UNITED STATES POSTAL SERVICE®

Business Customer Gateway Redesign

Agenda

Introduction

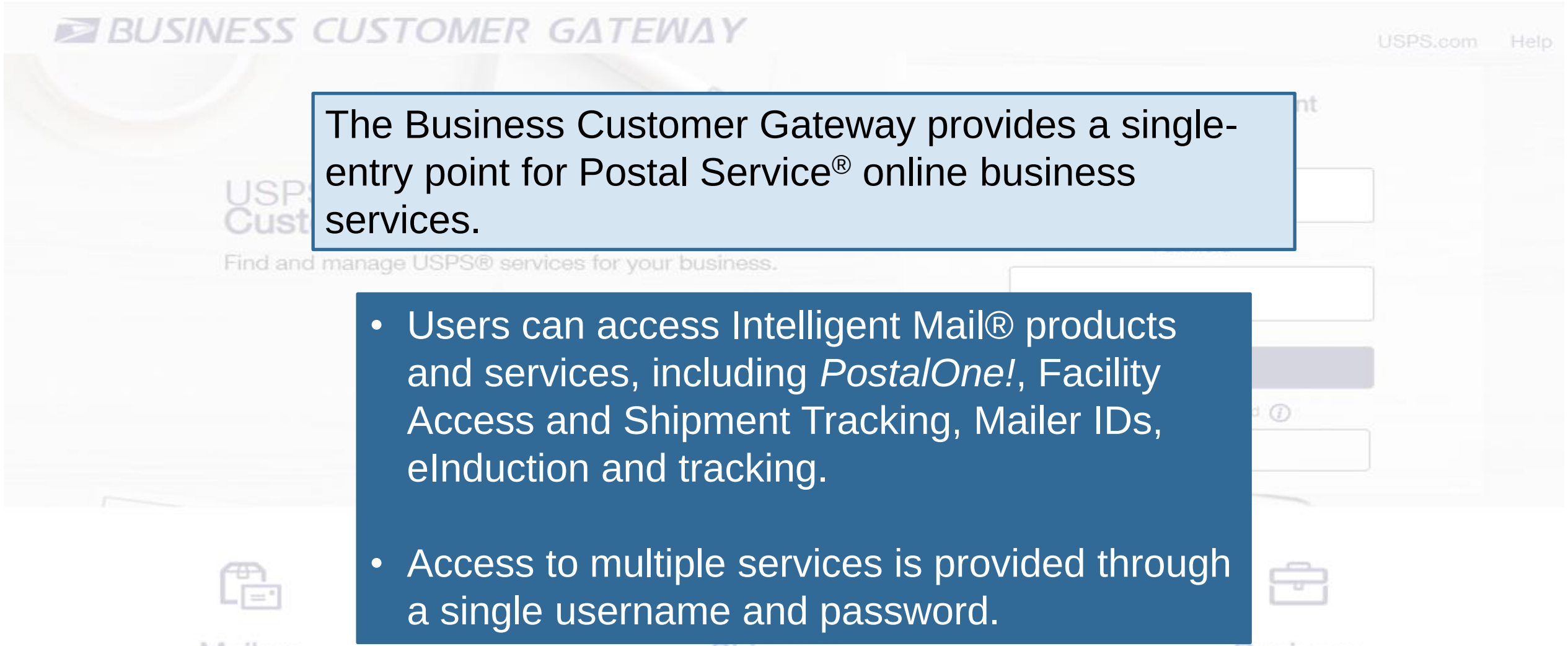
1

- What is the BCG?
- What can the BCG do for customers?
- Common Terms and Definitions
- BCG
- Tour of the BCG
- BCG Welcome Page
- Registering a new user
- BCG Homepage

2

Managing Multiple Locations and/or Multiple Users

What is the Business Customer Gateway (BCG)?



The Business Customer Gateway 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, Mailer IDs, eInduction and tracking.
- Access to multiple services is provided through a single username and password.

What is the Business Customer Gateway (BCG)?

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 FAST. → The user is now in the FAST application and has left the BCG.

What Can the BCG Do For Customers?

Customers can utilize the Gateway 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

Term	Definition
Customer Registration ID (CRID)	• Unique ID numbers used by USPS to identify a customer's physical business location (address). • CRIDs connect a company's location information across all USPS systems and applications.
Mailer ID (MID)	• Unique ID numbers assigned by USPS to identify a specific mail owner, mailing agent or other service provider. • MIDs are either a 6- or 9-digit number based primarily on a mailer's historic mail volume.
Business Services	• Tools that can help you to make better use of all that the Postal Service has to offer. • When registering, you will get access to services that cover basic business functionality. 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. • Access to services is regulated by the Business Service Administrator (BSA) of each service.
Business Service Administrator (BSA)	• 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.

The BCG Overview

- Simplified, consolidated and streamlined registration process
  - Access automatically granted to the most popular services
  - Ability to custom select services at multiuser business locations
  - Improved navigation to easily see which services are accessible by the user and to request services

- Automatic creation of 9-digit MID when creating a new user account
- CRID is displayed when you register and on many consecutive screens within the BCG
  - CRID assigned automatically upon registration (same functionality as previous release)

BCG Welcome (Landing) Page

Mailers, Shippers and Business clients can obtain additional information about services provided by USPS by clicking on the respective links

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 Intelligent Mail Small Business Tool to manage your mail stream and maximize your discount.

See full list of Mailing Services +

Shippers

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™

See full list of Shipping Services +

Business

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.

See full list of Business Services -

Information for Mailers

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 Intelligent Mail Small Business Tool to manage your mail stream and maximize your discount.

Mailing Services

Here is the list of tools, called Business Services, USPS offers its BCG customers.

Click the service name for additional information.

- **Automated Business Reply Mail**: Create artwork for Reply Mail pieces.
- **Customer Label Distribution System (CLDS)**: Order bulk, collated or DMM labels online.
- **Customer/Supplier Agreements (CSAs)**: CSAs define mail preparation requirements and acceptance times.
- **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.
- **Mailer ID**: Request and manage Mailer IDs.
- **Manage Mailing Activity**: Manage your business mailings.
- **Schedule a Mailing Appointment (FAST)**: Schedule a mailing appointment.

Information for Shippers

Shippers

Use the Electronic Verification System to save paperwork by paying postage with electronic manifests.

Shipping Services

Here is the list of tools, called Business Services, USPS offers its BCG customers.

Click the service name for additional information.

- **Click-N-Ship Business Pro™**: End-to-end solution for businesses to fulfill their daily shipping needs.
- **Electronic Verification Service (eVS)**: Package mailers can use an electronic manifest to document and pay postage.
- **Incentive Programs**: Participate in promotions and incentives for business mail.
- **Mailer ID**: Request and manage Mailer IDs.
- **Manage APIs**: APIs allow integration of USPS data into customer's software and or system application.
- **Manage Mailing Activity**: Manage your business mailings.
- **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.
- **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.
- **USPS Package Intercept**: Redirect your mailpiece if it hasn't been delivered.

Information for all Business Services

Business

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

Business Services

Here is the list of tools, called Business Services, USPS offers its BCG customers.

Click the service name for additional information.

- **Automated Business Reply Mail**: Create artwork for Reply Mail pieces.
- **Click-N-Ship Business Pro™**: End-to-end solution for businesses to fulfill their daily shipping needs.
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- **Incentive Programs**: Participate in promotions and incentives for business mail.
- **Informed Visibility**: Provides mail tracking data for letters, flats, bundles, handling units, and containers.
- **Mail Transport Equipment Ordering System (MTEOR)**: Order Mail Transport Equipment.
- **Mailer ID**: Request and manage Mailer IDs.
- **Manage APIs**: APIs allow integration of USPS data into customer's software and or system application.
- **Manage Mailing Activity**: Manage your business mailings.
- **Meters and PC Postage**: Information, documentation and links for meters and PC Postage.
- **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.
- **Premium Forwarding Service Commercial™**: Schedule regular reshipment of mail from one or more addresses to a chosen destination.
- **Retail Business Partners**: Online onboarding Retail Business Partners
- **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.

Manage Mailing Activity (PostalOne!)

The *PostalOne!* system provides a new automated, streamlined alternative to existing manual business mail acceptance process. It features the following:

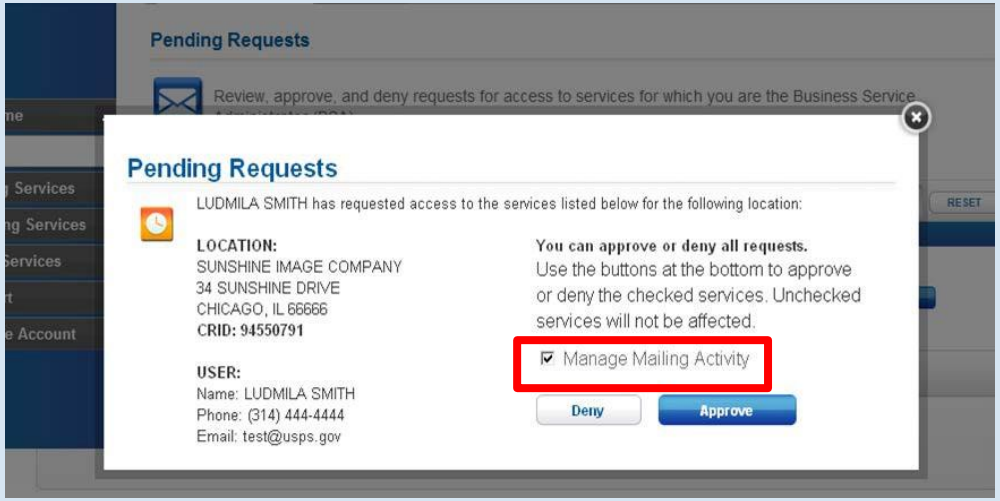
Integrated, web-based solutions, providing:

- Automated scheduling services for drop shipment mailings
- Electronic documentation and postage statements
- Simplified mail acceptance, verification and payment processes
- Reduced hardcopy paperwork and handling costs
- Increased operations efficiency with the mail induction process
- Improved access to mailing information and job tracking
- Enhanced account management capability
- Online Mail Quality and Full-Service reporting

- Please note that while Manage Mailing Activity is listed under all three categories of services, it is not a standalone service on its own
- MMA is a suite of services which includes six sub-services
- The MMA Knowledge Base Page shown on the left has been updated to list these sub-services

Requesting Access to MMA

Once you have requested and received access to one of MMA's subservices, you will be granted access to all MMA sub-services automatically



BSA will see "Manage Mailing Activity" in the Pending Request window when someone requests access to one of MMA sub-services

Note: suite of MMA services is listed as "Manage Mailing Activity" in the Manage Account – Manage Services tab

Business Customer Gateway

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 Intelligent Mail Small Business Tool to manage your mail stream and maximize your discount.

See full list of Mailing Services +

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Business

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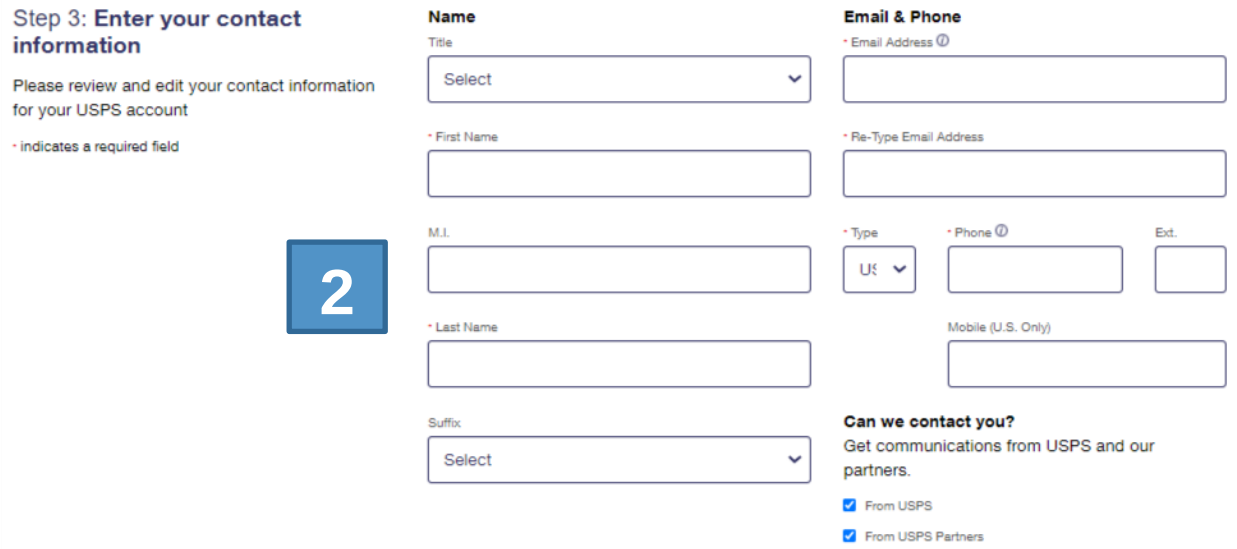
See full list of Business Services +

New User: Complete Registration Form

1

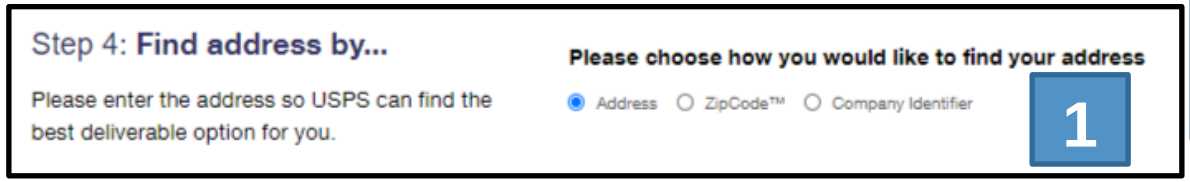
To establish a new account, create a username, password and two security questions



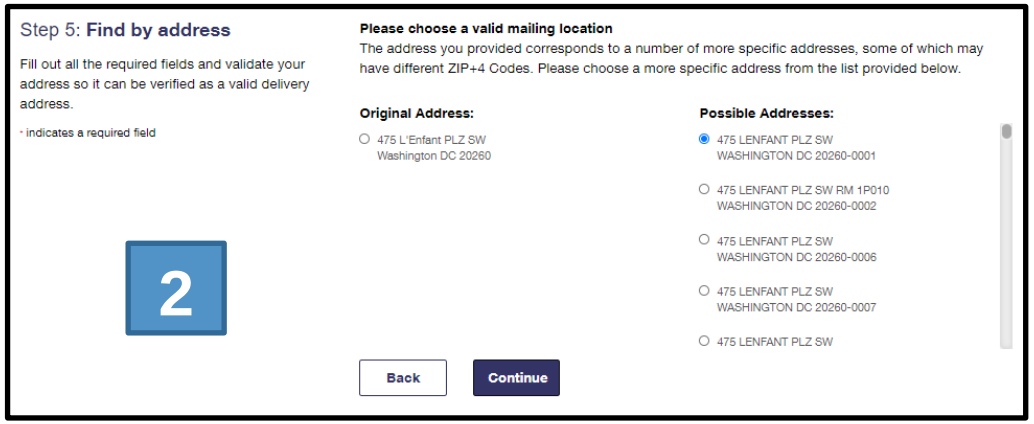
2

Enter name, phone number and email address

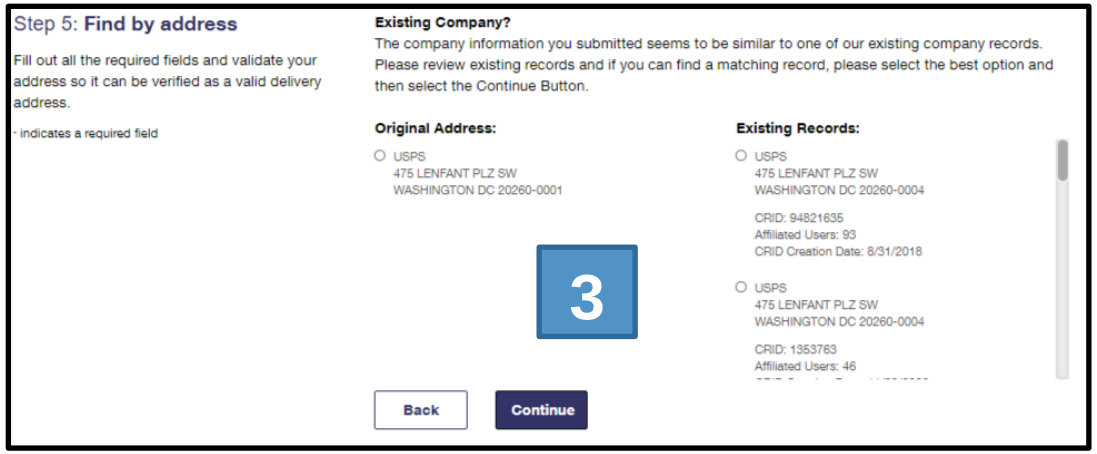
New User: Complete Registration Form



Choose method to enter business location and enter appropriate information



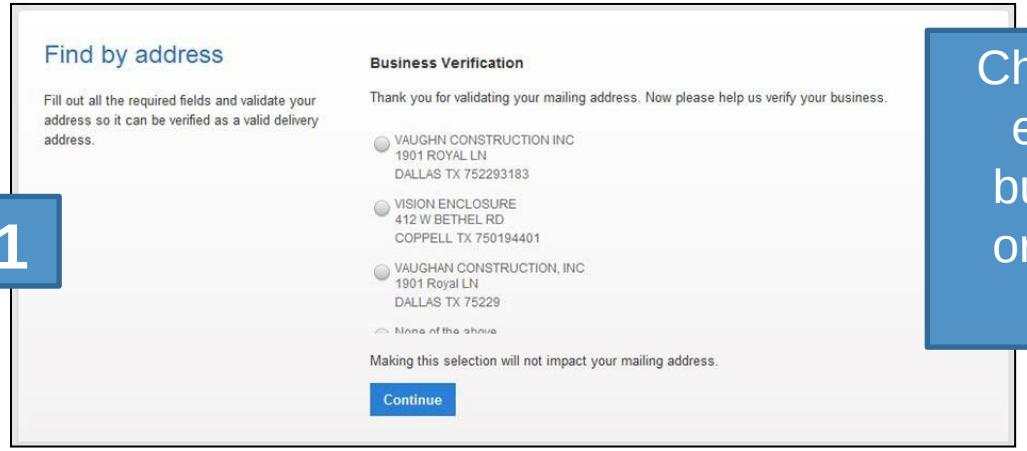
Choose from list of possible addresses or original entry if necessary



Choose from list of existing companies or original entry if necessary

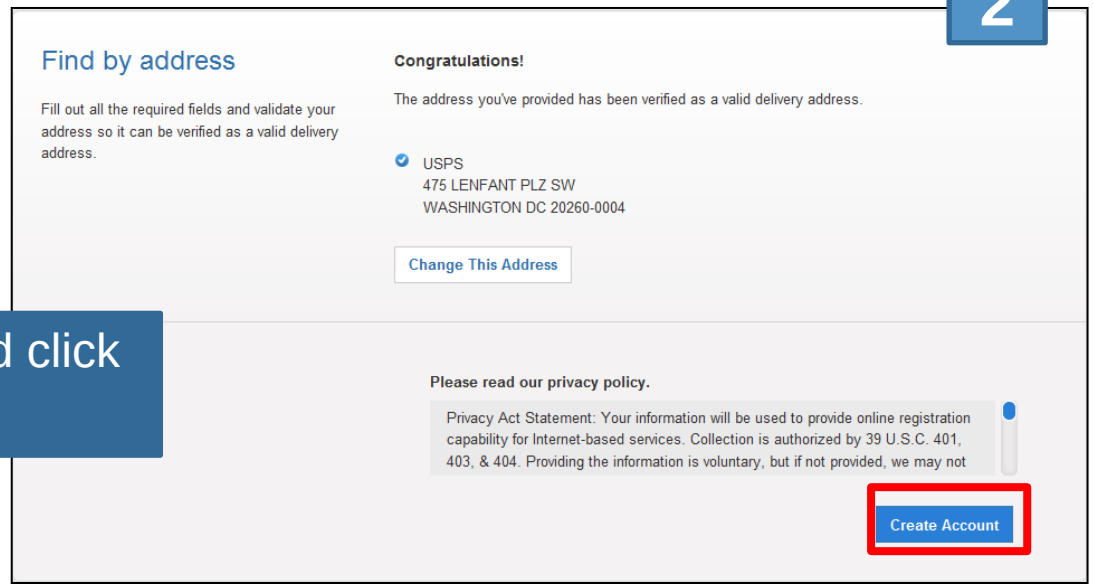
New User: Complete Registration Form

1



Choose from list of existing verified business location or original entry if necessary

2

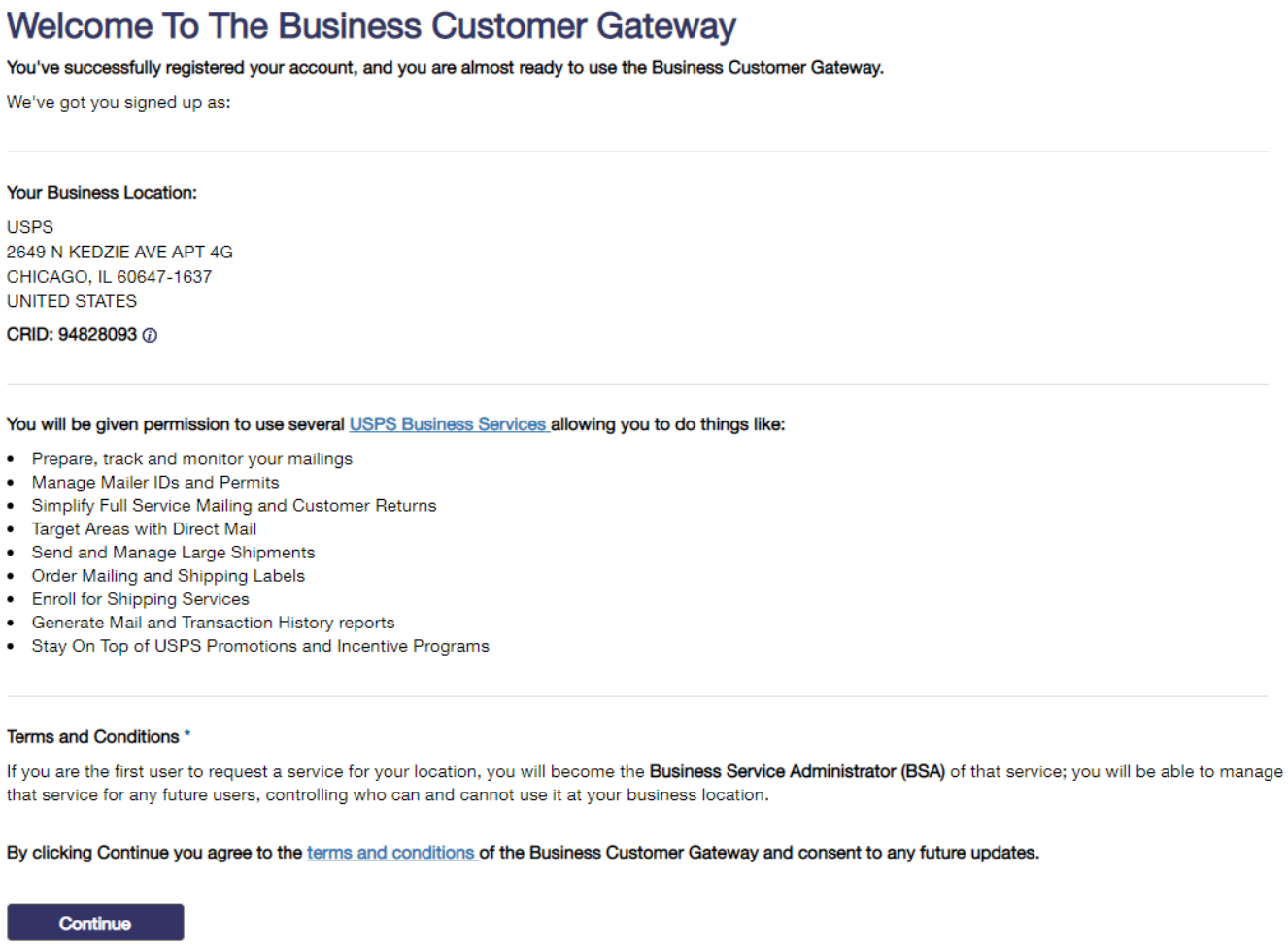


Read privacy policy and click Create Account

New User: Complete Registration Form

The first user at a business location will become the Business Service Administrator (BSA) for a USPS business application or "service," in charge of managing who can and cannot use a service at a business location.

This can be changed later, if someone else needs to be made BSA.



Welcome To The Business Customer Gateway

You've successfully registered your account, and you are almost ready to use the Business Customer Gateway.

We've got you signed up as:

Your Business Location:

USPS
2649 N KEDZIE AVE APT 4G
CHICAGO, IL 60647-1637
UNITED STATES

CRID: 94828093

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

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.

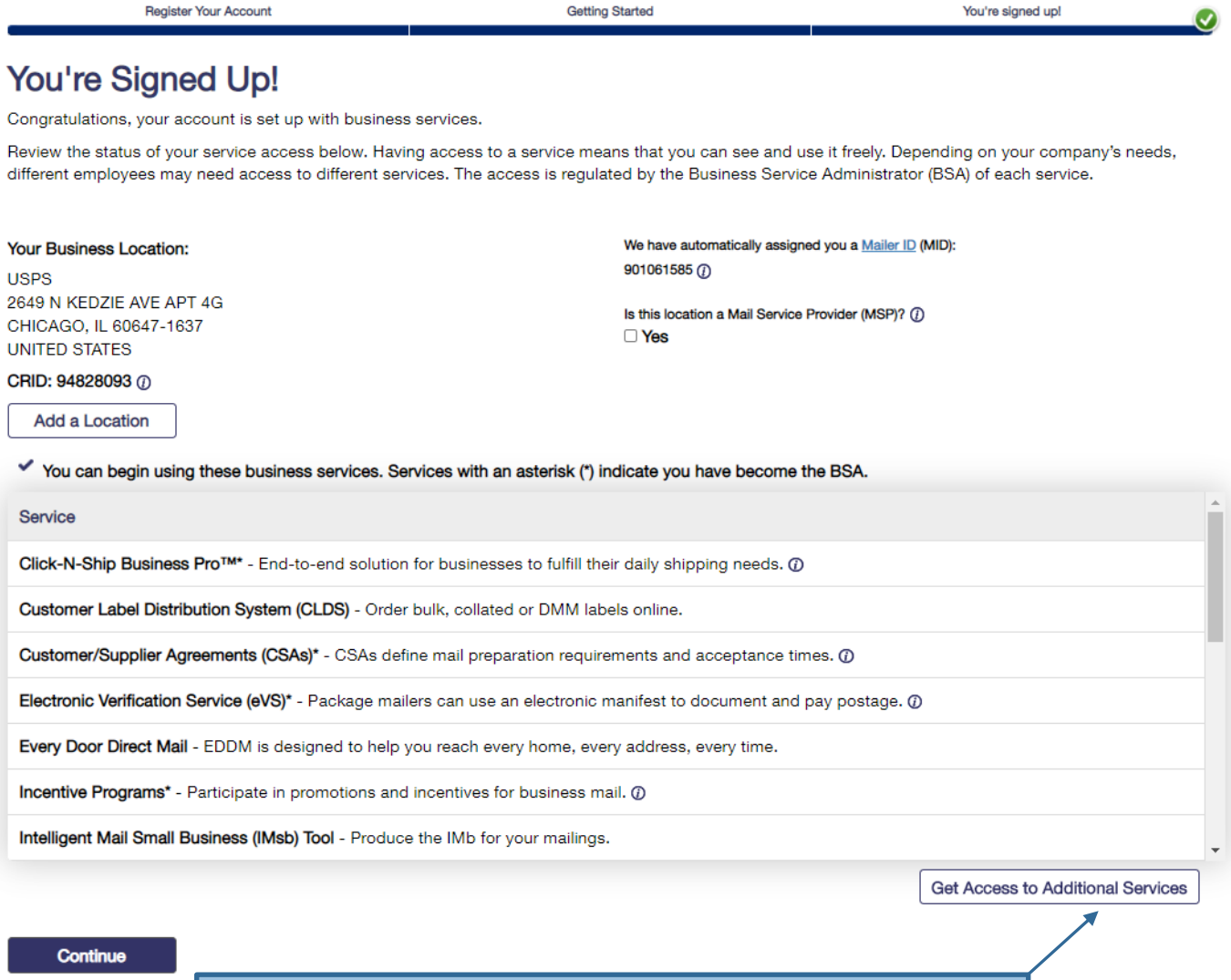
Continue

The terms and conditions can be viewed (and printed, if desired) from the link shown here

Clicking Continue takes the new user to a confirmation page

New User: Confirmation Page

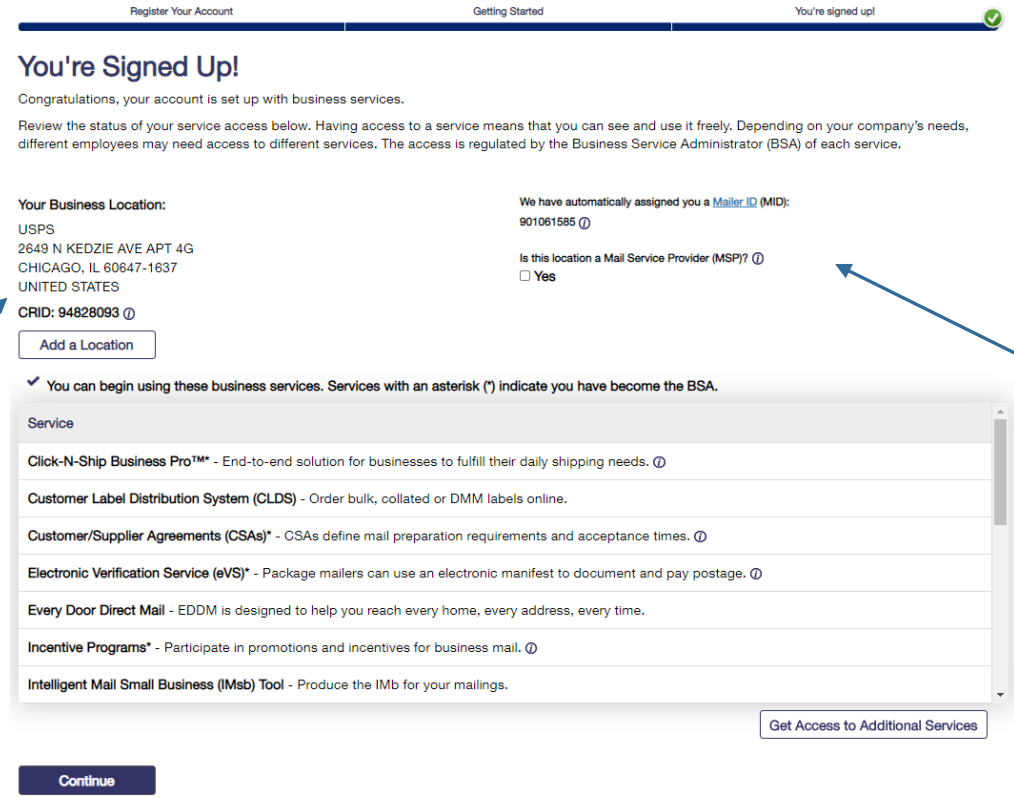
New business users will be enrolled to use popular business applications or “services”



Access to additional services may be requested by clicking here

Confirmation Page: CRIDs and MIDs

When a new business account is created, a CRID is automatically assigned



Your Business Location:

USPS
2649 N KEDZIE AVE APT 4G
CHICAGO, IL 60647-1637
UNITED STATES

CRID: 94828093

Add a Location

During registration, new business locations will automatically be assigned a Mailer ID

We have automatically assigned you a Mailer ID (MID):

901061585

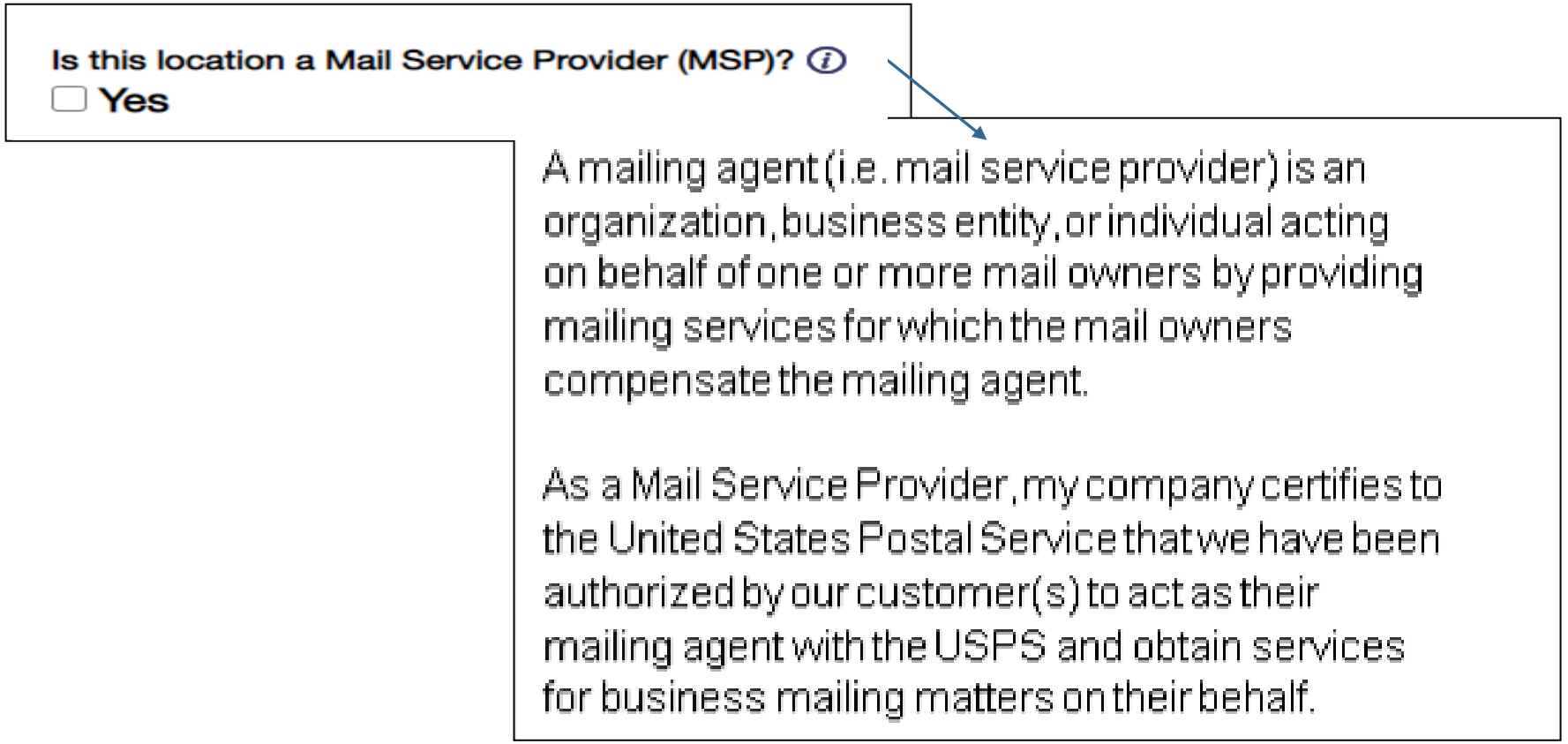
Is this location a Mail Service Provider (MSP)?

☐ **Yes**

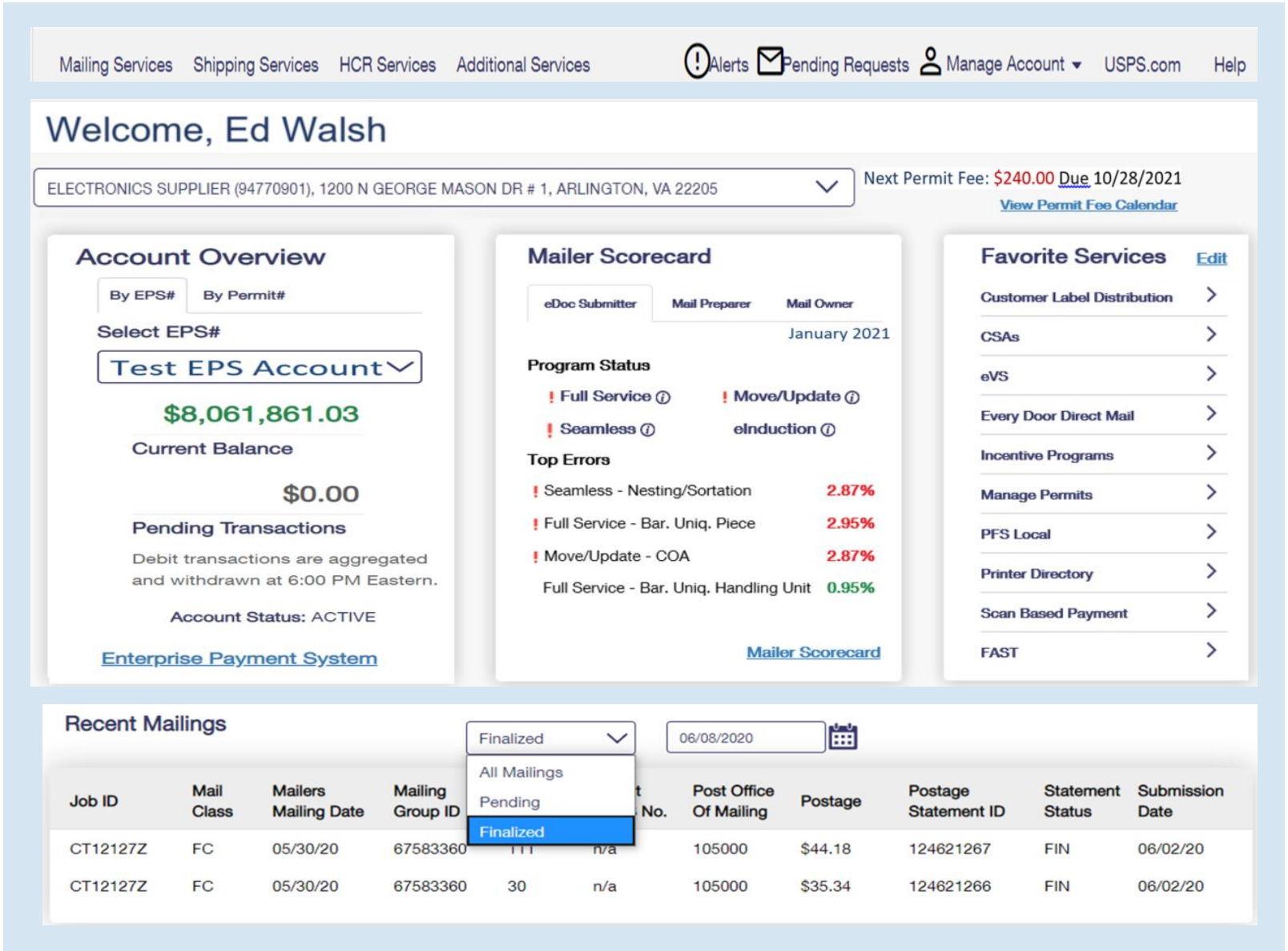
The MSP Indicator is displayed on the Confirmation Page under the MID information. Only users who are the BSA of Manage Mailing Activity will be asked this question

Mail Service Provider (MSP) Pop-up Message

Upon clicking the question mark displayed next to the word "MSP," users will see a pop-up which provides more details about the role of the Mail Service Provider



Business Customer Gateway Homepage



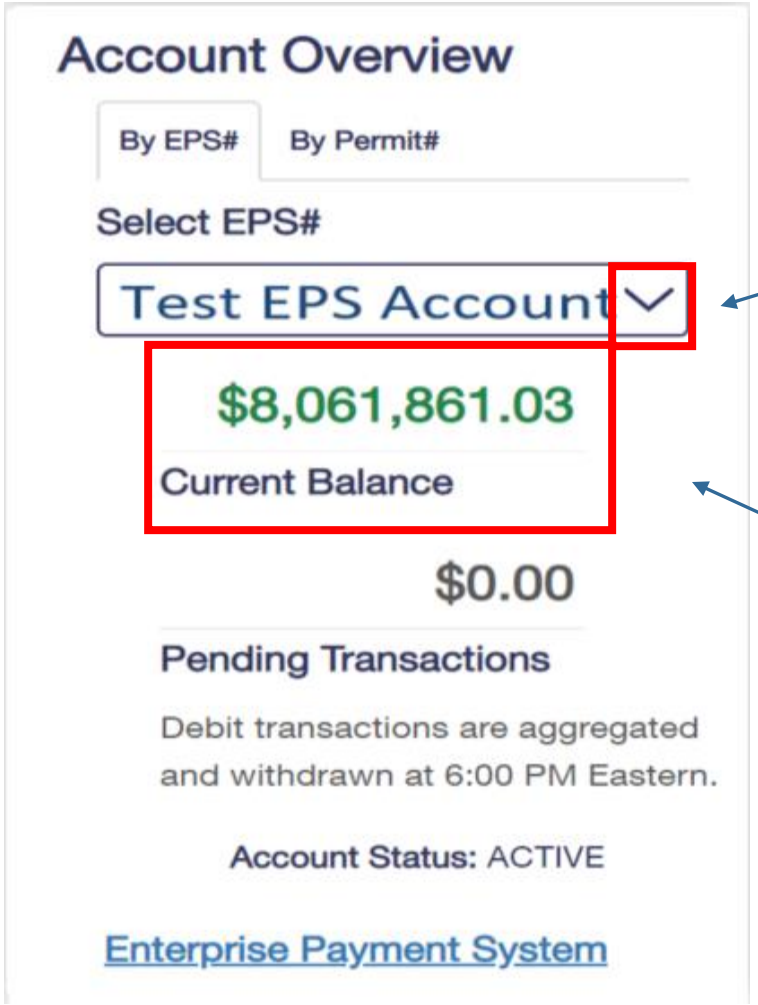
Choose the CRID You Would Like to View

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

Enterprise Payment Widget

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



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

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.

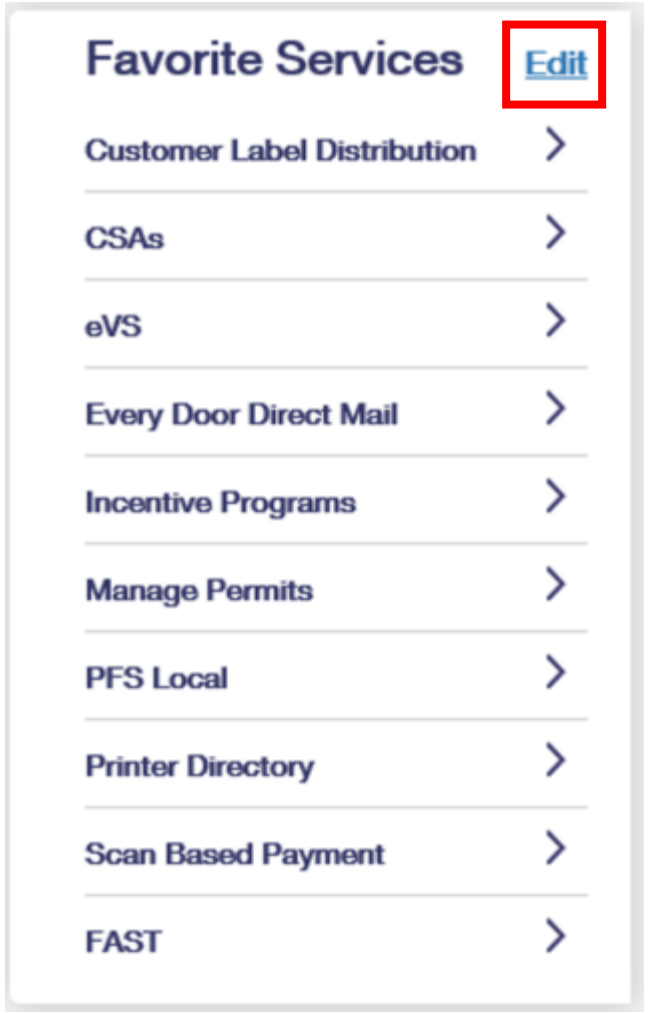
Tabs allow the letters and flats customer to choose their view of the scorecard widget

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

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

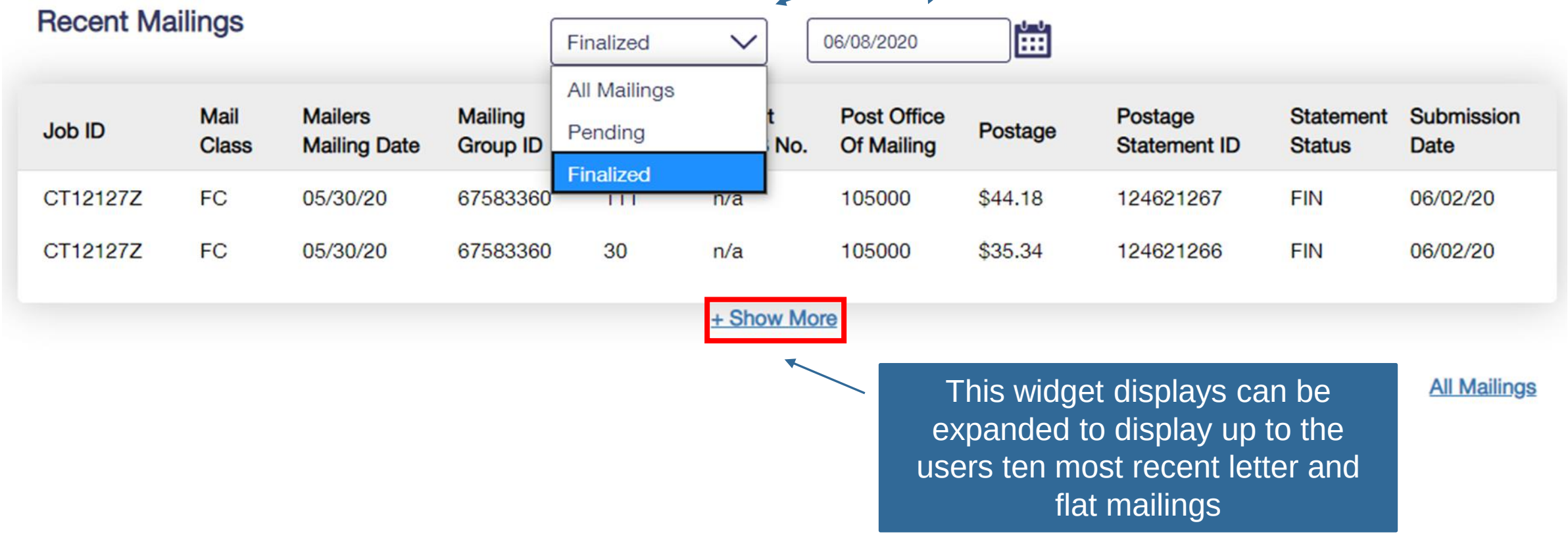
Select Your Favorite Services



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

Recent Mailings Widget

Statements are displayed according to a filterable status and date



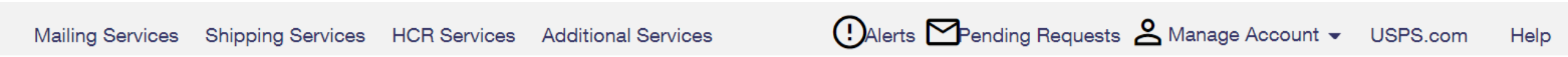
The recent mailings widget displays up to ten of your recent letters and flats mailings, for which you submitted the eDoc, from the Postalone! dashboard. To view this widget you must have MMA access.

Home Page Header Menu

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

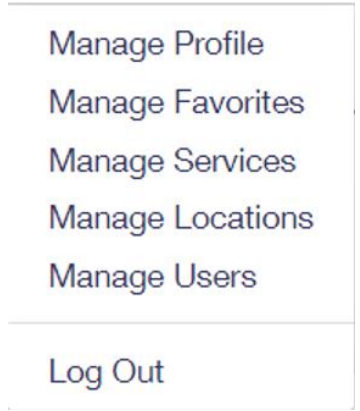
Displays system outages and other important information

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

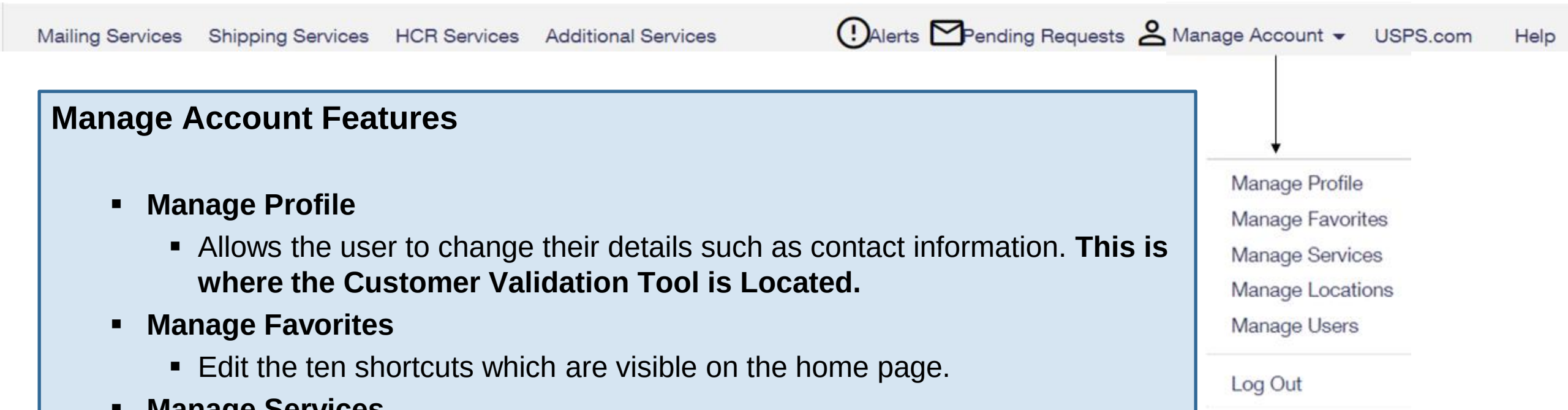


Welcome, Ed Walsh

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



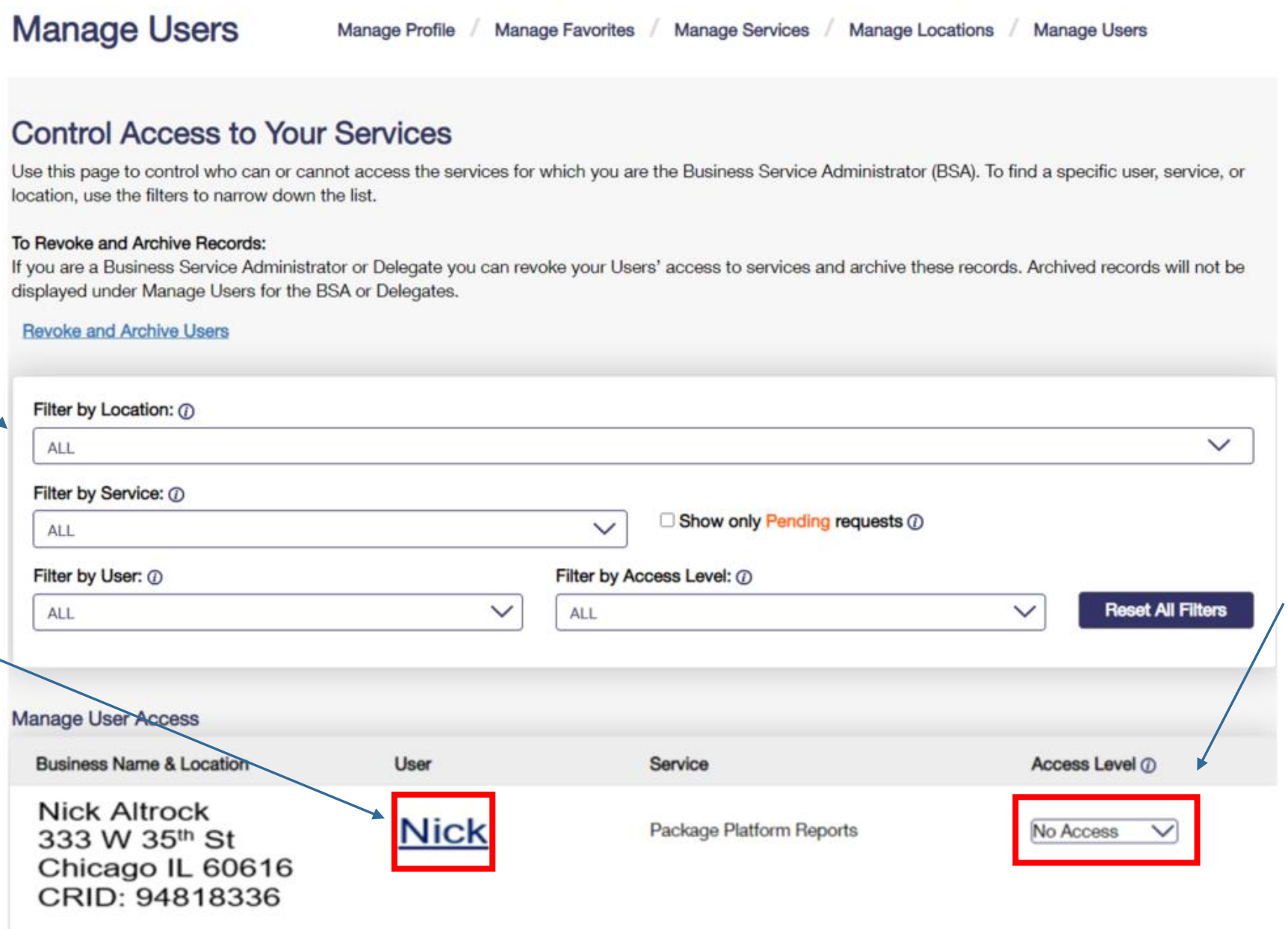
Features Under the ‘Manage Account’ Tab



Manage Account Features

- **Manage Profile**
  - Allows the user to change their details such as contact information. **This is where the Customer Validation Tool is Located.**
- **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

Manage User Features



Filter by various categories

View a user's contact information

Note: this page is available for BSAs and BSA delegates

Change a user's access to a specific service

Manage User Features

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 ⓘ

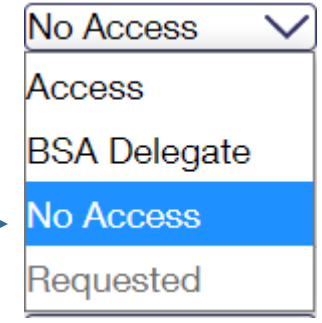
Filter by User: ⓘ
ALL

Filter by Access Level: ⓘ
ALL

Reset All Filters

Manage User Access

Business Name & Location	User	Service	Access Level ⓘ
Nick Altrock 333 W 35th St Chicago IL 60616 CRID: 94818336	Nick	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

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

Revoke and Archive

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 ← 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.

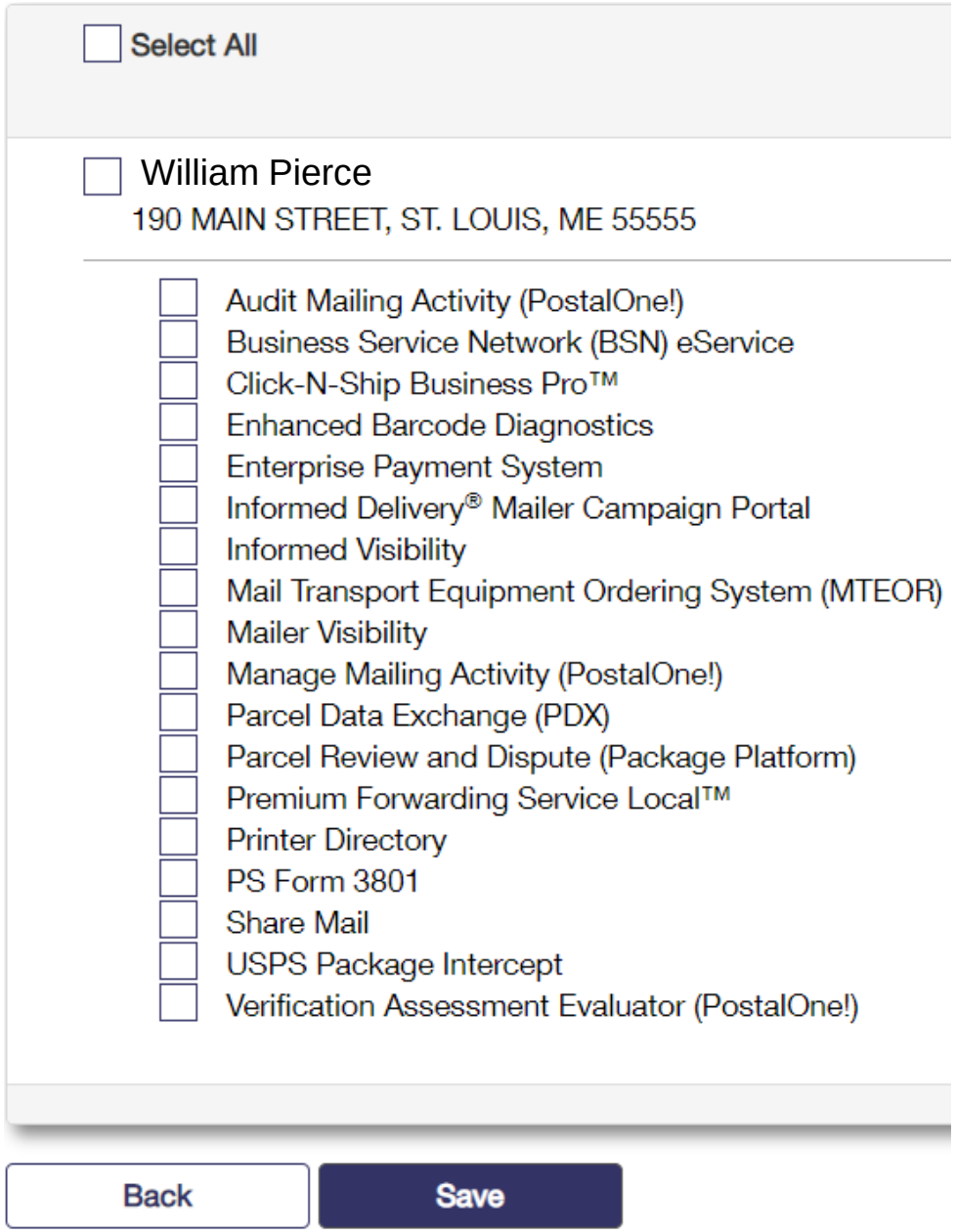
Back to Manage Users

Select User | William Pierce

Back | Save

Select the user whose access you wish to change or archive

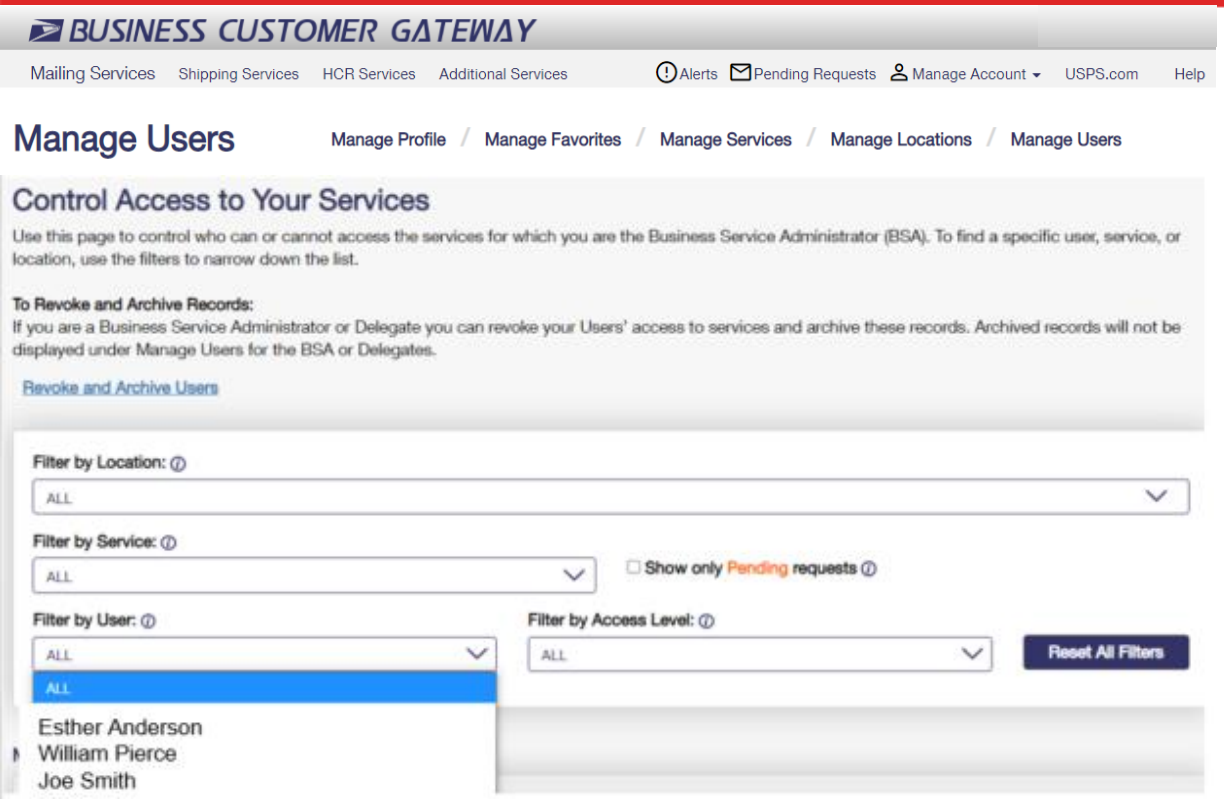
Revoke and Archive



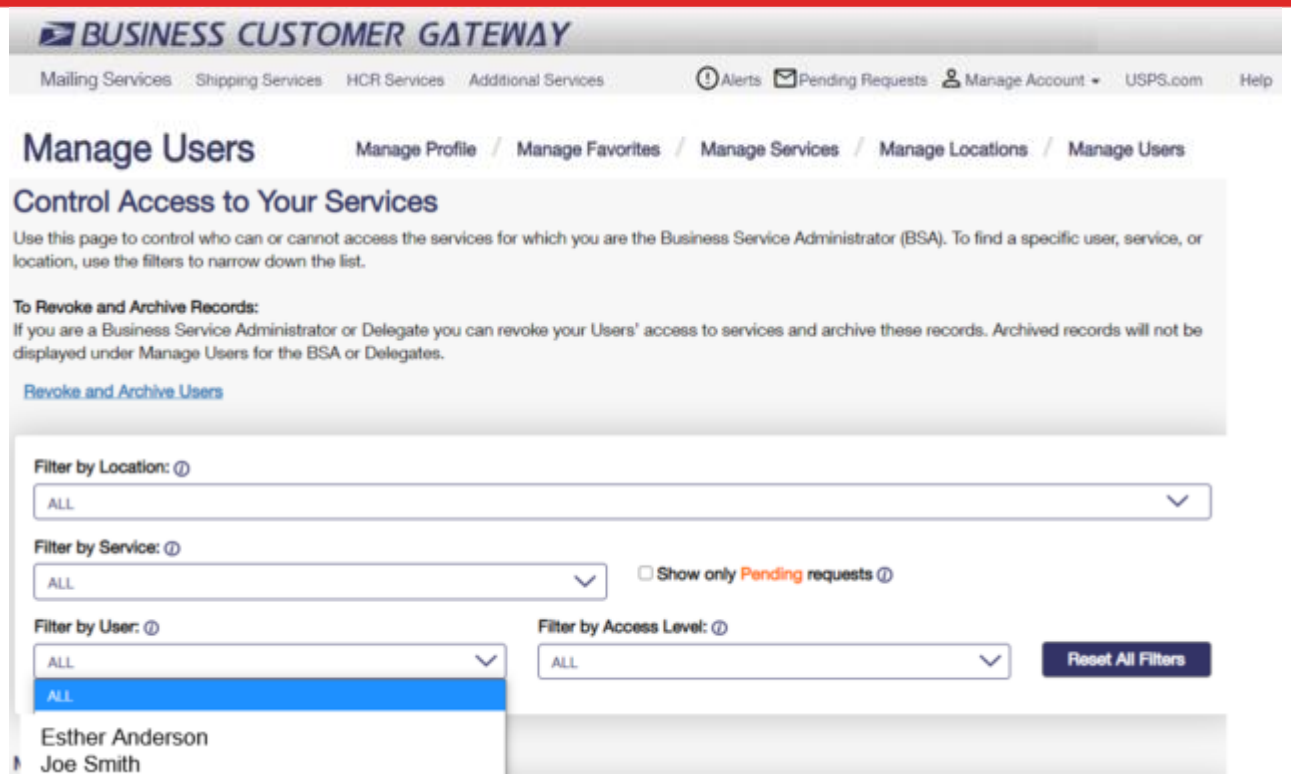
The user and all service assigned to that user appear. Check the services you wish to revoke and press save. In all cases when a service is checked that means it is revoked.
Next click the save button and confirm that this is the action you wish to take.

A checked box means that user or service is archived.

Revoke and Archive



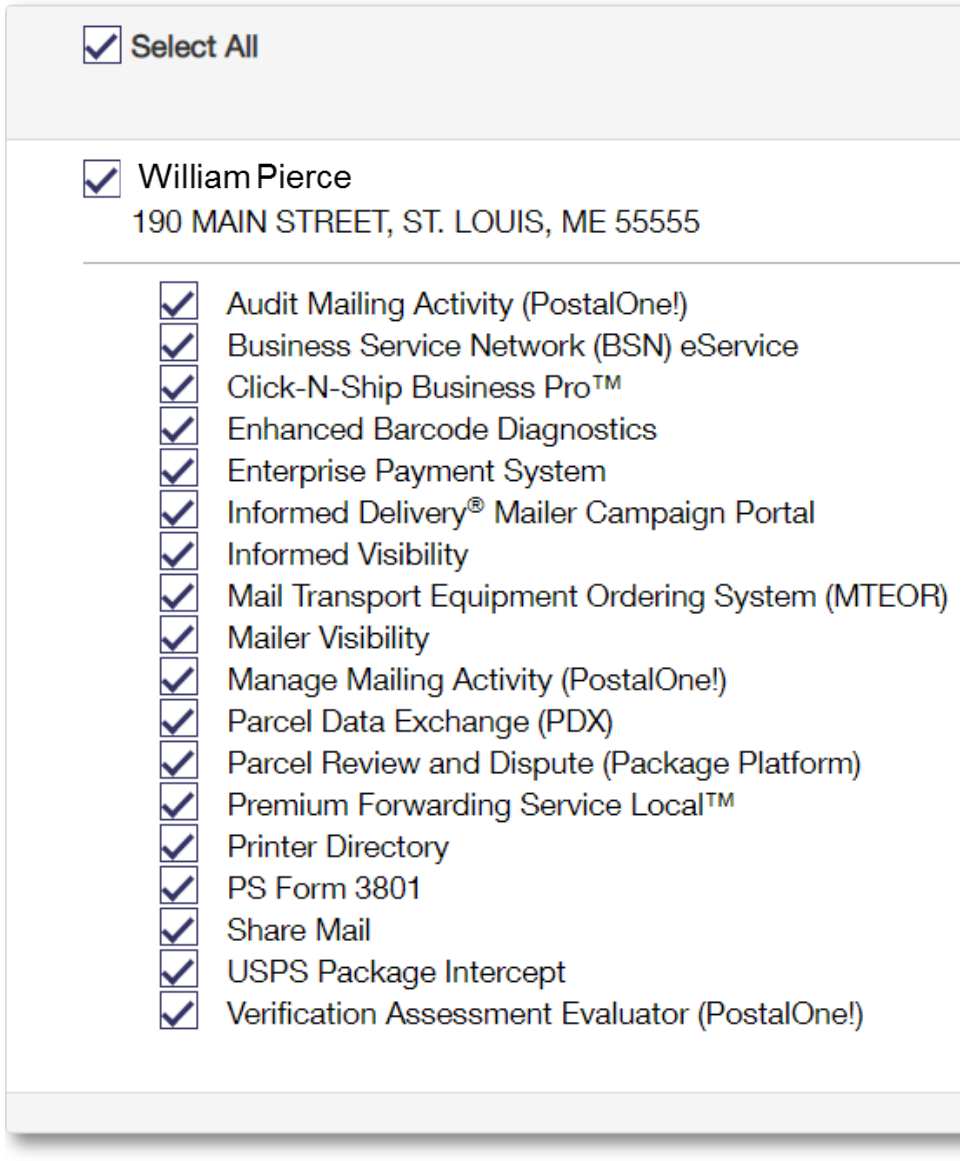
Before all services are removed from William.



After all services are removed from William.

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

Revoke and Archive



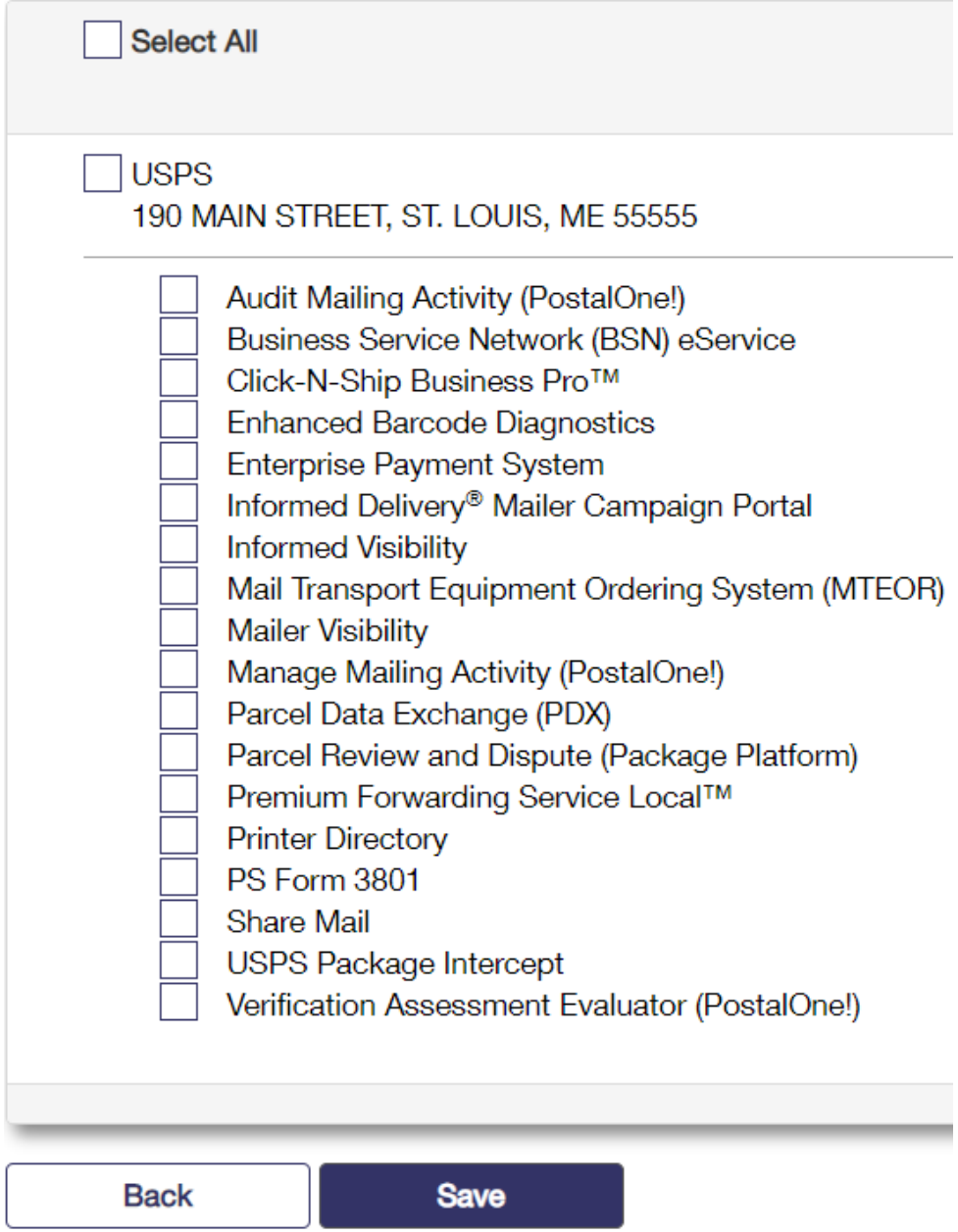
To unarchive a user uncheck the service you wish to see in manage users. Restoring any or all of the services will allow the user to appear on the manage users screen. If all services were removed from the user or if the user was removed from the main CRID then that use cannot be restored. Please note: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

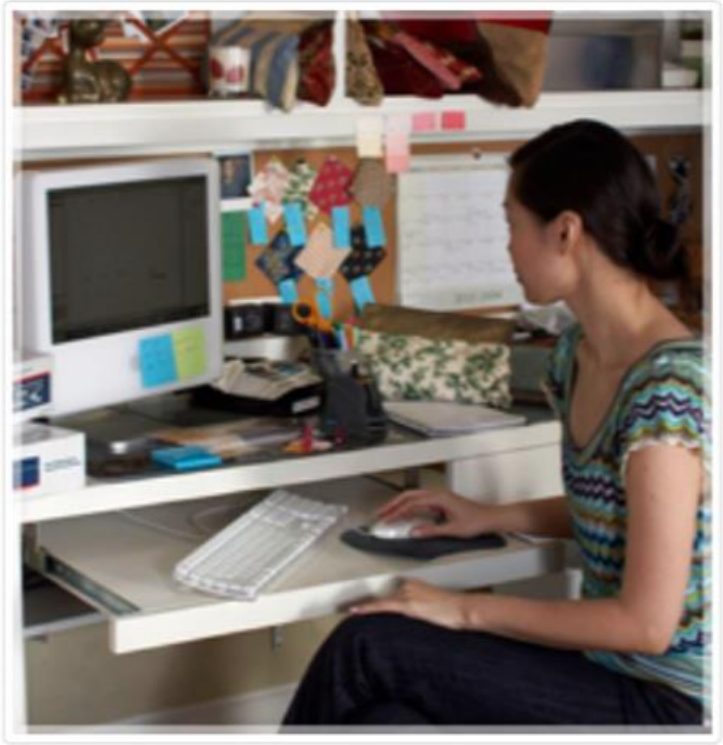
Revoke and Archive

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



Help Options



Online Support

Send us an email at:

mssc@usps.gov

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