





# **Program Registration Incentives Enrollment User Guide**

June 3, 2015  
Version: 2.0

## Document Change History

Section	Title	Description
All	Incentive User Guide	Initial Draft
Introduction		Updated RIBBS links to 2014 for Incentives and PostalOne!
Reports	Incentive User Guide	Updated with R41 Code- Added My Activity Report

## Table of Contents

Introduction .....	4
1.1 Additional Assistance .....	4
1.2 Document Conventions .....	4
1.3 Key Terminology.....	4
New Business Customer Gateway (BCG) Users.....	5
Steps for Existing Business Customer Gateway (BCG) Users .....	8
Begin Enrollment .....	18
Payment Accounts Tab .....	22
Certification Tab.....	23
Incentive Program Activity Reporting: Discount Based Incentives .....	24
Activity Report – Mail Owners.....	Error! Bookmark not defined.
Activity Report – Mail Service Providers .....	25
My Activity Report (Consolidated MO/MSP Activity Report) .....	28
Frequently Asked Questions (FAQ)  .....	30
Troubleshooting  .....	32

## Introduction

The purpose of this user guide is to walk you through the enrollment process for incentive services in the pre-production environment.

### *Finding additional information*


The following documentation may also be useful and provide up to date information.

- Promotions and Incentive Programs documentation on RIBBS  
<https://ribbs.usps.gov/index.cfm?page=mailingpromotions>
- May 2015 Release 41 Postal Service Technical Specifications  
[https://ribbs.usps.gov/intelligentmail\\_schedule2015/releases/may2015/techspecs.cfm](https://ribbs.usps.gov/intelligentmail_schedule2015/releases/may2015/techspecs.cfm)
- May 2015 *PostalOne!* Release Notes  
[https://ribbs.usps.gov/intelligentmail\\_schedule2015/releases/may2015/releasenotes.cfm](https://ribbs.usps.gov/intelligentmail_schedule2015/releases/may2015/releasenotes.cfm)
- Incentive Programs Service User Guide (for Mail Owners)  
<https://ribbs.usps.gov/index.cfm?page=mailingpromotions>
- Business Customer Gateway User Access Guides  
[https://ribbs.usps.gov/intelligentmail\\_guides/documents/tech\\_guides/user\\_access/user\\_access.htm](https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/user_access/user_access.htm)

## 1.1 Additional Assistance

For Business Customer Gateway enrollment assistance: contact the *PostalOne!* Customer Care Center at (800) 522-9085 or [postalone@email.usps.gov](mailto:postalone@email.usps.gov).

## 1.2 Document Conventions

For further information, icons navigate you to the Troubleshooting  and FAQ sections of this guide by the Ctrl + click feature.

## 1.3 Key Terminology

Business Customer Gateway (BCG): Web portal for **USPS**<sup>®</sup> business services <http://gateway.usps.com>

Customer Registration ID (CRID): A unique ID for a company name and location combination. The CRID is automatically assigned when you select a Business Account.

Business Service Administrator (BSA): An individual that can approve or deny a user's access to participate in services on behalf of a company. The first person to request access to a service from your company will be prompted to become the BSA. In order to gain access to the service someone must assume the BSA role.

## New Business Customer Gateway (BCG) Users

1. Navigate to the BCG: <https://gateway.usps.com>
2. Click on Register for free

Note: Accessing and enrolling in the Pre-Production Environment for Incentives requires a Business Customer Gateway (BCG) account.

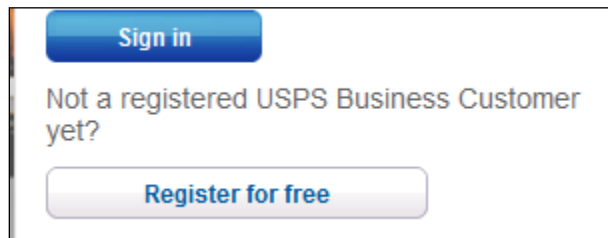


Figure 1: Register for Free

3. Create a user name, password and two security questions, name and contact info

They are case-sensitive and cannot include your username or more than two repeat characters in a row.

<input type="password"/>	*First Security Question Select First Question	*Second Security Question Select Second Question
Password Strength 0% Too Short	Your Answer Answers are not case-sensitive.	Your Answer Answers are not case-sensitive.
Re-Type Password	Re-Type Your Answer	Re-Type Your Answer

Next, we need your name and contact info

\* Indicates a required field

<b>Enter Your Name</b> Title Select *First Name M.I. *Last Name Suffix Select	<b>Enter Your Phone</b> *Type US *Phone Ext. Type US Fax	<b>Enter Your Email Address</b> *Enter Your Email Address *Re-Type Your Email Address Can we contact you? Get communications from USPS and our partners. <input checked="" type="checkbox"/> FROM USPS <input checked="" type="checkbox"/> FROM USPS PARTNERS
--	---	---

Figure 2: Create User Name, Password, Name and Contact Info

4. Choose a method to enter business location and enter appropriate information

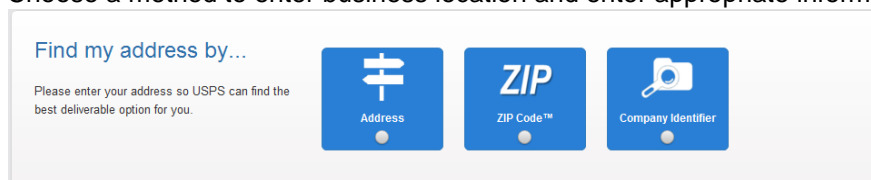
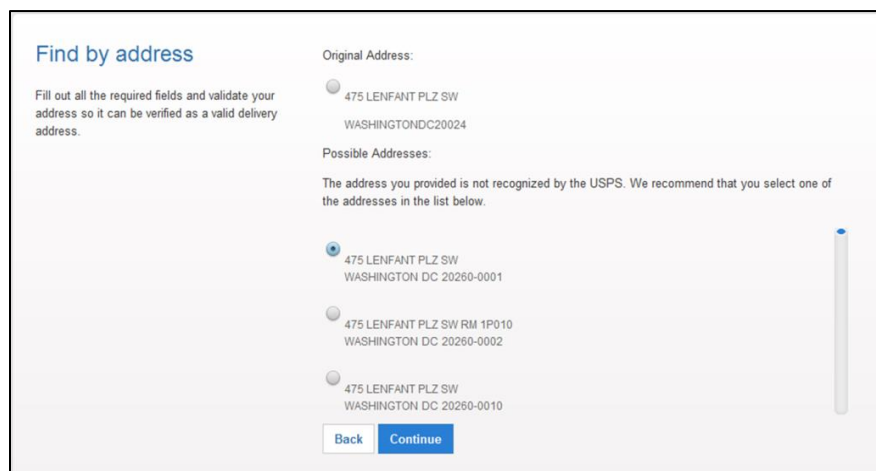


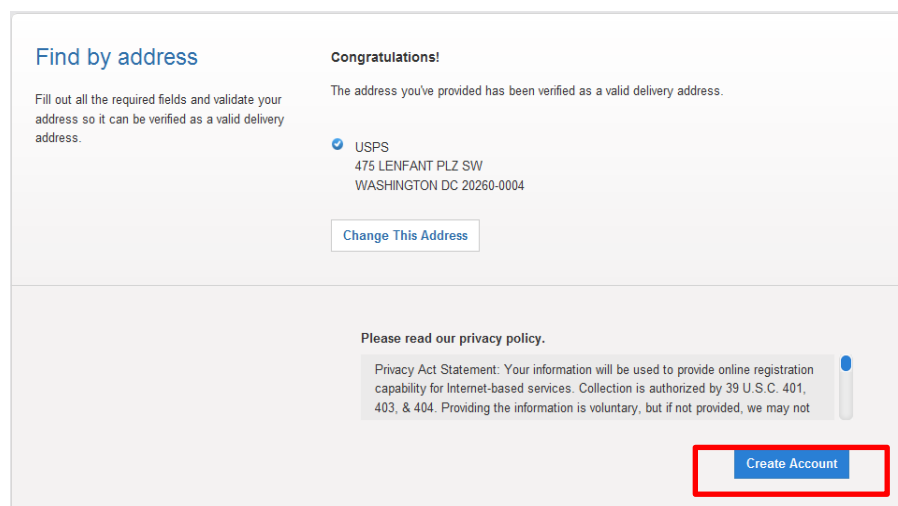
Figure 3: Choose Address, ZIP Code, or Company Identifier

5. Choose from list of possible addresses or original entry if necessary. After reviewing the Privacy Policy, click on “Create Account” and a confirmation email will be sent to the email address you provided.



The screenshot shows a web interface titled "Find by address". On the left, there is a text box with the instruction: "Fill out all the required fields and validate your address so it can be verified as a valid delivery address." On the right, under "Original Address:", there is a radio button and the text "475 LENFANT PLZ SW WASHINGTONDC20024". Below that, under "Possible Addresses:", there is a message: "The address you provided is not recognized by the USPS. We recommend that you select one of the addresses in the list below." There are three radio buttons with corresponding address options: "475 LENFANT PLZ SW WASHINGTON DC 20260-0001", "475 LENFANT PLZ SW RM 1P010 WASHINGTON DC 20260-0002", and "475 LENFANT PLZ SW WASHINGTON DC 20260-0010". At the bottom, there are "Back" and "Continue" buttons.

**Figure 4: Choose an Address**




The screenshot shows the same "Find by address" page, but now with a "Congratulations!" message: "The address you've provided has been verified as a valid delivery address." The radio button for "USPS 475 LENFANT PLZ SW WASHINGTON DC 20260-0004" is selected. Below this is a "Change This Address" button. At the bottom, there is a "Please read our privacy policy." section with a scrollable area containing a "Privacy Act Statement: Your information will be used to provide online registration capability for Internet-based services. Collection is authorized by 39 U.S.C. 401, 403, & 404. Providing the information is voluntary, but if not provided, we may not...". A "Create Account" button is highlighted with a red rectangle.


You will be given access to Incentive Programs as part of the core suite of USPS Business Services referenced mid-page.

6. Clicking “Continue” will take you to a confirmation page.


**You're signed up!**


 **Congratulations, your account is set up with business services.**



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



 **Your Business Location:**

ALI'S COMPANY  
123 MAIN STREET  
NEW YORK, NY 10022  
UNITED STATES


**CRID**  : **20170616**











[ADD A LOCATION](#) 

 We have automatically assigned you a **Mailer ID (MID): 900008344** 

 **Is this location a Mail Service Provider (MSP)?** 

Yes

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

SERVICE
Customer Label Distribution System (CLDS) - Order bulk, collated or DMM labels online.
Customer/Supplier Agreements (CSAs) * - CSAs define mail preparation requirements and acceptance times. 
Electronic Verification Service (eVS) * - Package mailers can use an electronic manifest to document and pay postage. 
Every Door Direct Mail - EDDM is designed to help you reach every home, every address, every time.
Incentive Programs * - Participate in promotions and incentives for business mail. 
Intelligent Mail Small Business (IMsb) Tool - Produce the IMb for your mailings.
Mailer ID * - Request and manage Mailer IDs. 
Manage Mailing Activity * - Manage your business mailings. 
Online Enrollment * - Get started online to apply for eligibility. 
Parcel Return Service (PRS) * - Work share solution for returning merchandise. 
Scan Based Payment (SBP) * - Scanning = revenue collection. 
Schedule a Mailing Appointment (FAST) * - Schedule a mailing appointment. 
USPS Package Intercept * - Redirect your mailpiece if it hasn't been delivered. 

Don't see the business services you need? [GET ACCESS TO ADDITIONAL SERVICES](#)

[Continue](#)

**Figure 4: List of Services**

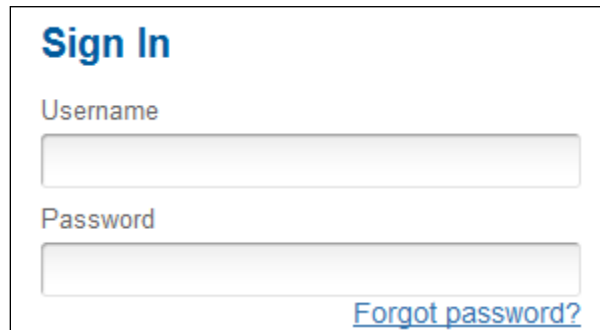
- Once you have setup your account, you will be able to use your Production user name and password to access the Pre-Production environment for Enrollment.

## Steps for Existing Business Customer Gateway (BCG) Users

If you are already using the BCG, complete the following steps to enroll for an incentive program:

1. Navigate to the BCG: <https://gateway.usps.com>
2. Enter your user name and password in the fields provided.

*Note: You will be able to use your production user name and password to access incentive programs.*



The image shows a 'Sign In' form with a blue title. Below the title are two input fields: 'Username' and 'Password'. To the right of the 'Password' field is a blue link that says 'Forgot password?'.

**Figure 6: Sign In screen**

3. From the Welcome page, click on “Manage Account” on the left-hand navigation tab.
4. Click on “Add Location” on the Manage Profile page if you want to add another location to your existing account.



The screenshot displays the 'Manage Profile' interface. At the top, a navigation bar includes tabs for 'Manage Profile', 'Manage Preferences', 'Manage Services', 'Manage Locations', and 'Manage Users'. The 'Manage Profile' tab is selected and highlighted with a red box. On the left, a vertical menu lists options: 'Welcome', 'Inbox', 'Mailing Services', 'Shipping Services', 'Other Services', 'Support', and 'Manage Account', with 'Manage Account' highlighted by a red box. The main content area is titled 'Manage Profile' and contains two primary sections. The first section, 'User', includes a profile icon, the name 'NIVA SIMPSON', email 'tanya.m.perry@usps.gov', and phone '(202) 222-0940'. It also features a note about displaying contact info and checkboxes for 'Name' (checked), 'Phone', and 'Email'. An 'EDIT PROFILE' button is located to the right. The second section, 'Home Business Location', shows a location pin icon, the name 'JOSH HOSUE', address '4550 LANCASTER DRIVE, FT. WASHINGTON, MD 20744, UNITED STATES', and identifiers 'CRID : 94544330' and 'MID : View your Mailer IDs'. A 'TERMS AND CONDITIONS' button is to the right. Below these sections is a 'Add a Business Location' section with a location pin icon, the text 'Add a Business Location', and a description: 'Does your business have more locations? Click to add additional locations to your account.' The 'ADD A LOCATION' button in this section is highlighted with a red box. On the right side, a 'Favorite Services' panel lists 'DASHBOARD', 'MAILER ID', 'MAILING REPORTS', 'ONLINE ENROLLMENT', and 'POSTAL WIZARD', with an 'EDIT FAVORITES' button at the bottom.

**Figure 7: Add New Location to existing Profile**


5. For a new business location, enter business name and address and click “Search”.
6. For an existing location, enter your CRID and click “Continue”.

The screenshot shows a web interface for adding a business location. At the top, a progress bar indicates the current step is 'Search', with 'Confirm' and 'Success' as subsequent steps. The main heading is 'Add a Location', with a 'CANCEL ADD LOCATION' button in the top right. Below the heading, there is a blue location pin icon and instructions: 'Follow the steps below to add a new Business Location to your account. To add a new business location to your profile, type the Business Name and Address; then click the Search button. You may also search for an existing business by its CRID.' The form is divided into two columns. The left column, titled 'Search by Address', contains the following fields: '\*Business Name' (text input), '\*Country' (dropdown menu with 'UNITED STATES' selected), '\*Address 1' (text input), 'Address 2' (text input), '\*City' (text input), '\*State' (dropdown menu with 'Select State' selected), and '\*ZIP/Postal Code' (text input). A blue 'Search' button is at the bottom of this column. The right column, titled 'Or use an existing CRID. ?' contains a text input field for the CRID and a blue 'Continue' button.

**Figure 8: Add/ Search new or existing CRID**

7. The system will return a list of similar addresses. Select the radio button on the right that matches your new location and click on “Continue”.
8. If you cannot find the right address, click “Use this address as you entered it” link.

**Add Location**
[CANCEL ADD LOCATION](#)


**Adding new location**

We have found several addresses that are similar to the one you entered. Please choose the correct address to continue.

**Here is the address you entered:**  
 475 L'ENFANT PLAZA, WASHINGTON, DC 20260, UNITED STATES [Edit](#)

**Please find the address below, select it and press continue.**

ADDRESS	CITY	STATE/PROVINCE	ZIP CODE	SELECT
475 L'ENFANT PLZ SW	WASHINGTON	DC	20260	<input type="radio"/>
475 L'ENFANT PLZ SW	WASHINGTON	DC	20260	<input type="radio"/>
475 L'ENFANT PLZ SW RM 1P010	WASHINGTON	DC	20260	<input type="radio"/>
475 L'ENFANT PLZ SW	WASHINGTON	DC	20260	<input type="radio"/>
475 L'ENFANT PLZ SW	WASHINGTON	DC	20260	<input type="radio"/>
475 L'ENFANT PLZ SW	WASHINGTON	DC	20260	<input type="radio"/>
475 L'ENFANT PLZ SW	WASHINGTON	DC	20260	<input type="radio"/>
475 L'ENFANT PLZ SW	WASHINGTON	DC	20260	<input type="radio"/>
475 L'ENFANT PLZ SW	WASHINGTON	DC	20260	<input type="radio"/>
475 L'ENFANT PLZ SW	WASHINGTON	DC	20260	<input type="radio"/>
475 L'ENFANT PLZ SW	WASHINGTON	DC	20260	<input type="radio"/>

Can't find the right address? [Use this address as you entered it](#)

Continue

**Figure 9: This page displays only for new business locations**

9. Confirm your business location by clicking on “Confirm Add Location”.

**Add a Location**
CANCEL ADD LOCATION

\* Indicates a required field

**Confirm new Business Location.**  
 You are almost done adding a new Business location to your account. Review the information below and press Confirm Add Location to finish adding your new Business location.

**This is the address you searched for:**

USPS  
 475 LENFANT PLZ SW  
 WASHINGTON, DC 20260  
 UNITED STATES

**You will become a user at this business location:**

TESTERS R US  
 475 LENFANT PLZ SW  
 WASHINGTON, DC 20260-0010  
 UNITED STATES

CRID ⓘ : 94540244

**For your new location, you will be given permission to use several USPS Business Services.**

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

Search Again
Confirm Add Location

**Figure 10: Confirm Add New Location**

**Add a Location**
CANCEL ADD LOCATION

\* Indicates a required field

**Confirm new Business Location.**  
 You are almost done adding a new Business location to your account. Review the information below and press Add Location to finish adding your new Business location.

**You will become a user at this business location:**

TESTERS R US  
 475 LENFANT PLZ SW  
 WASHINGTON, DC 20260-0010  
 UNITED STATES

CRID ⓘ : 94540244

**For your new location, you will be given permission to use several USPS Business Services.**

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

Search Again
Confirm Add Location

**Figure 11: Existing Business Location**


10. The core suite of USPS Business Services includes Incentives. Select the radio button and press “Continue with Selection”.

The screenshot shows a web interface for adding a business location and selecting services. At the top, there is a header "Add a Location" and a note: "\* Indicates a required field". Below this, a blue location pin icon with a plus sign is followed by the heading "Confirm new Business Location." and the text: "You have just added the business location below to your account. You may now select business services to use at your new location." A light gray box contains the details for the new location: "Your New Business Location", "TESTERS R US", "475 LENFANT PLZ SW", "WASHINGTON, DC 20260-0010", "UNITED STATES", and "CRID ⓘ : 94540244". Below this, another section titled "Add Services for your Business Location" explains that business services are tools to help use the Postal Service's offerings. It features two radio button options: "I'd like to be given the core suite of [USPS Business Services](#). (Recommended)" and "I'd like to custom select services for my Business Location." At the bottom of this section is a button labeled "CONTINUE WITH SELECTION".

Figure 12: Add Services

11. The core suite of services may be found by clicking the USPS Business Services link which includes Incentive Programs.

12. If you choose to custom select a service, be sure to check the Incentive Programs box.

 **Add Services for your Business Location**

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

I'd like to be given the core suite of [USPS Business Services](#). (Recommended)


With these services, you'll be able to:

- Prepare, track and monitor your mailings
- Manage Mailer IDs and Permits
- Simplify Full Service Mailing and Customer Returns
- Target Areas with Direct Mail
- Send and Manage Large Shipments
- Order Mailing and Shipping Labels
- Enroll for Shipping Services
- Generate Mail and Transaction History reports
- Stay On Top of USPS Promotions and Incentive Programs

I'd like to custom select services for my Business Location.

[CONTINUE WITH SELECTION](#)

**Figure 13: Add Core suite of Services**

 **Add Services for your Business Location**

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

I'd like to be given the core suite of [USPS Business Services](#). (Recommended)

I'd like to custom select services for my Business Location.

\*Select at least one service to continue.

**Basic Services**

- Incentive Programs:** Participate in promotions and incentives for business mail.
- Mailer ID :** Request and manage Mailer IDs.
- Manage Mailing Activity:** Manage your business mailings.

**Mailing Services**

- Customer Label Distribution System (CLDS):** Order bulk, collated or DMM labels online.
- Customer/Supplier Agreements (CSAs):** CSAs define mail preparation requirements and acceptance times.
- Every Door Direct Mail:** EDDM is designed to help you reach every home, every address, every time.
- Intelligent Mail Small Business (IMsb) Tool:** Produce the IMb for your mailings.
- Schedule a Mailing Appointment (FAST):** Schedule a mailing appointment.

**Shipping Services**

- Parcel Return Service (PRS) :** Work share solution for returning merchandise.
- Electronic Verification Service (eVS):** Package mailers can use an electronic manifest to document and pay postage.
- Online Enrollment:** Get started online to apply for eligibility.
- Scan Based Payment (SBP):** Scanning = revenue collection.
- USPS Package Intercept:** Redirect your mailpiece if it hasn't been delivered.

**Shipping Service - EMSP**

- Electronic Manifesting Solution for Packages (EMSP):** End-to-end solution for small businesses to address their package needs.

**Other Services**

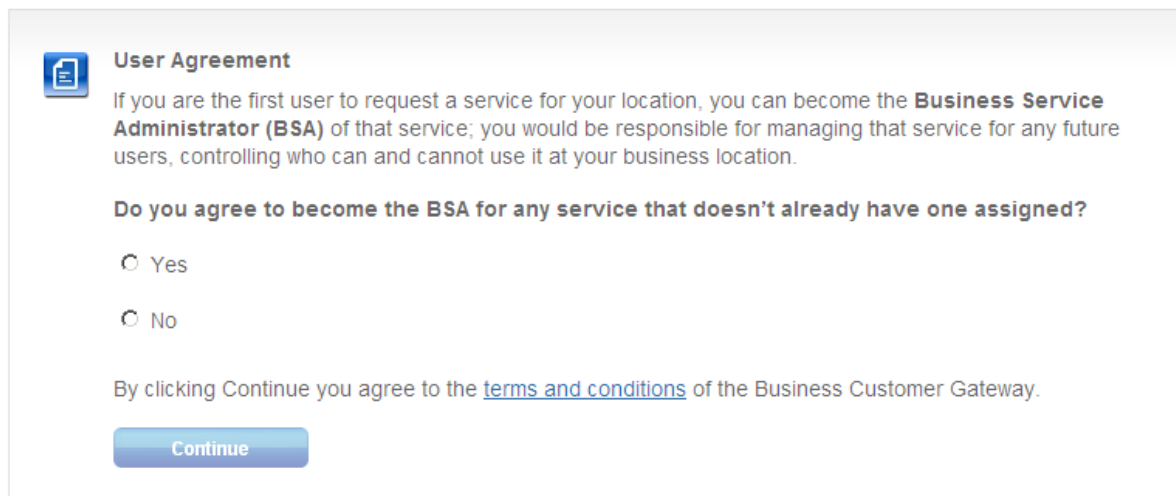
- Audit Mailing Activity (PostalOne!):** Access your permit or Publication account.
- Mail Transport Equipment Ordering System (MTEOR):** Order Mail Transport Equipment.
- Logistics Condition Reporting System (LCRS):** Visibility into the transportation and logistics network.
- Verification Assessment Evaluator (PostalOne!):** Receive reconciliation and refund notifications.


[CONTINUE WITH SELECTION](#)

**Figure 14: Select Incentive Programs**

13. You might have the option to become the Business Service Administrator (BSA) for a USPS business application or service that does not currently have a BSA assigned.

14. Clicking “Continue” takes the user to a confirmation page.



 **User Agreement**

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

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

Yes

No

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

**Figure 15: Request for BSA**

15. Business location was successfully added to your account. You can now view a list of services you have access to, including Incentive Programs.

16. Clicking “Continue” will return you to the Manage Account page

Search
Confirm
Success

### Add Location

**You have successfully added your Business Location.**

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

**Your New Business Location:**  
 ALI'S COMPANY  
 123 MAIN STREET  
 NEW YORK, NY 10022  
 UNITED STATES  
  
 CRID : 94550998

**Is this location a Mail Service Provider (MSP)?**   
 Yes

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

SERVICE
Customer/Supplier Agreements (CSAs)* - CSAs define mail preparation requirements and acceptance times.
Electronic Verification Service (eVS)* - Package mailers can use an electronic manifest to document and pay postage.
Incentive Programs* - Participate in promotions and incentives for business mail.
Mailer ID* - Request and manage Mailer IDs.
Manage Mailing Activity* - Manage your business mailings.
Online Enrollment* - Get started online to apply for eligibility.
Parcel Return Service (PRS)* - Work share solution for returning merchandise.
Scan Based Payment (SBP)* - Scanning = revenue collection.
Schedule a Mailing Appointment (FAST)* - Schedule a mailing appointment.
USPS Package Intercept* - Redirect your mailpiece if it hasn't been delivered.

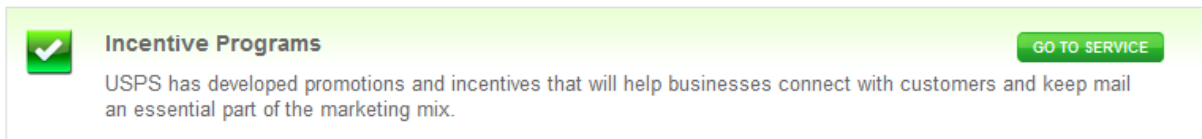
Don't see the business services you need? [GET ACCESS TO ADDITIONAL SERVICES](#)

Add Another Location
Continue

**Figure 16: Added Business Location Successfully**



1. From the Mailing Services page, select Incentive Programs.

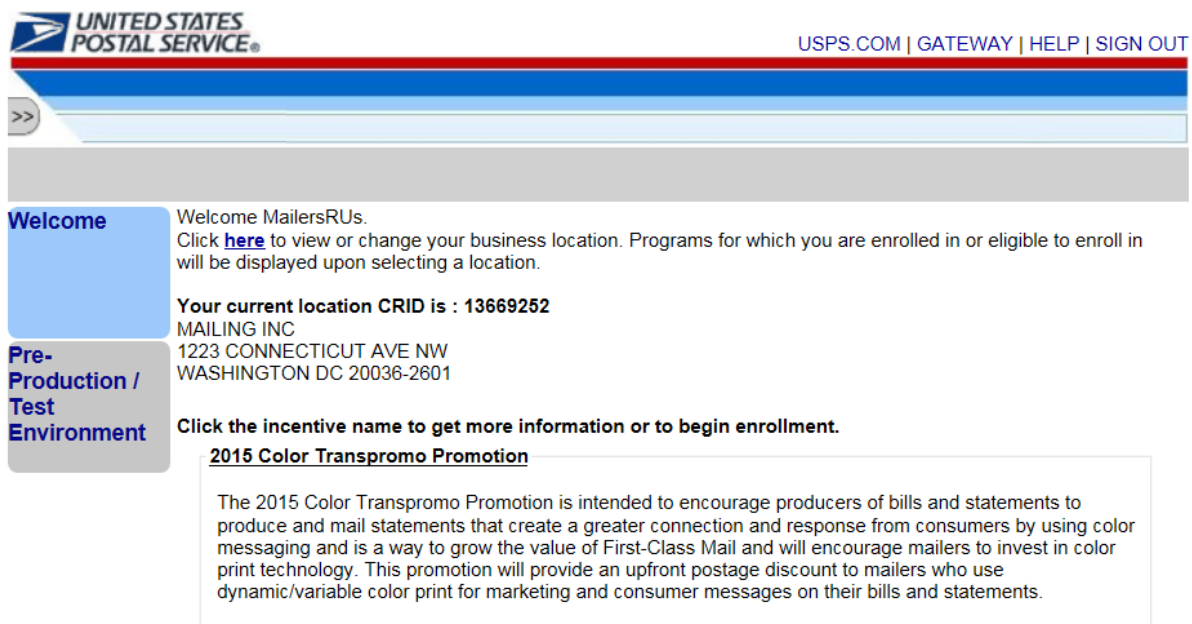


**Incentive Programs** GO TO SERVICE

USPS has developed promotions and incentives that will help businesses connect with customers and keep mail an essential part of the marketing mix.

**Figure 17: Incentive Programs**

2. On the Incentives Home page click on the incentive name you would like to enroll in.



UNITED STATES POSTAL SERVICE® USPS.COM | GATEWAY | HELP | SIGN OUT

**Welcome** Welcome MailersRUs. Click [here](#) to view or change your business location. Programs for which you are enrolled in or eligible to enroll in will be displayed upon selecting a location.

**Pre-Production / Test Environment** **Your current location CRID is : 13669252**  
MAILING INC  
1223 CONNECTICUT AVE NW  
WASHINGTON DC 20036-2601


Click the incentive name to get more information or to begin enrollment.

**2015 Color Transpromo Promotion**

The 2015 Color Transpromo Promotion is intended to encourage producers of bills and statements to produce and mail statements that create a greater connection and response from consumers by using color messaging and is a way to grow the value of First-Class Mail and will encourage mailers to invest in color print technology. This promotion will provide an upfront postage discount to mailers who use dynamic/variable color print for marketing and consumer messages on their bills and statements.

**Figure 18: Click on Incentive name you would like to enroll in**

## Begin Enrollment

1. To begin enrollment into the selected Incentive Program, select the  button located at the top right corner of the page.



The screenshot shows the USPS website interface. At the top left is the USPS logo. At the top right are links for USPS.COM, GATEWAY, HELP, and SIGN OUT. Below the navigation bar is a header for the "2015 Emerging and Advanced Technology Promotion" with two buttons: "Begin Enrollment" and "Back to Incentives Home". A left sidebar contains "Program Summary" and "Program Assistance" links. The main content area is titled "2015 Emerging and Advanced Technology Promotion Overview" and includes the following text:

**I. BACKGROUND**

Direct mail continues to face competition from many forms of alternative media. Businesses have a variety of electronic and digital options available and are relying heavily on email marketing and social media to communicate with their customers in marketing their products and services. These diversions are having an impact on mail volume. As mobile and other print technologies continue to evolve, mail has the potential to offer greater value by engaging customers in various platforms. To ensure that direct mail continues to be a relevant part of the marketing mix, we encourage customers to explore opportunities to incorporate technologies such as Near Field Communication (NFC), "Enhanced" Augmented Reality, and other developing technologies that use advancements in print, ink, and paper that enhance how consumers interact and engage with mail. This strategy provides substantial advantages and opportunities for the integration of innovation in the mail now and in future years.

**II. PROGRAM DESCRIPTION**

The use of technology continues to be a growing force in the marketing landscape for today's savvy marketing professionals. This promotion will build upon previous promotions and continue our strategy of encouraging mailers to integrate direct mail with advancements in technology. To participate in the promotion, the mailpiece must incorporate the use of standard NFC technology or an "enhanced" augmented reality experience allowing the recipient to engage in an interactive experience using the mailpiece and technologies, such as mobile devices, tablets, and other advancements in interactive technologies. There are three new categories that are included in this year's promotion. They are, but are not limited to:

**Figure 19: Incentive Program Selection**

2. Follow the Enrollment Tasks
3. As you complete each task, the system will display the task as “Complete”. Some Enrollment tasks become available only after other tasks have been completed.

**2015 Emerging and Advanced Technology Promotion**      **Enrollment Status: IN PROGRESS**      [Back to Incentives Home](#)

**Program Summary**      **2015 Emerging and Advanced Technology Promotion**  
**Overview**

**I. BACKGROUND**

**Additional Contact Information** *Incomplete*  
 Direct mail continues to face competition from many forms of alternative media. Businesses have a variety of electronic and digital options available and are relying heavily on email marketing and social media to communicate with their customers in marketing their products and services. These diversions are having an impact on mail volume. As mobile and other print technologies continue to evolve, mail has the potential to offer greater value by engaging customers in various platforms. To ensure that direct mail continues to be a relevant part of the marketing mix, we encourage customers to explore opportunities to incorporate technologies such as Near Field Communication (NFC), “Enhanced” Augmented Reality, and other developing technologies that use advancements in print, ink, and paper that enhance how consumers interact and engage with mail. This strategy provides substantial advantages and opportunities for the integration of innovation in the mail now and in future years.

**Locations** *Incomplete*

**II. PROGRAM DESCRIPTION**

**Payment Accounts** *Incomplete*  
 The use of technology continues to be a growing force in the marketing landscape for today’s savvy marketing professionals. This promotion will build upon previous promotions and continue our strategy of encouraging mailers to integrate direct mail with advancements in technology. To participate in the promotion, the mailpiece must incorporate the use of standard NFC technology or an “enhanced” augmented reality experience allowing the recipient to engage in an interactive experience using the mailpiece and technologies, such as mobile devices, tablets, and other advancements in interactive technologies. There are three new categories that are included in this year’s promotion. They are, but are not limited to:

**Program Assistance**  
 ,h Inks

**Figure 20: Enrollment Status: In Progress**

## Additional Contact Information Tab

The Additional Contact Information page allows you to save contact information for an alternative primary contact and for a technical contact. You are required to enter information for the alternative primary contact to complete this task.

**Technology Promotion**

**Program Summary** Provide an alternate contact for promotion specific matters. The Program Office will contact the alternate only in the event you are unavailable.

**Additional Contact Information** Complete

**Locations** Incomplete

**Payment Accounts** Incomplete

**Program Assistance**

**Alternative Primary Contact Information (Required)**

Country:\* UNITED STATES

Name:\* test

Address 1:\* test

Address 2:

City:\* test

State:\* INDIANA

ZIP/Postal Code:\* 29182

Phone Number:\* (123)456-7890

Ext:

Email:\* aol@aol.com

Fax Number:

**Technical Contact Information (Optional)**

Country: UNITED STATES

Name:

Address 1:

Address 2:

City:

State: --Please Select a State--

ZIP/Postal Code:

Phone Number:

Ext:

Email:

Fax Number:

Required fields are marked with \*

**Save**

**Figure 21: Additional Contact Information**

## Locations Tab

The Locations page allows you to review your participating mailing locations. You must verify the accuracy of the displayed locations and select the <I Agree> button to complete this task. The information displayed is based on the locations you have access to in BCG.

Per Page: 20

Filter  by  for

**Available Company Locations:** Showing 1 - 1 of 1

Company	CRID	MSP Designation	Address	Enrollment Method	Enrollment Date	Change MSP Designation
UNITED STATES	5030556	YES	605 5TH AVE S SEATTLE			<input type="button" value="Edit"/>

Export options: [CSV](#) | [Excel](#) | [XML](#) | [PDF](#)

**Unavailable Company Locations:** Showing 1 - 5 of 5

Company	CRID	MSP Designation	Address	Enrollment Method	Enrollment Date	Change MSP Designation
Post-Enrollment Loc	4821337	YES	245 Pera st Lacer PA			<input type="button" value="Edit"/>
The Company of Mail	5155336	NO	88 Eighty-Eight St Loretto MN			<input type="button" value="Edit"/>

**Figure 22: Available Company Locations**

## Payment Accounts Tab

The Payment Accounts page allows you to review the permits that are associated to your registered business locations. If a permit is added to one of your participating CRIDs in the PostalOne! Pre-Production environment, you must wait 30 minutes for the new permit to display on the page. Once you have verified your permits, you must finalize your permit selections before the Award Claim Period begins. You can do so by clicking on the <I Agree> button.

**Program Summary**  
Complete

**Additional Contact Information**  
Incomplete

**Locations**  
Incomplete

**Payment Accounts**  
Incomplete

**Program Assistance**  
Complete

Your permit accounts are shown below. Verify that what is listed is correct. If you do not see a permit and you are sure that it is linked to one of the enrolled CRIDs displayed in the Locations tab, take the following steps to link the missing permit.

1. Return to the BCG homepage.
2. Select the Manage Permits link (under Account Services).
3. Select which location you want to link the permit to (click the company name associated to the location).
4. Navigate to Payment/Permit Accounts Tab.
5. Enter the four pieces of information precisely: 1) Account Number, 2) Account Type, 3) Post Office ZIP Code where you opened your permit and, 4) One of ten of the most recent transactions.

After successful authentication, the permit account will be linked to the selected business location and will be visible on this tab.

Once your permit has been linked, go back to the Incentive Programs service from your homepage, navigate back to this tab and ensure that all your permits are listed below. Otherwise, wait up to 30 minutes before using that permit account in the electronic documentation.

Filter:  by  for

**Eligible Permits:** Showing 1 - 20 of 133 [Next>](#)

CRID	Permit Account Number	Permit Type	Permit Number	Finance Number	Permit ZIP	PO Address
3456899	123	OI	48	382093	20224-0002	
3456899	123	OI	48	161872	20224-0002	
3456899	123	OI	48	265870	20224-0002	
3456899	123	OI	48	284218	20224-0002	
3456899	123	OI	48	162388	20224-0002	
3456899	123	OI	48	482270	20224-0002	
3456899	123	OI	48	054482	20224-0002	
3456899	123	OI	48	10780	20224-0002	
3456899	123	OI	48	475664	20224-0002	
3456899	123	OI	48	233348	20224-0002	
3456899	123	OI	48	164410	20224-0002	
3456899	123	OI	48	072358	20224-0002	
3456899	123	OI	48	513978	20224-0002	
3456899	123	OI	48	357495	20224-0002	
3456899	123	OI	48	231420	20224-0002	
3456899	123	OI	48	517650	20224-0002	
3456899	123	OI	48	058100	20224-0002	
3456899	123	OI	48	038880	20224-0002	
3456899	123	OI	48	381666	20224-0002	
3456899	123	OI	48	497786	20224-0002	

Export options: [CSV](#) | [Excel](#) | [XML](#) | [PDF](#)

**Ineligible Permits:** Showing 1 - 1 of 1

CRID	Permit Account Number	Permit Type	Permit Number	Finance Number	Permit ZIP	PO Address
3456899	123	OB	12686526	562490	20224-0002	

Export options: [CSV](#) | [Excel](#) | [XML](#) | [PDF](#)

Figure 23: Payment Accounts Screen for discount-based Incentives

## Certification Tab

The Certification tab becomes available once the preceding steps have been completed. You must agree to the Certification Agreement by selecting the <I Agree> button to complete this final enrollment step. Upon agreeing, you are enrolled into the Incentive Program. You will know that you are fully enrolled when you see the Enrollment Status change to “Enrolled”.

The screenshot shows the USPS Gateway interface for the 2015 Color Transpromo Promotion. The page header includes the USPS logo and navigation links for USPS.COM, GATEWAY, HELP, and SIGN OUT. The main content area is titled "2015 Color Transpromo Promotion" and shows an "Enrollment Status: IN PROGRESS". A "Back to Incentives Home" link is visible in the top right. The page is divided into several sections:

- Program Summary:** A grey box containing the text: "To complete enrollment into the program, you must agree to the legal statement below. If you choose to disagree, your enrollment will not be completed and you will be routed to the Program Assistance page to initiate correspondence with USPS regarding your concerns."
- Certification Agreement:** A section with a heading "Certification Agreement:" followed by a detailed legal statement. The text reads: "By checking the 'I Agree' button below, I declare that I have reviewed the Program Requirements Document and agree to follow the terms of the 2015 Color Transpromo promotion as outlined in the program requirements document available for download on the Incentive Programs description page. I further declare that the accounts (permit numbers) and locations (Customer Registration IDs) listed in this enrollment are correct and that I intend to participate in the promotion using any combination of these accounts. I understand that, though enrolled, I am not required to participate and I can obtain details online at gateway.usps.com or ask USPS® questions regarding my enrollment. If I am a Mail Service Provider (MSP), I declare as follows: (i) that I am authorized to use the Mailer IDs (MID) or Customer Registration IDs (CRID) as listed in this enrollment and in electronic files I intend to submit to the USPS, (ii) that I am authorized to represent each of the customers I enroll, (iii) that I have provided each customer (the Mail Owner) with the documents/rules, and (iv) that I have informed each of my customers of the terms of the promotion."
- Additional Contact Information:** A grey box with the status "Complete".
- Locations:** A grey box with the status "Complete".
- Payment Accounts:** A grey box with the status "Complete".
- Certification:** A blue box with the status "Incomplete".
- Program Assistance:** A grey box.

At the bottom of the main content area, there are two buttons: "I Agree" and "I Disagree".

Figure 24: Certification

## Incentive Program Activity Reporting: Discount-based Incentives

Once completely enrolled, a new tab is displayed below the Certification tab. If you have both MSP (Mail Service Provider) and MO (Mail Owner) CRIDs, you will be able to view both reports, however, if you have only MSP CRIDS you will be able to view the MSP Activity report. Whether you are a Mail Service Provider or a Mail Owner, you should now see the Activity Report tab. The content in the Activity Report is different for the MSP and Mail Owner to provide MSPs and Mail Owners with information that is relevant to each.

### Mail Owner Activity Report

The top section of the Mail Owner Activity Report - Activity Summary - displays a summary view of the aggregate Volume (Total Pieces), Discount Amount, and Total Postage associated to the program in real-time.

As a Mail Owner, you can see how much you have saved up until that point in time. Refer to the figure below



**Figure 25: Mail Owner Activity Report**

The bottom section (Detailed Activity) displays a more detailed view aggregated by day and by permit so that each row represents daily total mailing activity for each permit. Additionally, the information is displayed separated into sections corresponding to mail classes (i.e., First-Class, Standard, Non Profit). For every day of the promotion and for each permit in the Permit Holder field, the report aggregates the data and displays the Number of Postage Statements generated from that permit and the following permit information: Permit Number, Permit Type and Finance Number. Additionally, it displays the Volume (Pieces) and Discount Amount. Refer to Figure 26.

Please read the content that follows for a more complete description of the information displayed in the Detailed Activity section.



Standard Mail

Mailing Start Date:  Mailing End Date:

Filter:

Mailing Date	Number of Postage Statements	Permit Info	Permit Type	Finance Number	Volume (pieces)	Discount Amount
06/21/2012	1	8	PI	51XXX	1,000	(\$3.94)
07/01/2012	1	78	PI	51XXX	1,000	(\$2.84)
Total:					2,000	(\$6.78)

Showing 1 to 2 of 2 entries



**Figure 26: Detailed Mail Owner Activity Report**

**Mailing Date:** The mailing date is populated in the eDoc. It may or may not correspond with the date of eDoc submission.

**Number of Postage Statements:** The number of postage statements generated from that permit on that Mailing Date.

**Permit Number and Permit Type:** The permit number and permit type of the permit for that row (the permit in the Permit Holder field in the eDoc).

**Volume (pieces):** The total number of pieces, including non-discounted pieces, in all postage statements for the permit for the mailing date. This number includes pieces that didn't qualify for the discount.

**Discount Amount:** The aggregate amount discounted off of the postage from all the postage statements generated from that permit on that mailing date. The discount amount is based solely on discounted pieces (i.e., pieces that qualify for the discount).

### MSP (Mail Service Provider) Activity Report

The top section of the Activity Report for MSPs (Activity Summary) displays an aggregate view of the Volume (Total Pieces), Discount Amount, and Total Postage associated to the program. Data is refreshed in near real-time for all statements that you are the mailing agent.

As a MSP, you can see how much you have saved for all your clients. Note that if you are also mailing for yourself, the information associated to those mailings will also be included in the aggregate view.

**Activity Summary**

Award Start Date	Award End Date	Total Pieces	Discount Amount	Total Postage
05/17/2012	08/31/2012	2,000	(\$6.00)	\$332.22
Total:		2,000	(\$6.00)	\$332.22

Showing 1 to 1 of 1 entries

**Figure 27: Activity Summary**

The bottom section (Detailed Activity) displays a daily view based on each postage statement generated as the mailing agent. For each postage statement, the report displays the mailing date, the CRID populated in the 'For' section of the eDoc, the company name associated to the CRID in the 'For' section of the eDoc and the permit information for the permit that was charged the final postage amount (the permit in the Permit Holder field). Additionally, it displays the Volume (Total Pieces), Discount Amount and Total Postage per postage statement. Note that the Total Postage is actually the Total Adjusted Postage after all applicable discounts and credits haven been applied. Refer to Figure 28.

Please read the content that follows for a more complete description of the information displayed in the Detailed Activity section.

**Detailed Activity**

Mailing Start Date:  Mailing End Date:

Filter:							
Mailing Date	CRID	Company	Permit Number	Permit Type	Total Pieces	Discount Amount	Total Postage
06/21/2012	XXXX796	CLIENT C	567	PI	1,000	(\$3.00)	\$193.06
07/01/2012	XXXX796	COMPANY A	781	PI	1,000	(\$2.00)	\$139.16
06/21/2012	XXXX796	COMPANY B	78	PI	1,000	(\$3.00)	\$193.06
07/01/2012	XXXX796	COMPANY A	781	PI	1,000	(\$2.00)	\$139.16

Showing 1 to 4 of 4 entries

**Figure 28: Detailed Activity**

## Detailed Activity Report: Column explanations

**Mailing Date:** The mailing date corresponds to the day the mail acceptance clerk finalizes the postage statement. The date may or may not correspond with the date of electronic file submission (or Mailer's mailing date).

**CRID:** The CRID populated in the 'For' section of the electronic file may be a mail owner CRID if you're mailing on behalf of a client or it may be one of your CRIDs, if you're acting in the role of a mail owner and mailing for yourself.

**Company:** The Company name associated to the CRID from the CRID column.

**Permit Number and Permit Type:** The permit number and permit type of the permit that got charged the final postage amount (the permit in the Permit Holder field in the electronic file).

**Total Pieces:** The total number of pieces includes non-discounted pieces in all postage statements for the permit for the mailing date. This number includes pieces that did not qualify for the discount.

**Discount Amount:** The aggregate amount discounted off of the total postage from all the postage statements generated from that permit on that mailing date. The discount amount is based solely on discounted pieces (i.e., pieces that qualify for the discount).

**Total Postage:** The total adjusted postage after all applicable discounts and credits have been applied. It is not necessarily the difference between the total revenue and the incentive program's discount; there could be other discounts and/or credits that are not displayed in the report but applied to the postage statement.

## My Activity Report (Consolidated MO/MSP Activity Report)

Users who enroll in a new incentive will see only one report moving forward (Post May 17<sup>th</sup>, 2015) – My Activity Report. The report displays the consolidated data elements for both the MSP and MO.

**Activity Report**

Activity is updated on a daily basis. Each mailing date reflects a daily total mailing activity.

Mailing Start Date:  Mailing End Date:

Filter:

Mailing Date	Company	Postage Statement Id	Mail Class	Permit Number	Permit Type	Finance Number	Total Pieces	Discount Amount	Total Postage
03/27/2015	PRODiNG CATS	77412768	SM	655	PI	105000	1,584	(\$6.80)	\$0.00
03/30/2015	PRODiNG CATS	77446641	SM	652	PI	105000	500	(\$2.15)	\$26.07
04/02/2015	PRODiNG CATS	77449462	SM	655	PI	105000	777	(\$3.32)	\$0.00

Showing 1 to 3 of 3 entries

[Download to Excel](#)

Figure 29: My Activity Report

### Activity Report: Column explanations

**Mailing Date:** The mailing date corresponds to the day the mail acceptance clerk finalizes the postage statement. The date may or may not correspond with the date of electronic file submission (or Mailer's mailing date).

**Company:** The Company name associated to the CRID from the CRID column.

**Postage Statement ID:** The sequence number of the respective postage statement; a unique identifier that facilitates finding postage statement.

**Mail Class:** The mail class of the pieces associated to the respective postage statement.

**Permit Number, Permit Type, & Finance Number:** The permit number and permit type of the permit that got charged the final postage amount (the permit in the Permit Holder field in the electronic file).

**Total Pieces:** The total number of pieces includes non-discounted pieces in all postage statements for the permit for the mailing date. This number includes pieces that did not qualify for the discount.

**Discount Amount:** The aggregate amount discounted off of the total postage from all the postage statements generated from that permit on that mailing date. The discount amount is based solely on discounted pieces (i.e., pieces that qualify for the discount).

**Total Postage:** The total adjusted postage after all applicable discounts and credits have been applied. It is not necessarily the difference between the total revenue and the incentive program's discount; there could be other discounts and/or credits that are not displayed in the report but applied to the postage statement.

## Frequently Asked Questions (FAQ)

### **1. What is a BSA and why is it required?**

A Business Service Administrator (BSA) is the person authorized to control who can access a business service on behalf of your company. A BSA has power over all service and location combinations for which they are the BSA. You should only become the BSA for a service and location combination if you are elected by your company to perform this role.

### **2. What is a contingent BSA and when is it required?**

Because Incentive Programs involve financial data, an extra approval layer has been added to protect your data. If there is no BSA for Incentive Programs, the BSA for Manage Mailing Activity must approve whoever requests to become the BSA for Incentive Programs. This approval must be provided for each of your company's locations. Once you become the BSA for Incentive Programs for a location you can approve or deny access to the service for that location.

Enrolling all of your business locations (CRIDs) for the Incentive Programs Service ensures that all of your permits are linked to the program and become enrolled.

When requesting access to Incentive Programs, the request will be pending until a BSA for Manage Mailing Activity approves your request for access. If there is no BSA for Manage Mailing Activity, upon requesting access to Incentive Programs you can become the BSA for Manage Mailing Activity. Your request for Incentive Programs will be approved automatically. Otherwise if you opt not to assume the BSA role, you will have to wait until the forthcoming Incentive Programs BSA approves your request.

### **3. For which locations should I become the BSA?**

It is generally recommended that you become the BSA if no BSA exists for a service and location combination. You should become the BSA if you want to manage other user's access to the service for a particular location.

If a service requires BSA approval, there must be a BSA established for your company's mailing locations before members of your company can gain access to the service for those locations. Otherwise the request for the service will remain in "pending". After 25 days, if the BSA role is not filled, your request will automatically be purged, without notification.

### **4. How can I add a new location to Incentive Programs after I'm done with the enrollment process?**

Complete section 1 of the enrollment guide: "Request Incentive Programs", making sure that you select the <Add Location> button in step 1.4.

If you are experiencing difficulties while adding a location, refer to section 2 (a) of the Troubleshooting document.

### **5. Where can I see the CRID of a location for which I requested a service?**

Select the 'Request Status >>' link located at the top of the page. This displays a page that contains a table with a list of all the locations for which requests have been made. Find the location by identifying the exact address and then select the link under the 'Business Location' column for the corresponding row. This opens up a pop-up window that displays the CRID of the location.

**6. *Where can I view my access to business services?***

Sign in to the Business Customer Gateway and select the 'Profile >>' link located at the top of the page. This page lists all the locations and their associated services.

**7. *Where can I see the status of my requests to access Incentive Programs?***

To look up the status of the request for all your locations, select the 'Request Status >>' link located at the top of the page. This page lists all of your requests. Make sure that you are looking at locations for which the Service is "Incentive Programs".

**8. *What is the difference between requesting access to incentive programs and requesting access to a specific incentive?***

Requesting access to incentive programs from the BCG determines who can access an incentive program on behalf of your company. Once access has been granted for the Incentive Programs service, you can select the incentive program and begin enrollment.

**9. *Why is it recommended to enter the CRID of a location when trying to add the location to my profile?***

Entering the CRID in the CRID data input field ensures that you uniquely identify the business name and address combination for your company. Even with an identical address, if you use variations of a company name, such as "My Company" and "My Company Global Services", they may not be recognized as belonging to the same company by the address matching system. Entering the CRID circumvents this potential issue (opposed to entering address information in the address input fields).

## Troubleshooting

### 1. **Step 1.1** Navigate to the BCG and sign in.

#### a. ***What is the Business Customer Gateway web address?***

<https://gateway.usps.com>

#### b. ***I can't sign in***

If you're unable to sign in, it is because you either don't have an account or you're entering the incorrect username/password combination.

If you have an account, click on the 'I forgot my password' link and follow the instructions to reset your password.

### 2. **Step 1.4** Add all your Business Locations

#### a. ***I don't know the CRID of the location that I want to add***

There are two reasons why you might not know the CRID of a location you're trying to add.

##### i. New Location

Your location will be a new location in our system. CRIDs are assigned by the USPS. Locations, which are not currently in our system, mean a CRID has not yet been assigned.

##### ii. Existing Location

All existing locations have been assigned a CRID. In this case, you may simply not know the CRID. Note: To see if a CRID exists, you can call the *PostalOne!* Customer Care Center at (800) 522-9085 or [postalone@email.usps.gov](mailto:postalone@email.usps.gov).

For a New Location, select the 'Business Name and Address' radio button and enter the exact address of the location you wish to add.

For an Existing Location, if you remember the exact name of the company and the exact address of the location as it was initially enrolled, you can select the 'Business Name and Address' radio button and enter the required information. It is recommended that you use the CRID of a location when it has one. If you don't know how to find the CRIDs of locations refer to 7 (b) below.

For more information on why you should add all of your business locations, see (3) of the FAQ sheet.

For more information on why you should use the CRID of a location to add it, see (9) of the FAQ sheet.

### 3. **Step 1.6** Confirm your Selection

#### a. ***I don't know the CRID of the location I just added***

To look up the CRID of any location, sign in to the Business Customer Gateway and select the 'Request Status >>' link located at the top of the page to access the display a pop-up window that displays the CRID.

### 4. **Step 1.7** Request to be the BSA for Incentive Programs



**a. *Of which locations should I become the Business Service Administrator (BSA) for Incentive Programs?***

Become the Incentive Programs BSA of a location if you are elected by your company to perform this role. The Incentive Programs BSA must approve all requests from other users to gain access to the service. As a result, there must be an Incentive Programs BSA for each location that you wish to register in the Incentive Programs service.

When requesting to become Incentive Programs BSA for a location, the request will be pending until the BSA for Manage Mailing Activity (MMA) for that location approves your request. If there is no BSA for Manage Mailing Activity, you can request this role. The request to become MMA BSA is approved automatically by the system when the role is vacant. If already pending, your request to become Incentive Programs BSA will be approved immediately by the system. Otherwise, if you are not to assume the Incentive Programs BSA role, you will have to wait until the Incentive Programs BSA approves your request.

**5. Step 1.7.2 Become the BSA for Manage Mailing Activity**

**a. *Why could it be required?***

The Manage Mailing Activity BSA must approve all users' requests to become Incentive Programs BSA. This contingent approval was put into place in the form of a human decision that could have otherwise been an automatic approval by the system. This dependency helps prevent unauthorized users from accessing your mailing activity and permit information. For more information about Contingent BSA and Contingent BSA Approval, see number (2) on the FAQ sheet.

**6. Step 2.3 Repeat 1.4, 1.5 and 1.6 above**

**a. *I don't remember which were the locations entered in 1.4 for which I requested to become the BSA for Incentive Programs***

To look up the status of any location, sign in to the Business Customer Gateway and select the 'Request Status >>' link located at the top of the page. This page lists all of your requests.

Find the locations with a status of "Pending External BSA" and select their name to access the pop-up window that contains the CRID.

**b. *I don't know the CRIDs of some locations***

To look up the CRID of any location, sign in to the Business Customer Gateway and select the 'Request Status >>' link located at the top of the page. This displays a page with all of your requests. Find and select the location's name to access the pop-up window that contains the CRID.

**c. *I don't know if I'm entering the exact addresses that were entered in 1.4***

Instead of entering addresses to add locations that were already entered in 1.4, it is recommended that you enter the CRIDs into the CRID input fields for existing locations. If you don't know how to find the CRIDs of locations refer to (b) directly above.

**7. Step 3.1 Select Incentive Programs under the Account Service category.**

Incentive programs are published in advance of the program start date to enable you to register before the start of the promotion

## 8. **Step 4** Enroll

### Program Registration Landing Page

#### **a. When I select an Incentive Program, the message “This program is not available for enrollment” is displayed. Why can’t I enroll?**

Not all Incentive Programs are available for enrollment for all customers. This indicates one of two things:

- i. The current date falls outside of the Incentive Program’s specified registration time period.  
or
- ii. You are not eligible to enroll for the Incentive Program because you do not have an eligible or pre-qualified permit. Refer to the requirements and parameters in the program description.

If you believe neither of these is your case, contact the Program Office by using the Program Assistance tab.

### Locations Page

#### **b. I thought I had enrolled a location for Incentive Programs in the BCG, but I don’t see it in the ‘Locations’ tab.**

The first step towards resolving this issue is to verify that you actually enrolled the location(s) to Incentive Programs. To do this, navigate to the Business Customer Gateway and sign in. To look up the status of any location, select the ‘Request Status >>’ link located at the top of the page. This displays a page with all of your requests. Make sure that your locations have a Status of “Approved” and that the Service is “Incentive Programs”.

If your Location’s Service is different from “Incentive Programs” you need to complete section 1 of the Enrollment Guide.

If your Location’s Status is “Pending BSA”, this means that the BSA for Incentive Programs for your location needs to approve your request to have the location added to Incentive Programs.

If your Location’s Status is “Pending External BSA” you need to complete section 1.7.2 of the Enrollment Guide.