internat
		Search				Seaton B Seaton
				_		
Home	Submit New Se	ervice Request	My Account's Service Requests	Help	Portal Contact Managem	ient
FAQs						Helpful Links
Coming S	oon				\rightarrow	BSA Instructions
					-	PostalOne
						PostalOne is where customers can manage their mailing
						activity, access reports, manage permits, pay fees,
						submit postage statements through various tools, and
						access their mailing Dashboards.
						Postal Explorer
						Postal Explorer is where customers can access the
						Domestic Mail Manual (DMM), International Mail Manual (IMM), Publication 52 - Hazardous, Restricted, and
						Perishable Mail, Quick Service Guides (QSG), and
						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.
						PostalPro
						PostalPro is where customers can get quick access updates and Industry Alerts, as well as user quides and
						fact sheets for Business Customer Gateway services.
						PostalPro also has technical guides for several USPS
						shipping software such as Mail.dat, Mail.XML, and
						package services.