# Enterprise Post Office Boxes Online (ePOBOL) Fact Sheet



### BENEFITS

- Open, close, and pay for PO Boxes, Caller Services, and Reserve Boxes online
- Automatic renewals
- Automated notifications and alerts
- Customizable
   reporting
- View account payments, balances, and transaction history

### RESOURCES

- Enterprise Post
   Office Boxes Online
   (ePOBOL) |
   PostalPro
- ePOBOL Migration
   Sheet | PostalPro
- <u>Enterprise Payment</u>
   <u>System | PostalPro</u>
- Business Customer Gateway

For assistance, contact the Mailing & Shipping Solutions Center via email: <u>MSSC@usps.gov</u> or call (877) 672-0007 Enterprise Post Office Boxes Online (ePOBOL) allows customers to open, close, and pay for PO Boxes, Caller Service Boxes, and Reserve Boxes online using the Enterprise System (EPS). ePOBOL allows for a centrally managed, secure, online solution for customers with PO Boxes, Caller and Reserve Services. Effective July 1, 2023 customers without an EPS account will no longer be able to apply for or renew Caller and Reserve Services at a retail counter.

ePOBOL provides a modernized solution for managing Post Office Boxes:

- Ability to link and add single or multiple PO Boxes, Caller Service and Reserves
- Online view of account payments and transaction history reports
- Align payment due dates
- Auto renewal (if 15 days before renewal, use the Pay Now feature)
- Pay Now
- Customizable reporting and account management

### **EPOBOL ONBOARDING**

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

- 1. New customers, Sign Up for a <u>Business Customer Gateway</u> (BCG) account; Existing customers simply *Sign in to your account*
- 2. Request access to the Enterprise Payment System (EPS) Account and create an Enterprise Payment Account (EPA): Enterprise Payment System (EPS) Account Creation Fact Sheet

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

- 3. Identify PO Boxes, Caller Services and Reserves your organization would like linked to your EPA
- Complete the <u>ePOBOL Migration Sheet | PostalPro</u> to identify PO Boxes and locations to be managed in ePOBOL
  - Company Name
  - ZIP Code of PO Box
  - PO Box
    Box #
  - Box #CRID
  - EPS#

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

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

- Email Subject Line: EPOBOL Onboarding
- **Body of email must include** Company Name, BCG Username, Customer Registration ID (CRID) and EPS Account Number
- 6. The MSSC will validate each PO Box
- 7. Once validation is complete, the MSSC will return the validated worksheet to the customer via email with the next steps to the onboarding process

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## Accessing EPOBOL

### ACCESS EPOBOL FROM THE BCG WELCOME PAGE

- 1. Select Additional Services from the BCG Navigation bar
- 2. Scroll to Enterprise PO Boxes Online, click Go To Service

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

BUSINESS CUST	OMER GATEWA	Y	Home
Mailing Services Shipping Service	Additional Services	🕂 Alerts Pending Requests	A Manage Account - USPS
Additional Services			
Additional services help Additional online services from preparation to transporting i here that you have been approved Your Locations:	b you do more. available below help business of mailings and shipments. Y for and request access to tho	s customers manage a variety of tasks ou may access services directly from se you do not.	
All Locations			
Approved Shipper more info >			Go to Service
+ Audit Mailing Activity (PostalO	nel) more info >		Get Access
Bulk Indemnity Claims more in	ifo >		Get Access
			L
Henry Business Service Network (BS	N) eService more info >		Get Access
Contract Postal Unit Commerce	cial Postal Store more info >		Go to Service
Enterprise Payment System	nore info >		Go to Service
	nore info >		Go to Service

### ACCESS EPOBOL FROM EPS

- 1. In the Enterprise Payment System, select the EPA from the EPS Accounts dropdown
- 2. Click Manage Account
- 3. In the Account Management screen, select the Products and Services tab
- 4. Click the blue hyperlink, Visit PO Boxes Online to Manage
- 5. Welcome to Enterprise PO Boxes Online were you can :
  - Link/Add Boxes
  - Pay Now
  - Update Payment Details
  - New Box
  - Add Caller to PO Box
  - True-Up Due Dates—align PO Box due dates
  - Close and Refund
  - Add Box Notes
  - Reports
  - FAQs







## Enterprise Post Office Boxes Online (ePOBOL) Onboarding Fact Sheet



### LINK/ADD BOXES

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

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

### LINK A SINGLE BOX

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

Home	Link or Add your existing PO Boxes						
Link/Add Boxes	To link your existing PO Box to Enterprise PO Boxes Online (EPOBOL), you can choose either option one to link one box at a time or option two to link multiple boxes.						
Pay Now	You will need to enter the PO Box Number, 5-digit ZIP Code and last name or business name of your PO I	Box and select the Business Location and Enterprise Payment Account (EPA) you want to associate the boxes with.					
Update Payment Details	Link one Box / Caller / Reserve Link multiple Boxes / Callers / Reserves	Single Box:					
New Box	* Business Location to link your PO Box Select Business Location	Business Location (CRID)					
True-up Due Dates	* Enterprise Payment Account Number to setup recurring payment	EPA Number					
Close and Refund	Select EPA Number 🖌 🗸						
Delink Boxes	* PO Box Number	PO Box Number					
Box Notes		<ul> <li>ZIP Code where box is located</li> </ul>					
Reports	* ZIP code	• *I ast Name of contact on the PO Box OR Busi-					
FAQ	* Last Name or Business Name	ness Name on the registered PO Box					
		MSSC will provide this information on the Migration worksheet					
	Submit						

### LINK MULTIPLE BOXES

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

Link or Add your existing PO Boxes					
To link your existing PO Box to Enterprise PO Boxes Online (EPOBOL), you can choose either option one to link one box at a time or option two to link multiple boxes.					
You will need to enter the PO Box Number, 5-digit ZIP Code and last name or business name of your PO Box and select the Business Location and Enterprise Payment Account (EPA) you want to associate the boxes with.					
Link one Box / Caller / Reserve Link multiple Boxes / Callers / Reserves					
To link multiple PO Boxes, create a .csv (or .txt) file, click on Browse, double-click on your file and Submit for processing.					
For instructions to create a csv file, click here. For instructions to create a txt file, click here.					
If your file has more than 1000 records, then we will process your file offline and email you once it has been processed.					
BROWSE					

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