

Back to Basics Series

How to Set Up your Business Customer Gateway Account

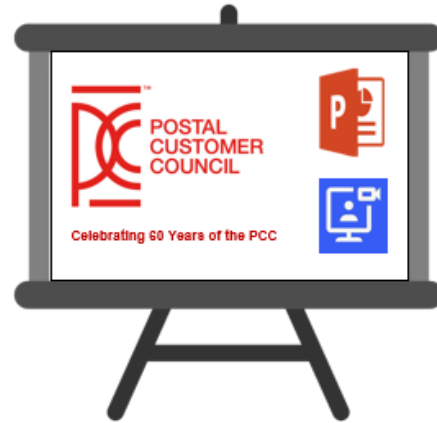
Glen Swyers
The IMAGINE Group - Charlotte

July 30, 2021

Housekeeping



Please utilize the chat box to ask questions, or voice any comments or concerns.



PPT presentation along with the recording will be posted in PostalPro.



Please note: All phones and videos will be muted due to the large volume of participants that we are expecting on today's call.

Glen Swyers
Director of Marketing Integration, The IMAGINE Group Charlotte



GCG - Business Customer Gateway

BUSINESS CUSTOMER GATEWAY

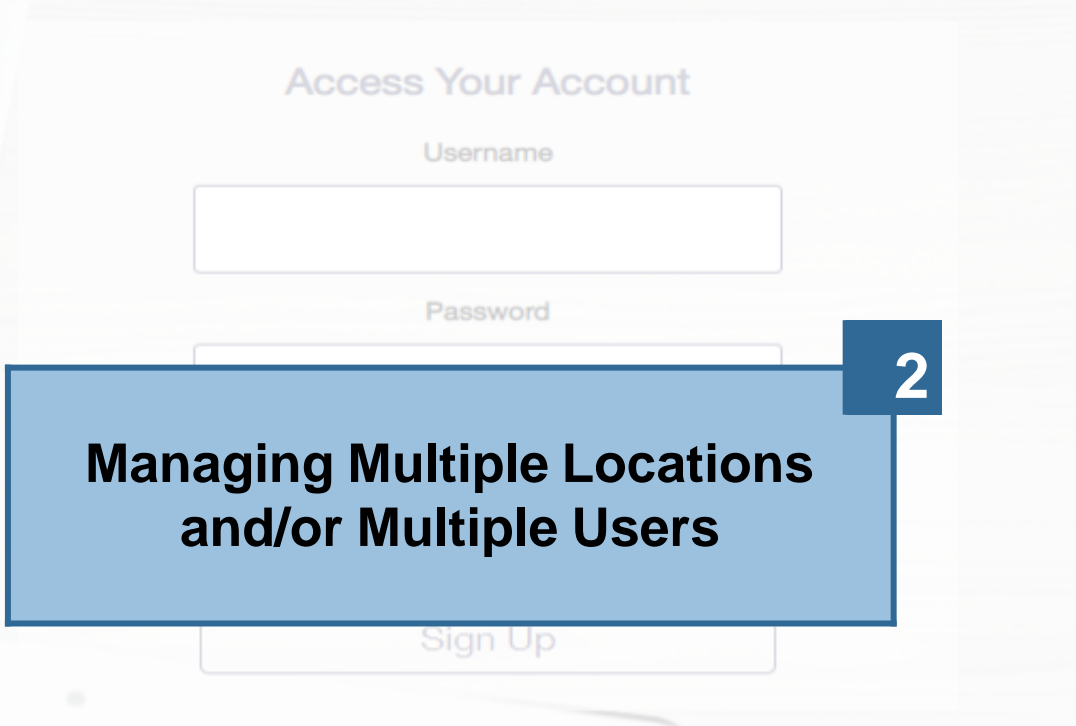
Introduction

- What is the BCG?
- What can the BCG do for customers?
- Common Terms and Definitions
- BCG
- Tour of the BCG
- BCG Welcome Page
- Registering a new user
- BCG Homepage
- Best Practices and a Conversation with Mike Fogleman
- Q&A

1

Managing Multiple Locations and/or Multiple Users

2



The screenshot shows the 'Access Your Account' login page. It features a 'Username' field, a 'Password' field, and a 'Sign Up' button. The page is part of the USPS Business Customer Gateway interface.

[your mailings online](#). Get your message where you need it to go with [Every Door Direct Mail](#). Use the

[System](#) to save paperwork by paying postage with electronic manifests.

Sign up for [USPS Promotions and Incentives](#), save money with [Automation Discounts](#) and unlock the power of your [Mailer ID \(MID\)](#).

BUSINESS CUSTOMER GATEWAY

USPS.com Help

The Business Customer Gateway provides a single-entry point for Postal Service® online business services.

USPS
Cust

Find and manage USPS® services for your business.

- Users can access Intelligent Mail® products and services, including *PostalOne!*, Facility Access and Shipment Tracking, Mailer IDs, eInduction and tracking.
- Access to multiple services is provided through a single username and password.



Mailers

Save time and money [managing your mailings online](#). Get your message where you need it to go with [Every Door Direct Mail](#). Use the

Shippers

Use the [Electronic Verification System](#) to save paperwork by paying postage with electronic manifests.



Business

Sign up for [USPS Promotions and Incentives](#), save money with [Automation Discounts](#) and unlock the power of your [Mailer ID \(MID\)](#).

BUSINESS CUSTOMER GATEWAY

USPS.com Help

The Business Customer Gateway is a secure portal to reach mailing and shipping services. These services are accessed through the BCG but are distinct from the site itself.

Please see the example below to see how it works.

User logs into the BCG

User goes to mailing services and clicks on the link for FAST.

The user is now in the FAST application and has left the BCG.

Mailers

Save time and money [managing your mailings online](#). Get your message where you need it to go with [Every Door Direct Mail](#). Use the

Shippers

Use the [Electronic Verification System](#) to save paperwork by paying postage with electronic manifests.

Business

Sign up for [USPS Promotions and Incentives](#), save money with [Automation Discounts](#) and unlock the power of your [Mailer ID \(MID\)](#).

BUSINESS CUSTOMER GATEWAY

USPS.com Help

Customers can utilize the Gateway to:

- Prepare, track and monitor 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 informed of USPS promotions and incentive programs

Access Your Account

Username

Mailers

Save time and money [managing your mailings online](#). Get your message where you need it to go with [Every Door Direct Mail](#). Use the

Shippers

Use the [Electronic Verification System](#) to save paperwork by paying postage with electronic manifests.

Business

Sign up for [USPS Promotions and Incentives](#), save money with [Automation Discounts](#) and unlock the power of your [Mailer ID \(MID\)](#).

Term	Definition
Customer Registration ID (CRID)	<ul style="list-style-type: none"> • Unique ID numbers used by USPS to identify a customer’s physical business location (address). • CRIDs connect a company’s location information across all USPS systems and applications.
Mailer ID (MID)	<ul style="list-style-type: none"> • Unique ID numbers assigned by USPS to identify a specific mail owner, mailing agent or other service provider. • MIDs are either a 6- or 9-digit number based primarily on a mailer’s historic mail volume.
Business Services	<ul style="list-style-type: none"> • Tools that can help you to make better use of all that the Postal Service has to offer. • When registering, you will get access to 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. • Access to services is regulated by the Business Service Administrator (BSA) of <u>each</u> service.
Business Service Administrator (BSA)	<ul style="list-style-type: none"> • If you are the first user to request a service for your location, you will become the Business Service Administrator (BSA) <u>of that service</u>; you will be able to manage that service for any future users, controlling who can and cannot use it at your business location.

BUSINESS CUSTOMER GATEWAY

USPS.com Help

- Simplified, consolidated and streamlined registration process
 - Access automatically granted to the most popular services
 - Ability to custom select services at multiuser business locations
 - Improved navigation to easily see which services are accessible by the user and to request services



Mailers

Save time and money [managing your mailings online](#). Get your message where you need it to go with [Every Door Direct Mail](#). Use the



Shippers

Use the [Electronic Verification System](#) to save paperwork by paying postage with electronic manifests.

Access Your Account

- Automatic creation of 9-digit MID when creating a new user account
- CRID is displayed when you register and on many consecutive screens within the BCG
 - CRID assigned automatically upon registration (same functionality as previous release)

Business

Sign up for [USPS Promotions and Incentives](#), save money with [Automation Discounts](#) and unlock the power of your [Mailer ID \(MID\)](#).

Mailers, Shippers and Business clients can obtain additional information about services provided by USPS by clicking on the respective links



Mailers

Save time and money [managing your mailings online](#). Get your message where you need it to go with [Every Door Direct Mail](#). Use the [Intelligent Mail Small Business Tool](#) to manage your mail stream and maximize your discount.

[See full list of Mailing Services](#) +



Shippers

Utilize [Click-N-Ship Business Pro™](#) as an End-to-end solution for businesses to fulfill their daily shipping needs. Schedule regular reshipment of mail from one or more addresses to a chosen destination with [Premium Forwarding Service Commercial™](#)

[See full list of Shipping Services](#) +



Business

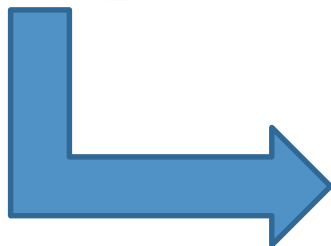
Sign up for [USPS Promotions and Incentives](#), save money with [Automation Discounts](#). Take advantage of [Informed Visibility](#), which provides mail tracking data for letters, flats, bundles, handling units, and containers.

[See full list of Business Services](#) -



Mailers

Save time and money [managing your mailings online](#). Get your message where you need it to go with [Every Door Direct Mail](#). Use the [Intelligent Mail Small Business Tool](#) to manage your mail stream and maximize your discount.



Mailing Services

Here is the list of tools, called Business Services, USPS offers its BCG customers.

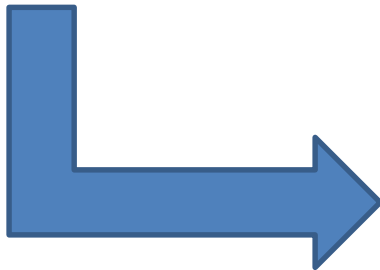
Click the service name for additional information.

- **Automated Business Reply Mail**: Create artwork for Reply Mail pieces.
- **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.
- **Incentive Programs**: Participate in promotions and incentives for business mail.
- **Informed Visibility**: Provides mail tracking data for letters, flats, bundles, handling units, and containers.
- **Mailer ID**: Request and manage Mailer IDs.
- **Manage Mailing Activity**: Manage your business mailings.
- **Schedule a Mailing Appointment (FAST)**: Schedule a mailing appointment.



Shippers

Use the [Electronic Verification System](#) to save paperwork by paying postage with electronic manifests.



Shipping Services

Here is the list of tools, called Business Services, USPS offers its BCG customers.

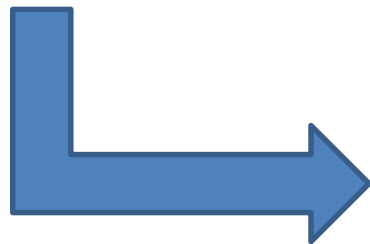
Click the service name for additional information.

- **Click-N-Ship Business Pro™**: End-to-end solution for businesses to fulfill their daily shipping needs.
- **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 APIs**: APIs allow integration of USPS data into customer's software and or system application.
- **Manage Mailing Activity**: Manage your business mailings.
- **Official Mail Shipping Labels**: Provides the option for OMAS customers to use Click-N-Ship.
- **Online Enrollment**: Get started online to apply for eligibility.
- **Parcel Data Exchange (PDX)**: PDX allows business customers to upload manifests and download extracts.
- **Premium Forwarding Service Commercial™**: Schedule regular reshipment of mail from one or more addresses to a chosen destination.
- **Scan Based Payment (SBP)**: Scanning = revenue collection.
- **USPS Package Intercept**: Redirect your mailpiece if it hasn't been delivered.



Business

Sign up for [USPS Promotions and Incentives](#), save money with [Automation Discounts](#) and unlock the power of your [Mailer ID \(MID\)](#).



Business Services

Here is the list of tools, called Business Services, USPS offers its BCG customers.

Click the service name for additional information.

- **Automated Business Reply Mail:** Create artwork for Reply Mail pieces.
- **Click-N-Ship Business Pro™:** End-to-end solution for businesses to fulfill their daily shipping needs.
- **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.
- **Informed Visibility:** Provides mail tracking data for letters, flats, bundles, handling units, and containers.
- **Mail Transport Equipment Ordering System (MTEOR):** Order Mail Transport Equipment.
- **Mailer ID:** Request and manage Mailer IDs.
- **Manage APIs:** APIs allow integration of USPS data into customer's software and or system application.
- **Manage Mailing Activity:** Manage your business mailings.
- **Meters and PC Postage:** Information, documentation and links for meters and PC Postage.
- **Official Mail Shipping Labels:** Provides the option for OMAS customers to use Click-N-Ship.
- **Online Enrollment:** Get started online to apply for eligibility.
- **Parcel Data Exchange (PDX):** PDX allows business customers to upload manifests and download extracts.
- **Premium Forwarding Service Commercial™:** Schedule regular reshipment of mail from one or more addresses to a chosen destination.
- **Retail Business Partners:** Online onboarding Retail Business Partners
- **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.

- Also called Dashboard

Manage Mailing Activity (PostalOne!)

The *PostalOne!* system provides a new automated, streamlined alternative to existing manual business mail acceptance process. It features the following:

Integrated, web-based solutions, providing:

- Automated scheduling services for drop shipment mailings
- Electronic documentation and postage statements
- Simplified mail acceptance, verification and payment processes
- Reduced hardcopy paperwork and handling costs
- Increased operations efficiency with the mail induction process
- Improved access to mailing information and job tracking
- Enhanced account management capability
- Online Mail Quality and Full-Service reporting

- Please note that while Manage Mailing Activity is listed under all three categories of services, it is not a standalone service on its own
- MMA is a suite of services which includes six sub-services
- The MMA Knowledge Base Page shown on the left has been updated to list these sub-services

Manage Mailing Activity

- > Home
- > Summary
- > Balance and Fees
- > Postal Wizard
- > Electronic Data Exchange
- > Mailing Reports
- > Dashboard
- > Manage Permits
- > IMsb Tool
- e-VS Customer**
- > e-VS Monthly Account and Sampling Summary
- > eVS/PRS Dashboard
- > Manifest Search
- > Mailer ID Report
- > Third Party Billing Reports
- > Dispute Queue
- > eVS Alerts
- > Print and Deliver Return Label Service
- PRS Customer**
- > PRS Monthly Account and Sampling Summary
- > eVS/PRS Dashboard
- > Manifest Search
- > Mailer ID Report
- > Print and Deliver Return Label Service
- SBP Customer (SBP)**
- > SBP Monthly Account and Sampling Summary
- > SBP Mailer ID Report
- > Print and Deliver Return Label Service

[Home](#) > [Dashboard Management System](#)

Dashboard Management System

Dashboard Alerts

- ▶ [ALERT: Uncollected ACS Fees](#)
- ▶ [ALERT: Refunds](#)

Dashboard Search

Open Date:

Statement Statuses:
 AW - DPV and/or Move Update Warnings
 CAN - Canceled
 CON - Consolidated
 ERR - Failed on Submission
 EST - Estimate of Postage

Postage Statement ID:

Mailing Group:

Mailer Job #:

Submission Type:
 Mail.Dat
 Mail.XML
 Postal Wizard
 Manual
 PW-EDDM
 PW-IMsb

Mail Classes:
 BP - Bound Printed Matter
 FC - First-Class Mail
 ML - Media/Library Mail
 PP - Parcel Select

Mailer Location:

Preparer CRID #:

Permit Holder Permit #:

Permit Holder Permit Type:

Permit Holder CRID #:

Account Number:

Include Closed Jobs:

Status Chart [show / hide](#)

Manage My Settings [show / hide](#)

▶ My default time frame:

▶ Number of rows to display per page:

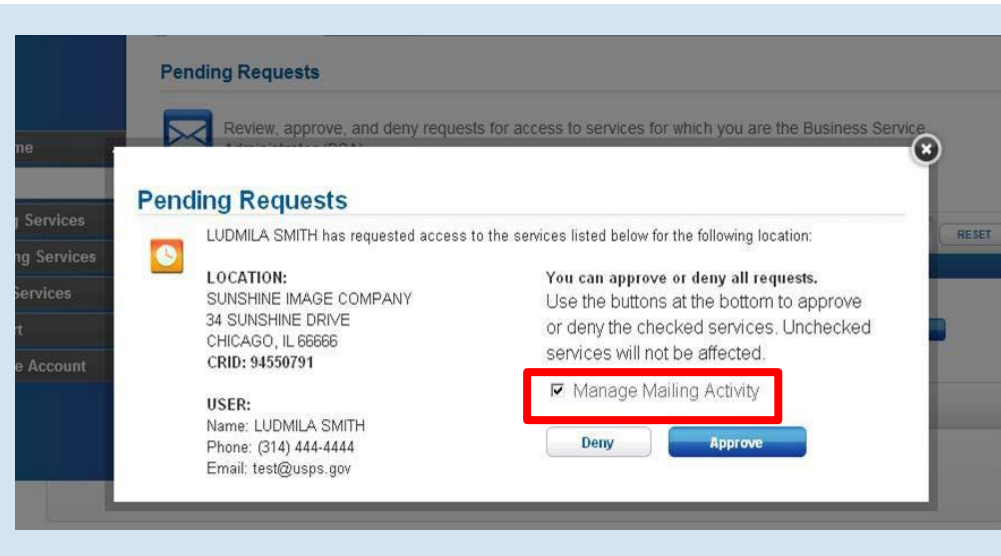
▶ Inactivity alert time period:

▶ Save all of my current criteria selections as:

▶ My existing queries:

Mall Class Chart [show / hide](#)

Once you have requested and received access to one of MMA's subservices, you will be granted access to all MMA sub-services automatically



Note: suite of MMA services is listed as “Manage Mailing Activity” in the Manage Account – Manage Services tab

BSA will see “Manage Mailing Activity” in the Pending Request window when someone requests access to one of MMA sub-services



BUSINESS CUSTOMER GATEWAY USPS.com Help

USPS® Business Customer Gateway
Find and manage USPS® services for your business.

Sign in to the BCG

Sign up for the BCG

Click the "Sign Up" button on the home page to get started.



Mailers

Save time and money [managing your mailings online](#). Get your message where you need it to go with [Every Door Direct Mail](#). Use the [Intelligent Mail Small Business Tool](#) to manage your mail stream and maximize your discount.

[See full list of Mailing Services](#) +



Shippers

Utilize [Click-N-Ship Business Pro™](#) as an End-to-end solution for businesses to fulfill their daily shipping needs. Schedule regular reshipment of mail from one or more addresses to a chosen destination with [Premium Forwarding Service Commercial™](#)

[See full list of Shipping Services](#) +



Business

Sign up for [USPS Promotions and Incentives](#), save money with [Automation Discounts](#). Take advantage of [Informed Visibility](#), which provides mail tracking data for letters, flats, bundles, handling units, and containers.

[See full list of Business Services](#) -

Create Your USPS.com Business Account

Step 1: Pick a username

Please enter a username which will uniquely identify you with the United States Postal Service.

* indicates a required field

* Username

Step 2: Enter your security information

Please create a password for your account. We highly recommend you create a unique password - one that you don't use for other websites.

* indicates a required field

Pick a Password
* Password

* Re-Type Password

Passwords must be at least 8 characters in length and include at least one uppercase letter, one lowercase letter, and one number. They are case-sensitive and cannot include your username or more than two consecutive identical characters.

Please answer two secret questions. Answers are not case-sensitive. If you forget your password, you will be asked for this information to re-gain access to our site.

* indicates a required field

Pick Two Security Questions

* First Security Question
Select First Question

* Second Security Question
Select Second Question

* Your Answer

* Your Answer

* Re-Type your answer

* Re-Type your answer

1

To establish a new account, create a username, password and two security questions

Step 3: Enter your contact information

Please review and edit your contact information for your USPS account

* indicates a required field

Name

Title
Select

* First Name

M.I.

* Last Name

Suffix
Select

Email & Phone

* Email Address

* Re-Type Email Address

* Type * Phone Ext.

Mobile (U.S. Only)

Can we contact you?

Get communications from USPS and our partners.

- From USPS
- From USPS Partners

2

Enter name, phone number and email address

Step 4: Find address by...

Please enter the address so USPS can find the best deliverable option for you.

Please choose how you would like to find your address

Address ZipCode™ Company Identifier

1

Choose method to enter business location and enter appropriate information

Choose from list of possible addresses or original entry if necessary

Step 5: Find by address

Fill out all the required fields and validate your address so it can be verified as a valid delivery address.

* Indicates a required field

Please choose a valid mailing location

The address you provided corresponds to a number of more specific addresses, some of which may have different ZIP+4 Codes. Please choose a more specific address from the list provided below.

Original Address:

475 L'Enfant PLZ SW
Washington DC 20260

Possible Addresses:

- 475 LENFANT PLZ SW
WASHINGTON DC 20260-0001
- 475 LENFANT PLZ SW RM 1P010
WASHINGTON DC 20260-0002
- 475 LENFANT PLZ SW
WASHINGTON DC 20260-0006
- 475 LENFANT PLZ SW
WASHINGTON DC 20260-0007
- 475 LENFANT PLZ SW

Back

Continue

2

Choose from list of existing companies or original entry if necessary

Step 5: Find by address

Fill out all the required fields and validate your address so it can be verified as a valid delivery address.

* Indicates a required field

Existing Company?

The company information you submitted seems to be similar to one of our existing company records. Please review existing records and if you can find a matching record, please select the best option and then select the Continue Button.

Original Address:

USPS
475 LENFANT PLZ SW
WASHINGTON DC 20260-0001

Existing Records:

- USPS
475 LENFANT PLZ SW
WASHINGTON DC 20260-0004
CRID: 94821635
Affiliated Users: 93
CRID Creation Date: 8/31/2018
- USPS
475 LENFANT PLZ SW
WASHINGTON DC 20260-0004
CRID: 1353783
Affiliated Users: 46

3

Back

Continue

Find by address

Fill out all the required fields and validate your address so it can be verified as a valid delivery address.

Business Verification

Thank you for validating your mailing address. Now please help us verify your business.

- VAUGHN CONSTRUCTION INC
1901 ROYAL LN
DALLAS TX 752293183
- VISION ENCLOSURE
412 W BETHEL RD
COPPELL TX 750194401
- VAUGHAN CONSTRUCTION, INC
1901 Royal LN
DALLAS TX 75229

[More of the above](#)

Making this selection will not impact your mailing address.

[Continue](#)

1

Choose from list of existing verified business location or original entry if necessary

Find by address

Fill out all the required fields and validate your address so it can be verified as a valid delivery address.

Congratulations!

The address you've provided has been verified as a valid delivery address.

- USPS
475 LENFANT PLZ SW
WASHINGTON DC 20260-0004

[Change This Address](#)

Please read our privacy policy.

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

[Create Account](#)

2

Read privacy policy and click Create Account

The first user at a business location will become the Business Service Administrator (BSA) for a USPS business application or “service,” in charge of managing who can and cannot use a service at a business location.

This can be changed later, if someone else needs to be made BSA.

Welcome To The Business Customer Gateway

You've successfully registered your account, and you are almost ready to use the Business Customer Gateway.

We've got you signed up as:

Your Business Location:

USPS
2649 N KEDZIE AVE APT 4G
CHICAGO, IL 60647-1637
UNITED STATES
CRID: 94828093

You will be given permission to use several [USPS Business Services](#) allowing you to do things like:

- 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

Terms and Conditions *

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

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

Continue

The terms and conditions can be viewed (and printed, if desired) from the link shown here

Clicking Continue takes the new user to a confirmation page

Register Your Account

Getting Started

You're signed up!



You're Signed Up!

Congratulations, your account is set up with business services.

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 Business Location:

USPS
2649 N KEDZIE AVE APT 4G
CHICAGO, IL 60647-1637
UNITED STATES

CRID: 94828093

[Add a Location](#)

We have automatically assigned you a [Mailer ID \(MID\)](#):

901061585

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

Click-N-Ship Business Pro™* - End-to-end solution for businesses to fulfill their daily shipping needs.

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.

[Get Access to Additional Services](#)

[Continue](#)

New business users
will be enrolled to
use popular
business
applications or
“services”

Access to additional services may be
requested by clicking here

When a new business account is created, a CRID is automatically assigned

Your Business Location:

USPS
2649 N KEDZIE AVE APT 4G
CHICAGO, IL 60647-1637
UNITED STATES

CRID: 94828093 ⓘ

Add a Location

Register Your Account | Getting Started | You're signed up! ✓

You're Signed Up!

Congratulations, your account is set up with business services.
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 Business Location:
USPS
2649 N KEDZIE AVE APT 4G
CHICAGO, IL 60647-1637
UNITED STATES
CRID: 94828093 ⓘ
[Add a Location](#)

We have automatically assigned you a Mailer ID (MID):
901061585 ⓘ

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
Click-N-Ship Business Pro™* - End-to-end solution for businesses to fulfill their daily shipping needs. ⓘ
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.

[Get Access to Additional Services](#)

[Continue](#)

During registration, new business locations will automatically be assigned a Mailer ID

We have automatically assigned you a Mailer ID (MID):
901061585 ⓘ

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

The MSP Indicator is displayed on the Confirmation Page under the MID information. Only users who are the BSA of Manage Mailing Activity will be asked this question

Upon clicking the question mark displayed next to the word “MSP,” users will see a pop-up which provides more details about the role of the Mail Service Provider

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

Yes

A mailing agent (i.e. mail service provider) is an organization, business entity, or individual acting on behalf of one or more mail owners by providing mailing services for which the mail owners compensate the mailing agent.

As a Mail Service Provider, my company certifies to the United States Postal Service that we have been authorized by our customer(s) to act as their mailing agent with the USPS and obtain services for business mailing matters on their behalf.

[Mailing Services](#)
[Shipping Services](#)
[HCR Services](#)
[Additional Services](#)

 Alerts
  Pending Requests
  Manage Account ▾
 [USPS.com](#)
[Help](#)

Welcome, Ed Walsh

ELECTRONICS SUPPLIER (94770901), 1200 N GEORGE MASON DR # 1, ARLINGTON, VA 22205 ▾

Next Permit Fee: **\$240.00** Due 10/28/2021

[View Permit Fee Calendar](#)

Account Overview

By EPS# By Permit#

Select EPS#

Test EPS Account ▾

\$8,061,861.03

Current Balance

\$0.00

Pending Transactions

Debit transactions are aggregated and withdrawn at 6:00 PM Eastern.

Account Status: ACTIVE

[Enterprise Payment System](#)

Mailer Scorecard

eDoc Submitter Mail Preparer Mail Owner

January 2021

Program Status

! Full Service ⓘ ! Move/Update ⓘ

! Seamless ⓘ eInduction ⓘ

Top Errors

! Seamless - Nesting/Sortation **2.87%**

! Full Service - Bar. Uniq. Piece **2.95%**

! Move/Update - COA **2.87%**

Full Service - Bar. Uniq. Handling Unit **0.95%**

[Mailer Scorecard](#)

Favorite Services [Edit](#)

Customer Label Distribution >

CSAs >

eVS >

Every Door Direct Mail >

Incentive Programs >

Manage Permits >

PFS Local >

Printer Directory >

Scan Based Payment >

FAST >

Recent Mailings

Finalized ▾
All Mailings
Pending
Finalized

06/08/2020



Job ID	Mail Class	Mailers Mailing Date	Mailing Group ID	Post No.	Post Office Of Mailing	Postage	Postage Statement ID	Statement Status	Submission Date	
CT12127Z	FC	05/30/20	67583360	111	n/a	105000	\$44.18	124621267	FIN	06/02/20
CT12127Z	FC	05/30/20	67583360	30	n/a	105000	\$35.34	124621266	FIN	06/02/20

Welcome, Ed Walsh

ELECTRONICS SUPPLIER (94770901), 1200 N GEORGE MASON DR # 1, ARLINGTON, VA 22205



Next Permit Fee: **\$240.00** Due 10/28/2021

[View Permit Fee Calendar](#)

Allows the user to select the business name and CRID they wish to view

Displays the next time a permit fee is due and the associated amount

Note: to view this widget you must have Manage Mailing Activity (MMA) and EPS access.

Account Overview

By EPS# By Permit#

Select EPS#

Test EPS Account ▾

\$8,061,861.03
Current Balance

\$0.00

Pending Transactions

Debit transactions are aggregated and withdrawn at 6:00 PM Eastern.

Account Status: ACTIVE

[Enterprise Payment System](#)

Allows user to select an EPS account they wish to view

Current Balance shows the amount in a trust account and Pending Transactions displays the amount to be charged to an ACH debit account

An EPS account is required to view data on this widget. For more information on EPS, please follow this link:

<https://postalpro.usps.com/eps>

The mailer scorecard allows letter, flat and Periodical customers to view their performance when submitting an eDoc. Views for the mail preparer and mail owner are coming soon.



Mailer Scorecard

eDoc Submitter | Mail Preparer | Mail Owner

January 2021

Program Status

- ! Full Service ⓘ
- ! Move/Update ⓘ
- ! Seamless ⓘ
- eInduction ⓘ

Top Errors

! Seamless - Nesting/Sortation	2.87%
! Full Service - Bar. Uniq. Piece	2.95%
! Move/Update - COA	2.87%
Full Service - Bar. Uniq. Handling Unit	0.95%

Arrows point from this box to the tabs in the screenshot.

Tabs allow the letters and flats customer to choose their view of the scorecard widget

Arrows point from this box to the exclamation marks in the screenshot.

Exclamation marks appear when an indicator within that service is over a threshold

Arrows point from this box to the error list in the screenshot.

Displays indicators that are over threshold followed by those that have the highest error percentage

For more information on the mailer scorecard and associated programs please visit see the Publication for Streamlined Mail Acceptance For Letters And Flats at: <https://about.usps.com/publications/pub685.pdf>

Favorite Services [Edit](#)

- Customer Label Distribution >
- CSAs >
- eVS >
- Every Door Direct Mail >
- Incentive Programs >
- Manage Permits >
- PFS Local >
- Printer Directory >
- Scan Based Payment >
- FAST >

Allows the user to select up to ten of their favorite services by hitting the edit button

Recent Mailings

Finalized ▾

06/08/2020

All Mailings
 Pending
Finalized

Job ID	Mail Class	Mailers Mailing Date	Mailing Group ID	Post No.	Post Office Of Mailing	Postage	Postage Statement ID	Statement Status	Submission Date	
CT12127Z	FC	05/30/20	67583360	111	n/a	105000	\$44.18	124621267	FIN	06/02/20
CT12127Z	FC	05/30/20	67583360	30	n/a	105000	\$35.34	124621266	FIN	06/02/20

Statements are displayed according to a filterable status and date

[+ Show More](#)

This widget displays can be expanded to display up to the users ten most recent letter and flat mailings

[All Mailings](#)


The recent mailings widget displays up to ten of your recent letters and flats mailings, for which you submitted the eDoc, from the Postalone! dashboard. To view this widget you must have MMA access.

Business services are now located on the top of the home page

Displays system outages and other important information

Allows BSAs and BSA delegates to edit their account (see next slide)

[Mailing Services](#) [Shipping Services](#) [HCR Services](#) [Additional Services](#)

 Alerts  Pending Requests  Manage Account ▾ [USPS.com](#) [Help](#)

Welcome, Ed Walsh


Allows users to view, approve, and deny and requests for access to services for which they are the BSA

- Manage Profile
- Manage Favorites
- Manage Services
- Manage Locations
- Manage Users

Log Out

Manage Account Features

- **Manage Profile**
 - Allows the user to change their details such as contact information. **This is where the Customer Validation Tool is Located.**
- **Manage Favorites**
 - Edit the ten shortcuts which are visible on the home page.
- **Manage Services**
 - Allows the viewing of current services and provides the ability to request access to services.
- **Manage Location**
 - Displays all relevant information about the locations currently set up in the account
- **Manage Users**
 - Allow BSA and BSA delegates to approve/edit user access



Manage Profile
Manage Favorites
Manage Services
Manage Locations
Manage Users

Log Out

Manage Users

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

Control Access to Your Services

Use this page to control who can or cannot access the services for which you are the Business Service Administrator (BSA). To find a specific user, service, or location, use the filters to narrow down the list.

To Revoke and Archive Records:

If you are a Business Service Administrator or Delegate you can revoke your Users' access to services and archive these records. Archived records will not be displayed under Manage Users for the BSA or Delegates.

[Revoke and Archive Users](#)

Filter by Location: ⓘ

ALL

Filter by Service: ⓘ

ALL

Show only Pending requests ⓘ

Filter by User: ⓘ

ALL

Filter by Access Level: ⓘ

ALL

Reset All Filters

Manage User Access

Business Name & Location	User	Service	Access Level ⓘ
Nick Altrock 333 W 35 th St Chicago IL 60616 CRID: 94818336	Nick	Package Platform Reports	No Access

Filter by various categories

View a user's contact information

Note: this page is available for BSAs and BSA delegates

Change a user's access to a specific service

Manage Users

[Manage Profile](#) / [Manage Favorites](#) / [Manage Services](#) / [Manage Locations](#) / [Manage Users](#)

Control Access to Your Services

Use this page to control who can or cannot access the services for which you are the Business Service Administrator (BSA). To find a specific user, service, or location, use the filters to narrow down the list.

To Revoke and Archive Records:

If you are a Business Service Administrator or Delegate you can revoke your Users' access to services and archive these records. Archived records will not be displayed under Manage Users for the BSA or Delegates.

[Revoke and Archive Users](#)

Filter by Location: ⓘ
ALL

Filter by Service: ⓘ
ALL Show only Pending requests ⓘ

Filter by User: ⓘ
ALL

Filter by Access Level: ⓘ
ALL

[Reset All Filters](#)

Manage User Access

Business Name & Location	User	Service	Access Level ⓘ
Nick Altrock 333 W 35 th St Chicago IL 60616 CRID: 94818336	Nick	Package Platform Reports	No Access

Access: provides user with access to the service for that business location

BSA Delegate: allows user to approve/deny requests for that service & location on your behalf

No Access: denies user access to the service for that location

Requested: will default to this when the user has requested access and the BSA hasn't taken action yet

No Access

Access

BSA Delegate

No Access

Requested

Revoke and Archive

- This new feature allows BSA and BSA delegates to revoke a user from CRID(s) entirely or specific services.
- When all services are removed from a user, that user will no longer appear in manage users for their previous BSA.
- In cases where the user is not removed from the primary CRID, their access can be restored by returning to revoke and archive and unchecking the boxes next to the users CRID(s) or services

Control Access to Your Services

Use this page to control who can or cannot access the services for which you are the Business Service Administrator (BSA). To find a specific user, service, or location, use the filters to narrow down the list.

To Revoke and Archive Records:

If you are a Business Service Administrator or Delegate you can revoke your Users' access to services and archive these records. Archived records will not be displayed under Manage Users for the BSA or Delegates.

[Revoke and Archive Users](#)

Under manage users, click
on revoke and archive

Filter by Location:

ALL



Filter by Service:

ALL



Show only **Pending** requests

Filter by User:

ALL



Filter by Access Level:

ALL



Reset All Filters

Revoke And Archive


If you are a Business Service Administrator(BSA) or Delegate you can revoke your Users' access to services and archive these entries. Archived entries will not be displayed under Manage Users for the BSA or Delegates.

Instructions:

- Step 1: Select a User from the drop down
- Step 2: Select services to revoke and archive
- Step 3: Click Save
- Step 4: Click Confirm

Business Service Administrator and Delegates can restore an archived entry by unchecking the entry and clicking Save and clicking Confirm.

[Back to Manage Users](#)

Select User 

Select the user whose access you wish to change or archive

Select All

William Pierce

USPS

190 MAIN STREET, ST. LOUIS, ME 55555

- Audit Mailing Activity (PostalOne!)
- Business Service Network (BSN) eService
- Click-N-Ship Business Pro™
- Enhanced Barcode Diagnostics
- Enterprise Payment System
- Informed Delivery® Mailer Campaign Portal
- Informed Visibility
- Mail Transport Equipment Ordering System (MTEOR)
- Mailer Visibility
- Manage Mailing Activity (PostalOne!)
- Parcel Data Exchange (PDX)
- Parcel Review and Dispute (Package Platform)
- Premium Forwarding Service Local™
- Printer Directory
- PS Form 3801
- Share Mail
- USPS Package Intercept
- Verification Assessment Evaluator (PostalOne!)

Back

Save

The user and all service assigned to that user appear. Check the services you wish to revoke and press save. In all cases when a service is checked that means it is revoked. Next click the save button and confirm that this is the action you wish to take.

A checked box means that user or service is archived.

BUSINESS CUSTOMER GATEWAY

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

Manage Users

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

Control Access to Your Services

Use this page to control who can or cannot access the services for which you are the Business Service Administrator (BSA). To find a specific user, service, or location, use the filters to narrow down the list.

To Revoke and Archive Records:

If you are a Business Service Administrator or Delegate you can revoke your Users' access to services and archive these records. Archived records will not be displayed under Manage Users for the BSA or Delegates.

[Revoke and Archive Users](#)

Filter by Location: ⓘ

ALL

Filter by Service: ⓘ

ALL Show only Pending requests ⓘ

Filter by User: ⓘ

ALL

ALL
Esther Anderson
William Pierce
Joe Smith

Filter by Access Level: ⓘ

ALL

Reset All Filters

Before all services are removed from William.

BUSINESS CUSTOMER GATEWAY

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

Manage Users

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

Control Access to Your Services

Use this page to control who can or cannot access the services for which you are the Business Service Administrator (BSA). To find a specific user, service, or location, use the filters to narrow down the list.

To Revoke and Archive Records:

If you are a Business Service Administrator or Delegate you can revoke your Users' access to services and archive these records. Archived records will not be displayed under Manage Users for the BSA or Delegates.

[Revoke and Archive Users](#)

Filter by Location: ⓘ

ALL

Filter by Service: ⓘ

ALL Show only Pending requests ⓘ

Filter by User: ⓘ

ALL

ALL
Esther Anderson
Joe Smith

Filter by Access Level: ⓘ

ALL

Reset All Filters

After all services are removed from William.

Users will no longer be visible in the manage users section after they have been archived.

Select All William Pierce

190 MAIN STREET, ST. LOUIS, ME 55555

- Audit Mailing Activity (PostalOne!)
- Business Service Network (BSN) eService
- Click-N-Ship Business Pro™
- Enhanced Barcode Diagnostics
- Enterprise Payment System
- Informed Delivery® Mailer Campaign Portal
- Informed Visibility
- Mail Transport Equipment Ordering System (MTEOR)
- Mailer Visibility
- Manage Mailing Activity (PostalOne!)
- Parcel Data Exchange (PDX)
- Parcel Review and Dispute (Package Platform)
- Premium Forwarding Service Local™
- Printer Directory
- PS Form 3801
- Share Mail
- USPS Package Intercept
- Verification Assessment Evaluator (PostalOne!)

To unarchive a user uncheck the service you wish to see in manage users. Restoring any or all of the services will allow the user to appear on the manage users screen. If all services were removed from the user or if the user was removed from the main CRID then that use cannot be restored. Please note: A user who has a service restored will have to be approved for that service again by the BSA. This can be accomplished in Manage Users.

A checked box means that user or service is archived.

Select All

USPS

190 MAIN STREET, ST. LOUIS, ME 55555

- Audit Mailing Activity (PostalOne!)
- Business Service Network (BSN) eService
- Click-N-Ship Business Pro™
- Enhanced Barcode Diagnostics
- Enterprise Payment System
- Informed Delivery® Mailer Campaign Portal
- Informed Visibility
- Mail Transport Equipment Ordering System (MTEOR)
- Mailer Visibility
- Manage Mailing Activity (PostalOne!)
- Parcel Data Exchange (PDX)
- Parcel Review and Dispute (Package Platform)
- Premium Forwarding Service Local™
- Printer Directory
- PS Form 3801
- Share Mail
- USPS Package Intercept
- Verification Assessment Evaluator (PostalOne!)

When returning to that user in revoke and archive, those services which were archived appear with check marks

To restore the archived user and records, uncheck the services you would like to return to appear in manage users for that user

Select All

USPS

190 MAIN STREET, ST. LOUIS, ME 55555

- Audit Mailing Activity (PostalOne!)
- Business Service Network (BSN) eService
- Click-N-Ship Business Pro™
- Enhanced Barcode Diagnostics
- Enterprise Payment System
- Informed Delivery® Mailer Campaign Portal
- Informed Visibility
- Mail Transport Equipment Ordering System (MTEOR)
- Mailer Visibility
- Manage Mailing Activity (PostalOne!)
- Parcel Data Exchange (PDX)
- Parcel Review and Dispute (Package Platform)
- Premium Forwarding Service Local™
- Printer Directory
- PS Form 3801
- Share Mail
- USPS Package Intercept
- Verification Assessment Evaluator (PostalOne!)

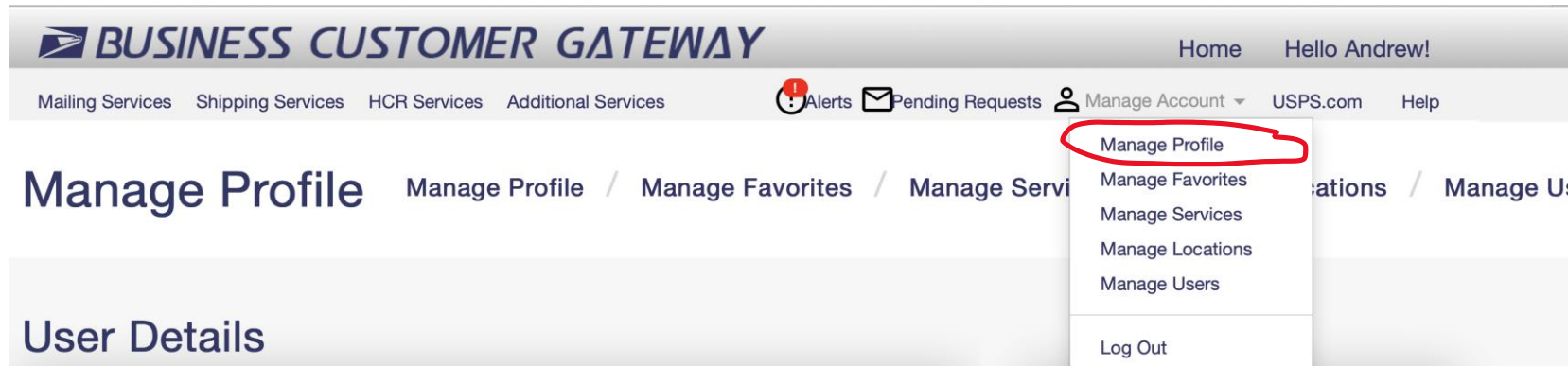
Back

Save

Back

Save

- Front Page – Mailer Scorecard Monitoring
 - HUGE!
- Postal Wizard
 - Creative way to help reduce Un-Documented
 - Way to find client info – NON-Profit
- Informed Delivery – Setting up a campaign
 - Safer and ability to audit and test.
- Manage Profile – Setting up new client CRIDs and/or MIDs
 - Sometimes we have to turnkey this for client
- Mailing Reports
 - from Recent Transactions
 - Electronic Service Returns - ACS
- Monitoring USPS Mail Incentives and registering as they come up



BUSINESS CUSTOMER GATEWAY Home Hello Andrew!

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

- Manage Profile
- Manage Favorites
- Manage Services
- Manage Locations
- Manage Users

Log Out

Available for
MSP

Add A Business Location

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

Add Location

Mail Service Providers

Get MID/CRID Assignments for your Customers.

[Get MIDs/CRIDs](#)

Validate your Client Business Information.

[Customer Validation Tool](#)

Customer Validation Tool

This tool is intended to provide Mail Service Providers with a way to validate Mail Owner information. To begin, select a customer identifier from the dropdown below.

CRID

* indicates a required field.

CRID: *

Enter a CRID to retrieve the associated business address.

CRID Search Results

CRID:	22908787
Company Name:	310 TRENT DRIVE SUITE 154
Urbanization Code:	
Address Line 1:	DURHAM
Address Line 2:	
Address Line 3:	
City:	DURHAM
State/Province:	NC
ZIPCode/PostalCode:	27710-3038
Country:	UNITED STATES



Customer Validation Tool

This tool is intended to provide Mail Service Providers with a way to validate Mail Owner information. To begin, select a customer identifier from the dropdown below.

Nonprofit

* indicates a required field.

Data Type: CRID Nonprofit Authorization Number

22908787

Enter one or more CRIDs (separated by a comma) to retrieve each associated Nonprofit Authorization Number, if one exists.

Search Reset

Nonprofit Search Results

NOTE: While a nonprofit authorization number may be associated with more than one CRID, multiple CRIDs may indicate a data quality issue. If you think the data you are seeing is incorrect, contact the PostalOne! Help Desk at (800)522-9085 or at postalone@usps.gov.

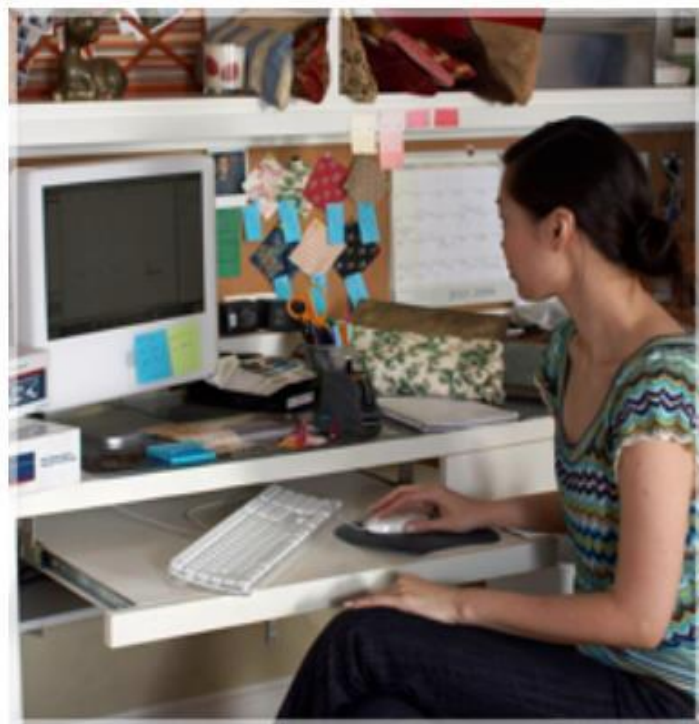
One item found.

1

CRID	Company Name	Address Line 1	Address Line 2	City	State/Province	ZIP+4	NPA Number	NPA Name	NPA Address1	NPA Address2	NPA City	NPA State/Province	NPA ZIP+4	NPA Status	Date of NPA Status
22908787	310 TRENT DRIVE SUITE 154	DURHAM		DURHAM	NC	27710-3038	1806951	DUKE UNIVERSITY HEALTH SYSTEM, INC	310 TRENT DR STE 154	DUKE PROCUREMENT	DURHAM	NC	277103038	AUTHORIZED	05/09/2017 00:00:00

Export options: CSV | XML | PDF

Must use CRID
that is associated
with NPA



Online Support

Send us an email, and one of our Customer Service Representatives will get back to you by the next business day:
postalone@usps.gov



Live Support

For general information,
call us at (800) 522-9085.

Mon-Fri: 7:00 A.M. to 7:00 P.M. (CT)
Sat/Sun/Holidays: Closed