



Business Customer Gateway

February 2018

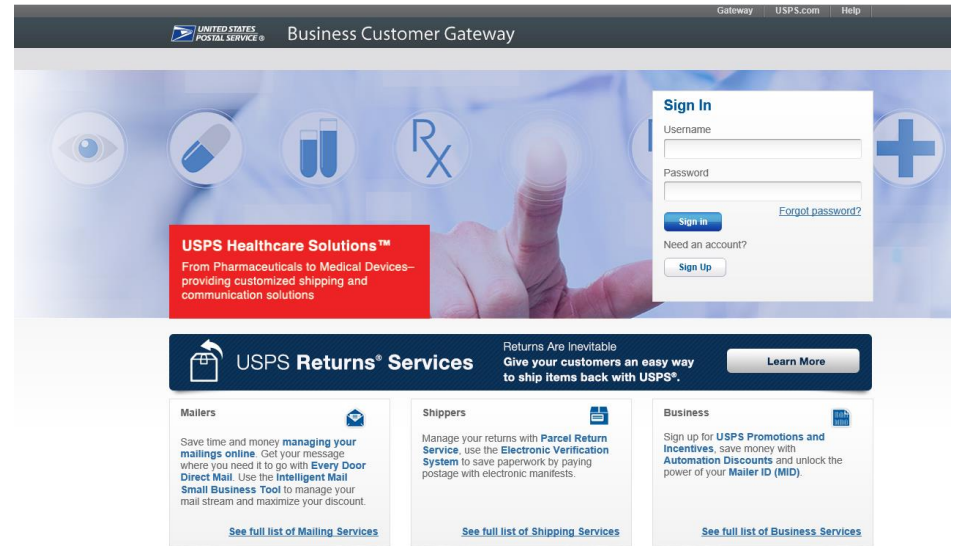
Agenda

- **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
- **Managing Multiple Locations and/or Multiple Users**

What is the Business Customer Gateway (BCG)?

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

- 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 user name and password.



What can the BCG do for customers?

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

Common Terms and Definitions

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.

The BCG Overview

- 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
- 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)

BCG Welcome (Landing) Page

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

UNITED STATES POSTAL SERVICE® Business Customer Gateway

Sign In

Username

Password

[Forgot password?](#)

Sign in

Need an account?
Sign Up

USPS Healthcare Solutions™
From Pharmaceuticals to Medical Devices—providing customized shipping and communication solutions

USPS Returns® Services Returns Are Inevitable
Give your customers an easy way to ship items back with USPS®. [Learn More](#)

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
Manage your returns with **Parcel Return Service**, use the **Electronic Verification System** to save paperwork by paying postage with electronic manifests.
[See full list of Shipping Services](#)

Business
Sign up for **USPS Promotions and Incentives**, save money with **Automation Discounts** and unlock the power of your **Mailer ID (MID)**.
[See full list of Business Services](#)

Information for Mailers

UNITED STATES POSTAL SERVICE® Business Customer Gateway

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Manage your returns with **Parcel Return Service**, use the **Electronic Verification System** to save paperwork by paying postage with electronic manifests. [See full list of Shipping Services](#)

Business
Sign up for **USPS Promotions and Incentives**, save money with **Automation Discounts** and unlock the power of your **Mailer ID (MID)**. [See full list of Business Services](#)

Users may click on any of the links highlighted in blue for additional information about each topic

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.
- **Centralized Account Processing System (CAPS)**: Electronic postage payment.
- **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.
- **IMb Tracing™**: Track your letters and flats
- **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.
- **Schedule a Mailing Appointment (FAST)**: Schedule a mailing appointment.

Information for Shippers

UNITED STATES POSTAL SERVICE® Business Customer Gateway

Sign In

Username
Password

[Sign in](#) [Forgot password?](#)

Need an account?
[Sign up](#)

USPS Healthcare Solutions™
From Pharmaceuticals to Medical Devices—providing customized shipping and communication solutions

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

Shippers
Manage your returns with **Parcel Return Service**, use the **Electronic Verification System** to save paperwork by paying postage with electronic manifests.
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Business
Sign up for **USPS Promotions and Incentives**, save money with **Automation Discounts** and unlock the power of your **Mailer ID (MID)**.
[See full list of Business Services](#)

Featured Service

Click-N-Ship Business Pro™ [Learn More](#)

Shipping Services

Here is the list of tools, called Business Services, USPS offers its BCG customers.
Click the service name for additional information.

- **Centralized Account Processing System (CAPS):** Electronic postage payment.
- **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.
- **Parcel Return Service (PRS):** Work share solution for returning merchandise.
- **Premium Forwarding Service Commercial™:** Schedule regular reshipment of mail from one or more addresses to a chosen destination.
- **Print & Deliver Shipping Label:** Merchants can request Print & Deliver Shipping Label on behalf of their customers
- **Scan Based Payment (SBP):** Scanning = revenue collection.
- **USPS Package Intercept:** Redirect your mailpiece if it hasn't been delivered.

Information for all Business Services

UNITED STATES POSTAL SERVICE® Business Customer Gateway

Sign In

Username
Password

[Sign in](#) [Forgot password?](#)

[Need an account?](#)
[Sign up](#)

USPS Healthcare Solutions™
From Pharmaceuticals to Medical Devices—providing customized shipping and communication solutions

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Business
Sign up for **USPS Promotions and Incentives**, save money with **Automation Discounts** and unlock the power of your **Mailer ID (MID)**.
[See full list of Business Services](#)

Username

Featured Service

[Click-N-Ship Business Pro™](#) [Learn More](#)

Business Services

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- **Intelligent Mail Small Business (IMsb) Tool**: Produce the IMb for your mailings.
- **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.
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- **USPS Package Intercept**: Redirect your mailpiece if it hasn't been delivered.

Manage Mailing Activity (MMA)

Mailing Services

Here is the list of tools, called Business Services, USPS offers its BCG customers.
Click the service name for additional information.

- **ADVANCE**: Track your Periodicals and standard mail.
- **Automated Business Reply Mail**: Create artwork for Reply Mail pieces.
- **Centralized Account Processing System (CAPS)**: Electronic postage payment.
- **Customer Label Distribution System (CLDS)**: Order bulk, collated or DMM labels online.
- **Customer/Supplier Agreements (CSAs)**: CSAs define mail preparation requirements and acceptance times.
- **ePubwatch**: Track your Periodicals mailing.
- **Every Door Direct Mail**: EDDM is designed to help you reach every home, every address, every time.
- **IMb Tracing™**: Track your letters and flats.
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Shipping Services

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Click the service name for additional information.

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- **Click-N-Ship Business Pro™**: End-to-end solution for businesses to fulfill their 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 Mailing Activity**: Manage your business mailings.
- **Online Enrollment**: Get started online to apply for eligibility.
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Business Services

Here is the list of tools, called Business Services, USPS offers its BCG customers.
Click the service name for additional information.

- **ADVANCE**: Track your Periodicals and standard mail.
- **Automated Business Reply Mail**: Create artwork for Reply Mail pieces.
- **Business Service Network (BSN) eService**: Create and monitor service requests.
- **Centralized Account Processing System (CAPS)**: Electronic postage payment.
- **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.
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- **Meters and PC Postage**: Information, documentation and links for meters and PC Postage.
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- **Schedule a Mailing Appointment (FAST)**: Schedule a mailing appointment.
- **USPS Package Intercept**: Redirect your mailpiece if it hasn't been delivered.

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

Manage Mailing Activity - The Manage Mailing Activity service functionality includes:

- Balance and Fees
- Dashboard
- Electronic Data Exchange
- Mailing Reports
- Manage Permits
- Postal Wizard

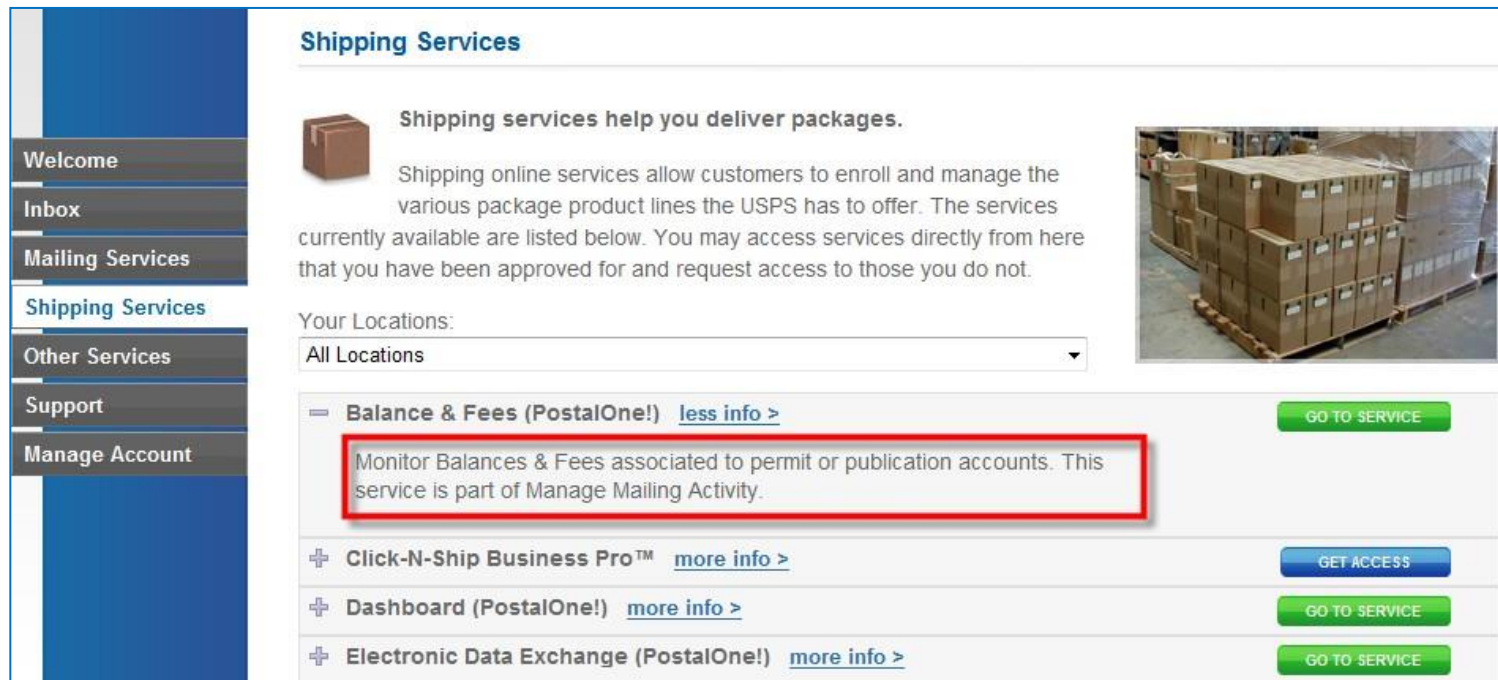
Balance and Fees (Manage Permits)

Mailers have 24/7 access to all their mailing accounts to monitor balances and fees for ease of mailing. The Centralized Account Processing System (CAPS) accounts provide business mailers with expanded electronic payment options, including the ability to link accounts and access payment information.

- 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 (MMA)

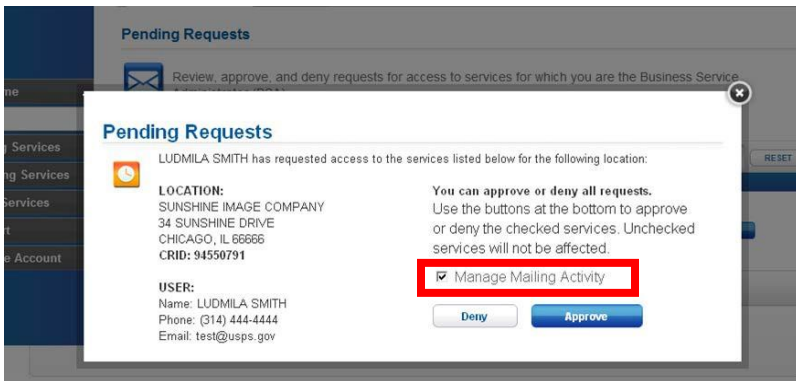
- Each MMA sub-service description on the Mailing and Shipping Services pages has been updated to include additional verbiage about being part of MMA



The screenshot displays the USPS website's 'Shipping Services' page. On the left is a navigation menu with options: Welcome, Inbox, Mailing Services, Shipping Services (highlighted), Other Services, Support, and Manage Account. The main content area is titled 'Shipping Services' and includes a sub-header 'Shipping services help you deliver packages.' followed by a paragraph explaining that shipping online services allow customers to enroll and manage various USPS package product lines. Below this is a 'Your Locations:' dropdown menu set to 'All Locations'. A list of services follows, with the first item, 'Balance & Fees (PostalOne!)', highlighted by a red rectangular box. The description for this service reads: 'Monitor Balances & Fees associated to permit or publication accounts. This service is part of Manage Mailing Activity.' To the right of this description is a green 'GO TO SERVICE' button. Other services listed include 'Click-N-Ship Business Pro™', 'Dashboard (PostalOne!)', and 'Electronic Data Exchange (PostalOne!)', each with a 'more info >' link and a corresponding 'GET ACCESS' or 'GO TO SERVICE' button. An image of stacked cardboard boxes on a pallet is visible on the right side of the page.

Requesting Access to MMA

- Once you have requested and received access to one of MMA's subservices, you will be granted access to **all** MMA subservices automatically
- BSA will see "Manage Mailing Activity" in the Pending Request window when someone requests access to one of MMA subservices



BSA Pending Request Inbox

SERVICE	STATUS	BSA	ACTION
Audit Mailing Activity (PostalOne!)	✓ Approved	You	N/A
Click-N-Ship Business Pro™	⊕ Available	Not You	GET ACCESS
Customer Label Distribution System (CLDS)	✓ Approved	N/A	REMOVE
Customer/Supplier Agreements (CSAs)	✓ Approved	You	N/A
Electronic Verification Service (eVS)	✓ Approved	You	N/A
Every Door Direct Mail	✓ Approved	N/A	REMOVE
Incentive Programs	✓ Approved	You	N/A
Intelligent Mail Small Business (IMsb) Tool	✓ Approved	N/A	REMOVE
Logistics Condition Reporting System (LCRS)	⊕ Available	Not You	GET ACCESS
Mail Transport Equipment Ordering System (MTEOR)	✓ Approved	You	N/A
Mailer ID	✓ Approved	You	N/A
Manage Mailing Activity	✓ Approved	You	N/A
Online Enrollment	✓ Approved	You	N/A
Parcel Return Service (PRS)	✓ Approved	You	N/A
Scan Based Payment (SBP)	✓ Approved	You	N/A
Schedule a Mailing Appointment (FAST)	⊕ Available	Not You	GET ACCESS
USPS Package Intercept	✓ Approved	You	N/A
Verification Assessment Evaluator (PostalOne!)	⊕ Available	Not You	GET ACCESS

Manage Services Page

- **Note:** suite of MMA services is listed as "Manage Mailing Activity" in the Manage Account – Manage Services tab

New User: 1) Register

The screenshot displays the USPS Business Customer Gateway interface. At the top left is the USPS logo and the text "Business Customer Gateway". The main banner features a hand pointing at a "Sign Up" button, which is highlighted with a red box. A callout bubble points to this button with the text "A new user clicks on 'Sign Up'". To the left of the hand is a red box with the text "USPS Healthcare Solutions™ From Pharmaceuticals to Medical Devices—providing customized shipping and communication solutions". Below the banner is a dark blue bar for "USPS Returns® Services" with the text "Returns Are Inevitable Give your customers an easy way to ship items back with USPS®." Below this are three service tiles: "Mailers" (managing mailings online), "Shippers" (managing returns with Parcel Return Service), and "Business" (signing up for promotions and incentives). Each tile includes a "See full list of [Service] Services" link.

UNITED STATES POSTAL SERVICE® Business Customer Gateway

USPS Healthcare Solutions™
From Pharmaceuticals to Medical Devices—providing customized shipping and communication solutions

Sign In
Username
Password
[Forgot password?](#)
Sign in
Need an account?
Sign Up

USPS Returns® Services
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Give your customers an easy way to ship items back with USPS®.

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Shippers
Manage your returns with **Parcel Return Service**, use the **Electronic Verification System** to save paperwork by paying postage with electronic manifests.
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Business
Sign up for **USPS Promotions and Incentives**, save money with **Automation Discounts** and unlock the power of your **Mailer ID (MID)**.
[See full list of Business Services](#)

A new user clicks on "Sign Up"

New User: 2) Complete Registration Form

Create Your USPS.com Business Account

***Pick a Username**
Usernames need 6 characters.
You can use your email address. [?](#)

Enter Security Information
* Indicates a required field

***Pick a Password**
Passwords need 7 characters, including a letter and number. They are case-sensitive. They can include special characters, but not your username or more than two repeat characters in a row. [?](#)

Password

Re-Type Password

Password Strength 0% Too Short

***Pick Two Security Questions**
Please answer two secret questions. If you forget your password, you will be asked for this information to re-gain access to our site.

*First Security Question

*Second Security Question

Your Answer

Re-Type Your Answer

Answers are not case-sensitive. [?](#)

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

Enter name, phone number and email address

Next, we need your name and contact info
* Indicates a required field

Enter Your Name	Enter Your Phone	Enter Your Email Address
Title <input type="text" value="Select"/>	*Type <input type="text" value="US"/> *Phone <input type="text"/> Ext. <input type="text"/>	*Enter Your Email Address <input type="text"/>
*First Name <input type="text"/>	Type <input type="text" value="US"/> Fax <input type="text"/>	*Re-Type Your Email Address <input type="text"/>
M.I. <input type="text"/>		
*Last Name <input type="text"/>		
Suffix <input type="text" value="Select"/>		

Can we contact you?
Get communications from USPS and our partners.

FROM USPS

FROM USPS PARTNERS

New User: 2) Complete Registration Form

Find my address by...

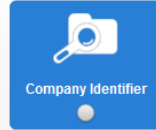
Please enter your address so USPS can find the best deliverable option for you.



Address



ZIP Code™



Company Identifier

Choose method to enter business location and enter appropriate information

Choose from list of possible addresses 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.

Original Address:

475 LENFANT PLZ SW
WASHINGTONDC20024

Possible Addresses:

The address you provided is not recognized by the USPS. We recommend that you select one of the addresses in the list below.

475 LENFANT PLZ SW
WASHINGTON DC 20260-0001

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

475 LENFANT PLZ SW
WASHINGTON DC 20260-0010

[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.

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:

United States Postal Service
475 LENFANT PLZ SW
WASHINGTONDC20260-0001

Existing Records:

U S POSTAL SERVICE
475 LENFANT PLZ SW
WASHINGTON DC 20260-3500
CRID: 123312

USPS
475 LENFANT PLZ SW
WASHINGTON DC 20260-0004
CRID: 445375

[Back](#) [Continue](#)

Choose from list of existing companies or original entry if necessary

New User: 2) Complete Registration Form

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
- None of the above

Making this selection will not impact your mailing address.

[Continue](#)

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

Read privacy policy and click Create Account

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](#)

New User at a New Business Location: 3) Terms and Conditions

The screenshot shows the USPS Business Customer Gateway registration page. At the top, there is a navigation bar with the USPS logo, the text 'Business Customer Gateway', and links for 'Hello, ALI', 'Gateway', 'USPS.com', 'Help', and 'Logout'. Below this is a progress bar with three steps: 'Register Your Account' (completed), 'Getting Started' (current step), and 'You're signed up!'. The main content area is titled 'Welcome to the Business Customer Gateway'. It includes a note that asterisks indicate required fields. A message states: 'You've successfully registered your business account, and you are almost ready to use the Business Customer Gateway. We've got you signed up as:'. Below this is a box for 'Your Business Location:' containing the address 'AL'S COMPANY, 123 MAIN STREET, NEW YORK, NY 10022, UNITED STATES' and a CRID of '20170616'. A section titled 'You will be given permission to use several USPS Business Services allowing you to do things like:' lists various services such as preparing mailings, managing Mailer IDs, and ordering shipping labels. The 'Terms and Conditions' section is highlighted with a red box and contains the text: '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.' Below this is a line of text: 'By clicking Continue you agree to the terms and conditions of the Business Customer Gateway.' and a blue 'Continue' button, which is also highlighted with a red box.

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.

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

New User at an Existing Business Location: 3) Terms and Conditions

United States Postal Service® Business Customer Gateway

Hello, new Gateway USPS.com Help Logout

Register Your Account Getting Started You're signed up!

Getting Started

Welcome to the Business Customer Gateway

You've successfully registered your business account, and you are almost ready to get started using the BCG Po

Your Business Location

CAT TEST 101 LOCATION 4
400 E 64TH ST APT (RANGE 4A - 4D)
NEW YORK, NY 10065
UNITED STATES

CRID ⓘ : 94545535

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.

CONTINUE WITH SELECTION

New users at locations with existing BCG users have the ability to select the core suite of services **OR** custom select services

Clicking **Continue with Selection** takes the new user to the User Agreement section

New User at an Existing Business Location: 3) Terms and Conditions

 **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 Return
- 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.

The services part of the core suite may be found by clicking the **USPS Business Services** link

The custom service selection option allows users to select individual services OR a bundle

 **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.

Common 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.

Basic 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.

Basic 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.
- 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.

Additional Shipping Services

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

New User at an Existing Business Location: 3) Terms and Conditions

The new user at a business location with existing BCG users has the **option** to become the Business Service Administrator (BSA) for a USPS business application or “service” that does not currently have a BSA assigned.

User Agreement

If you are the first user to request a service for your location, you can become the **Administrator (BSA)** of that service; you would be responsible for managing that 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.

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

New User: 4) Confirmation Page

The screenshot shows the USPS Business Customer Gateway interface. At the top, there's a navigation bar with 'Hello, Candy', 'Gateway', 'USPS.com', 'Help', and 'Logout'. Below that, a progress bar indicates three steps: 'Register Your Account', 'Getting started', and 'You're signed up' (which is highlighted with a green checkmark). The main content area is titled 'You're signed up!' and features a green checkmark icon and the text: '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.'

There are two columns of information:

- Your Business Location:** Includes a location pin icon, the address 'CANDY CANE INC, 654 CANE LANE, WASHINGTON, DC 20034, UNITED STATES', and the CRID '94579560'. There is an 'ADD A LOCATION' button.
- We have automatically assigned you a Mailer ID (MID): 901018596** with a help icon.

Below this, there's a section 'Is this location a Mail Service Provider (MSP)?' with a radio button for 'Yes'.

A section titled 'You can begin using these business services. Services with an asterisk (*) indicate you have become the BSA.' contains a list of services with brief descriptions and help icons:

- Customer Label Distribution System (CLDS) - Order bulk, collated or DIMM 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 Data Exchange (PDX)* - PDX allows business customers to upload manifests and download extracts.
- Parcel Return Service (PRS)* - Work share solution for returning merchandise.
- 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.
- Schedule a Mailing Appointment (FAST)* - Schedule a mailing appointment.
- USPS Package Intercept* - Redirect your mailpiece if it hasn't been delivered.

At the bottom right of the list, there's a link: 'Don't see the business services you need? GET ACCESS TO ADDITIONAL SERVICES'.

A red box highlights a blue 'Continue' button at the bottom center of the page.

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

Confirmation Page: CRIDs and MIDs

Business Customer Gateway

Hello, Mel | Gateway | USPS.com | Help | Logout

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

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:
BCGTEST1234
475 LENFANT PLZ SW

Your Business Location:
BCGTEST1234
475 LENFANT PLZ SW
WASHINGTON, DC 20260-0004
UNITED STATES

CRID : 94545290

[ADD A LOCATION](#)

We have automatically assigned you a Mailer ID (MID): 900004055

Is this location a Mail Service Provider (MSP)?

Yes

[Continue](#)

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

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

We have automatically assigned you a Mailer ID (MID): 900004055

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.

Mail Service Provider (MSP) Pop-up Message

- 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 Provide (MSP)? ?

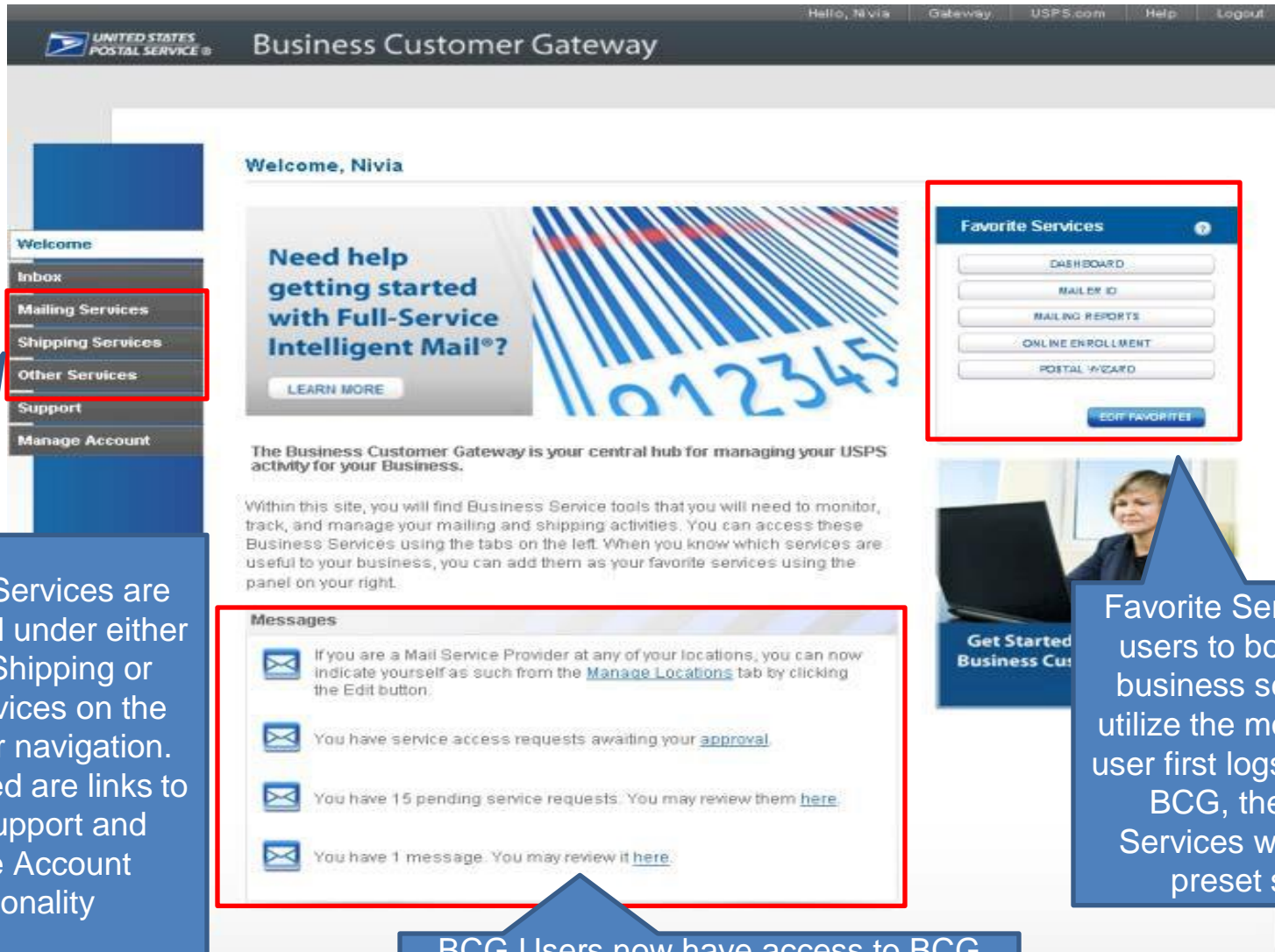
Yes



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.

The BCG Homepage

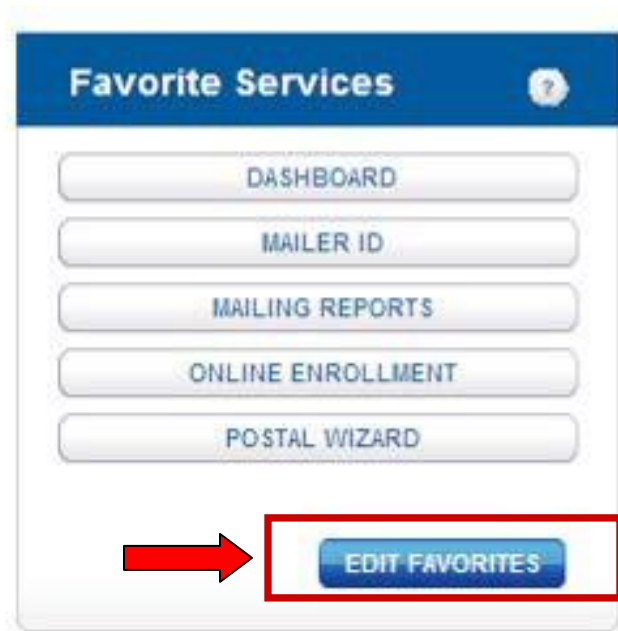


Business Services are now located under either Mailing, Shipping or Other Services on the left sidebar navigation. Also featured are links to Inbox, Support and Manage Account functionality

Favorite Services allows users to bookmark the business services they utilize the most. When a user first logs into the new BCG, the Favorite Services will default to preset services

BCG Users now have access to BCG Messages where they will receive alerts on pending service requests and messages

Favorite Services Panel



- The Favorite Services panel allows quick and easy access to the services you use most often.
- Upon logging in for the first time, the panel will default to the following services:
 - Dashboard
 - Mailer ID
 - Mailing Reports
 - Online Enrollment
 - Postal Wizard
- You may edit which services are displayed in your panel by clicking on the Edit Favorites button

Messages Panel

UNITED STATES POSTAL SERVICE® Business Customer Gateway

Welcome, Anna

Need help getting started with Full-Service Intelligent Mail®?

LEARN MORE

The Business Customer Gateway is your central hub for managing your USPS activity for your Business.

Within this site, you will find Business Service tools that you will need to monitor, track, and manage your mailing and shipping activities. You can access these Business Services using the tabs on the left. When you know which services are useful to your business, you can add them to your favorite services using the panel on your right.

Messages

You have 10 pending service requests. You may review them [here](#).

Manage Profile Manage Preferences Manage Services Manage Locations

Manage Services

Manage your access to services.
Manage Services is your one-stop shop for anything services-related. You can request access to services and view the services you already have access to.

You are currently viewing your services by location.
To manage multiple locations by service, click below.
[MANAGE BY SERVICE](#)

Select which location you want to manage:
CRID: 20515980, THEBSA1003COMPANY, THEBSA1003ADDRESS1, THEBSA1003ADDRESS2, ST. LOUIS, MO

Business Services

SERVICE	STATUS	BSA	ACTION
AdvanceTestSvr5051	⊕ Available	N/A	GET ACCESS
Audit Mailing Activity (PostalOne!)	✓ Approved	You	N/A
Clone: Mailer ID	⊕ Available	N/A	GET ACCESS
Customer Label Distribution System (CLDS)	✓ Approved	N/A	REMOVE
Customer/Supplier Agreements (CSAs)	✓ Approved	You	N/A
Electronic Verification Service (eVS)	✓ Approved	Not You	REMOVE
Every Door Direct Mail	✓ Approved	N/A	REMOVE
HD Service	⊕ Available	N/A	GET ACCESS
Incentive Programs	✓ Approved	Not You	REMOVE
Intelligent Mail Small Business (IMsb) Tool	✓ Approved	N/A	REMOVE

- The Messages panel on the Welcome screen displays all of your current pending access requests which have not yet been approved
- Clicking the “here” link will direct you to the Manage Services page, where you are able to view details about any service access requests that are still pending

Notifications and Alerts

Welcome, Anna



Need help getting started with Full-Service Intelligent Mail®?

[LEARN MORE](#)

The Business Customer Gateway is your central hub for managing your USPS activity for your Business.

Within this site, you will find Business Service tools that you will need to monitor, track, and manage your mailing and shipping activities. You can access these Business Services using the tabs on the left. When you know which services are useful to your business, you can add them as your favorite services using the panel on your right.

Notifications and Alerts



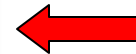
FAST Outage - Remedy Case # 5068749 has been opened for an issue that is affecting FAST users. The issue is currently under investigation. Please contact the Help Desk at 1-800-522-9085 for additional information.

Messages



There are no items that require your attention at this time.

- When there are system outages or important announcements, a “Notifications and Alerts” box will appear above the Messages panel



Mailing Services

UNITED STATES POSTAL SERVICE® Business Customer Gateway

Welcome, Daniel

Need help getting started with Full-Service Intelligent Mail®?

[LEARN MORE](#)

The Business Customer Gateway is your central hub for managing your USPS activity for your Business.

Within this site, you will find Business Service tools that you will need to monitor, track, and manage your mailing and shipping activities. You can access these Business Services using the tabs on the left. When you know which services are useful to your business, you can add them as your favorite services using the panel on your right.

Messages

- If you are a Mail Service Provider at any of your locations, you can now indicate yourself as such from the [Manage Locations](#) tab by clicking the Edit button.
- There are no items that require your attention at this time.

Favorite Services

- DASHBOARD
- ELECTRONIC DATA EXCHANGE
- INCENTIVE PROGRAMS
- MAILER ID
- MAILING REPORTS
- POSTAL WIZARD

[EDIT FAVORITES](#)

Get Started with the NEW Business Customer Gateway

[LEARN MORE](#)


Provides information and services pertinent to Mailers

Mailing Services

Options under Mailing Services include:















- Automated Business Reply Mail
- Balance and Fees (*PostalOne!*)
- Customer Label Distribution System (CLDS)
- Customer/Supplier Agreements (CSAs)
- Dashboard (*PostalOne!*)
- Electronic Data Exchange (*PostalOne!*)
- Every Door Direct Mail
- Incentive Programs
- Intelligent Mail Small Business (IMsb) Tool
- Mailer ID
- Mailing Reports (*PostalOne!*)
- Manage Permits (*PostalOne!*)
- Postal Wizard (*PostalOne!*)
- Schedule a Mailing Appointment (FAST)


Mailing Services

 Mailing services help you deliver letters and flat mail pieces.

Mailing online services will help you manage day-to-day activities from design and preparation of your mail to tracking your mailings in the mail stream. The services currently available are listed below. You may access services directly from here that you have been approved for and request access to those you do not.

Your Locations:
All Locations

 Automated Business Reply Mail more info >	GO TO SERVICE
 Balance & Fees (<i>PostalOne!</i>) more info >	GO TO SERVICE
 Customer Label Distribution System (CLDS) more info >	GET ACCESS
 Customer/Supplier Agreements (CSAs) more info >	GET ACCESS
 Dashboard (<i>PostalOne!</i>) more info >	GO TO SERVICE
 Electronic Data Exchange (<i>PostalOne!</i>) more info >	GO TO SERVICE
 Every Door Direct Mail more info >	GO TO SERVICE
 Incentive Programs more info >	GO TO SERVICE
 Intelligent Mail Small Business (IMsb) Tool more info >	GET ACCESS
 Mailer ID more info >	GO TO SERVICE
 Mailing Reports (<i>PostalOne!</i>) more info >	GO TO SERVICE
 Manage Permits (<i>PostalOne!</i>) more info >	GO TO SERVICE
 Postal Wizard (<i>PostalOne!</i>) more info >	GO TO SERVICE
 Schedule a Mailing Appointment (FAST) more info >	GET ACCESS



Shipping Services

UNITED STATES POSTAL SERVICE® Business Customer Gateway

Welcome, Daniel

Need help getting started with Full-Service Intelligent Mail®?

[LEARN MORE](#)

The Business Customer Gateway is your central hub for managing your USPS activity for your Business.

Within this site, you will find Business Service tools that you will need to monitor, track, and manage your mailing and shipping activities. You can access these Business Services using the tabs on the left. When you know which services are useful to your business, you can add them as your favorite services using the panel on your right.

Messages

- If you are a Mail Service Provider at any of your locations, you can now indicate yourself as such from the [Manage Locations](#) tab by clicking the Edit button.
- There are no items that require your attention at this time.

Favorite Services

- DASHBOARD
- ELECTRONIC DATA EXCHANGE
- INCENTIVE PROGRAMS
- MAILER ID
- MAILING REPORTS
- POSTAL WIZARD

[EDIT FAVORITES](#)

Get Started with the NEW Business Customer Gateway

[LEARN MORE](#)

Provides information and services pertinent to Shippers

Shipping Services

Options under Shipping Services include:

- Balance and Fees (*PostalOne!*)
- Click-N-Ship Business Pro™
- Dashboard (*PostalOne!*)
- Electronic Data Exchange (*PostalOne!*)
- Electronic Verification Service (eVS)
- Incentive Programs
- Mailer ID
- Mailing Reports (*PostalOne!*)
- Manage API
- Manage Permits (*PostalOne!*)
- Official Mail Shipping Labels
- Online Enrollment
- Parcel Data Exchange (PDX)
- Parcel Return Service (PRS)
- Postal Wizard (*PostalOne!*)
- Premium Forwarding Service Commercial
- Print & Deliver Shipping Label
- Scan Based Payment (SBP)
- USPS Package Intercept

Shipping Services



Shipping services help you deliver packages.

Shipping online services allow customers to enroll and manage the various package product lines the USPS has to offer. The services currently available are listed below. You may access services directly from here that you have been approved for and request access to those you do not.

Your Locations:

All Locations



+ Balance & Fees (PostalOne!) <u>more info ></u>	GO TO SERVICE
+ Click-N-Ship Business Pro™ <u>more info ></u>	GO TO SERVICE
+ Dashboard (PostalOne!) <u>more info ></u>	GO TO SERVICE
+ Electronic Data Exchange (PostalOne!) <u>more info ></u>	GO TO SERVICE
+ Electronic Verification Service (eVS) <u>more info ></u>	GO TO SERVICE
+ Incentive Programs <u>more info ></u>	GO TO SERVICE
+ Mailer ID <u>more info ></u>	GO TO SERVICE
+ Mailing Reports (PostalOne!) <u>more info ></u>	GO TO SERVICE
+ Manage APIs <u>more info ></u>	GO TO SERVICE
+ Manage Permits (PostalOne!) <u>more info ></u>	GO TO SERVICE
+ Official Mail Shipping Labels <u>more info ></u>	GO TO SERVICE
+ Online Enrollment <u>more info ></u>	GO TO SERVICE
+ Parcel Data Exchange (PDX) <u>more info ></u>	GO TO SERVICE
+ Parcel Return Service (PRS) <u>more info ></u>	GO TO SERVICE
+ Postal Wizard (PostalOne!) <u>more info ></u>	GO TO SERVICE
+ Premium Forwarding Service Commercial™ <u>more info ></u>	GO TO SERVICE
+ Print & Deliver Shipping Label <u>more info ></u>	GO TO SERVICE
+ Scan Based Payment (SBP) <u>more info ></u>	GO TO SERVICE
+ USPS Package Intercept <u>more info ></u>	GO TO SERVICE

Other Services

UNITED STATES POSTAL SERVICE® Business Customer Gateway

Welcome, Daniel

Need help getting started with Full-Service Intelligent Mail®?

[LEARN MORE](#)

The Business Customer Gateway is your central hub for managing your USPS activity for your Business.

Within this site, you will find Business Service tools that you will need to monitor, track, and manage your mailing and shipping activities. You can access these Business Services using the tabs on the left. When you know which services are useful to your business, you can add them as your favorite services using the panel on your right.

Messages

- If you are a Mail Service Provider at any of your locations, you can now indicate yourself as such from the [Manage Locations](#) tab by clicking the Edit button.
- There are no items that require your attention at this time.

Favorite Services

- DASHBOARD
- ELECTRONIC DATA EXCHANGE
- INCENTIVE PROGRAMS
- MAILER ID
- MAILING REPORTS
- POSTAL WIZARD

[EDIT FAVORITES](#)

Get Started with the NEW Business Customer Gateway

[LEARN MORE](#)

Provides information and services on a variety of tasks from preparation to transportation of mailings and shipments

Other Services

Options under Other Services include:

- Audit Mailing Activity (PostalOne!)
- Business Service Network (BSN) eService
- Intelligent Mail Services
- Logistics Condition Reporting System (LCRS)
- Mail Transport Equipment Ordering System (MTEOR)
- Track & Confirm
- USPS Tracking
- Verification Assessment Evaluator (PostalOne!)

Other Services

Other services help you do more.



The online services available below help business customers manage a variety of tasks from preparation to transporting of mailings and shipments. You may access services directly from here that you have been approved for and request access to those you do not.



Your Locations:

All Locations

+ Audit Mailing Activity (PostalOne!) more info >	GO TO SERVICE
+ Business Service Network (BSN) eService more info >	GO TO SERVICE
+ Intelligent Mail Services more info >	GO TO SERVICE
+ Logistics Condition Reporting System (LCRS) more info >	GO TO SERVICE
+ Mail Transport Equipment Ordering System (MTEOR) more info >	GO TO SERVICE
+ Pickup On Demand (PUOD) more info >	GO TO SERVICE
+ Track & Confirm more info >	GO TO SERVICE
+ USPS Tracking more info >	GO TO SERVICE
+ Verification Assessment Evaluator (PostalOne!) more info >	GO TO SERVICE

Streamlined Services Functionality

- BCG has streamlined the process for requesting and receiving access to business services by allowing you to request, view, and receive service access all from one screen
- Users will see a visual representation of what services they currently have, which services are pending, and which services they do not yet have

Users may view and hide by selecting the **more info** and **less info** links OR using the plus and minus symbols

Services displayed in Green with "Go to Service" button are the services you already have access to

Services you do not yet have access to are displayed in Blue with a "Get Access" button

 Dashboard (PostalOne!) more info >	 GET ACCESS
 Electronic Data Exchange (PostalOne!) more info >	 GET ACCESS
 Every Door Direct Mail more info >	 GO TO SERVICE
 Incentive Programs more info >	Pending External BSA 
 Intelligent Mail Small Business (IMsb) Tool more info >	 GO TO SERVICE
 Mailer ID less info >	 GO TO SERVICE
The Mailer Identifier (MID) is a field within the Intelligent Mail barcode that is used to identify mailers. The MID application allows mailers to request and manage MIDs.	
 Mailing Reports (PostalOne!) more info >	 GET ACCESS

Services which are still pending will be displayed in orange. Clicking the link will take you to the Manage Account – Manage Services page where you can view more details about your pending status

Pending Access Statuses

There are two types of pending statuses users may see (represented in the Mailing, Shipping, and Other Services tabs with orange color). They are:

- **Pending BSA**
 - Indicates that the BSA for that service must approve your request before you receive access.
- **Pending External BSA**
 - The service requested (e.g. Incentive Services) is contingent upon another service (e.g. Manage Mailing Activity) and therefore requires permission from the contingent service's BSA

Support

The screenshot shows the USPS Business Customer Gateway interface. At the top left is the USPS logo and the text "UNITED STATES POSTAL SERVICE®". The main header is "Business Customer Gateway". Below the header is a navigation menu on the left with items: Welcome, Inbox, Mailing Services, Shipping Services, Other Services, **Support** (highlighted with a red box and a red arrow), and Manage Account. The main content area features a "Welcome, Daniel" message, a promotional banner for "Full-Service Intelligent Mail®" with a "LEARN MORE" button, and a "Favorite Services" panel with buttons for Dashboard, Electronic Data Exchange, Incentive Programs, Mailer ID, Mailing Reports, and Postal Wizard. Below this is a "Messages" section with two items: one about Mail Service Providers and another stating there are no items requiring attention. A "Get Started with the NEW Business Customer Gateway" banner is at the bottom right.



Provides information on how to obtain additional assistance

Welcome

Inbox

Mailing Services

Shipping Services

Other Services

Support

Manage Account

Support



Need help?

You've got questions, we've got answers. Below you can find the information to support your mailing and shipping needs.

Clicking the BCG Navigation Guide directs users to a PDF of the BCG PowerPoint presentation



[BCG Navigation Guide](#)



[Need to manage BSA assignments?](#)



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

[Get Started with Full-Service](#)
[Learn more about the BCG](#)
[Mail Service Provider \(MSP\) Tools](#)
[National Customer Support Center \(NCSC\)](#)
[Postal Explorer](#)
[Track & Confirm](#)
[USPS News & Information](#)
[USPS.com](#)
[Vendor list for Full Service Software](#)



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

[Additional Support Contact Information](#)



BCG Service Information

Browse through our shipping and mailing services articles which will assist you with your questions.

[Electronic Verification System \(eVS\)](#)
[Every Door Direct Mail \(EDDM\)](#)
[Incentives & Promotions](#)
[Parcel Return Service \(PRS\)](#)
[PostalOne!](#)

Directs users to the RIBBS Business Customer Gateway page

- Welcome
- Inbox
- Mailing Services
- Shipping Services
- Other Services
- Support**
- Manage Account

Support



Need help?

You've got questions, we've got answers. Below you can find the information to support your mailing and shipping needs.



[BCG Navigation Guide](#)



[Need to manage BSA assignments?](#)



Clicking this link triggers the below message box to appear, which includes more information about BSA assignments

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

- [Get Started with Full-Service](#)
- [Learn more about the BCG](#)
- [Mail Service Provider \(MSP\) Tools](#)
- [National Customer Support Center \(NCSC\)](#)
- [Postal Explorer](#)
- [Track & Confirm](#)
- [USPS News & Information](#)
- [USPS.com](#)
- [Vendor list for Full Service Software](#)

Did you become the BSA incorrectly? To remove your BSA role, please send your request to the Help Desk via email at postalone@usps.gov.

The following information should be included in the request:

- CRID and service(s) you would like to be removed as BSA
- Contact info
- Username

Has your BSA left the company? If the BSA for your business location is no longer with the company, and should be transitioned to another user, please send your request to the Help Desk via email at postalone@usps.gov.

The following information should be included in the request:

- CRID and service(s) for which the BSA should be removed
- Username of the new BSA

Manage Account

UNITED STATES POSTAL SERVICE® Business Customer Gateway

Welcome, Daniel

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[LEARN MORE](#)

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Messages

- If you are a Mail Service Provider at any of your locations, you can now indicate yourself as such from the [Manage Locations](#) tab by clicking the Edit button.
- There are no items that require your attention at this time.

Favorite Services

- DASHBOARD
- ELECTRONIC DATA EXCHANGE
- INCENTIVE PROGRAMS
- MAILER ID
- MAILING REPORTS
- POSTAL WIZARD

[EDIT FAVORITES](#)

Get Started with the NEW Business Customer Gateway

[LEARN MORE](#)

Allows user to manage administrative information including profiles, services, etc.

Manage Account – Manage Profile

Manage Profile | Manage Preferences | Manage Services | Manage Locations

User: FE DEF
cat@cat.com
(540) 126-5897

Home Business Location: WHS
1200 W MAIN ST
WAYNESBORO, VA 22980-4315
UNITED STATES

MID: [View your Mailer IDs](#)

Allows users to edit their profile information, view terms & conditions and add a business location

A link "View your Mailer IDs" will be displayed for users with access to the MID system. The link takes users directly to the MID system homepage.

Welcome to the Mailer ID System

Mailer ID Search

Business Location: [94545290 - BCGTEST1234 20260-0004]

Mailer ID: []

Customer Reference: []

Display Options: MIDs owned by my business location(s) MIDs delegated to my business location(s) for Data Distribution Management MIDs whose Data Distribution Profile delegated to other CRIDs All of the above

Mailer ID Summary

Mailer ID	Business Location	Options
900004055	BCGTEST1234 475 LEVANT PLZ SW WASHINGTON, DC 20280-0004	Add Data Distribution Profile Edit Program Options More Info

Manage Account – Manage Profile: MSP Box

The screenshot displays the 'Business Customer Gateway' interface. The top navigation bar includes 'Manage Profile', 'Manage Preferences', 'Manage Services', and 'Manage Locations'. The 'Manage Profile' section is active, showing user details for 'FE DEF' with email 'cat@cat.com' and phone '(540) 126-5897'. There are checkboxes for 'Name', 'Phone', and 'Email'. The 'Home Business Location' is listed as 'WHS, 1200 W MAIN ST, WAYNESBORO, VA 22980-4315, UNITED STATES'. A 'Mail Service Providers' section is highlighted with a red box, containing the text 'Get MID/CRID Assignments for your Customers.' with a 'GET MID & CRID' button, and 'Validate your Client Business Information.' with a 'CUSTOMER VALIDATION TOOL' button. A 'Favorite Services' sidebar on the right lists 'DASHBOARD', 'MAILER ID', 'MAILING REPORTS', 'ONLINE ENROLLMENT', and 'POSTAL WIZARD'.

A “Mail Service Providers” box will be displayed for users who are an MSP and have access to Manage Mailing Activity.

For MSPs that do **not** have access to MMA, a similar box will appear, but *without* the Customer Validation Tool.

Manage Account – Manage Profile: BSA Preferences

The screenshot shows the 'Business Customer Gateway' interface. At the top left is the United States Postal Service logo. The main header is 'Business Customer Gateway'. Below this is a navigation bar with tabs: 'Manage Profile', 'Manage Preferences', 'Manage Services', and 'Manage Locations'. The 'Manage Profile' tab is active. On the left is a vertical sidebar with menu items: 'Welcome', 'Inbox', 'Mailing Services', 'Shipping Services', 'Other Services', 'Support', and 'Manage Account'. The main content area is titled 'Manage Profile' and contains several sections: 1. 'User' section: Includes a user icon, name 'FE DEF', email 'cat@cat.com', and phone '(540) 126-5897'. A red box highlights the 'EDIT PROFILE' button. Below this is a section titled 'Display contact info to users requesting your approval for services:' with three checkboxes: 'Name' (checked), 'Phone', and 'Email'. A red box highlights this section. 2. 'Home Business Location' section: Includes a location icon, address 'WHS, 1200 W MAIN ST, WAYNESBORO, VA 22980-4315, UNITED STATES', and CRID '94555157'. A 'TERMS AND CONDITIONS' button is to the right. 3. 'Add a Business Location' section: Includes a location icon, the text 'Add a Business Location', and an 'ADD A LOCATION' button. 4. 'Favorite Services' section: A blue header with a help icon, containing buttons for 'DASHBOARD', 'MAILER ID', 'MAILING REPORTS', 'ONLINE ENROLLMENT', and 'POSTAL WIZARD', with an 'EDIT FAVORITES' button at the bottom. Two blue callout boxes are present: one pointing to the 'EDIT PROFILE' button with the text 'Users will have the ability to edit their profile', and another pointing to the 'Display contact info...' section with the text 'Business Service Administrators (BSAs) have the option to display their contact information back to users at their business location'.

United States Postal Service® Business Customer Gateway

Manage Profile Manage Preferences Manage Services Manage Locations

Welcome
Inbox
Mailing Services
Shipping Services
Other Services
Support
Manage Account

Manage Profile

User:
FE DEF
cat@cat.com
(540) 126-5897

EDIT PROFILE

Display contact info to users requesting your approval for services:

- Name
- Phone
- Email

Home Business Location:
WHS
1200 W MAIN ST
WAYNESBORO, VA 22980-4315
UNITED STATES

CRID ⓘ : 94555157
MID ⓘ : [View your Mailer IDs](#)

TERMS AND CONDITIONS

Add a Business Location **ADD A LOCATION**

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

Favorite Services ⓘ

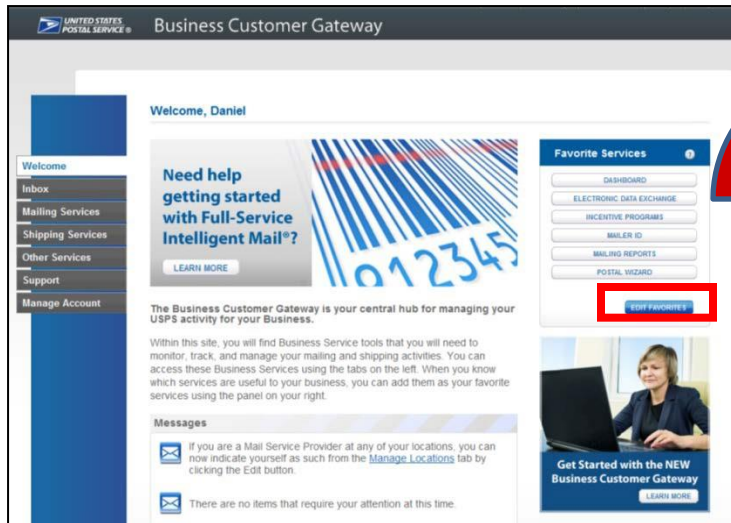
- DASHBOARD
- MAILER ID
- MAILING REPORTS
- ONLINE ENROLLMENT
- POSTAL WIZARD

EDIT FAVORITES

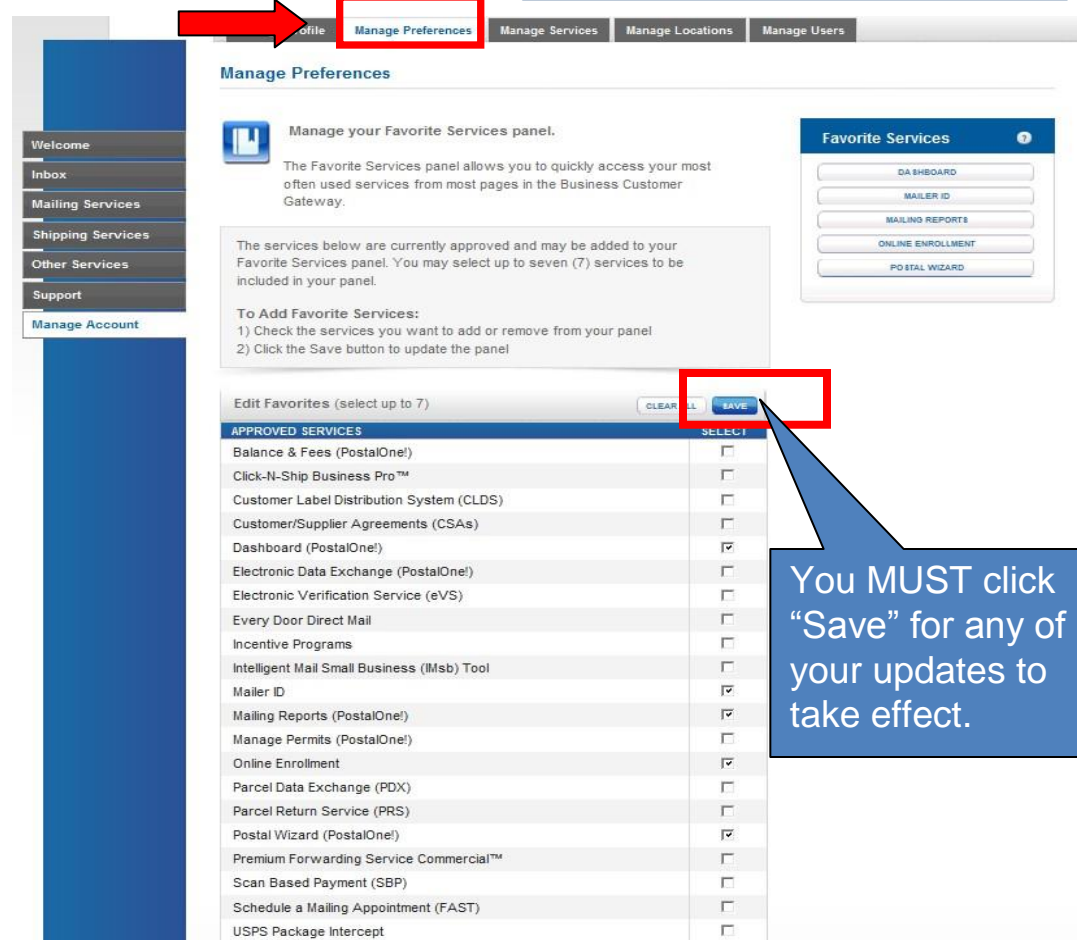
Users will have the ability to edit their profile

Business Service Administrators (BSAs) have the option to display their contact information back to users at their business location

Manage Account - Manage Preferences



Allows users to choose up to 7 services that will appear under the “My Favorites” section on the Home Page



- Clicking Edit Favorites will direct you to the Manage Preferences screen
- On this page, you are able to select up to seven services for display in your Favorite Services panel

Manage Account – Manage Services

Manage Profile | Manage Preferences | **Manage Services**

Manage Services

Manage your access to services.
Manage Services is your one-stop shop for anything services-related. You can request access to services and view the services you already have access to.

Viewing Services for: MEL GIBSON
THEBSA1003COMPANY
THEBSA1003ADDRESS1
THEBSA1003ADDRESS2
ST. LOUIS, MO 63108
UNITED STATES
CRID : 20515980
MSP : 210

Business Services

SERVICE	STATUS	BSA	ACTION
Audit Mailing Activity (PistolOne)	Available	N/A	GET ACCESS
Customer Label Distribution System (CLDS)	Available	N/A	GET ACCESS
Customer/Supplier Agreements (CSAs)	Available	N/A	GET ACCESS
Electronic Verification Service (eVS)	Available	N/A	GET ACCESS
Every Door Direct Mail	Approved	N/A	REMOVE
HD Service	Available	N/A	GET ACCESS
Incentive Programs	Available	N/A	GET ACCESS
Intelligent Mail Small Business (IMsb) Tool	Approved	N/A	REMOVE
Manage Mailing Activity	Pending BSA	N/A	CANCEL
Online Enrollment	Available	N/A	GET ACCESS

Page: All | 1 | 2 | 3

Download your services data PDF | Excel | CSV Click to view full Service Request History

Users may select desired services and view the status of their requests for services all from one page

Most services require BSA approval. However, the following services do not require BSA approval but once requested, they apply to all of your business locations:

- Every Door Direct Mail (EDDM)
- Intelligent Mail small business (IMsb) tool
- Customer Label Distribution System (CLDS)

Users may download services data into a PDF, Excel or CSV format

Manage Account – Manage Services: BSAs

SERVICE	STATUS	BSA	ACTION
Audit Mailing Activity (PostalOne!)	Available	Not You	GET ACCESS
Click-N-Ship Business Pro™	Approved	You	N/A
Customer Label Distribution System (CLDS)	Approved	N/A	REMOVE
Customer/Supplier	Approved	You	N/A
Electronic Verification	Approved	You	N/A
Every Door Direct Mail	Approved	N/A	REMOVE
Incentive Program	Approved	You	N/A
Intelligent Mail	Approved	N/A	REMOVE
Logistics Connect	Available	Not You	GET ACCESS
Mail Transport	Available	Not You	GET ACCESS
Mailer ID	Approved	You	N/A
Manage Mailing Activity	Approved	You	N/A
Online Enrollment	Approved	You	N/A
Parcel Data Exchange (PDX)	Approved		
Parcel Return Service (PRS)	Approved		
Premium Forwarding Service Commercial™	Approved		
Scan Based Payment (SBP)	Approved		
Schedule a Mailing Appointment (FAST)	Approved		
USPS Package Intercept	Approved		
Verification Assessment Evaluator (PostalOne!)	Available		

- The BSA column will identify the user's BSA status as a hyperlink.
- Clicking the hyperlink will bring up a popup message based on the status.

BSA Contact Information

Name: JOHN SMITH
Email: bcgcattesting@gmail.com

OK

Manage Services is your one-stop shop for anything services-related

Did you become the BSA incorrectly? To remove your BSA role, please send your request to the Help Desk via email at postalone@usps.gov.

The following information should be included in the request:

- CRID and service(s) you would like to be removed as BSA
- Contact info
- Username

OK

Manage Account: Manage Locations

- All users will see a “Manage Locations” tab under the Manage Account section
- This page allows you to view and edit all relevant information, including MSP designation, about your business locations as well as add a new location


Manage Profile | Manage Preferences | Manage Services | **Manage Locations**

Manage Locations

Manage locations on your account.

The Manage Locations table allows you to view all relevant information about the locations currently set up in your account.

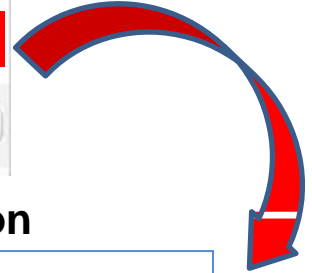
Search by:

BUSINESS NAME & ADDRESS	CITY	STATE/PROVINCE & ZIP/POSTAL CODE	CRID	MSP	
DELMAR SERVICES 4900 DELMAR BLVD STE 810	ST. LOUIS	MO 63108	20515980	No	 <input type="button" value="EDIT"/>
DELMAR REALTY 4130 MANCHESTER AVE.	ST. LOUIS	MO 63110	20516485	No	<input type="button" value="EDIT"/>

Note: You must be the BSA to **edit** any location other than the Home location

Edit MSP Status – Home Business Location

BUSINESS NAME & ADDRESS	CITY	STATE/PROVINCE & ZIP/POSTAL CODE	CRID	MSP	
SIT TEST 500 LOCATION 1 200 MAIN STREET	ARLINGTON	VA 22203	20170588	No	EDIT
SIT TEST 500 LOCATION 2 300 MAIN STREET	NEW YORK	NY 10150	20170589	No	EDIT



- Clicking the “Edit” button for your home business location will direct you to the Edit Business Profile page, where you are able to change and update your profile business location information

Home Profile Business Location

Edit Business Profile

Please tell us what you'll be changing so we can update your information correctly.

Personal Information

PERSONAL	CURRENT INFO	SELECT AN ENTRY TO MAKE A CHANGE
Contact information	All Tester 2022680000 bcgcatesting@gmail.com	Change Contact Info >
Change Password	*****	Change Password >
I work for a new company		Register for a new Account >

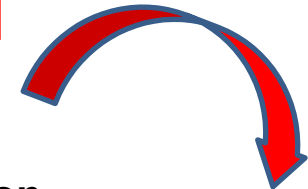
Business Information

BUSINESS	CURRENT INFO	SELECT AN ENTRY TO MAKE A CHANGE
Company Moving	200 main street arlington VA 22203 UNITED STATES	Company Is Moving >
Company Name Change	SIT TEST 500 LOCATION 1	Change Company Name >
Home Business Location	CRID: 20170588 SIT TEST 500 LOCATION 1 200 main street arlington VA 22203 UNITED STATES	Change Home Location >
Remove Business Locations	You have no eligible locations that can be removed	Remove Affiliation >
Mail Service Provider (MSP)	No	Mail Service Provider >

BSAs of Manage Mailing Activity have the option of editing the MSP status

Edit Business Locations

BUSINESS NAME & ADDRESS	CITY	STATE/PROVINCE & ZIP/POSTAL CODE	CRID	MSP	
SIT TEST 500 LOCATION 1 200 MAIN STREET	ARLINGTON	VA 22203	20170588	No	EDIT
SIT TEST 500 LOCATION 2 300 MAIN STREET	NEW YORK	NY 10150	20170589	No	EDIT



- Clicking the “Edit” button will direct you to the Edit Affiliated Business Locations page, where you are able to change and update only the selected business location information

Affiliated Business Location

Business Customer Gateway

Edit Business Profile

Review your information and make changes if you need to do so.
* Indicates a required field

My company
My company is moving to a new address.

Your Name
Fe Def

Company Name
WHS

Change this location's MSP designation *

Phone Numbers

*Type	*Phone	Ext.
US		
Type	Fax	
US		

Email Address
cat@cat.com

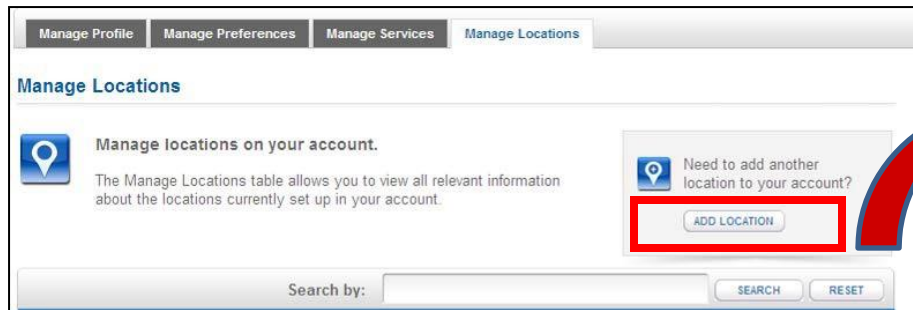
Find my address by...

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

Address ZIP Code™ Company Identif

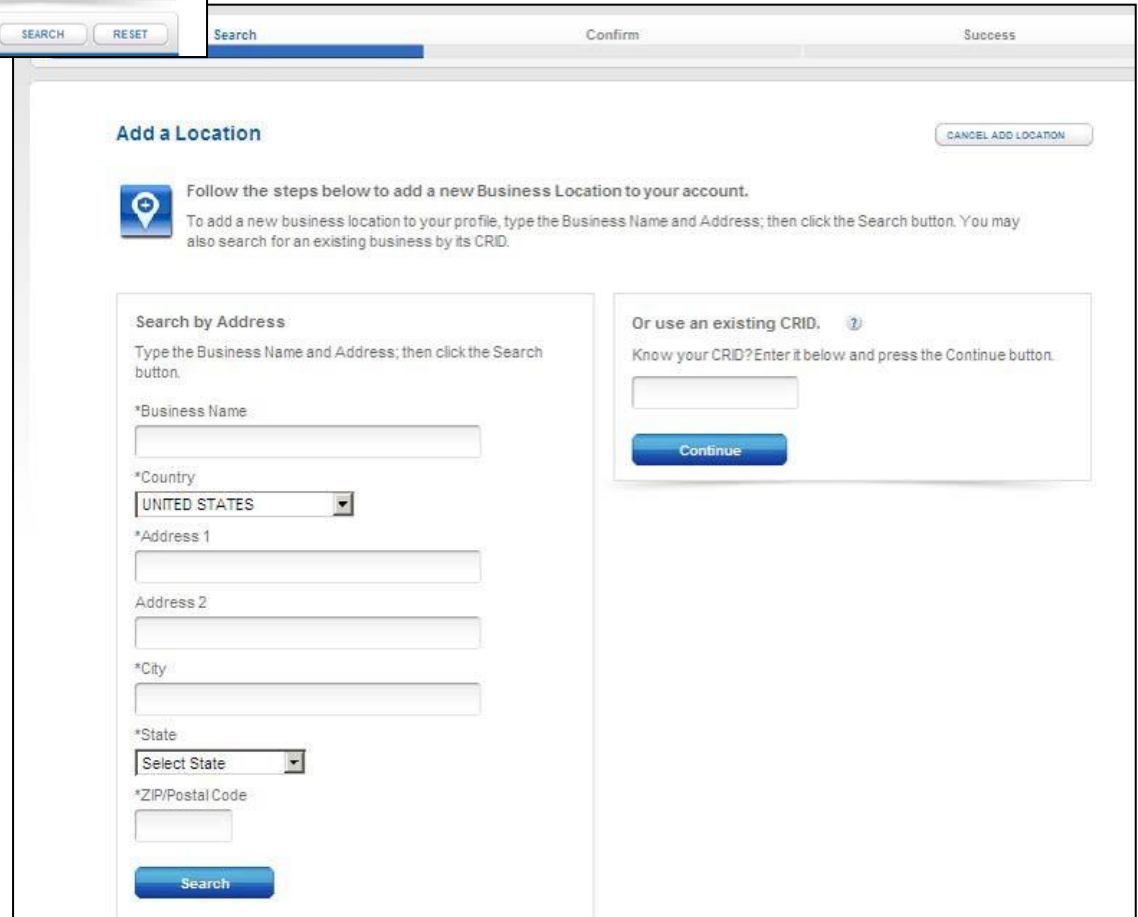
BSAs of Manage Mailing Activity have the option of editing the MSP status for secondary locations from the Edit Business Profile page

Add a Business Location



The screenshot shows the 'Manage Locations' page. At the top, there are navigation tabs: 'Manage Profile', 'Manage Preferences', 'Manage Services', and 'Manage Locations'. Below the tabs, the page title is 'Manage Locations'. A sub-header reads 'Manage locations on your account.' followed by a paragraph: 'The Manage Locations table allows you to view all relevant information about the locations currently set up in your account.' To the right of this text is a callout box with a location pin icon and the text 'Need to add another location to your account?'. Below this callout is a red-bordered button labeled 'ADD LOCATION'. A large red arrow points from this button to the 'Add a Location' page shown in the next screenshot. At the bottom of the page, there is a search bar with the text 'Search by:' and two buttons labeled 'SEARCH' and 'RESET'.

- Clicking the “Add Location” button will direct you to the Add a Location screen, where you may search for existing businesses by Address or by CRID
- To create a new company, use the “Search by Address” box



The screenshot shows the 'Add a Location' page. At the top right, there is a button labeled 'CANCEL ADD LOCATION'. Below this, a sub-header reads 'Add a Location' followed by a paragraph: 'Follow the steps below to add a new Business Location to your account.' To the left of this text is a location pin icon. Below the paragraph is another paragraph: '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 page is divided into two main sections. The left section is titled 'Search by Address' and contains the following fields: 'Type the Business Name and Address; then click the Search button.' followed by a text input field for '*Business Name', a dropdown menu for '*Country' with 'UNITED STATES' selected, a text input field for '*Address 1', a text input field for 'Address 2', a text input field for '*City', a dropdown menu for '*State' with 'Select State' selected, and a text input field for '*ZIP/Postal Code'. A blue 'Search' button is at the bottom of this section. The right section is titled 'Or use an existing CRID.' followed by a question mark icon and a paragraph: 'Know your CRID? Enter it below and press the Continue button.' Below this is a text input field and a blue 'Continue' button.

Add a Business Location Confirmation

UNITED STATES POSTAL SERVICE® Business Customer Gateway

Search Confirm Success

Add Location

Adding new location CANCEL ADD LOCATION

Match not found. You may continue with the address you entered, or refine your search.

Here is the address you entered:
25700 I45 STE 125, SPRING, TX 77386, UNITED STATES

[Use this address as you entered it](#)

[Search Again](#)

LEGAL
Privacy Policy
Terms of Use
FOIA
No FEAR Act EEO Data
Copyright © 2014 USPS. All Rights Reserved

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Newsroom
Mail Service Updates
Forms & Publications
Careers

OTHER USPS SITES
Business Customer Gateway
Postal Inspectors
Inspector General

If address not found, select the 'Use this address as you entered it' link

- If applicable, choose from a list of similar Business Names and addresses or select "None of the Above".
- Selecting a business will not change the original address

Search Confirm Success

Add a Location

Confirm new Business Location. CANCEL ADD 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:
MSI PRODUCTS
25700 I45 STE 125
SPRING, TX 77386
UNITED STATES

You will become a user at this business location:
MSI PRODUCTS
25700 I45 STE 125
SPRING, TX 77386
UNITED STATES
CRID : -20536944

Business Verification

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

NAME	ADDRESS	CITY	STATE/PROVINCE	ZIP CODE	SELECT
MSI PRODUCTS INC	25700 INTERSTATE 45 STE 125	SPRING	TX	773861358	<input type="radio"/>
MSI LAB PRODUCTS INC	25700 INTERSTATE 45	SPRING	TX	773861364	<input type="radio"/>
MSI PRODUCTS	25700 I45	SPRING	TX	77386	<input type="radio"/>
NONE OF THE ABOVE					<input type="radio"/>

Making this selection will not impact your mailing address.

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](#)

Requesting Business Services

- If you are the first person to request access to a certain service, you will become the BSA for that service.
- If there are other users at your location and no one is yet the BSA, you will be prompted with the message displayed below
 - If you choose YES, you will become BSA of the service
 - If you choose NO, your request will be submitted and put into a Pending BSA status

The screenshot displays the 'Manage Services' page in a web application. The page has a navigation menu on the left with options like 'Welcome', 'Inbox', 'Mailing Services', 'Shipping Services', 'Other Services', 'Support', and 'Manage Account'. The main content area is titled 'Manage Services' and includes tabs for 'Manage Profile', 'Manage Preferences', 'Manage Services', and 'Manage Locations'. A central message states: 'Manage your access to services. Manage Services is your one-stop shop for anything services-related. You can request access to services and view the services you already have access to.' Below this, there is a section 'Select which location you want to manage:' with a dropdown menu showing 'LOUIS, N'. A modal dialog box is overlaid on the page, asking: 'You are the first person requesting access to this service for your Business Location. As such you will become the BSA responsible for controlling access to this service for this location. Do you agree?' with 'NO' and 'YES' buttons. Below the dialog, a table lists services with their status and access buttons. At the bottom, there are links to 'Download your services data' and 'Click to view full Service Request History'.

Service Name	Status	Access	Action
TestSV6061	Available	N/A	GET ACCESS
US Constitutional Awareness	Available	N/A	GET ACCESS
USPS Package Intercept	Pending BSA	N/A	CANCEL
USPS Tracking	Available	N/A	GET ACCESS
Verification Assessment Evaluator (PostalOne!)	Available	N/A	GET ACCESS

Pending Access Statuses

Pending statuses are displayed as hyperlinks in the Status column on the Manage Services page. Upon clicking the status, a message box is displayed with more details about your pending service request.

+	Available	N/A	GET ACCESS
+	Available	N/A	GET ACCESS
+	Available	N/A	GET ACCESS
+	Available	N/A	GET ACCESS
+	Available	N/A	GET ACCESS
🕒	Pending BSA	N/A	CANCEL
+	Available	N/A	GET ACCESS

**Pending
BSA**



Request ID: 106554

Your requests is awaiting approval from the Business Service Administrator (BSA) for this service. Please check back later, or follow up with the BSA at your company.

Close

Request ID: 72255

To access Incentive Programs, you must have permission from the BSA of the service(s) listed below:

- Manage Mailing Activity: Pending

Close

**Pending
External
BSA**





Managing Multiple Locations and/or Multiple Users

Objectives

- Previously, we discussed functionality and scenarios that were applicable to all users, with a focus on single users within a single location
- Now, we will discuss functionality and scenarios that are more complex and applicable to multiple users and multiple locations

Manage Account – Manage Services (Multiple Locations)

- Users with multiple business locations associated to their account are able to view the “Manage Services” functionality by **Location** or by **Service** via the gray box in the upper right corner of the screen.

- This is the view of services by location. Click the “Manage By Service” button to switch the view.

Business Customer Gateway

Manage Profile | Manage Preferences | **Manage Services** | Manage Locations

Manage Services

Manage your access to services.

Manage Services is your one-stop shop for all services related. You can request access to services you don't already have access to.

You are currently viewing your services by location.

To manage multiple locations by service, click below.

[MANAGE BY SERVICE](#)

Select which location you want to manage:

- CRID: 94550458, SMURF INC, 4545 NANTUCKET DRIVE, CAPITOL HEIGHTS, MD 20747
- CRID: 94550458, SMURF INC, 4545 NANTUCKET DRIVE, CAPITOL HEIGHTS, MD 20747**
- CRID: 94551027, WATERLOO INC, 999 WATER PARK AVE, FT WASHINGTON, MD 20746

Business Services

SERVICE	STATUS	BSA	ACTION
Audit Mailing Activity (PostalOne!)	⊕ Available	Not You	GET ACCESS
Click-N-Ship Business Pro™	✓ Approved	You	N/A
Customer Label Distribution System (CLDS)	✓ Approved	N/A	REMOVE
Customer/Supplier Agreements (CSAs)	✓ Approved	You	N/A
Electronic Verification Service (eVS)	✓ Approved	You	N/A
Every Door Direct Mail	✓ Approved	N/A	REMOVE
Incentive Programs	✓ Approved	N/A	N/A
Intelligent Mail Small Business (IMsb) Tool	✓ Approved	N/A	N/A

Users may select desired services and view the status of their requests for services all from one page

Multiple Location Functionality

Use the dropdown to select which business location you'd like to view

Manage Account – Manage Services (Multiple Locations)

- Below is the view for managing services by service rather than by specific business location.

Welcome
Inbox
Mailing Services
Shipping Services
Other Services
Support
Manage Account

UNITED STATES POSTAL SERVICE® Business Customer Gateway

Manage Profile Manage Preferences **Manage Services** Manage Locations Manage Users

Manage Services

Manage your access to services.
Manage Services is your one-stop shop for anything services-related. You can request access to services and view the services you already have access to.

You are currently viewing your locations by service.
To manage services by individual location, click below.
[MANAGE BY LOCATION](#)

View multiple locations for the following service:
Every Door Direct Mail

Sort by Business Name Search by: [SEARCH](#) [RESET](#)

BU SINE S & NAME & LOCATION	CRID	STATUS	B SA	ACTION
DELMAR SERVICES 4800 DELMAR BLVD STE810 ST.LOUIS, MO 63108	20515980	✓ Approved	N/A	REMOVE
DELMAR REALTY 4130 MANCHESTER AVE. ST.LOUIS, MO 63110	20516485	✓ Approved	N/A	REMOVE

Use the dropdown to select which business service you want to view

Services Pages (Multiple Locations)

- The Mailing, Shipping, and Other Services pages will default to an aggregate view of service status for users with multiple locations

Other Services

Other services help you do more.

The online services available below help business customers manage a variety of tasks from preparation to transporting of mailings and shipments. You may access services directly from here that you have been approved for and request access to those you do not.

Your Locations:
All Locations

+ Audit Mailing Activity (PostalOne!) <small>more info ></small>	GO TO SERVICE
+ Intelligent Mail Services <small>more info ></small>	GO TO SERVICE
+ Mail Transport Equipment Ordering System (MTEOR) <small>more info ></small>	GET ACCESS
+ Track & Confirm <small>more info ></small>	GO TO SERVICE
+ USPS Tracking <small>more info ></small>	GO TO SERVICE
+ Verification Assessment Evaluator (PostalOne!) <small>more info ></small>	GET ACCESS

Other Links

Additional tools to enhance your business can be found below.

- Business Service Network(BSN) eService - Create and monitor service requests.

An individual location may still be selected from the drop down to view service status for a specific location

When GET ACCESS is selected, the user will be directed to the Manage Services page, by service view, to request access to the service for each specific location

BSAs: Manage Users Tab

- Business Service Administrators, and delegates, will see an additional tab within Manage Account called “Manage Users” when there are additional users who have access to the services/locations for which they are the BSA
- This tab enables BSAs to control the level of access users can have to these services
- Information may be filtered by:
 - Location
 - Service
 - User
 - Access Level

This tab appears only for BSAs and BSA Delegates

Business Customer Gateway

Manage Profile Manage Preferences Manage Services Manage Locations **Manage Users**

Manage Users

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

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
JOSH HOSUE 4550 LANCASTER DRIVE FT. WASHINGTON, MD 20744 CRID: 94544330	LINDA HAMILTON	Customer/Supplier Agreements (CSAs) Pending Your Approval	Requested
JOSH HOSUE 4550 LANCASTER DRIVE FT. WASHINGTON, MD 20744 CRID: 94544330	LINDA HAMILTON	Manage Mailing Activity Pending Your Approval	Requested

BSAs: Manage Users Tab – User Hyperlink

UNITED STATES POSTAL SERVICE® Business Customer Gateway

Hello, Nivia Gateway USPS.com Help Logout

Manage Profile Manage Preferences Manage Services Manage Locations Manage Users

Manage Users

BSA Control access to your services.

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

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
JOSH HOSUE 4550 LANCASTER DRIVE FT. WASHINGTON, MD 20744 CRID: 94544330	LINDA HAMILTON
JOSH HOSUE 4550 LANCASTER DRIVE FT. WASHINGTON, MD 20744 CRID: 94544330	LINDA HAMILTON

- Users' names will be displayed as a hyperlink
- Upon clicking the hyperlink, a popup will display the user's contact information

User Contact Information:

Name: LINDA HAMILTON
Phone: (202) 322-5352
Email: tanya.m.perry@usps.gov

OK

Managing User Access: Access Levels

BU SINE & NAME & LOCATION	USER	SERVICE	ACCESS LEVEL
SDFGSDFG SDFGSDFG SDFGSDFG, CA 23121 CRID: 20513793	AUTOJOEOOPJH GUY	Mail Transport Equipment Ordering System (MTEOR)	No Access
SDFGSDFG SDFGSDFG SDFGSDFG, CA 23121 CRID: 20513793	AUTOJOETLTMG GUY	Mail Transport Equipment Ordering System (MTEOR)	No Access
SDFGSDFG SDFGSDFG SDFGSDFG, CA 23121 CRID: 20513793	OTHER USER THREE	Mail Transport Equipment Ordering System (MTEOR)	No Access

•BSAs can now set the access level for each service for a user at a specific business location by selecting one of the options from the dropdown:

- Access
- BSA Delegate
- No Access
- Requested

- **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
 - User will receive same Inbox privileges as BSA
- **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

LINDA HAMILTON	Customer/Supplier Agreements (CSAs)	Requested
	Pending Your Approval	
LINDA HAMILTON	Manage Mailing Activity	Requested
	Pending Your Approval	

Managing User Access: Access Levels

Welcome

Inbox

Mailing Services

Shipping Services

Other Services

Support

Manage Account

Manage Profile

Manage Preferences

Manage Services

Manage Locations

Manage Users

Manage Users



Control access to your services.

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



Filter by Location:

ALL

Filter by Service:

ALL

Filter by User:

EADMIN TWENTYFOURTEEN

Filter by Access Level:

ALL

BSAs can visually see the status of their access level change with a SUCCESS or TRY AGAIN LATER indication

Manage User Access

BUSINESS NAME & LOCATION	USER	SERVICE	ACCESS LEVEL
STLADMIN 21 CO 20 19 MAIN ST., ADDRESS LINE 2 SAINT LOUIS, MO 63180-0001 CRID: 20500298	EADMIN TWENTYFOURTEEN	Audit Mailing Activity (PostalOne!) <i>Pending Your Approval</i>	Access Level: Pending
STLADMIN 21 CO 20 19 MAIN ST., ADDRESS LINE 2 SAINT LOUIS, MO 63180-0001 CRID: 20500298	EADMIN TWENTYFOURTEEN	Mail Transport Equipment Ordering System (MTEOR)	Access Level: Success
STLADMIN 21 CO 20 19 MAIN ST., ADDRESS LINE 2 SAINT LOUIS, MO 63180-0001 CRID: 20500298	EADMIN TWENTYFOURTEEN	Mailer ID	Access Level: Success
STLADMIN 21 CO 20 19 MAIN ST., ADDRESS LINE 2 SAINT LOUIS, MO 63180-0001 CRID: 20500298	EADMIN TWENTYFOURTEEN	Manage Mailing Activity	Access Level: Try again later
STLADMIN 21 CO 20			

BSA Messages Panel

Welcome

Inbox

Mailing Services

Shipping Services

Other Services

Support

Manage Account

Need help getting started with Full-Service Intelligent Mail®?

LEARN MORE

The Business Customer Gateway is your central hub for managing your USPS activity for your Business.

Within this site, you will find Business Service tools that you will need to monitor, track, and manage your mailing and shipping activities. You can access these Business Services using the tabs on the left. When you know which services are useful to your business, you can add them as your favorite services using the panel on your right.

Messages

If you are a Mail Service Provider at any of your locations, you can now indicate yourself as such from the [Manage Locations](#) tab by clicking the Edit button.

You have service access requests awaiting your **approval**.

Favorite Services

DASHBOARD

MAILER ID

MAILING REPORTS

ONLINE ENROLLMENT

POSTAL WIZARD

EDIT FAVORITES

Get Started with the NEW Business Customer Gateway

LEARN MORE

- BSAs will see this message in their Messages Panel when another user has requested access to services at their business location
- Clicking “approval” directs BSAs to their Inbox

Welcome

Inbox

Mailing Services

Shipping Services

Other Services

Support

Manage Account

Pending Requests

Message

Pending Requests

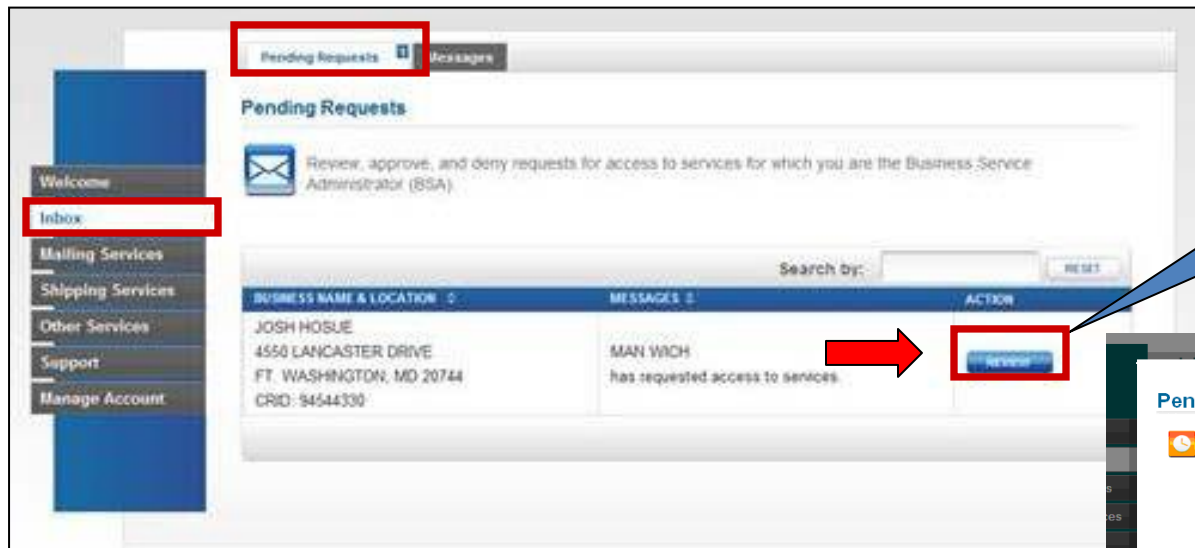
Review, approve, and deny requests for access to services for which you are the Business Service Administrator (BSA).

Search by: [] [RESET]

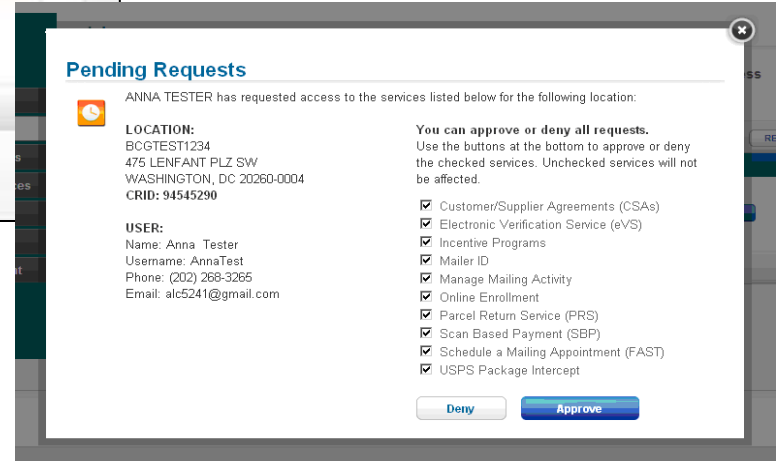
BUSINESS NAME & LOCATION	MESSAGES	ACTION
JOSH HOSUE 4550 LANCASTER DRIVE FT. WASHINGTON, MD 20744 CRID: 94544330	LINDA HAMILTON has requested access to services.	REVIEW
JOSH HOSUE 4550 LANCASTER DRIVE FT. WASHINGTON, MD 20744 CRID: 94544330	MAN WICH has requested access to services.	REVIEW
USB COMPANY 123 USB LANE LANDOVER, MD 20785 CRID: 94552434	TWENTY TWO HUNDRED has requested access to services.	REVIEW

Inbox: BSA and BSA Delegates

- Inbox contains two tabs: **Pending Requests** and **Messages**
- Pending Requests tab functionality is for BSAs and BSA delegates only
 - Allows BSAs and BSA delegates to view, approve, and deny requests for access to services for which they are the BSA



Upon clicking REVIEW, the Pending Requests window will be displayed



Inbox: Non-BSA

- The second tab of the Inbox, “Messages”, is meant for all users
 - Acts as a Message Center for important notifications

The screenshot displays a web application interface. On the left is a vertical navigation menu with the following items: Welcome, Inbox, Mailing Services, Shipping Services, Other Services, Support, and Manage Account. The 'Inbox' item is highlighted. At the top of the main content area, there are two tabs: 'Pending Requests' and 'Messages'. The 'Messages' tab is selected and highlighted with a red border. Below the tabs, the 'Messages' section is titled 'Messages' and contains a message icon and the text: 'Welcome to the Message Center. Your important notifications will be consolidated here. Please select the message header to view the entire message.' Below this is a search bar with the text 'Search by:' and a 'RESET' button. Below the search bar is a table with the following headers: 'FROM', 'MESSAGES', and 'DATE'. The table content shows a single row with the text: 'There are no pending items that require your attention at this time'.

Additional Resources

- **“Lifecycle of a Full-Service Mailing within the BCG” Presentation**
 - *Learn how the BCG supports Full-Service mailers*
 - https://ribbs.usps.gov/intelligentmail_presentations/documents/tech_guides/FullServiceBCGNov2013.pdf
- For additional information:
 - Contact the Help Desk
 - 800-522-9085
 - postalone@usps.gov
 - Support Page
<https://gateway.usps.com/eAdmin/view/support>