



# INFORMED VISIBILITY®

Mail Tracking & Reporting

*Applying for Access to IV-MTR*

V4.1, September 21, 2019



## ■ This training provides step-by-step instructions for setting up your IV-MTR account.

■ For more details about anything in this training, please see the [IV-MTR User Guide on PostalPro](#).

■ Acronym definitions, IV Solutions Center contact information, and additional resources are provided in the [Additional Information](#) section of this training.

## ■ Only want to share your mail tracking data?

■ The IV-MTR application allows you to access and manage mail tracking data for your organization.

■ If your organization would like to delegate its mail tracking information to a third party (such as a mail service provider) instead of directly accessing the tracking information, it may not be necessary to register for the IV-MTR service.\*

■ Contact the [IV Solutions Center](#) for more information.

*\*Note that Business Customer Gateway (BCG) registration will still be required.*

## **| To access the IV-MTR service, you need:**

1. A designated Business Service Administrator (BSA)
2. Any existing Customer Registration IDs (CRIDs) you want access to
3. An existing Business Customer Gateway (BCG) account
4. IV-MTR privileges (requested and granted through the BCG)

More information about each of these steps is provided in the following slides.

- **Before you begin requesting IV-MTR access, you must decide who the IV-MTR BSA for your CRID will be.**
  
- The IV-MTR BSA is responsible for all administrative actions in IV-MTR, including:
  - Granting access to other users
  - Controlling data visibility
  - Managing data delegation
  - Managing user roles and permissions
  - Removing access for users
  
- **The BCG automatically makes the first person to request the IV-MTR service the BSA.**
  - Be sure to coordinate with your team so that the correct person is made the IV-MTR BSA. Note that if someone already has access to IV-MTR for a CRID, then a BSA already exists.
  - **Don't want to be the IV-MTR BSA?** If you accidentally became the IV-MTR BSA or you no longer want to be the IV-MTR BSA, please contact the IV Solutions Center for assistance.

- Access to IV-MTR is granted on a per-CRID basis, so it is important to understand what CRID you need access to.
- If your organization **does not have an existing CRID**, one will be assigned during registration. You may [skip to the next section](#).
- If your organization **already has one or more CRIDs**, determine which one(s) you need access to before registering.
- If you **need access to more than one CRID**, consult with your team to determine how multiple CRID access is handled in your organization.
  - There are a number of reasons why you may need access to multiple CRIDs. For example, your organization may have multiple business addresses or your company may manage mailpiece data for your customers.

■ **There are two options for gaining access to multiple CRIDs:**

1. Request access to each CRID individually
  - This requires you to know and/or set up each CRID and add them to your profile
2. Create a central CRID and have other CRIDs delegate their data to the central CRID
  - This uses the IV-MTR feature of Data Delegation. See the [IV-MTR User Guide](#) for more details.

■ **Both options require the CRIDs BSA(s)' approval for you to gain access. When applying for access to IV-MTR, make sure you apply for the right CRID.**

## ■ The steps for setting up IV-MTR access vary by role:

If you <b>are</b> the IV-MTR BSA:	If you <b>are not</b> the IV-MTR BSA:
<ol style="list-style-type: none"><li>1. Set up a BCG account (if necessary)</li><li>2. Add the IV-MTR service</li><li>3. Enter the one-time BSA authorization code</li><li>4. Sign into the IV-MTR application</li></ol>	<ol style="list-style-type: none"><li>1. Set up a BCG account (if necessary)</li><li>2. Request the IV-MTR service</li><li>3. Receive IV-MTR access approval</li><li>4. Sign into the IV-MTR application</li></ol>

## How do I begin?

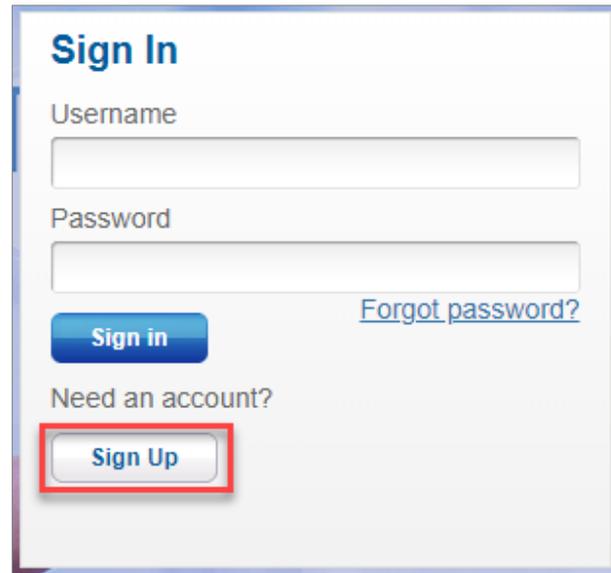
- Use the table below to proceed to the correct section of this training, based on your role and existing account information:

IV-MTR BSAs	
If you:	Begin with:
Do not have a BCG account,	<a href="#">Registering for a BCG Account</a>
Have a BCG account but not the IV-MTR service,	<a href="#">Adding the IV-MTR Service</a>
Have the IV-MTR service but have not accessed IV-MTR yet,	<a href="#">Entering the One-Time Authorization Code</a>
All Other IV-MTR Users	
If you:	Begin with:
Do not have a BCG account,	<a href="#">Registering for a BCG Account</a>
Have a BCG account but not the IV-MTR service,	<a href="#">Adding the IV-MTR Service</a>
Have been approved for the IV-MTR service, but have not accessed IV-MTR yet,	<a href="#">Signing into IV-MTR</a>

# Setting Up a BCG Account

- The BCG is a single entry point for multiple United States Postal Service® (USPS®) online business services, including the IV-MTR application. To access the IV-MTR application, you must first have a BCG account.
  
- The steps for registering on BCG are:
  1. Access the BCG website
  2. Choose Register
  3. Pick a username
  4. Enter security information
  5. Enter contact information
  6. Find your company's address via mailing address, ZIP Code, or CRID
  7. Review and accept the Privacy Policy
  
- Detailed instructions for completing these steps are provided in the following slides.

- To register for a BCG account:
  1. Go to <https://gateway.usps.com>.
  2. In the **Sign In** box, click **Sign Up**.



**Sign In**

Username

Password

[Forgot password?](#)

**Sign in**

Need an account?

**Sign Up**

3. On the registration page, pick a username.

## 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.

\* Username ⓘ

\* indicates a required field

### Note:

- The username must contain at least six characters and may contain special characters.
- You can use your email address as the username.
- Your BCG username is case-sensitive when logging in.
- After entering a username, the BCG automatically checks if it is available. If the username is already in use, suggestions are provided to choose from, or you may enter another username of your choice.

4. In the next area, enter a password and two security questions and answers.

**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

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 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. ⓘ

**Pick Two Security Questions**

\* First Security Question

\* Second Security Question

\* Your Answer

\* Your Answer

\* Re-Type your answer

\* Re-Type your answer

## Note:

- The password must contain at least eight characters and include an uppercase letter, lowercase letter, and number. The password is case-sensitive.
- The security questions will assist you in gaining access to the BCG if you forget your password. The answers are not case-sensitive.

5. In the next area, enter your name, phone number, and email address. You may also select whether to receive communications from the USPS and our partners.

### Step 3: Enter your contact information

Please review and edit your contact information for your USPS account

\* indicates a required field

<b>Name</b>	<b>Email &amp; Phone</b>	
Title	* Email Address 	
<input type="text" value="Select"/>	<input type="text"/>	
* First Name	* Re-Type Email Address	
<input type="text"/>	<input type="text"/>	
M.I.	* Type	* Phone  Ext.
<input type="text"/>	<input type="text" value="US"/>	<input type="text"/> <input type="text"/>
* Last Name	Mobile (U.S. Only)	
<input type="text"/>	<input type="text"/>	
Suffix	<b>Can we contact you?</b>	
<input type="text" value="Select"/>	Get communications from USPS and our partners.	
	<input checked="" type="checkbox"/> From USPS	
	<input checked="" type="checkbox"/> From USPS Partners	

6. At the bottom of the page, select the method for finding your business location:

- [Address](#)
- [ZIP Code™](#)
- [Company Identifier](#) (i.e., CRID)

Click the link for the selected method to continue.

## 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

**Note:** If you know the CRID for your business location, select **Company Identifier**. This option is the quickest and will help ensure you are properly associated to your business location.

## Find by Address

A. If you selected **Address**, an additional area appears. Complete the required fields then click **Verify Address**.

### 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

#### Enter your address

\* Country  
UNITED STATES ▼

\* Company Name

\* Street Address

Apt/Suite/Other

\* City

\* State  
Select ▼

ZIP Code™

**Verify Address**

## Find by Address

- B. The next screen or screens depend on whether the address and company information entered are recognized by the USPS system:
- If the address entered is not recognized by USPS, recommended addresses are listed. Select the most accurate address, and then click **Continue**.
  - If the address entered matches a business address already in the USPS system, you are prompted to verify the business. Select the correct business, and then click **Continue**. If the business is not listed, select **None of the above**, and then click **Continue**.
  - If the company information is similar to an existing company in the USPS system, you are prompted to confirm whether your company matches the existing record. Select the correct business, and then click **Continue**.

[Click here to continue.](#)

## Find by ZIP Code

A. If you selected **ZIP Code**, an additional area appears. Enter your business location ZIP Code, and click **Search**.

### Step 5: Find by ZIP Code™

Search for a ZIP Code™ and validate your address so it can be verified as a valid delivery address.

\* indicates a required field

#### Enter Your United States ZIP Code™

Please enter your ZIP Code™ so we can get an accurate address for you.

\* ZIP Code™

**Search**

## Find by ZIP Code

B. If prompted, select your city/state, and click **Continue**.

### Step 5: Find by ZIP Code™

Search for a ZIP Code™ and validate your address so it can be verified as a valid delivery address.

\* indicates a required field

#### Select a City/State

Please select your City/State so we can get an accurate address for you.

ZIP Code™ :

\* State

MERRIFIELD VA ▼

Back

Continue

## Find by ZIP Code

- C. When prompted, enter your company name and street address, and then click **Continue**.

### Step 5: Find by ZIP Code™

Search for a ZIP Code™ and validate your address so it can be verified as a valid delivery address.

\* indicates a required field

#### Enter Street Address

Please enter your Street Address so we can get an accurate address for you.

ZIP Code™:

City/State: FAIRFAX VA

\* Company

\* Street Address

Apt/Suite/Other

Back

Continue

## Find by ZIP Code

- D. The next screen or screens depend on whether the address and company information entered are recognized by the USPS system:
- If the address entered is not recognized by USPS, recommended addresses are listed. Select the most accurate address, and then click **Continue**.
  - If the address entered matches a business address already in the USPS system, you are prompted to verify the business. Select the correct business, and then click **Continue**. If the business is not listed, select **None of the above**, and then click **Continue**.
  - If the company information is similar to an existing company in the USPS system, you are prompted to confirm whether your company matches the existing record. Select the correct business, and then click **Continue**.

[Click here to continue.](#)

## Find by Company Identifier

If you selected **Company Identifier**, an additional area appears. Enter your CRID, and click **Find CRID**.

### Step 5: Find by CRID

Search for your Company Identifier (CRID) and validate your company so it can be verified as a valid delivery address.

\* indicates a required field

#### Enter Your Company Identifier (CRID)

Please enter your CRID so we can get an accurate address for you.

\* CRID

**Search**

[Click here to continue.](#)

## 7. Once you have verified your address, read the privacy policy, and click **Create Account**.

### 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

#### Your deliverable address:

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



#### IV Example Comms

3001 PROSPERITY AVE  
FAIRFAX VA 22031-2210

[Change this address](#)

[Create Account](#)

#### \* Please read our privacy policy.

Privacy Act Statement: Your information will be used to facilitate online registration, provide enrollment capability, and for the administration of Internet-based services or features. Collection is authorized by 39 U.S.C. 401, 403, & 404.

Providing the information is voluntary, but if not provided, we may not process your registration request. We do not disclose your information to third parties without your consent, except to facilitate the transaction, to act on your behalf or request, or as legally required. This includes the following limited circumstances: to a congressional office on your behalf; to financial entities regarding financial transaction issues; to a U.S. Postal Service auditor; to entities, including law enforcement, as required by law or in legal proceedings; and to contractors and other entities aiding us to fulfill the service (service providers). For more information regarding our privacy policies visit [www.usps.com/privacypolicy](http://www.usps.com/privacypolicy) or see our Privacy Policy link at the bottom of this page.

A confirmation screen appears. You also receive an email with details on your new account.

And you're registered!

**You've registered the username IV\_Comms\_Example. Check your inbox for an email with details on your new account.**

Now, you'll be directed to your account, where you can explore its tools.

After a few seconds, you are automatically redirected to the BCG landing page. Keep the page open and continue to [Add the IV-MTR Service](#).

# Adding the IV-MTR Service

- Once you have a BCG account, you must request access to the IV-MTR application. Access is requested through the BCG portal.
  - If you are the BSA, access will be granted immediately and you will need to enter a one-time authorization code to set up your CRID in IV-MTR
  - If you are not the BSA, your access request will be submitted to the BSA. After the BSA has granted you access, you will receive a notification email.

- The steps for requesting IV-MTR access depend on two factors:
  1. Whether you are a new BCG user, and
  2. Whether your business location (CRID) is new to the BCG.

■ Use the table below to determine which instructions you should follow:

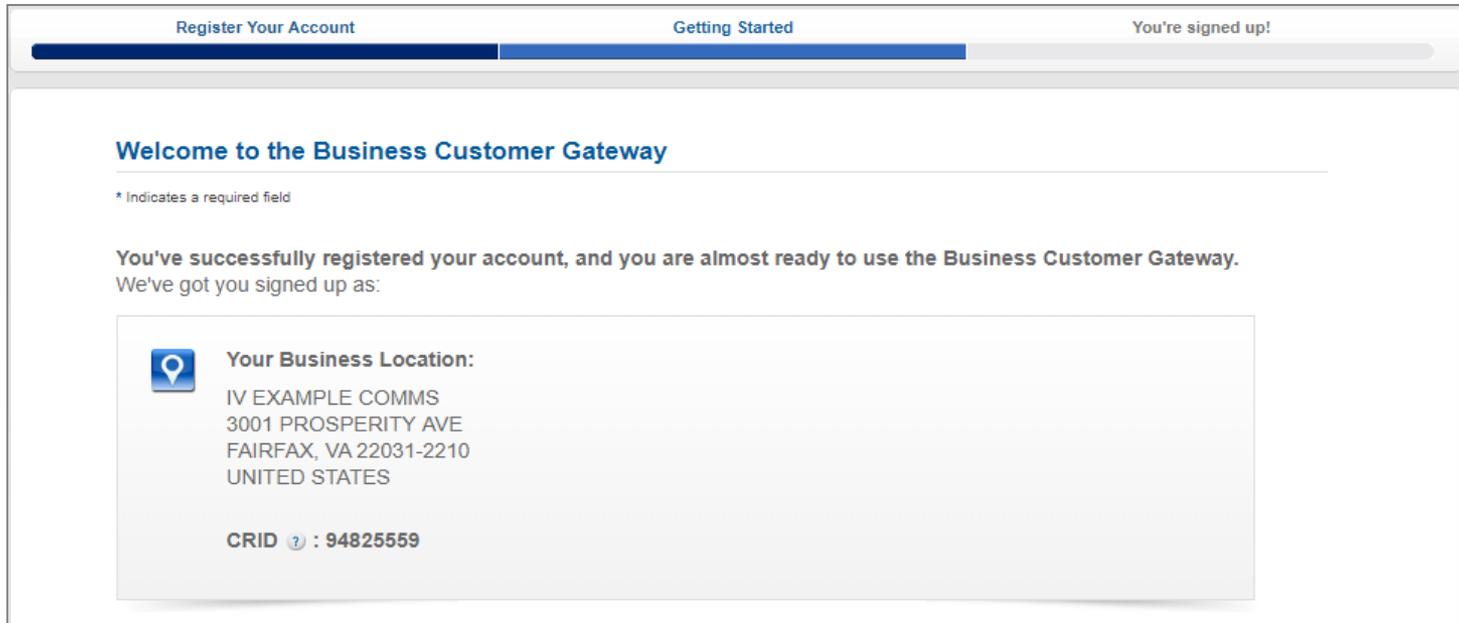
	<b>New Location (CRID)</b> <i>Your business location (i.e., CRID) is newly established in the BCG, and you are the first BCG user associated with the location</i>	<b>Existing Location (CRID)</b> <i>Your business location (i.e., CRID) was previously established in the BCG, and other BCG users are associated with the location</i>
<b>New User</b> <i>You have a BCG account but do not yet have access to any services</i>	<a href="#"><u>New user at a new location</u></a>	<a href="#"><u>New user at an existing location</u></a>
<b>Existing User</b> <i>You have a BCG account and already have access to services</i>	<a href="#"><u>Existing user at a new location</u></a>	<a href="#"><u>Existing user at an existing location</u></a>

# Adding the IV-MTR Service

New User at a New Location

## New User at a New Location

1. After you finish registering for a BCG account, you are taken to the page shown below. Note your CRID, provided in the top section.



The screenshot shows a web interface with a progress bar at the top containing three steps: "Register Your Account", "Getting Started", and "You're signed up!". The "Getting Started" step is currently active. Below the progress bar, the heading "Welcome to the Business Customer Gateway" is displayed. A small asterisk icon indicates a required field. The main message states: "You've successfully registered your account, and you are almost ready to use the Business Customer Gateway. We've got you signed up as:". Below this, a box titled "Your Business Location:" contains the following address information: "IV EXAMPLE COMMS", "3001 PROSPERITY AVE", "FAIRFAX, VA 22031-2210", and "UNITED STATES". At the bottom of this box, the CRID is listed as "CRID ? : 94825559".

**Note:** If you are not taken to this page or you have exited the BCG, go to <https://gateway.usps.com> and log in with your BCG username and password. You will be directed to this page.

## New User at a New Location

2. Review the business services for which you will be given permission. As a new user at a new business location, you are given the core BCG services.



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

**Note:** The IV-MTR service is not included in the core BCG services. Follow the remaining steps to continue to the BCG and request the IV-MTR service.

## New User at a New Location

3. Read the terms and conditions.
4. Click **Continue**. You receive an email containing your CRID and MID and confirming the services you have been granted.

 **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.

**Note:** As the first user to register for your location, you are assigned as the BSA for the core services. In addition, you will automatically become the BSA for any additional services (e.g., IV-MTR) for which you are the first user to request the service for your location.

## New User at a New Location

You are taken to a page that displays your MID and the business services you now have access to. You have become the BSA for the services with an asterisk (\*).

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:**  
IV EXAMPLE COMMS  
3001 PROSPERITY AVE  
FAIRFAX, VA 22031-2210  
UNITED STATES

**CRID**  : **94825559**  
[ADD A LOCATION](#) 

 The following **Mailer ID (MID)** is currently assigned to this business location: **901060423** 

 **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 
<b>Click-N-Skip Business Pro™ *</b> - End-to-end solution for businesses to fulfill their daily shipping needs. 
<b>Customer Label Distribution System (CLDS)</b> - Order bulk, collated or DMM labels online.
<b>Customer/Supplier Agreements (CSAs) *</b> - CSAs define mail preparation requirements and acceptance times. 
<b>Electronic Verification Service (eVS) *</b> - Package mailers can use an electronic manifest to document and pay postage. 
<b>Every Door Direct Mail - EDDM</b> is designed to help you reach every home, every address, every time.
<b>Incentive Programs *</b> - Participate in promotions and incentives for business mail. 
<b>Intelligent Mail Small Business (IMsb) Tool</b> - Produce the IMb for your mailings.
<b>Mailer ID *</b> - Request and manage Mailer IDs. 
<b>Manage Mailing Activity (PostalOne!) *</b> - Manage your business mailings. 
<b>Online Enrollment *</b> - Get started online to apply for eligibility. 

## New User at a New Location

5. If you are a Mail Service Provider (MSP), check the appropriate box.

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

6. Click **Continue**. You are taken to the BCG welcome page.

[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. [?](#)

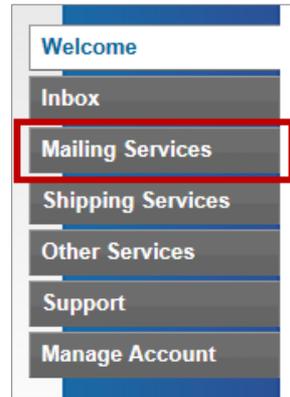
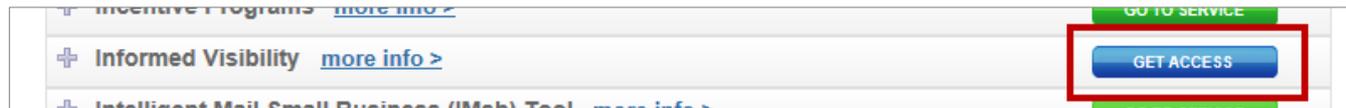
[Schedule a Mailing Appointment \(FAST\) \\*](#) - Schedule a mailing appointment. [?](#)

[USPS Package Intercept \\*](#) - Redirect your mailpiece if it hasn't been delivered. [?](#)

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

[Continue](#)

## New User at a New Location

7. Click **Mailing Services**.8. In the list of services, find “Informed Visibility,” and click **Get Access**. The button turns green, and the text changes to **Go to Service**.

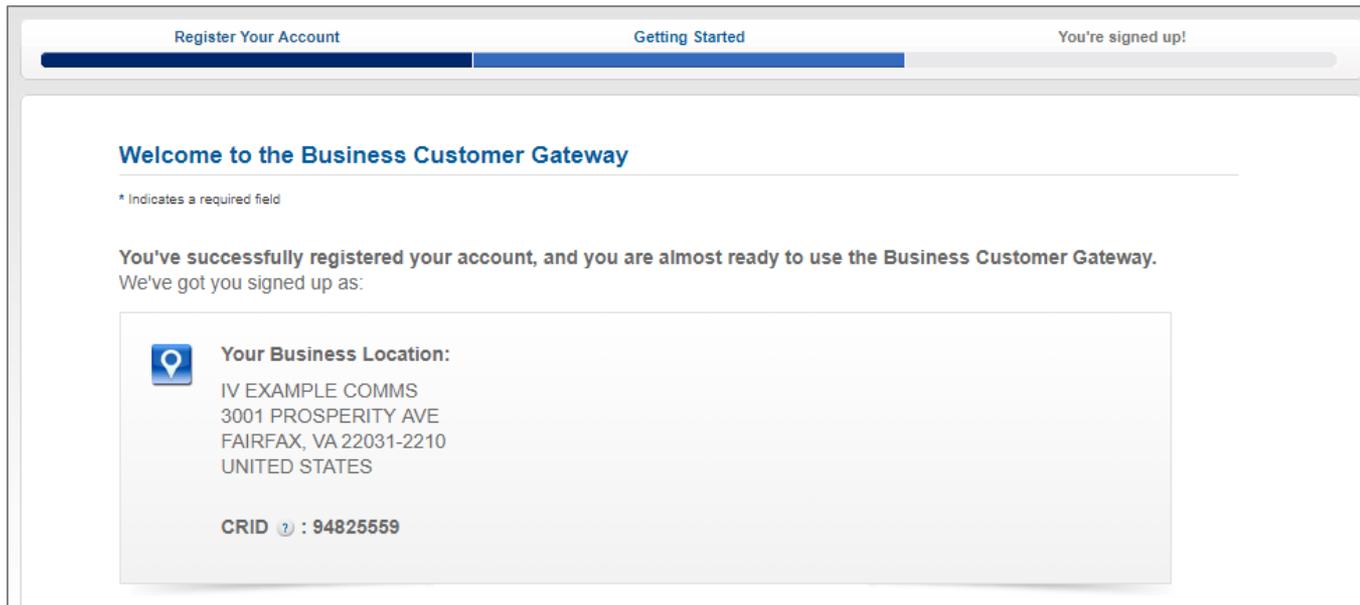
Now that you have a BCG account and the IV-MTR service, see [Receive and Enter the Authorization Code](#).

# Adding the IV-MTR Service

New User at an Existing Location

## New User at an Existing Location

1. After you finish registering for a BCG account, you are taken to the page shown below. Note your CRID, provided in the top section.



The screenshot shows a progress bar at the top with three stages: "Register Your Account" (completed), "Getting Started" (current), and "You're signed up!". Below the progress bar, the heading "Welcome to the Business Customer Gateway" is displayed. A note indicates that an asterisk (\*) denotes a required field. The main message states: "You've successfully registered your account, and you are almost ready to use the Business Customer Gateway. We've got you signed up as:". A box contains the business location information: "Your Business Location:" followed by "IV EXAMPLE COMMS", "3001 PROSPERITY AVE", "FAIRFAX, VA 22031-2210", and "UNITED STATES". Below this, the CRID is listed as "CRID ⓘ : 94825559".

**Note:** If you are not taken to this page or you have exited the BCG, go to <https://gateway.usps.com> and log in with your BCG username and password. You will be directed to this page.

## New User at an Existing Location

2. Under **Add Services for your Business Location**, select **I'd like to custom select services for my Business Location**. The list of business services displays for you to choose from.

 **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 User at an Existing Location

3. Under **Additional Mailing Services**, select **Informed Visibility**.

**Additional Mailing Services**

- Informed Visibility:** Provides mail tracking data for letters, flats, bundles, handling units, and containers.
- Picture Permit Indicia:** Picture Permit Indicia provides organizations with the opportunity to use custom permit indicia.
- Share Mail:** Share Mail - Send Single-Piece First-Class Mail letters or postcards without affixing a stamp.

**Note:** You may also select any additional services you want to request.

4. Click **Continue With Selection**.

## New User at an Existing Location

5. A section appears explaining that you can become the BSA if you are the first user to request a service for your business location. Select **Yes** or **No**.
6. Review the terms and conditions, and then click **Continue**. You receive an email containing your CRID, the list of services you have been granted, and the list of services for which your access is pending approval from the BSA.

 **User Agreement**

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

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

Yes

No

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

**Note:** If you select **No**, you may continue. However, for any requested service without a BSA assigned, your access to that service will be pending until a BSA is assigned and he or she has approved your request.

## New User at an Existing Location

You are taken to a page that displays your MID, the list of services you have been granted, and the list of services for which your access is pending approval from the BSA.

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:**  
IV COMMUNICATORS  
3001 PROSPERITY AVE  
FAIRFAX, VA 22031-2210  
UNITED STATES

**CRID  : 27723950**  
[ADD A LOCATION !\[\]\(8d78c242e9934affb1eaa7268ea1538c\_img.jpg\)](#)

 The following **Mailer ID (MID)** is currently assigned to this business location: **902541716 **

[Continue](#)

## New User at an Existing Location

7. Click **Continue**. You are taken to the BCG welcome page.

If you are not the IV-MTR BSA, you must wait for the BSA to approve your request for the service. When your request is approved, you receive an email notification.

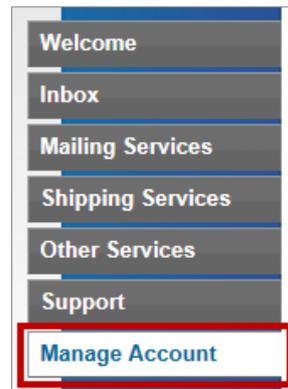
If you are the IV-MTR BSA, see [Receive and Enter the Authorization Code](#).

# Adding the IV-MTR Service

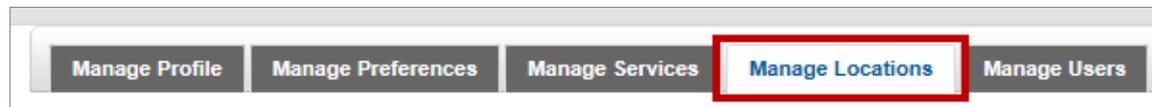
Existing User at a New Location

## Existing User at a New Location

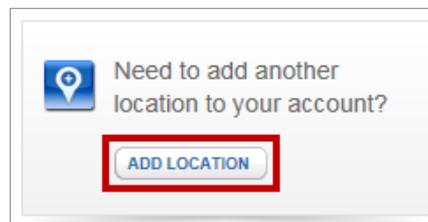
1. Log into [the BCG](#).
2. Click **Manage Account**.



3. Click **Manage Locations**.



4. Click **Add Location**.



## Existing User at a New Location

5. Enter the address information on the left and click **Search** OR enter your CRID number on the right and click **Continue**.

### Add a Location

[CANCEL ADD LOCATION](#)

 Follow the steps below to add a new Business Location to your account.  
To add a new business location to your profile, type the Business Name and Address; then click the Search button. You may also search for an existing business by its CRID.

#### Search by Address

Type the Business Name and Address; then click the Search button.

\*Business Name

\*Country  
UNITED STATES ▼

\*Address 1

Address 2

\*City

\*State  
Select State ▼

\*ZIP/Postal Code

[Search](#)

#### Or use an existing CRID.

Know your CRID? Enter it below and press the Continue button.

[Continue](#)

## Existing User at a New Location

6. Follow the on-screen steps to confirm the address and verify the business name, if needed.
7. When you reach a confirmation page, review the information, and then click **Confirm Add Location**.

### Add a Location CANCEL ADD LOCATION

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

<b>This is the address you searched for:</b> XYZ COMPANY 3001 PROSPERITY AVENUE FAIRFAX, VA 22031 UNITED STATES	<b>You will become a user at this business location:</b> XYZ COMPANY 3001 PROSPERITY AVE FAIRFAX, VA 22031-2210 UNITED STATES  <b>CRID</b> ⓘ : 20915638
---	---

**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

## Existing User at a New Location

8. When the **Add Services for your Business Location** section appears, select **I'd like to custom select services for my Business Location**. The list of business services displays for you to choose from.

 **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](#)

## Existing User at a New Location

9. Under **Additional Mailing Services**, select **Informed Visibility**.

**Additional Mailing Services**

- Enhanced Barcode Diagnostics:** EBD-mobile app for mailers to scan barcodes & receive info about the visible/non-visible elements
- Informed Visibility:** Provides mail tracking data for letters, flats, bundles, handling units, and containers.
- Mailer Visibility:** Mailer Visibility is a mobile app for mailers to nest containers to trailers at DMUs
- Picture Permit Indicia:** Picture Permit Indicia provides organizations with the opportunity to use custom permit indicia.
- Share Mail:** Share Mail - Send Single-Piece First-Class Mail letters or postcards without affixing a stamp.

**Note:** You may also select any additional services you want to request.

10. Click **Continue With Selection**.

## Existing User at a New Location

11. A section appears explaining that you can become the BSA if you are the first user to request a service for your business location. Select **Yes** or **No**.
12. Review the terms and conditions, and then click **Continue**. You receive an email confirming that you have added a location to your account. The email contains your CRID and the list of services you have been granted.

 **User Agreement**

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

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

Yes

No

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

**Note:** If you select **No**, you may continue. However, for any requested service without a BSA assigned, your access to that service will be pending until a BSA is assigned and he or she has approved your request.

## Existing User at a New Location

You are taken to a page that displays the list of services you have been granted. You have become the BSA for the services with an asterisk (\*).

### Add Location

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

 **Your New Business Location:**  
THE MAILING COMPANY  
3001 PROSPERITY AVE  
FAIRFAX, VA 22031-2210  
UNITED STATES  
**CRID** ⓘ : 21625893

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

SERVICE
Informed Visibility - Provides mail tracking data for letters, flats, bundles, handling units, and containers. ⓘ

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

[Add Another Location](#) [Continue](#)

## Existing User at a New Location

13. On this page, click **Continue**. You are taken to the BCG welcome page.

If you are not the IV-MTR BSA, you must wait for the BSA to approve your request for the service. When your request is approved, you receive an email notification.

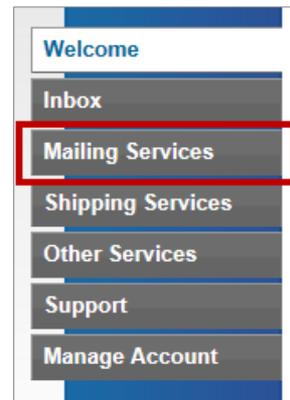
If you are the IV-MTR BSA, see [Receive and Enter the Authorization Code](#).

# Adding the IV-MTR Service

Existing User at an Existing Location

## Existing User at an Existing Location

1. Log into [the BCG](#).
2. Click **Mailing Services**.



## Existing User at an Existing Location

- If you have access to more than one location, you may specify the location for which you want to add the IV-MTR service by selecting the location from the **Your Locations** drop-down menu.

Welcome

Inbox

Mailing Services

Shipping Services

Other Services

Support

Manage Account

### 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.

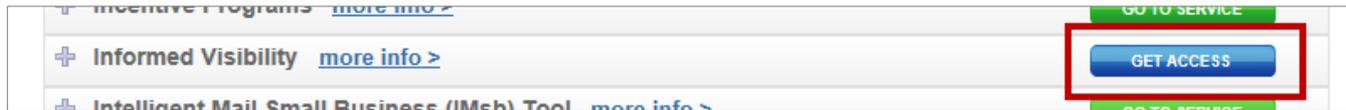
Your Locations:

<a href="#">+ Automated Business Reply Mail <small>more info &gt;</small></a>	<input type="button" value="GO TO SERVICE"/>
<a href="#">+ Balance &amp; Fees (PostalOne!) <small>more info &gt;</small></a>	<input type="button" value="GET ACCESS"/>
<a href="#">+ Customer Label Distribution System (CLDS) <small>more info &gt;</small></a>	<input type="button" value="GET ACCESS"/>
<a href="#">+ Customer/Supplier Agreements (CSAs) <small>more info &gt;</small></a>	<input type="button" value="GET ACCESS"/>
<a href="#">+ Dashboard (PostalOne!) <small>more info &gt;</small></a>	<input type="button" value="GET ACCESS"/>
<a href="#">+ Electronic Data Exchange (PostalOne!) <small>more info &gt;</small></a>	<input type="button" value="GET ACCESS"/>
<a href="#">+ Every Door Direct Mail <small>more info &gt;</small></a>	<input type="button" value="GET ACCESS"/>
<a href="#">+ Incentive Programs <small>more info &gt;</small></a>	<input type="button" value="GET ACCESS"/>
<a href="#">+ Informed Visibility <small>more info &gt;</small></a>	<input type="button" value="GET ACCESS"/>
<a href="#">+ Intelligent Mail Small Business (IMsb) Tool <small>more info &gt;</small></a>	<input type="button" value="GET ACCESS"/>



## Existing User at an Existing Location

4. In the list of services, find “Informed Visibility,” and click **Get Access**. The button turns green, and the text changes to **Go to Service**.

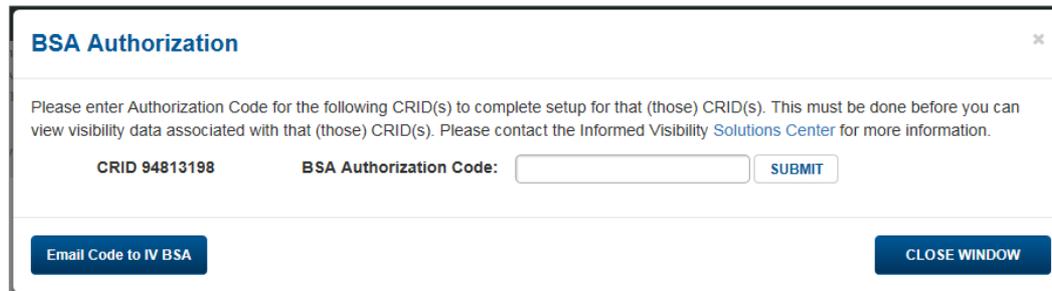


## Existing User at an Existing Location

- If you were the first user to request the IV-MTR service for this CRID, and when you initially registered for the BCG you were the first user for your location or you selected to become the BSA for any service that does not already have a BSA, you become the IV-MTR BSA for this CRID. You receive an email confirming the addition of the service. Now that you have a BCG account and the IV-MTR service, see [Receive and Enter the Authorization Code](#).
- If an IV-MTR BSA already exists for this CRID, you receive an email stating that your request is pending approval by the BSA. When your request is approved, you receive an additional email.
- If an IV-MTR BSA has not been assigned for this CRID and when you initially registered for the BCG you were not the first user for your location or you did not select to become the BSA for any service that does not already have a BSA, your request for the service will remain pending until a BSA is assigned and he or she approves your request. When your request is approved, you receive an additional email.

# Entering the One-Time Authorization Code (BSAs Only)

- The **IV-MTR BSA user for the CRID** should complete these steps:
1. Ensure you have a BCG account and the IV-MTR service for each CRID for which you should be the IV-MTR BSA.
  2. Access the IV-MTR application through the BCG or at [IV.USPS.COM](https://IV.USPS.COM).
  3. A window prompts you to enter the authorization code for each CRID. Click **Email Code to IV BSA** to receive an email with the authorization code.



The screenshot shows a window titled "BSA Authorization" with a close button (X) in the top right corner. The main text reads: "Please enter Authorization Code for the following CRID(s) to complete setup for that (those) CRID(s). This must be done before you can view visibility data associated with that (those) CRID(s). Please contact the Informed Visibility Solutions Center for more information." Below this text, there is a label "CRID 94813198" followed by the text "BSA Authorization Code:" and an empty input field. To the right of the input field is a "SUBMIT" button. At the bottom of the window, there are two buttons: "Email Code to IV BSA" on the left and "CLOSE WINDOW" on the right.

4. Upon receiving the email, return to the IV-MTR application, enter the code for each CRID, and click **Submit**. If the BSA entered the code correctly, the CRID is successfully set up within the application.

**Note:** There is a separate authorization code for each CRID.

4. Upon receiving the email, return to the IV-MTR application, enter the code for each CRID, and click **Submit**.
  - If the BSA entered the code correctly, the CRID is successfully set up within the application and the IV-MTR homepage (Queries & Feeds) will display.
  - If the code was entered incorrectly, an error message will appear next to the Submit button. Enter the correct code and click **Submit** again.

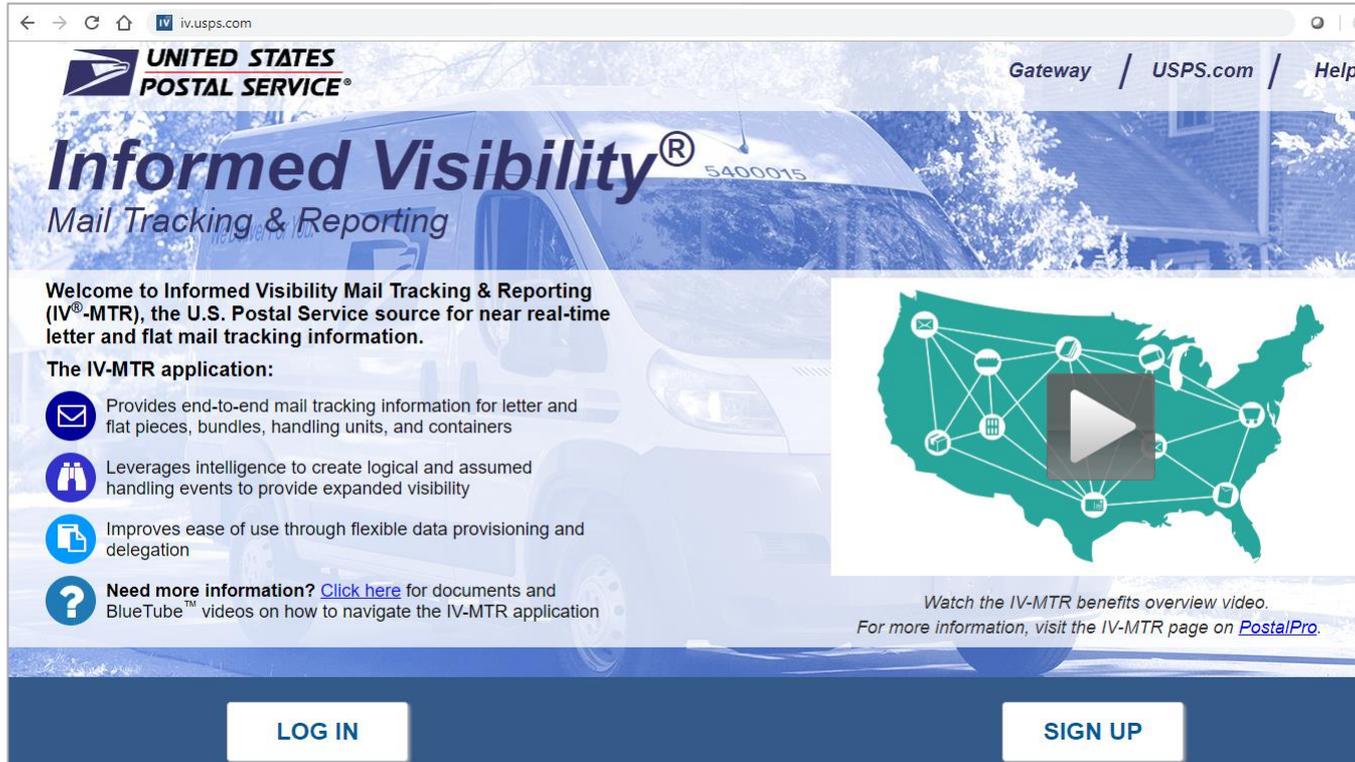
**Note:** There is a separate authorization code for each CRID. If you are entering codes for multiple CRIDs, verify you enter the correct code for each CRID.

- **IMPORTANT:** Contact the IV Solutions Center at 1-800-238-3150, Option 2, or [InformedVisibility@usps.gov](mailto:InformedVisibility@usps.gov) for any of the following issues:
  - You are the IV-MTR BSA and are **not** prompted to enter the authorization code upon accessing the IV-MTR application. This means you were not properly established as the IV-MTR BSA in the BCG.
  - The code does not work.
  - You want to make someone else the IV-MTR BSA.
  
- The IV-MTR BSA and BSA Delegate(s) are responsible for managing access to the IV-MTR service for their CRIDs. This includes approving user requests for the service and designating BSA Delegates (if needed). Instructions for these functions are available in the [IV Mail Tracking & Reporting User Guide](#) and [IV BSA Instructions](#).
  
- The IV-MTR BSA, BSA Delegate(s), and any users who have been assigned IV application user roles can perform administrative functions for their CRID in the IV-MTR application. These additional functions are described in the [IV Mail Tracking & Reporting User Guide](#).

# Signing into the IV-MTR Application

The IV-MTR application is located at:

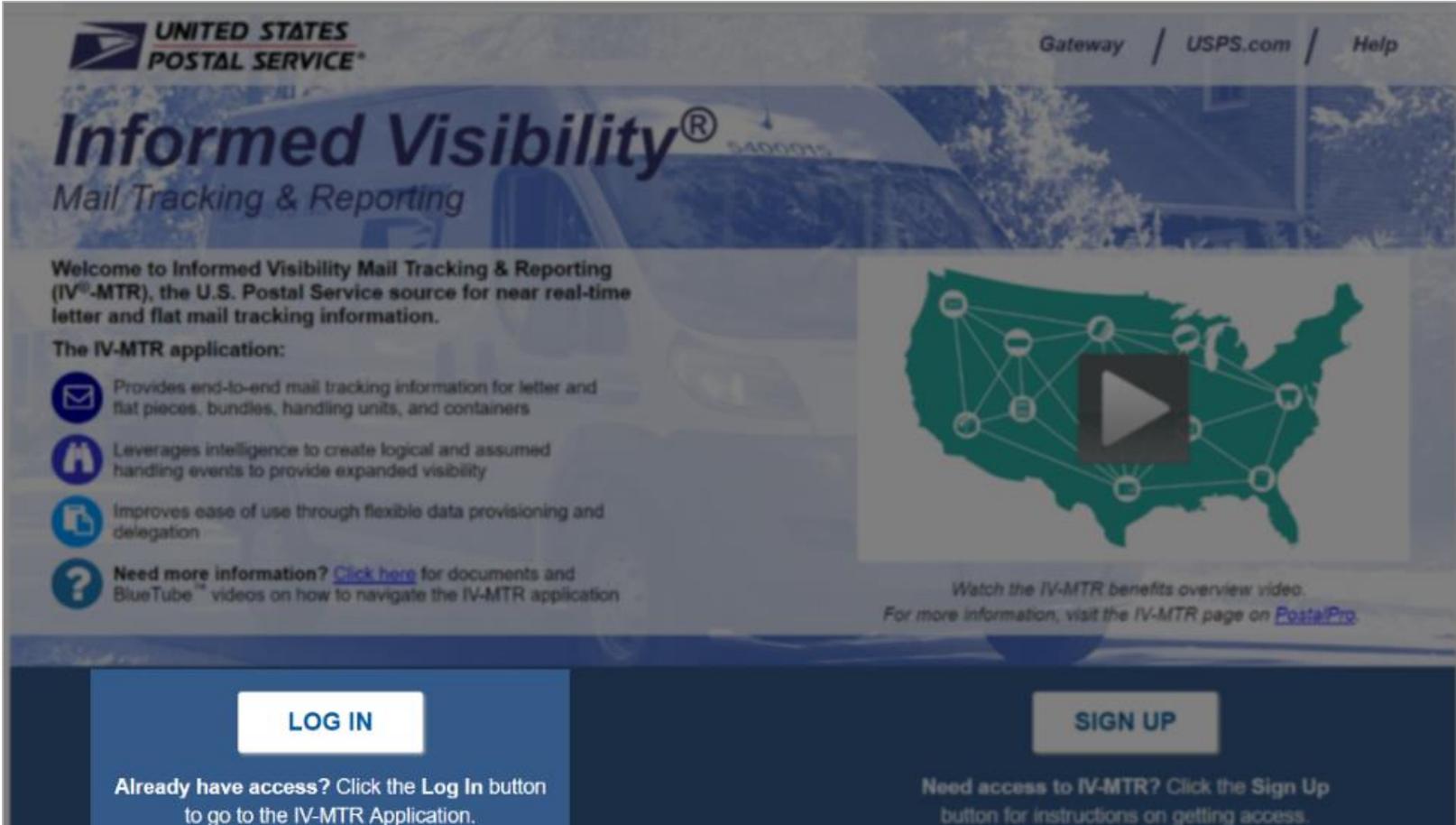
[iv.usps.com](https://iv.usps.com)



The screenshot shows the homepage of the IV-MTR application. At the top left is the United States Postal Service logo. To the right are navigation links for "Gateway", "USPS.com", and "Help". The main heading reads "Informed Visibility<sup>®</sup> Mail Tracking & Reporting". Below this is a welcome message: "Welcome to Informed Visibility Mail Tracking & Reporting (IV<sup>®</sup>-MTR), the U.S. Postal Service source for near real-time letter and flat mail tracking information." A section titled "The IV-MTR application:" lists three key features: 1) "Provides end-to-end mail tracking information for letter and flat pieces, bundles, handling units, and containers" (with an envelope icon); 2) "Leverages intelligence to create logical and assumed handling events to provide expanded visibility" (with a binoculars icon); 3) "Improves ease of use through flexible data provisioning and delegation" (with a document icon). A fourth section asks "Need more information? Click here for documents and BlueTube™ videos on how to navigate the IV-MTR application" (with a question mark icon). On the right side, there is a green map of the United States with a network of nodes and lines, and a play button icon in the center. Below the map, text says "Watch the IV-MTR benefits overview video. For more information, visit the IV-MTR page on PostalPro." At the bottom of the page are two buttons: "LOG IN" and "SIGN UP".

Note: Chrome is the recommended browser for viewing IV-MTR.

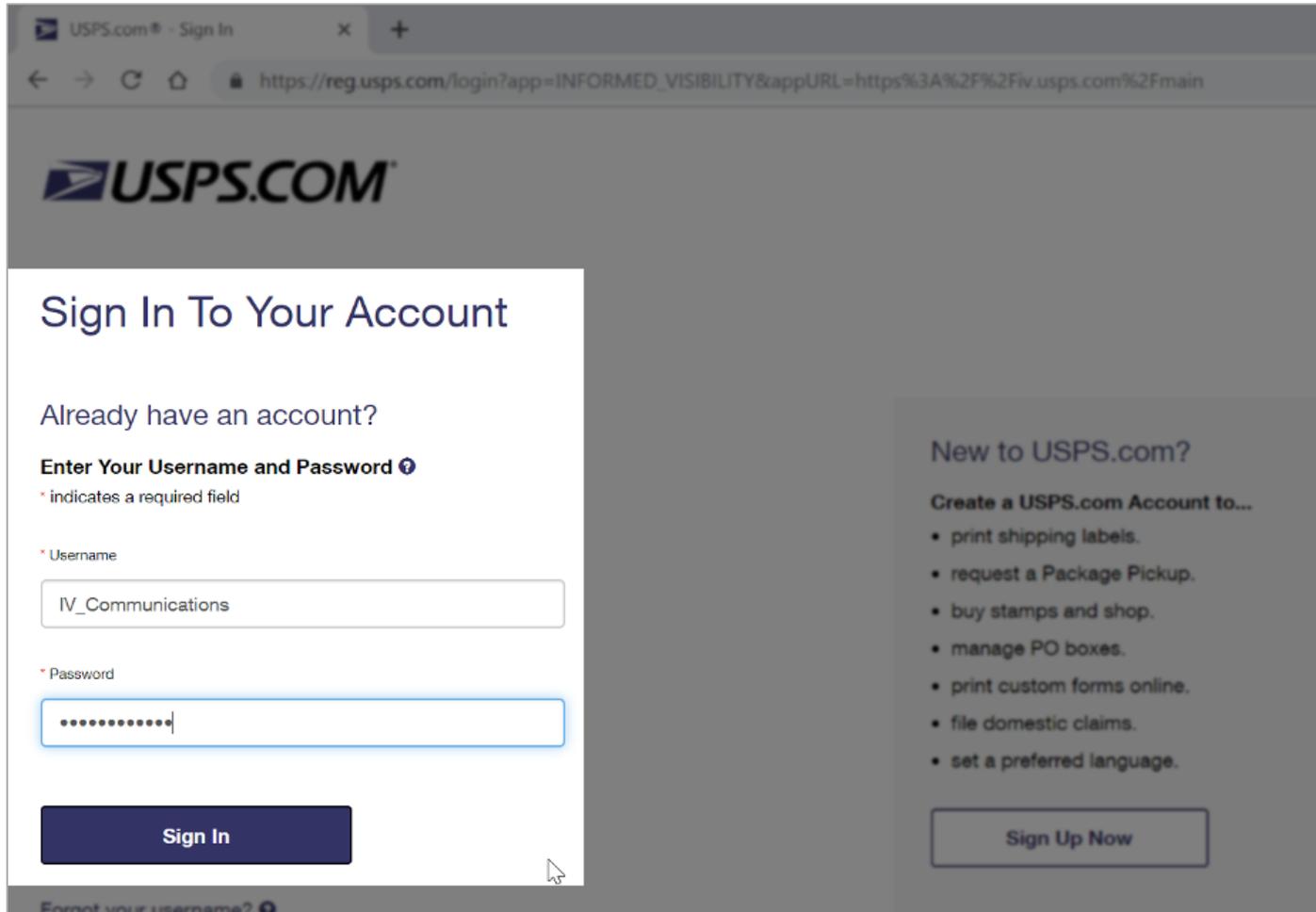
- To log into the IV-MTR portal from the IV-MTR homepage, click **Log In**.



The screenshot shows the IV-MTR homepage with the following elements:

- Header:** United States Postal Service logo on the left, and navigation links for Gateway, USPS.com, and Help on the right.
- Main Title:** "Informed Visibility® Mail Tracking & Reporting".
- Welcome Message:** "Welcome to Informed Visibility Mail Tracking & Reporting (IV®-MTR), the U.S. Postal Service source for near real-time letter and flat mail tracking information."
- The IV-MTR application:** A list of four features:
  - Provides end-to-end mail tracking information for letter and flat pieces, bundles, handling units, and containers.
  - Leverages intelligence to create logical and assumed handling events to provide expanded visibility.
  - Improves ease of use through flexible data provisioning and delegation.
  - Need more information? [Click here](#) for documents and BlueTube™ videos on how to navigate the IV-MTR application.
- Video:** A map of the United States with a network of nodes and a play button overlay, with the text "Watch the IV-MTR benefits overview video. For more information, visit the IV-MTR page on [Posta!Pro](#)."
- Buttons:** "LOG IN" and "SIGN UP" buttons.
- Footer:** "Already have access? Click the Log In button to go to the IV-MTR Application." and "Need access to IV-MTR? Click the Sign Up button for instructions on getting access."

- Enter your BCG username & password, then click **Sign In**.



The screenshot shows a web browser window with the URL `https://reg.usps.com/login?app=INFORMED_VISIBILITY&appURL=https%3A%2F%2Fiv.usps.com%2Fmain`. The page features the USPS.COM logo at the top. Below the logo, the heading "Sign In To Your Account" is displayed. A section titled "Already have an account?" contains the instruction "Enter Your Username and Password" with a help icon. A note states "\* indicates a required field". There are two input fields: "Username" containing "IV\_Communications" and "Password" containing masked characters. A "Sign In" button is located below the password field. To the right, a "New to USPS.com?" section lists benefits of creating an account, such as printing shipping labels and requesting pickups, with a "Sign Up Now" button below it. A "Forgot your username?" link is visible at the bottom left.

USPS.com® - Sign In

← → ↻ 🏠 🔒 `https://reg.usps.com/login?app=INFORMED_VISIBILITY&appURL=https%3A%2F%2Fiv.usps.com%2Fmain`

**USPS.COM**

## Sign In To Your Account

Already have an account?

**Enter Your Username and Password** ⓘ

\* indicates a required field

\* Username

\* Password

**Sign In**

Forgot your username? ⓘ

### New to USPS.com?

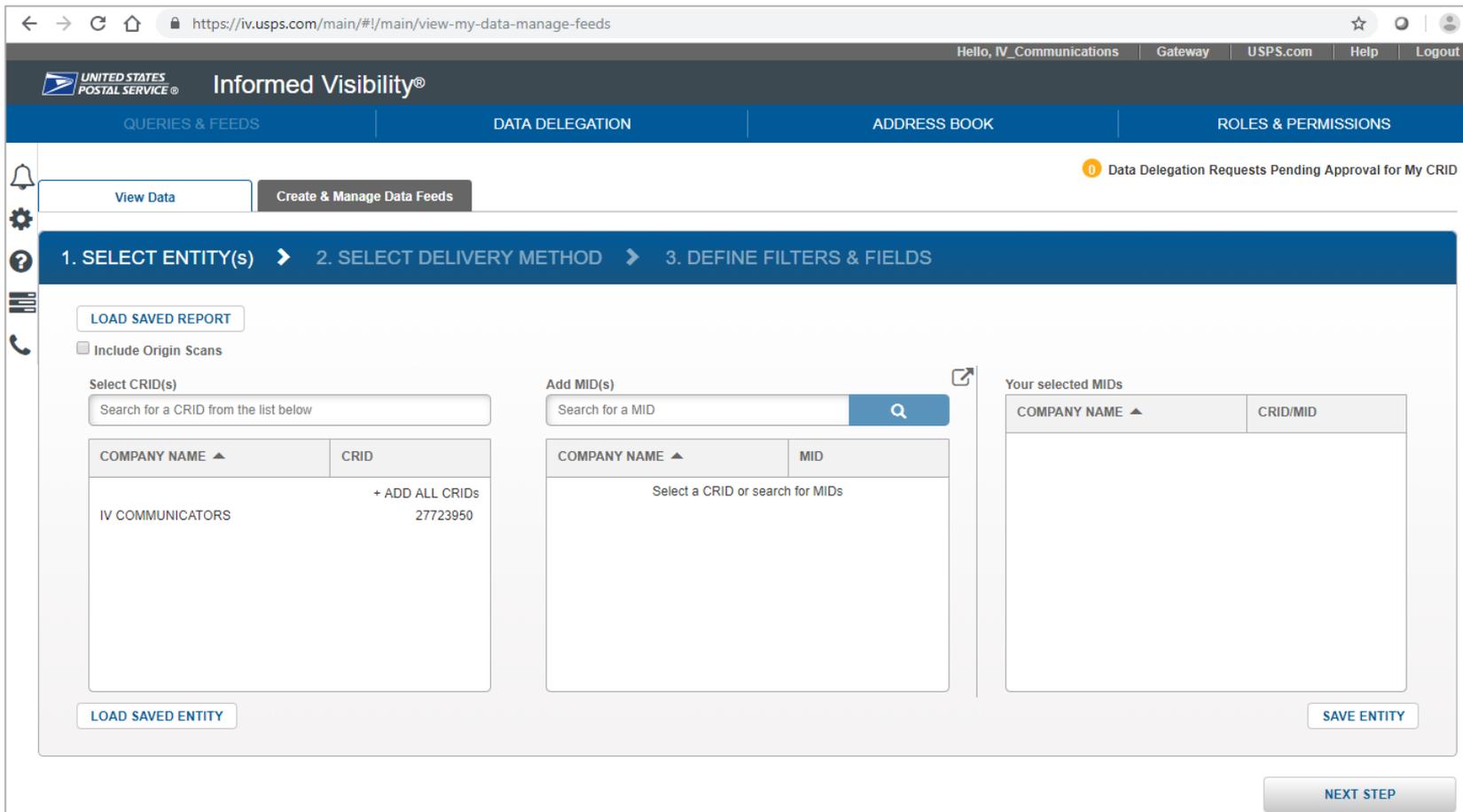
**Create a USPS.com Account to...**

- print shipping labels.
- request a Package Pickup.
- buy stamps and shop.
- manage PO boxes.
- print custom forms online.
- file domestic claims.
- set a preferred language.

**Sign Up Now**

Once you log in, the **Informed Visibility** application will appear.

- The homepage defaults to the Queries & Feeds page.



The screenshot shows the Informed Visibility application interface. The browser address bar displays <https://iv.usps.com/main/#/main/view-my-data-manage-feeds>. The application header includes the USPS logo, the text "Informed Visibility®", and navigation links for "Hello, IV\_Communications", "Gateway", "USPS.com", "Help", and "Logout". Below the header is a navigation bar with tabs for "QUERIES & FEEDS", "DATA DELEGATION", "ADDRESS BOOK", and "ROLES & PERMISSIONS". The main content area features a "View Data" button and a "Create & Manage Data Feeds" button. A notification badge indicates "Data Delegation Requests Pending Approval for My CRID". The workflow steps are: 1. SELECT ENTITY(s), 2. SELECT DELIVERY METHOD, and 3. DEFINE FILTERS & FIELDS. The "SELECT ENTITY(s)" step is active, showing a "LOAD SAVED REPORT" button and an "Include Origin Scans" checkbox. The "Select CRID(s)" section contains a search box and a table with one entry: IV COMMUNICATORS (CRID: 27723950). The "Add MID(s)" section has a search box and a table with the text "Select a CRID or search for MIDs". The "Your selected MIDs" section is empty. At the bottom, there are "LOAD SAVED ENTITY", "SAVE ENTITY", and "NEXT STEP" buttons.

UNITED STATES  
POSTAL SERVICE®

Informed Visibility®

Hello, IV\_Communications | Gateway | USPS.com | Help | Logout

QUERIES & FEEDS | DATA DELEGATION | ADDRESS BOOK | ROLES & PERMISSIONS

0 Data Delegation Requests Pending Approval for My CRID

View Data | Create & Manage Data Feeds

1. SELECT ENTITY(s) > 2. SELECT DELIVERY METHOD > 3. DEFINE FILTERS & FIELDS

LOAD SAVED REPORT

Include Origin Scans

Select CRID(s)

Search for a CRID from the list below

COMPANY NAME ▲	CRID
IV COMMUNICATORS	27723950

+ ADD ALL CRIDs

LOAD SAVED ENTITY

Add MID(s)

Search for a MID

COMPANY NAME ▲	MID
Select a CRID or search for MIDs	

Your selected MIDs

COMPANY NAME ▲	CRID/MID
----------------	----------

SAVE ENTITY

NEXT STEP

# Additional Information

## Acronyms

Acronym	Description
BCG	Business Customer Gateway
BSA	Business Service Administrator
CRID	Customer Registration ID
IV-MTR	Informed Visibility Mail Tracking & Reporting
MID	Mailer ID
MSP	Mail Service Provider
USPS®	United States Postal Service®

## IV Solutions Center

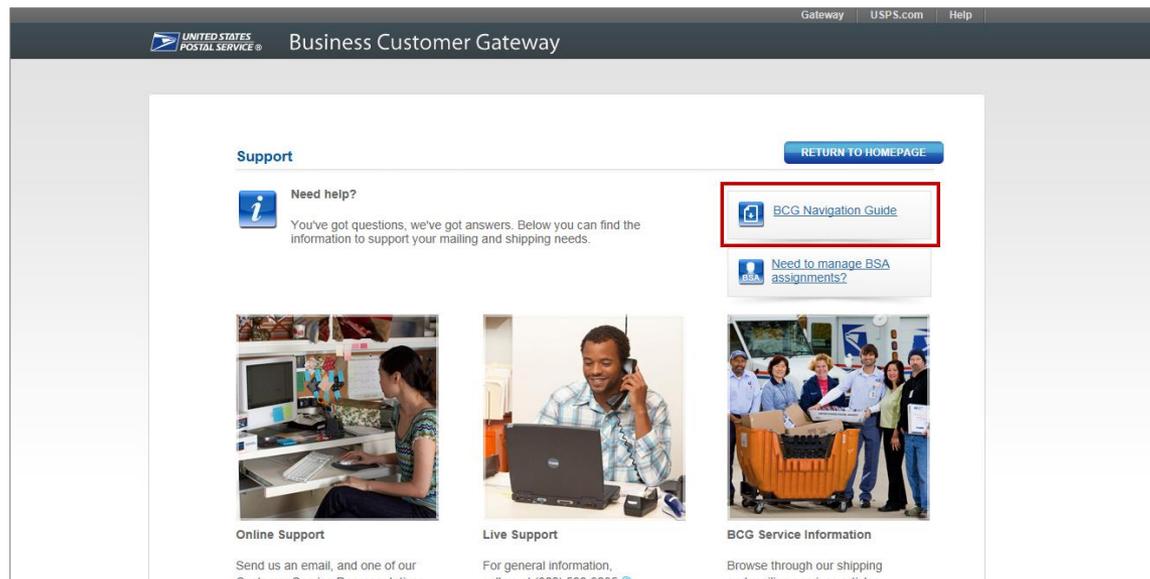
<b>Telephone</b>	1-800-238-3150, Option #2
<b>Email</b>	<a href="mailto:InformedVisibility@usps.gov">InformedVisibility@usps.gov</a>

## IV-MTR Resources

- Additional resources are available on the [IV-MTR PostalPro™](#) page.
  
- Available resources include the following:
  - *IV Mail Tracking & Reporting User Guide*
  - *IV BSA Instructions*
  - *IV Mail.XML Guide*
  - *IV External Facing Data Dictionary*

## BCG Resources

- Additional information about the BCG is available on the [BCG Support page](#).
- The *BCG Navigation Guide* may be particularly helpful. The Guide provides an overview of the BCG as well as instructions for navigating the site, managing your account, and performing BSA and BSA Delegate functions. The Guide is available in the upper-right corner of the Support page:



## Change History

Date	Version	Description
9/21/2019	4.1	<ul style="list-style-type: none"><li>Updated BCG screenshots and steps to match current user experience.</li></ul>
2/12/2019	4.0	<ul style="list-style-type: none"><li>Updated instructions for receiving and entering the BSA authorization code.</li></ul>
7/12/2018	3.2	<ul style="list-style-type: none"><li>Updated “IV-MTR Help Desk” to “IV Solutions Center”.</li></ul>
1/5/2018	3.1	<ul style="list-style-type: none"><li>Updated instructions to log into IV.USPS.COM to include the new landing page.</li></ul>
12/14/2017	3.0	<ul style="list-style-type: none"><li>Reorganized to clearly identify the three steps for getting access.</li><li>Updated to highlight importance of the user who should be the IV-MTR BSA being the first add the IV-MTR service.</li><li>Updated instructions for obtaining an authorization code.</li><li>Removed reference to RIBBS.</li><li>Added hyperlinks for referenced documents.</li><li>Updated instances of “IV” to be “IV-MTR”.</li></ul>
9/7/2017	2.1	<ul style="list-style-type: none"><li>Added slides to help differentiate sub-sections.</li><li>Added note about how to get information about the authorization code.</li><li>Added information to help users determine which instructions to follow to add the IV-MTR service.</li><li>Updated <b>IV-MTR Resources</b> slide.</li><li>Added <b>BCG Resources</b> slide.</li></ul>

## Change History

Date	Version	Description
4/2/2017	2.0	<ul style="list-style-type: none"><li>Updated to reflect that the IV-MTR service is no longer part of the core suite of services and to align with content in the <i>IV Mail Tracking &amp; Reporting User Guide</i>.</li><li>Added <b>Acronyms</b> slide and added content to <b>Additional Information</b> section.</li></ul>
9/8/2016	1.0	Initial version