United States Postal Service®

INDUSTRYALERT

July 8, 2024

Cancellation of the USPS Payment Check API Webinar on July 11, 2024.

As part of our commitment to improve efficiency, improve security, and enhance visibility and transparency for our customers, the US Postal Service is issuing an industry alert to provide updates regarding the payment check API webinar, where to direct emails for support, PostalPro information, and how to update contact information in the Business Customer Gateway (BCG).

Updates:

- The webinar scheduled for Thursday, July 11, 2024, has been cancelled until further notice. If anything changes, the USPS will provide details regarding time and date.
- Send API only related questions to USPSAPISupport@usps.gov
- Send all counterfeit or fraud related questions to the Counterfeit Package Intercept Support email: bwjxq0@usps.gov
 - o Include the CRID, company name, and reason in the subject.
 - o Include relevant MID(s) in the body of the email.
- Send all retrieval related questions to the Counterfeit Intercept Retrieval email: B67VF0@usps.gov
 - o Include the CRID and IMpb(s) in the subject line.
 - o Include relevant data in the body of the email.
- Visit Postal Pro for a plethora of resources regarding the August 1 File Verification process.
 Postal Pro includes Webinar presentations/PowerPoints, USPS application resources, relevant publications, and Industry Alerts, and more.
 - o https://postalpro.usps.com/counterfeit-and-fraud
- See the following steps below to update BCG contact information (if applicable).

How to Update BCG Contact Information:

- Under Manage Account (visible on the right side of the landing page), click on Manage Profile.
- Click on Edit (next to the user details).
- This is where customers can update contact information.

o Note: There is a *personal information* and a *business information* tab.

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