
Business Customer Gateway Navigation Guide

BUSINESS ACCEPTANCE SOLUTIONS

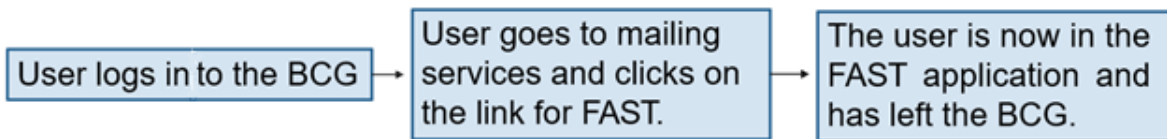
November 7, 2023
US POSTAL SERVICE

Table of Contents

Introduction	2
What Can the BCG Do for Customers?	2
Common Terms and Definitions	2
Landing Page.....	4
Mailing Services	4
Shipping Services.....	5
Additional Services	6
Sign Up for the BCG	8
Adding a CRID to Your Existing BCG Account.	11
Requesting Access to Services	11
Manage Mailing Activity	12
Approving Access to Services	13
BCG Homepage.....	14
A. Header Menu	14
B. Choose your CRID	16
C. Balance and Fees	16
D. EPS Account Overview Widget	17
E. Mailer Scorecard Widget	17
F. Favorite Services.....	18
G. Recent Mailing Widget.....	18
Manage Account.....	19
Manage Profile	19
Manage Favorites.....	19
Manage Services.....	19
Manage Locations	21
Manage Users	21
Revoke/Archive Access	22
Designate a BSA Delegate	24
Log Out.....	25

Introduction

The Business Customer Gateway (BCG) 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 (FAST), Mailer IDs, eInduction, tracking, and more. Access to multiple services is provided through a single username and password. The simplified, consolidated, and streamlined registration process grants access automatically to the most popular services and gives the user the ability to custom select services at multiuser business locations. Improved navigation allows the user to easily see which services are accessible and request services. The Business Customer Gateway is a secure portal to reach mailing and shipping services. Each employee can set up their own account, and you can grant or restrict access to services as needed by your company. These services are accessed through the BCG but are distinct from the site itself.



What Can the BCG Do for Customers?

Customers can utilize the BCG 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

Business Customer Gateway	BCG	A secure portal to access mailing, shipping, and additional mailing services via a single username and password. Provides a single point of entry for several USPS® online business services. A BCG account can have many CRIDs.
Business Service Administrator	BSA	The first person that signs up for a BCG account, application, or service is the BSA of that service. This person controls others' access to services. The BSA will have Managed Mail Activity and can manage permits in the BCG. Also, for some services within the BCG, the first-person requesting that service will become the BSA of that service. So it may be that a there is a different BSA for a service than the BCG BSA designee.

Business Service Administrator Delegate	BSA Delegate	Acts on behalf of the BSA; can revoke or approve users' access, has Managed Mailing Activity access and can manage permits in BCG.
Customer Registration ID	CRID	A USPS-generated numeric code up to 15 digits that uniquely identifies a business at a location. A CRID is assigned to allow access to permits and services in BCG, submit electronic documentation (eDoc), claim Nonprofit rates, and receive Full-Service benefits. Customers may have multiple CRIDs due to multiple locations, but it is best to limit the number of CRIDs to the bare minimum. Newly created permits should be linked to an existing business location CRID whenever possible. Use a CRID (company identifier) to establish a Business Customer Gateway account. A CRID can have many permits. A permit is owned by a single CRID at any given time. Customer Registration ID (CRID) Management Fact Sheet (usps.com)
Enterprise Payment System	EPS	The Enterprise Payment System (EPS) allows customers to pay for products and services through an Enterprise Payment Account (EPA) funded as an Automated Clearing House (ACH) Debit or Trust Account. The EPS payment account management provides enhanced security features, centralized balance and account management, and a self-service customer experience.
Mailer ID	MID	Unique ID number to identify a Mail Owner, Mailing Agent, or Mail Service Provider. The MID is embedded in an IMb. MIDs are either 6 or 9 digits based on calendar year mail volume in <i>PostalOne!</i> . <i>A CRID can have many MIDs, but a MID can only be assigned to one CRID.</i>
Mailer's Scorecard		The Mailer Scorecard provides a dashboard view of the results of the letter and flat mailing activity with the Postal Service over a calendar month. This view is available to both the mailer who submitted the electronic documentation for the mailing (eDoc submitter) and the mail owner/mail preparer. For more information on the mailer scorecard including the metrics and the assessment review process please see Publication 685 .
Mail Service Provider	MSP	Registered Mail Service Providers (MSP) can 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, the tool will allow the MSP to create MIDs as needed, without creating additional unneeded CRIDs. Customer Registration Identification (CRID) and Mailer Identifier (MID) Acquisition Fact Sheet (usps.com)
Managed Mail Activity	MMA	Access to a suite of core services that allows you to manage permits and check balances and fees.
<i>PostalOne!</i> [®]		The program the USPS uses to process postage statements. Electronic submission of a postage statement by any means sends the statement to the <i>PostalOne!</i> Program.

Landing Page

The BCG is located at <https://gateway.usps.com>. Save this link to your favorites for quick, easy access. You can also locate this page by going to usps.com and scrolling to the bottom of the page. There, select Business Customer Gateway under Other USPS Sites. You can sign up and log in from this page. You can also access BCG from Postal Explorer under the Business Solutions tab at the top of the page.

Mailing Services

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. Click the service name for additional information.

- [Automated Business Reply Mail](#)
Create artwork for Reply Mail pieces.
- [Balance and Fees \(PostalOne!\)](#)
24/7 access to mailing accounts to monitor balances and fees.
- [Commercial Mail Receiving Agency](#)
Supports USPS policy and procedures for Commercial Mail Receiving Agency (CMRA) registration and regulatory requirements.
- [Customer Label Distribution System \(CLDS\)](#)
Order bulk, collated or DMM labels online.
- [Customer/Supplier Agreements \(CSAs\)](#)
CSAs define mail preparation requirements and acceptance times.
- [Dashboard \(PostalOne!\)](#)
Review jobs that have been submitted by electronic documentation.
- [Electronic Data Exchange \(PostalOne!\)](#)
Submit mailing information and postage statements electronically using Mail.dat, Mail.XML, and the Postal Wizard and receive Full-Service Reports.
- [Every Door Direct Mail](#)
EDDM is designed to help you reach every home, every address, every time.
- [Incentive Programs](#)
Participate in promotions and incentives for business mail.
- [Informed Visibility](#)
Provides mail tracking data for letters, flats, bundles, handling units, and containers.
- [Intelligent Mail for Small Business \(IMsb\) Tool](#)
Online tool that assists in Full-Service mailing preparation.
- [Mailer ID](#)
Request and manage Mailer IDs.
- [Mailing Promotions Portal](#)
Submit mailpieces for review and inclusion in USPS Mailing Promotion campaigns, or to submit questions related to Mailing Promotions campaigns.
- [Mailing Reports \(PostalOne!\)](#)
Immediate access to several detailed mailing reports, including pending postage statements, mail quality, electronic mail improvement, and more.
- [Manage Permits \(PostalOne!\)](#)
Manage permit information for business locations.

- [**MYMSSC Portal**](#)
Commercial Mailers submit inquiries on mailing permits, HAZMAT reviews, PostalOne! assistance, ABRM tool assistance, or to submit questions related to commercial mail and mailpiece design.
- [**Picture Permit Indicia**](#)
Manage Picture Permit Indicia.
- [**Postal Wizard \(PostalOne!\)**](#)
A secure way to submit a postage statements and other postal forms electronically.
- [**Printer Directory**](#)
Apply to appear in the USPS Printer Directory.
- [**Schedule a Mailing Appointment \(FAST\)**](#)
Schedule a mailing appointment.
- [**Share Mail**](#)
Send Single-Piece First-Class Mail letters or postcards without affixing a stamp.
- [**USPS Mail Analytics**](#)
Dashboards, reports, and analytical tools used to view mailing and shipping activities.

Shipping Services

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

- [**Balance and Fees \(PostalOne!\)**](#)
24/7 access to mailing accounts to monitor balances and fees.
- [**Click-N-Ship Business Pro™**](#)
Print shipping labels and securely pay for packages.
- [**Dashboard \(PostalOne!\)**](#)
Review jobs that have been submitted by electronic documentation.
- [**Electronic Data Exchange \(PostalOne!\)**](#)
Submit mailing information and postage statements electronically using Mail.dat, Mail.XML, and the Postal Wizard and receive Full-Service Reports.
- [**Electronic Verification System \(eVS\)**](#)
Document and pay postage, including special service fees, using electronic manifest files for high-volume package mailers and package consolidators.
- [**Incentive Programs**](#)
Participate in promotions and incentives for business mail.
- [**Mailer ID**](#)
Request and manage Mailer IDs..
- [**Mailing Reports \(PostalOne!\)**](#)
Immediate access to several detailed mailing reports, including pending postage statements, mail quality, electronic mail improvement, and more.
- [**Manage APIs**](#)
APIs allow integration of USPS data into customer's software and or system application.
- [**Manage Permits \(PostalOne!\)**](#)
Manage permit information for business locations.
- [**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**
Offers an easy and convenient way for merchants to receive returns from their customers.
- **Parcel Return Service (PRS) Authorization Letter**
Formal notification to begin package pickups at Postal locations that are designated as an authorized Return Delivery Unit (RDU) or Return Sectional Center Facility (RSCF).
- **Postal Wizard (PostalOne!)**
A secure way to submit a postage statements and other postal forms electronically.
- **Premium Forwarding Service Commercial™**
Schedule regular reshipment of mail from one or more addresses to a chosen destination.
- **Premium Forwarding Service Local**
Schedule regular reshipment of mail from PO Box for delivery to a street address on a regular schedule when both addresses are serviced by the same facility.
- **PS Form 3801**
Authorize an agent to pick up mail and parcels on behalf of commercial customers.
- **Scan Based Payment (SBP)**
Streamline the returns process and increase visibility using technology solutions to generate barcoded labels.
- **USPS Package Intercept**
Redirect your mailpiece if it hasn't yet been delivered.
- **USPS Ship Account Management**
Enroll, edit profiles, and adjust payment options. in USPS Returns and USPS Ship (Outbound).
- **USPS Ship Disputes and Refund Requests**
Request joint reviews for monthly adjustments and submit refund requests.
- **USPS Ship Reports**
A snapshot of monthly shipping activity and reports to assist in monthly reconciliation.

Additional Services

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

- **Approved Shipper**
Store and accept prepaid USPS packages and offer USPS products and services at Post Office prices or with a surcharge.
- **Audit Mailing Activity (PostalOne!)**
Read-only access to data associated to permit or Publication accounts.
- **Bulk Indemnity Claims**
Commercial users can upload up to 5,000 indemnity claims at one time.
- **Business Service Network (BSN) eService**
A state-of-the-art program that allows customers to create and monitor service requests online.
- **Contract Postal Unit Commercial Postal Store**
Contract Postal Units select and pay for stamps online in the Commercial Postal Store.
- **Enterprise Payment System**
Setup and manage a centralized and secure payment account.
- **Enterprise PO Boxes Online**
Pay for PO Box, Caller and Reserve fees with an Enterprise Payment Account.

- [**Informed Delivery® Mailer Campaign Portal**](#)
Create an Informed Delivery® campaign to synchronize direct mail and digital marketing.
- [**Informed Delivery® Shipper Campaign Portal**](#)
Create an Informed Delivery® package campaign to synchronize packages and digital marketing.
- [**Intelligent Mail Services**](#)
End-to-end visibility into the mailstream by using the suite of Intelligent Mail barcodes and submitting electronic documentation.
- [**Mail Transport Equipment Ordering System \(MTEOR\)**](#)
Order Mail Transport Equipment.
- [**NSA Rate Access in Informed Visibility**](#)
Retrieve Negotiated Service Agreement rate downloads from the Informed Visibility application.
- [**Pickup on Demand \(PUOD\)**](#)
Conveniently schedule a pickup within a two-hour time frame and pay for it online.
- [**Retail Business Partners**](#)
Online onboarding Retail Business Partners.
- [**Service Refunds**](#)
Submit single or bulk file upload for Service Performance Refunds for Priority Mail Express and Extra Services.
- [**Stamps Now Commercial Postal Store**](#)
Leverage Enterprise Payment as a means of paying for Commercial Postal Store purchases using Trust, ACH, and credit cards.
- [**USPS Tracking**](#)
Provides delivery information.
- [**Verification Assessment Evaluator \(PostalOne!\)**](#)
Receive reconciliation and refund notifications and submit joint review and refund requests in the system.
- [**Village Post Office Commercial Postal Store**](#)
Village Post Offices access to select and pay for stamps online in the Commercial Postal Store.

Sign Up for the BCG

On the BCG landing page, <https://gateway.usps.com>, click the **Sign up for the BCG** button.



Create a unique username. If the name you select is already in use, the system will suggest a modification. Usernames are case sensitive.

Step 1: Pick a username

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

* indicates a required field

* Username

• Looks like that name is already in use.

Need to sign in?

Try another username or choose one of our suggestions.

- Business40
- Business41
- Business42
- Business43

Create a 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. Enter the password twice.

Step 2: Enter your security information

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

* indicates a required field

Pick a Password

* Password

* Re-Type Password

Next, pick two security questions and provide the answers. Answers are not case sensitive. If you forget your password, you will use this information to regain access to your account.

Pick Two Security Questions

* First Security Question

* Your Answer

A Secret Answer is required.

* Re-Type your answer



* Second Security Question

* Your Answer

A Secret Answer is required.

* Re-Type your answer

It is suggested that you store a copy of your username/password and security questions/ answers in a secure location. You cannot regain access to your account without these. Enter your contact information. All fields with a red asterisk are required. If you are creating a new account because you are locked out of your account, you will need to use a different email address to create this account. You can change the email address after the account is created.

Name	Email & Phone		
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"/>	US <input type="text"/>	<input type="text"/>	<input type="text"/>
* Last Name	Mobile (U.S. Only)		
<input type="text"/>	<input type="text"/>		
Suffix	Can we contact you?		
<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		

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. If you already have a mailing or shipping permit, you should search for your address by Company Identifier using your CRID. If you don't know your CRID, you can get it from the local office where you drop off your mail or by contacting the MSSC at (877) 672-0007 or MSSC@usps.gov.

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

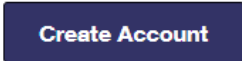
Enter Your Company Identifier (CRID)

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

* CRID

If you do not have any permit accounts, search for your address with the Address or Zip Code™ options. These options will create a CRID for you once you have completed registration.

Read the Privacy Policy, then select **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 or see our Privacy Policy link at the bottom of this page.

Your account has been created. Select **Continue** at the bottom of the page. You are now signed up. If you created a new CRID, you could make note of it here. You are also assigned a MID if this is a new account.

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:

MY COMPANY

1

PERMITS, REGISTRATION

UNITED STATES

CRID: 43593381



The following **Mailer ID (MID)** is currently assigned to this

business location: 903490521



Is this location a Mail Service Provider (MSP)?

Yes

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

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

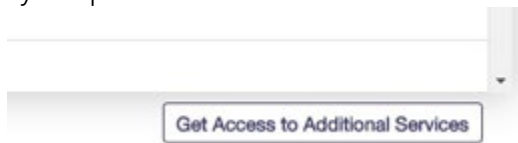
Is this location a Mail Service Provider (MSP)?

Yes



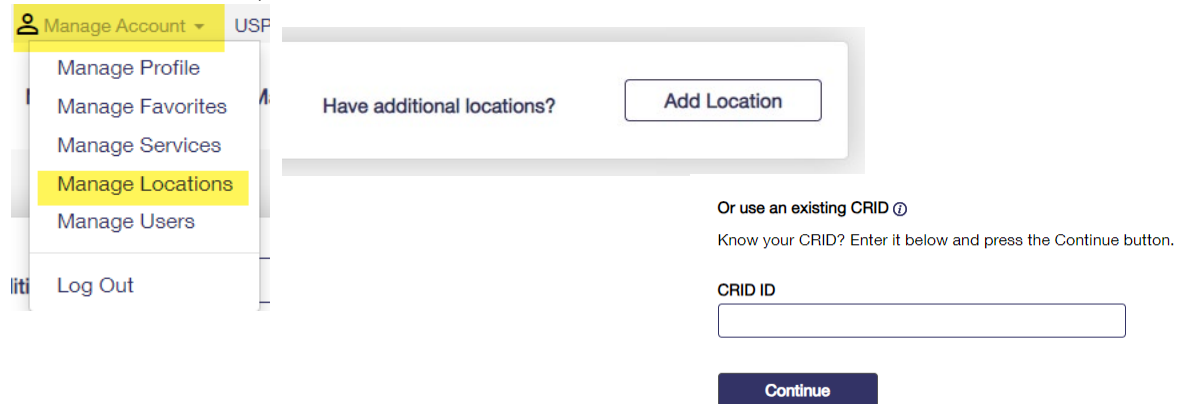
If you are a Mail Service Provider, check the **Yes** box here.

You can request access to additional services now by clicking the **Get Access to Additional Services** box. You can always request access at a later date.



Adding a CRID to Your Existing BCG Account.

To add a CRID to your existing BCG Account, go to **Manage Account**>**Manage Locations**, select **Add Location**, and enter the CRID in the box and continue.



Manage Account ▾ USF

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

lit Log Out

Have additional locations?

Or use an existing CRID ⓘ
Know your CRID? Enter it below and press the Continue button.

CRID ID

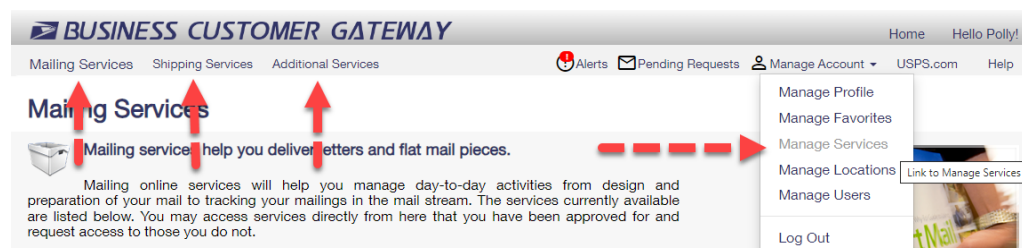
Requesting Access to Services

Upon creating a BCG account, you were given access to some services and others you must request access to. 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.

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.

You can request access to services under the Manage Account tab or through the services tabs.



Scroll through and locate the service you wish to request. If you already have access, the button will read **Go to Service**. To request access, select **Get Access**.



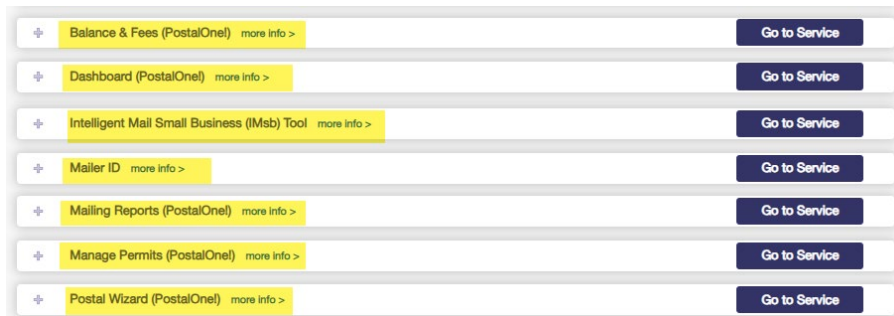
If you are not the BSA for the service, your access will need to be approved by the BSA.

You have requests that need your attention. Some services that have been requested did not get approved

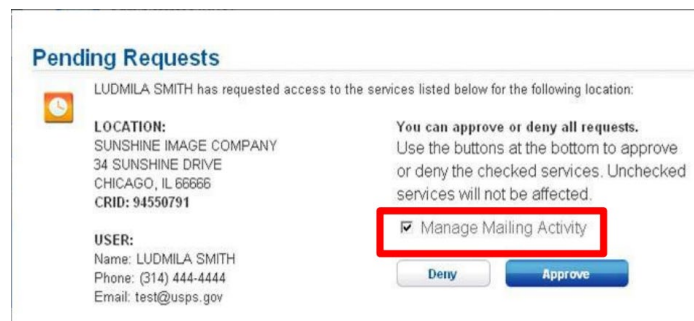
Service	Status
Click-N-Ship Business Pro™	Pending BSA
Customer/Supplier Agreements (CSAs)	Pending BSA
Electronic Verification System (eVS)	Pending BSA
Incentive Programs	Pending BSA
Mailer ID	Pending BSA

Manage Mailing Activity

Please note that while Manage Mailing Activity is applicable to all three categories of services, it is not a standalone service on its own. MMA is a suite of services, which includes sub-services:



Once you have requested and received access to one of MMA's subservices, you will be granted access to all MMA sub-services automatically. The BSA will see "Manage Mailing Activity" in the pending request window when someone requests access to one of the sub-services.

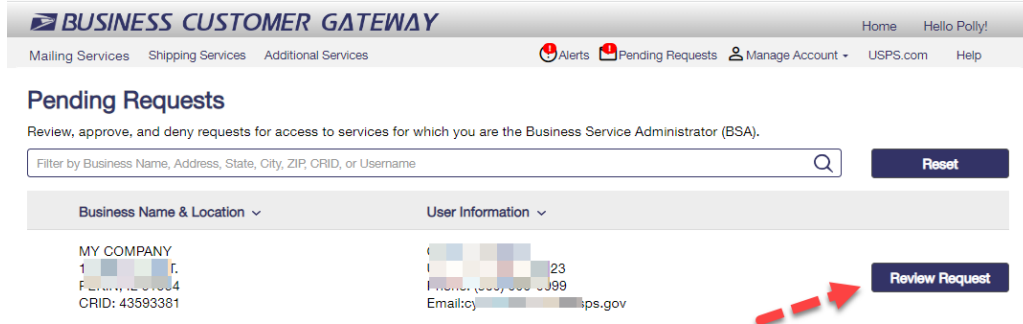


Approving Access to Services

If you are the BSA, you will need to approve or deny services for others in your company that request them. If someone requests access to services related to a CRID you are the BSA for, you will see an exclamation mark on Pending Requests in the Header Menu.



Click Pending Requests to respond to these requests. The click on Review Request.

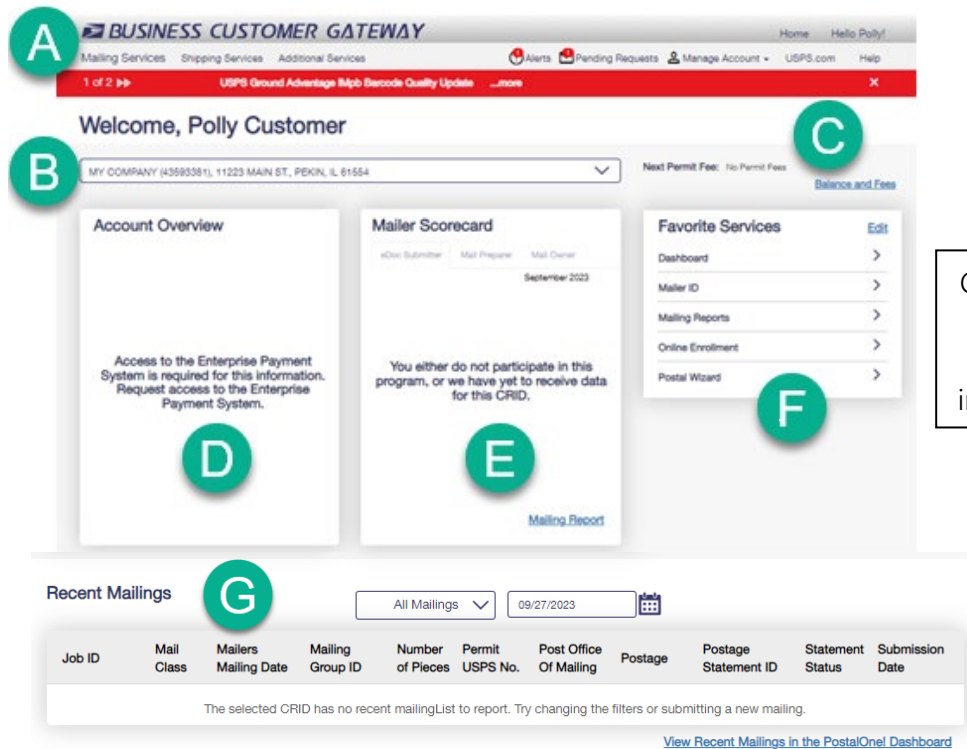


You can approve or deny all requests. Use the buttons at the bottom to approve or deny the checked services. Unchecked services will not be affected and can be acted on at a later time.

You can approve or deny all requests. Use the buttons at the bottom to approve or deny the checked services. Unchecked services will not be affected.

<input type="checkbox"/> Click-N-Ship Business Pro™	<input type="checkbox"/> Parcel Return Service (PRS)
<input type="checkbox"/> Customer/Supplier Agreements (CSAs)	<input type="checkbox"/> Parcel Return Service (PRS) Authorization Letter
<input type="checkbox"/> Electronic Verification System (eVS)	<input type="checkbox"/> Premium Forwarding Service Commercial™
<input type="checkbox"/> Incentive Programs	<input type="checkbox"/> Premium Forwarding Service Local™
<input checked="" type="checkbox"/> Mailer ID	<input type="checkbox"/> Printer Directory
<input checked="" type="checkbox"/> Mailing Promotions Portal	<input checked="" type="checkbox"/> Scan Based Payment (SBP)
<input type="checkbox"/> Manage Mailing Activity	<input checked="" type="checkbox"/> Schedule a Mailing Appointment (FAST)
<input type="checkbox"/> Online Enrollment	<input type="checkbox"/> USPS Package Intercept
<input type="checkbox"/> Parcel Data Exchange (PDX)	

BCG Homepage



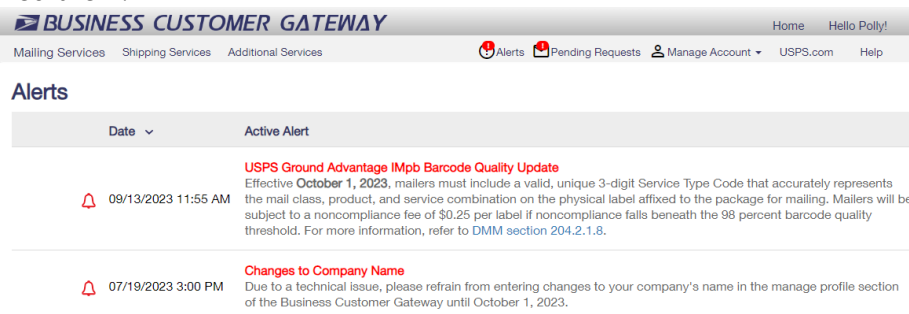
Click on the letters for more information.

A. Header Menu – The header menu provides quick links to the BCG.



Click on the numbers for more information.

1. Alerts are important notices from the Postal Service about applications or functionality. If there are active alerts, a red exclamation mark will appear in the header menu by alerts. Click the link to view the alerts. The exclamation mark will be visible as long as there are active alerts. It will not disappear after you have viewed them.



Return to BCG Homepage Graphic

Return to Header Menu Graphic

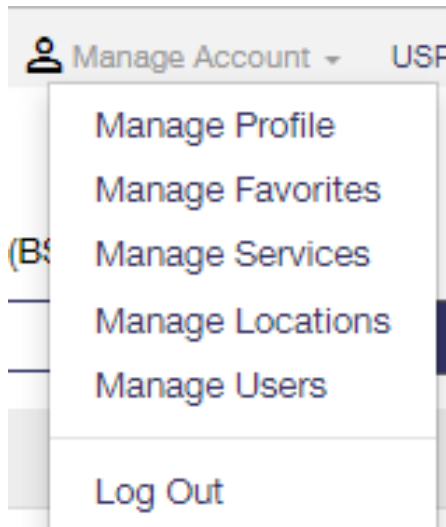
- Pending Requests is where the BSA will go to approve or deny access to services requested for their CRID.

[Return to Header Menu Graphic](#)



- Manage Account contains a drop-down menu with access to manage different areas of the BCG account.

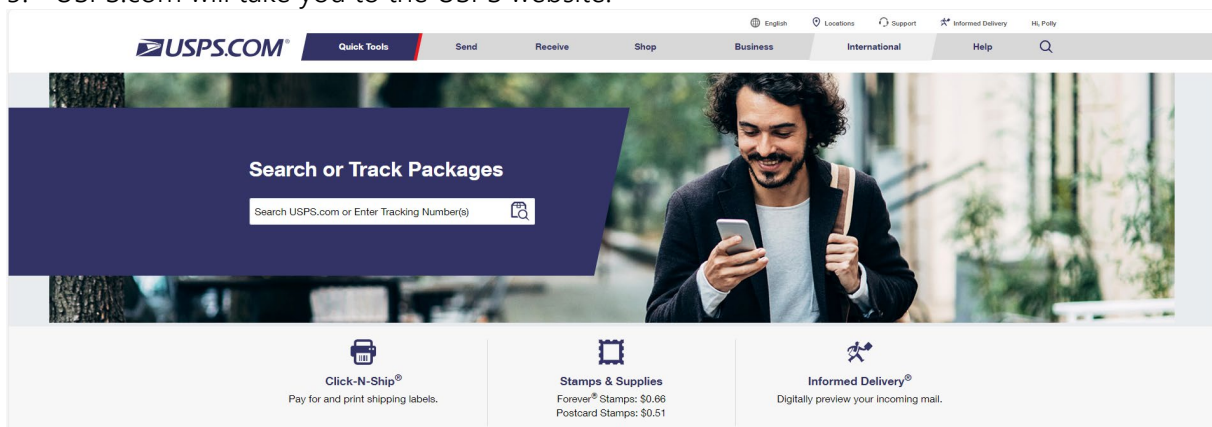
[Return to Header Menu Graphic](#)



- Home will take you back to the BCG Home Page if you are on another page.

- USPS.com will take you to the USPS website.

[Return to Header Menu Graphic](#)



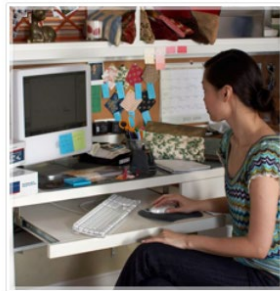
- Help is where this guide is located and includes other avenues, should you need assistance.

[Return to Header Menu Graphic](#)

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?](#)



Online Support

Send us an email at:
mssc@usps.gov

- [Get Started with Full-Service](#)
- [Learn more about the BCG](#)
- [Postal Explorer](#)
- [USPS News & Information](#)
- [USPS Tracking™](#)
- [USPS.com](#)
- [Vendor list for Full Service Software](#)



Live Support

For general information, call us at (877) 672-0007.

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 \(eVS\)](#)
- [Enterprise Payment System](#)
- [Every Door Direct Mail \(EDDM\)](#)
- [IV® - Mail Tracking & Reporting](#)
- [Incentives & Promotions](#)
- [Streamlined Publication](#)

- Business Services ([Mailing Services](#), [Shipping Services](#), and [Additional Services](#)) links take you to a list of services where you can request access or go to the services for which you have access.

[Return to Header Menu Graphic](#)

Schedule a Mailing Appointment (FAST) more info >	Go to Service
Share Mail more info >	Get Access
USPS Mail Analytics more info >	Get Access

- Choose your CRID.** If you have access to more than one CRID, you can choose which CRID you want to work with from the drop-down menu.

DIRECT MARKETING ASSOCIATION (94886480), 130 N SOONER ROAD, OKLAHOMA CITY, OK 73117	▼
DIRECT MARKETING ASSOCIATION (94886480), 130 N SOONER ROAD, OKLAHOMA CITY, OK 73117	
DUCK CREEK (4429856), 2701 E IMHOFF RD, NORMAN, OK 73071-1103	
PHEASANT RANCH (94886478), 2701 E IMHOFF RD, NORMAN, OK 73071-1103	

- Balance and Fees** – a quick link to activity on your account for the last 13 months. Information will only display if your account has had transactions within the past 13 months. You can also print the information from this page.

[Return to BCG Homepage Graphic](#)

Home > Balance and Fees
Balance and Fees

[Printer Friendly Version](#)

[View Fee Calendar](#) | [Set Low Balance Alert](#) | [Receive Fee Notice](#) | [Auto-Fee Renew All](#)

NOTE: "Last Activity" information will only display if your account has had transactions within the past 13 months.

Account Information	CRID	Account Number	PO of Permit	Nonprofit Auth No	Last Activity	Amount	Type	Fee Details	Balance	Fee Renewal Notice
Permit/ Pub	0 30	23181740	NORMAN OK 73099-0098						N/A	
F	0 78	23181733	NORMAN OK 73099-0098		09/25/2023	\$181.10	3002-P reversal		N/A	
F	0 30	23181741	NORMAN OK 73099-0098						N/A	
F	4 3	23181732	NORMAN OK 73099-0098		09/28/2023	\$50.00	Transfer From		\$994,589.62	
F	0 78	23181731	NORMAN OK 73099-0098		09/25/2023	\$181.10	Adjustment reversal		\$999,038.90	

D. **EPS Account Overview Widget** - To view this widget, you must have [Manage Mailing Activity \(MMA\)](#), an EPS account, and EPS access. More information on EPS can be found at <https://postalpro.usps.com/eps>.

Return to BCG Homepage Graphic

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.

E. **Mailer Scorecard Widget** - 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. 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>

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%

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

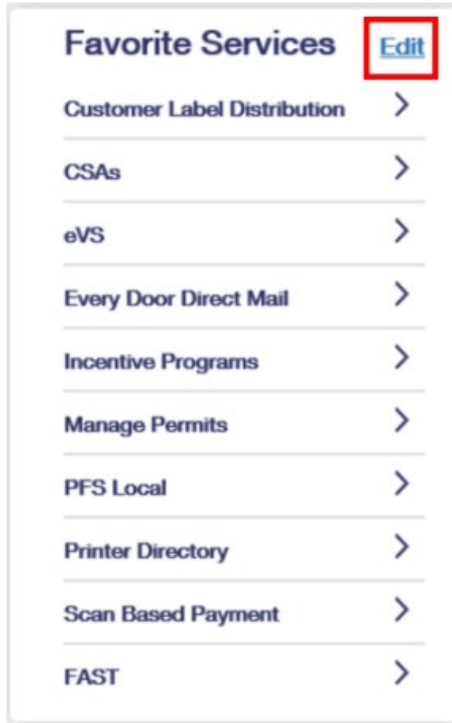
Exclamation marks appear when an indicator within that service is over a threshold

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

Return to BCG Homepage Graphic

F. **Favorite Services** – The favorite services area is customizable to you can access the services you use most. This can be edited from the manage accounts dropdown under manage favorites, or simply click edit on the tool.

[Return to BCG Homepage Graphic](#)



G. **Recent Mailing Widget** - The recent mailings widget displays up to ten of your recent letters and flats mailings from the *PostalOne!* dashboard. To view this widget, you must have MMA access.

The screenshot shows the "Recent Mailings" widget. It features a table with columns: Job ID, Mail Class, Mailers Mailing Date, Mailing Group ID, Post Office No., Postage, Postage Statement ID, Statement Status, and Submission Date. Two rows of data are visible, both for Job ID CT12127Z and Mail Class FC, with a mailing date of 05/30/20. A dropdown menu is open over the table, showing options: "Finalized" (selected), "All Mailings", "Pending", and "Finalized". A date filter "06/08/2020" is also visible. A "+ Show More" button is located below the table. Annotations include a blue box stating "Statements are displayed according to a filterable status and date" pointing to the dropdown and date filter, and another blue box stating "This widget displays can be expanded to display up to the users ten most recent letter and flat mailings" pointing to the "+ Show More" button. A link for "All Mailings" is also present.

[Return to BCG Homepage Graphic](#)

Manage Account

Manage Profile- Allows the user to change their details such as contact information, email address. This is where the Customer Validation Tool is Located. You can also request additional MIDs or CRIDs.

Manage Favorites - The Favorite Services panel allows you to quickly access your most often used services from most pages in the Business Customer Gateway. The services listed are currently approved and may be added to your Favorite Services panel. You may select up to ten (10) services to be included in your panel.

To Add Favorite Services:

1. Check the services you want to add or remove from your panel.
2. Click the Save button to update the panel.

Select Up To 10 Favorites Services:

<input type="checkbox"/> Balance & Fees (PostalOne!)	<input checked="" type="checkbox"/> Mailing Reports (PostalOne!)
<input type="checkbox"/> Click-N-Ship Business Pro™	<input type="checkbox"/> Manage Permits (PostalOne!)
<input type="checkbox"/> Commercial Mail Receiving Agency	<input checked="" type="checkbox"/> Online Enrollment
<input type="checkbox"/> Customer Label Distribution System (CLDS)	<input type="checkbox"/> Parcel Data Exchange (PDX)
<input type="checkbox"/> Customer/Supplier Agreements (CSAs)	<input type="checkbox"/> Parcel Return Service (PRS)
<input checked="" type="checkbox"/> Dashboard (PostalOne!)	<input type="checkbox"/> Parcel Return Service (PRS) Authorization Letter
<input type="checkbox"/> Electronic Data Exchange (PostalOne!)	<input checked="" type="checkbox"/> Postal Wizard (PostalOne!)
<input type="checkbox"/> Electronic Verification System (eVS)	<input type="checkbox"/> Premium Forwarding Service Commercial™
<input type="checkbox"/> Every Door Direct Mail	<input type="checkbox"/> Premium Forwarding Service Local™
<input type="checkbox"/> Incentive Programs	<input type="checkbox"/> Printer Directory
<input type="checkbox"/> Intelligent Mail Small Business (IMsb) Tool	<input type="checkbox"/> Scan Based Payment (SBP)
<input checked="" type="checkbox"/> Mailer ID	<input type="checkbox"/> Schedule a Mailing Appointment (FAST)
<input type="checkbox"/> Mailing Promotions Portal	<input type="checkbox"/> USPS Package Intercept

Manage Services - Allows the viewing of current services and provides the ability to request services. You can view by either location or service. To manage by location, select the location then make the necessary changes with the Get Access and Remove Buttons. You can also view the BSA of the service here.

Manage By Location Manage By Service

Show Services for Location:
MY COMPANY (43593381), 11223 MAIN ST., PEKIN, IL 61554

Show Services for Location:
MY COMPANY (43593381), 11223 MAIN ST., PEKIN, IL 61554

Service	Status	Role	
Audit Mailing Activity (PostalOne!)	Available	Show BSA	Get Access
Bulk Indemnity Claims	Available	Show BSA	Get Access
Business Service Network (BSN) eService	Available	Show BSA	Get Access
Click-N-Ship Business Pro™	Approved	BSA	N/A
Commercial Mail Receiving Agency	Approved	User Show BSA	Remove

To Manage by service, select the service in the drop-down menu then make the changes in the window that appears.

The screenshot shows the 'Manage By Service' interface. At the top, there are two tabs: 'Manage By Location' and 'Manage By Service', with the latter highlighted. Below the tabs is a dropdown menu titled 'Show Locations for Service:' with 'Audit Mailing Activity (PostalOne!)' selected. A list of services is displayed below the dropdown, including 'Bulk Indemnity Claims', 'Business Service Network (BSN) eService', 'Click-N-Ship Business Pro™', 'Commercial Mail Receiving Agency', 'Contract Postal Unit Commercial Postal Store', 'Customer Label Distribution System (CLDS)', 'Customer/Supplier Agreements (CSAs)', 'Electronic Verification System (eVS)', 'Enterprise PO Boxes Online', 'Enterprise Payment System', 'Every Door Direct Mail', 'Incentive Programs', 'Informed Delivery® Mailer Campaign Portal', 'Informed Delivery® Shipper Campaign Portal', 'Informed Visibility', 'Intelligent Mail Small Business (IMsb) Tool', 'Mail Transport Equipment Ordering System (MTEOR)', and 'Mailer ID'. Below the list, there are two tabs: 'Manage By Location' and 'Manage By Service', with the latter highlighted. Below the tabs is a dropdown menu titled 'Show Locations for Service:' with 'Commercial Mail Receiving Agency' selected. Below the dropdown are two filters: 'Sort By: Business Name' and 'Filter by Business Name, Address, State, City, ZIP, or CRID'. Below the filters is a table with columns: 'Business Name & Location', 'CRID', 'Status', and 'Role'. The table contains one row for 'MY COMPANY' with address '11223 MAIN ST. PEKIN, IL 61554', CRID '43593381', Status 'Approved', and Role 'User'. There is a 'Show BSA' button and a 'Remove' button next to the row.

You can also view your service request history and download your services data in either PDF, Excel, or CSV formats.

The screenshot shows two sections. The first section is titled 'Services Data' and contains a download icon, the text 'Download your services data', and three download options: 'PDF', 'Excel', and 'CSV'. The second section is titled 'Services Request History' and contains a document icon, the text 'View your full Service Request History', and a link 'View Service Request History'.

Manage Locations - Displays all relevant information about the locations currently set up in the account. You can also edit your account information and add additional locations and CRIDs here.

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.

Or use an existing CRID ⓘ
Know your CRID? Enter it below and press the Continue button.

* Business Name

* Country

* Address 1

Address 2

* City

* State

* ZIP/Postal Code

CRID ID

Manage Users- This page is available for BSAs and BSA delegates and allows BSA and BSA delegates to approve/edit user access.

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: ⓘ

Filter by Service: ⓘ Show only Pending requests ⓘ

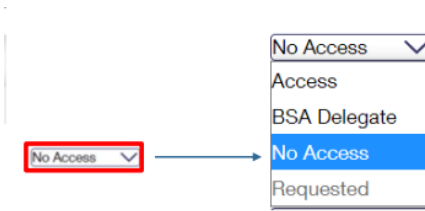
Filter by User: ⓘ Filter by Access Level: ⓘ

Manage User Access

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

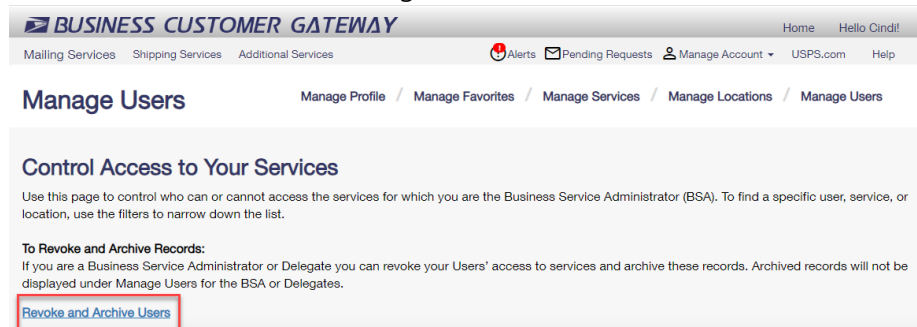
Annotations:
- Filter by various categories (points to filter dropdowns)
- View a user's contact information (points to user details)
- Change a user's access to a specific service (points to Access Level dropdown)

Use the drop-down menu to change 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.



Revoke/Archive Access

BSA and BSA delegates can revoke a user from CRID(s) entirely or revoke 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. Under manage users, click on revoke and archive.



Select the user whose access you wish to change or archive.

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](#)

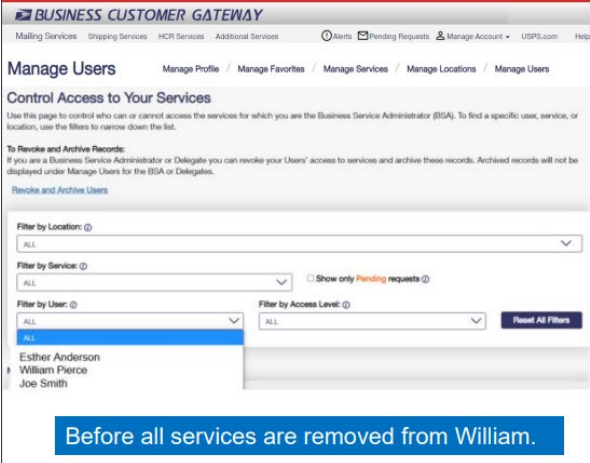


The user and all service assigned to that user appear. Check the services you wish to revoke, and press save. **In all cases when a service is checked that means it is revoked.** Next click the save button and confirm that this is the action you wish to take. If you remove all services for a user will no longer appear in the list.

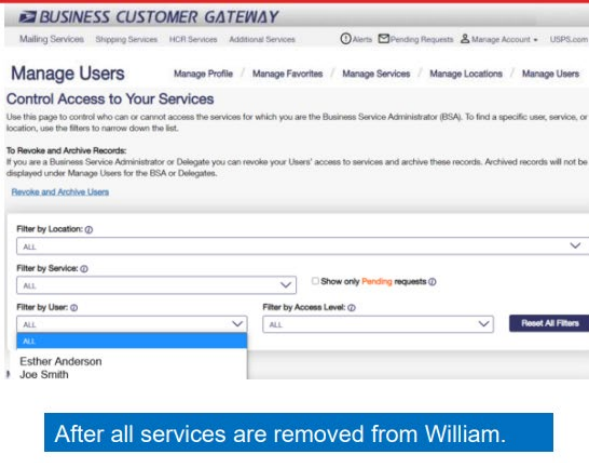
Select All

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!)



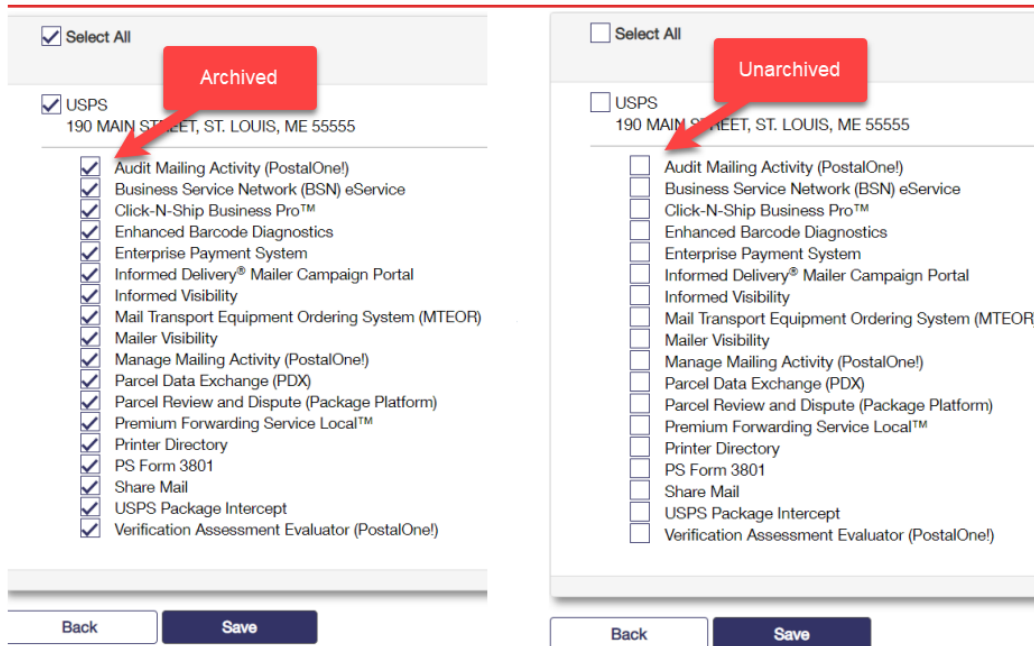
Before all services are removed from William.



After all services are removed from William.

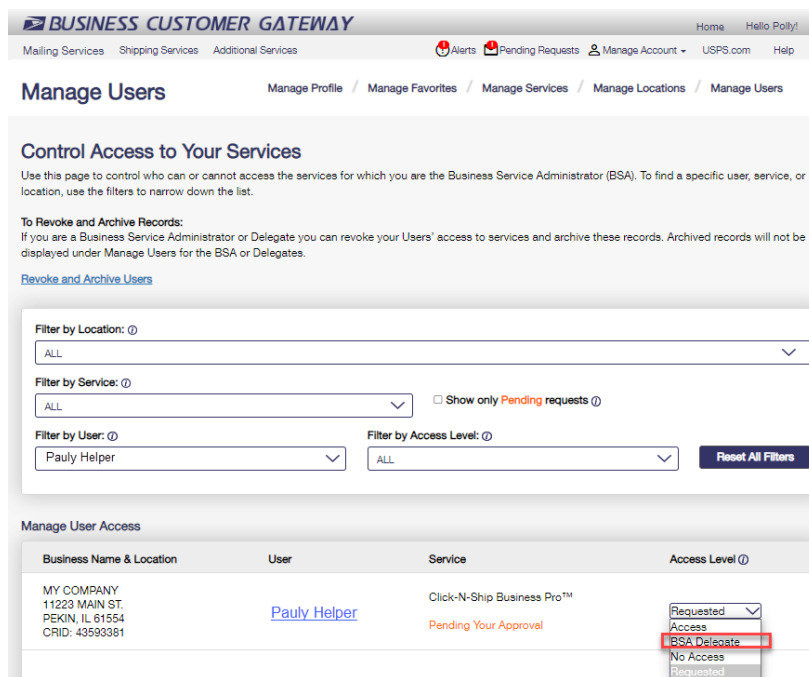
To unarchive a user, uncheck the service you wish to see in manage users. Restoring any or all of the services will allow the user to appear on the manage users screen. If all services were removed from the user or if the user was removed from the main CRID then that user cannot be restored. Please note: 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.

When returning to that user in revoke and archive, those services that were archived appear with checkmarks. To restore the archived user and records, uncheck the services you would like to return to appear in manage users for that user.



Designate a BSA Delegate

To designate a BSA Delegate for a service, Go to Manage Account>Manage Users. After selecting a user, scroll to the service you wish to assign the delegate to and use the Access Level drop-down to select BSA Delegate.



Log Out

For security, you should always log out of your Business Customer Gateway Account when you have completed working in it. To log out, go to Manage Account and select close out. Simply closing your browser does not log you out of the program. The program will automatically log you out after you are idle for 10 minutes.

