



# Business Customer Gateway Redesign

## BUSINESS CUSTOMER GATEWAY

USPS.com Help

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

USPS  
Cust

Find and manage USPS® services for your business.

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



### Mailers

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

### Shippers

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



### Business

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

## BUSINESS CUSTOMER GATEWAY

USPS.com Help

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

Please see the example below to see how it works.

User logs into the BCG

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

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

### Mailers




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

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

### Business

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

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

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

## Welcome, Ed Walsh

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

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

[View Permit Fee Calendar](#)

### Account Overview

By EPS#  By Permit#

Select EPS#

**Test EPS Account** ▾

**\$8,061,861.03**

Current Balance

**\$0.00**

Pending Transactions

Debit transactions are aggregated and withdrawn at 6:00 PM Eastern.

Account Status: ACTIVE

[Enterprise Payment System](#)

### Mailer Scorecard

eDoc Submitter  Mail Preparer  Mail Owner

January 2021

#### Program Status

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

#### Top Errors

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

[Mailer Scorecard](#)

### Favorite Services [Edit](#)

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

### Recent Mailings

Finalized ▾

- All Mailings
- Pending
- Finalized**

06/08/2020



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

Welcome, Ed Walsh

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



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

[View Permit Fee Calendar](#)

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

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

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

### Account Overview

By EPS#  By Permit#

Select EPS#

Test EPS Account ▾

**\$8,061,861.03**  
Current Balance

**\$0.00**

**Pending Transactions**

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

Account Status: ACTIVE

[Enterprise Payment System](#)

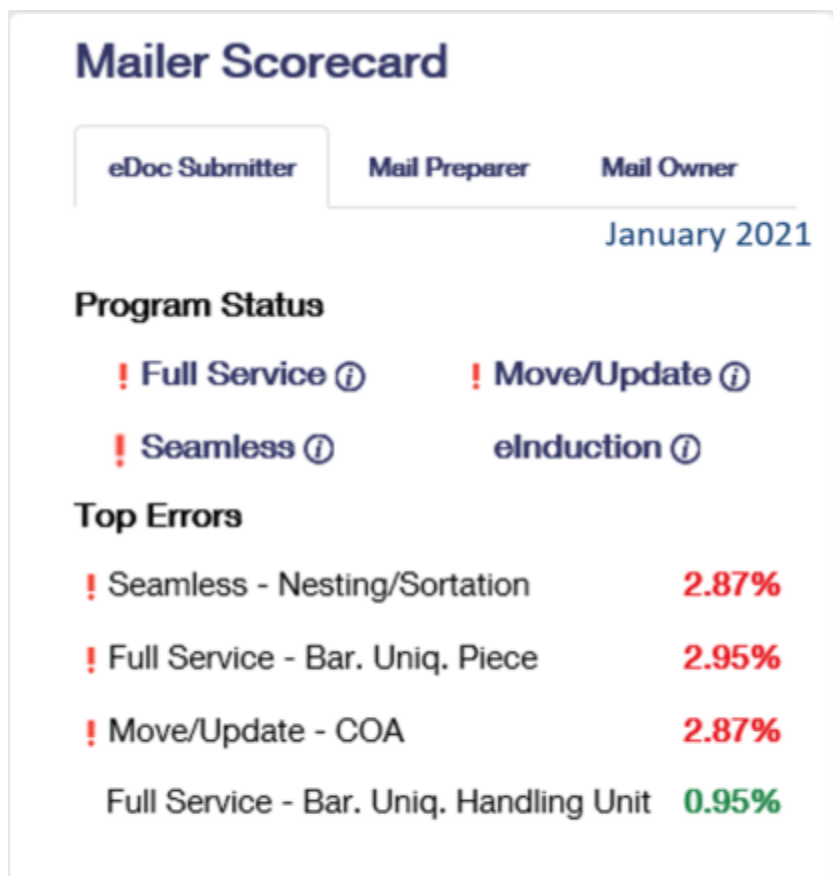
Allows user to select an EPS account they wish to view

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

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

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

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



**Mailer Scorecard**

eDoc Submitter   Mail Preparer   Mail Owner

January 2021

**Program Status**

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

**Top Errors**

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

Arrows point from this box to the tabs in the scorecard widget.

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

Arrows point from this box to the exclamation marks in the scorecard widget.

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

Arrows point from this box to the error list in the scorecard widget.

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

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

**Favorite Services** [Edit](#)

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

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



Statements are displayed according to a filterable status and date

## Recent Mailings

Finalized ▼

06/08/2020

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

[+ Show More](#)

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

[All Mailings](#)




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

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

Displays system outages and other important information

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

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

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

## Welcome, Ed Walsh

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

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

Log Out

## Manage Account Features

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



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Manage Profile  
Manage Favorites  
Manage Services  
Manage Locations  
Manage Users

---

Log Out

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## Manage Users

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

### Control Access to Your Services

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

#### To Revoke and Archive Records:

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

[Revoke and Archive Users](#)

Filter by Location: ⓘ  
ALL

Filter by Service: ⓘ  
ALL  Show only Pending requests ⓘ

Filter by User: ⓘ  
ALL

Filter by Access Level: ⓘ  
ALL

[Reset All Filters](#)

### Manage User Access

Business Name & Location	User	Service	Access Level ⓘ
Nick Altrock 333 W 35 <sup>th</sup> St Chicago IL 60616 CRID: 94818336	<a href="#">Nick</a>	Package Platform Reports	No Access

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

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

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

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

No Access

Access

BSA Delegate

No Access

Requested

# Revoke and Archive

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

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

[Revoke and Archive Users](#)

Under manage users, click  
on revoke and archive

Filter by Location:

ALL



Filter by Service:

ALL



Show only **Pending** requests

Filter by User:

ALL



Filter by Access Level:

ALL



Reset All Filters

## Revoke And Archive


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

### Instructions:

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

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

[Back to Manage Users](#)

Select User  

Select the user whose access you wish to change or archive

Select All William Pierce

190 MAIN STREET, ST. LOUIS, ME 55555

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

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

A checked box means that user or service is archived.



**BUSINESS CUSTOMER GATEWAY**

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

## Manage Users

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

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

[Revoke and Archive Users](#)

Filter by Location: ALL

Filter by Service: ALL  Show only Pending requests

Filter by User: ALL  
Esther Anderson  
William Pierce  
Joe Smith

Filter by Access Level: ALL

Reset All Filters

Before all services are removed from William.

**BUSINESS CUSTOMER GATEWAY**

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

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[Revoke and Archive Users](#)

Filter by Location: ALL

Filter by Service: ALL  Show only Pending requests

Filter by User: ALL  
Esther Anderson  
Joe Smith

Filter by Access Level: ALL

Reset All Filters

After all services are removed from William.

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

Select All William Pierce

190 MAIN STREET, ST. LOUIS, ME 55555

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- Verification Assessment Evaluator (PostalOne!)

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

A checked box means  
that user or service is  
archived.

Select All USPS

190 MAIN STREET, ST. LOUIS, ME 55555

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

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

 Select All USPS

190 MAIN STREET, ST. LOUIS, ME 55555

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## 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](mailto:postalone@usps.gov)



## Live Support

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

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