

United States Postal Service®

# INDUSTRYALERT

November 23, 2021

## Customer Registration ID (CRID) Overview

We have developed a **CRID Management Fact Sheet** to provide customers with information on how to best utilize and manage CRIDs.

A Customer Registration Identification number (CRID) is a USPS-generated numeric code of up to 15 digits that uniquely identifies a business at a specific location. While customers may have multiple CRIDs due to multiple locations, it is better for the postal service, as well as the customer, to limit the number of CRIDs to the bare minimum.

Only one CRID should be granted to an address. This makes it easier for billing and identifying customers for the Postal Service. This also makes it easier to manage mailing activity (i.e. revenue reporting, incentives, scorecard reporting etc.). Newly created permits should be linked to an existing business location CRID whenever possible.

Please refer to the attached CRID Management Fact Sheet for additional information and resources.

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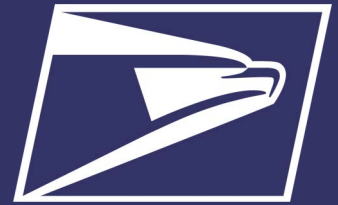
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# CRID Management

## Customer Registration ID Overview

*What is a CRID and Why Should I Only Have One?*



### CRID Quick Tips

- CRIDs are used to identify eDoc submitters, mail preparers, and mail owners within eDoc
- A CRID is a unique ID number issued to identify a customer's physical business location
- Only **ONE CRID** should be granted to an address. This makes it easier for billing and identifying customers for the Postal Service. This also makes it easier to manage mailing activity (i.e. revenue reporting, incentives, scorecard reporting etc.)

### Need to Add a New Facility or Business Location?

CRID & MID Acquisition Fact Sheet:

<https://postalpro.usps.com/node/433>

### Additional Resources:

Mailing and Shipping Solutions Center (MSSC)

- (877) 672-0007
- [mssc@usps.gov](mailto:mssc@usps.gov)

Business Customer Gateway:

<https://gateway.usps.com/>

PostalPro:

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

<https://postalpro.usps.com/mailling/customer-registration-id>

A Customer Registration Identification number (CRID) is a USPS-generated numeric code of up to 15 digits that uniquely identifies a business at a specific location. Customers must have a CRID assigned to their business location to be able to submit electronic documentation (eDoc), claim Nonprofit rates, and receive Full-Service benefits.

While customers may have multiple CRIDs due to multiple locations, it is better for the postal service, as well as the customer, to limit the number of CRIDs to the bare minimum. Newly created permits should be linked to an existing business location CRID whenever possible.

### USING AN EXISTING CRID WHEN REGISTERING ON THE BCG

Often times, customers create new Business Customer Gateway accounts when new employees join their company or there is a change in leadership. When these accounts get created, the best thing to do is to make sure that the Company's existing CRID that is tied to their mailings is then tied to that new account.

New BCG users are able to register their accounts using the **existing company CRID** by clicking on "Company Identifier" (shown below) when finding the company address:

#### Step 4: Find address by...

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

Please choose how you would like to find your address

Address  ZipCode™  Company Identifier

### CRID LOOK-UP OPTIONS FOR MAIL SERVICE PROVIDERS (MSPs)

Registered Mail Service Providers (MSP) have the ability to conduct queries to find customers CRIDs and MIDs. By using the MID/CRID Lookup tool, MSPs can limit the creation of new CRIDs by finding existing ones for their customers. If they do not have any, then this tool will allow the MSP to create CRIDs as needed, without creating additional unneeded CRIDs.

To use this service, log-in to the BCG and navigate to the "Manage Account" tab. Then proceed to **Get MIDs/CRIDs**.

Get MID/CRID Assignments for your Customers.

[Get MIDs/CRIDs](#)

Registered Mail Service Providers (MSP) also have the ability to conduct queries to find customers CRIDs and other pertinent mailing information. By using the Customer Validation Tool, MSPs can limit the creation of new CRIDs by finding existing CRIDs for their customers.

To use this service, log-in to the BCG and navigate to the "Manage Account" tab. Then proceed to the **Customer Validation Tool**.

The MSP should use what information they have for their customer (Permit, MID, Nonprofit Authorization, etc.) to search within the validation tool to find the company CRID for the mail owner.

Validate your Client Business Information.

[Customer Validation Tool](#)

### WAYS TO AVOID CREATING ADDITIONAL CRIDS

- Remember your BCG Password - Whenever a new BCG account is created, a new CRID will be assigned to that BCG account unless the "Company Identifier" button is selected during account creation. Keep all BCG passwords in a safe, memorable place to avoid having to create a new account.
- If you are having the MSSC or the local BMEU create a permit for you, inform them of your existing CRID if they do not have that information. This will allow the postal employee to link the new permit to your CRID.
- For MSPs, check with your customer to determine if they have an existing CRID and to use the Customer Validation Tool or CRID/MID Lookup if they are unsure of their CRID status.