

# BCG Account Management

VAE Review/Update

New User Signup



# VAE Update/Signup



Business Customer Gateway

Every Full-Service mailer must have an employee registered in the Business Customer Gateway with access to the Verification Assessment Evaluator (VAE) Service

## Click-n-Ship Business Pro™

End-to-end solution for businesses to fulfill their daily shipping needs.



## USPS Returns® Services

Returns Are Inevitable  
Give your customers an easy way to ship items back with USPS®.

[Learn More](#)

### 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



Manage your returns with **Parcel Return Service**, use the **Electronic Verification System** to save paperwork by paying postage with electronic manifests.

[See full list of Shipping Services](#)

### Business



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

[See full list of Business Services](#)



# Checking VAE Status

To check VAE assignments, the Business Service Administrator logs into BCG and selects Manage Accounts

Allows user to manage administrative information including profiles, services, etc.

Every mailing location participating in Full-Service must be created in BCG, which will have a BSA user



# Looking at VAE Services

Users with BSA access can view a Manage Users tab

This tab appears only for BSAs and BSA Delegates

Business Customer Gateway

Manage Profile | Manage Preferences | Manage Services | Manage Local Post | **Manage Users**

### Manage Users

**BSA** Control access to your services.  
Use this page to control who can or cannot access the services for which you are the BSA. To find a specific user, service, or location, use the filters to narrow down the list.

**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
JOSH HOSUE 4550 LANCASTER DRIVE FT. WASHINGTON, MD 20744 CRID: 94544330	LINDA HAMILTON	Customer/Supplier Agreements (CSAs) Pending Your Approval	Requested
JOSH HOSUE 4550 LANCASTER DRIVE FT. WASHINGTON, MD 20744 CRID: 94544330	LINDA HAMILTON	Manage Mailing Activity Pending Your Approval	Requested



# Looking at VAE Services

On this tab, you want to set Filter by Service to “Verification Assessment Evaluator” and select a business location. Leave all other filters at “All”

This tab appears only for BSAs and BSA Delegates

Business Customer Gateway

Manage Profile | Manage Preferences | Manage Services | Manage Locations | **Manage Users**

**Manage Users**

Control access to your services.

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

**Filter by Location:** ALL

**Filter by Service:** ALL

Show only Pending requests

**Filter by User:** ALL

**Filter by Access Level:** ALL

[RESET ALL FILTERS](#)

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# Confirming a user has access to VAE services

The search will return a list of all users at a location, and show their status for the VAE service.

This tab appears only for BSAs and BSA Delegates

Business Customer Gateway

Manage Profile | Manage Preferences | Manage Services | Manage Locations | **Manage Users**

**Manage Users**

Control access to your services.

Filter by Location: ALL

Filter by Service: ALL

Filter by User: ALL

Filter by Access Level: ALL

Show only Pending requests

RESET ALL FILTERS

BUSINESS NAME & LOCATION	USER	SERVICE	ACCESS LEVEL
JOSH HOSUE 4550 LANCASTER DRIVE FT. WASHINGTON, MD 20744 CRID: 94544330	LINDA HAMILTON	Customer/Supplier Agreements (CSAs) Pending Your Approval	Requested
JOSH HOSUE 4550 LANCASTER DRIVE FT. WASHINGTON, MD 20744 CRID: 94544330	LINDA HAMILTON	Manage Mailing Activity Pending Your Approval	Requested



# Confirming a user has access to VAE services

BSAs should confirm that at least one user has access to the VAE service.

If no user has access, the BSA can grant a user access from this screen.

This tab appears only for BSAs and BSA Delegates

Business Customer Gateway

Manage Profile | Manage Preferences | Manage Services | Manage Locations | **Manage Users**

**Manage Users**

Control access to your services.

Filter by Location: ALL

Filter by Service: ALL

Filter by User: ALL

Filter by Access Level: ALL

Show only Pending requests

RESET ALL FILTERS

BUSINESS NAME & LOCATION	USER	SERVICE	ACCESS LEVEL
JOSH HOSUE 4550 LANCASTER DRIVE FT. WASHINGTON, MD 20744 CRID: 94544330	LINDA HAMILTON	Customer/Supplier Agreements (CSAs) Pending Your Approval	Requested
JOSH HOSUE 4550 LANCASTER DRIVE FT. WASHINGTON, MD 20744 CRID: 94544330	LINDA HAMILTON	Manage Mailing Activity Pending Your Approval	Requested



# Granting Access to VAE Services

If no user has VAE Access, the BSA can grant access to a user using the dropdown on the Manage Users screen

BSAs need to repeat the previous steps for all mailing locations, until a VAE has access at each site.

Manage User Access			
BUSINESS NAME & LOCATION	USER	SERVICE	ACCESS LEVEL ?
SDFGSDFG SDFGSDFG SDFGSDFG, CA 23121 CRID: 20513793	AUTOJOEOOPJH GUY	Mail Transport Equipment Ordering System (MTEOR)	<input type="text" value="No Access"/>
SDFGSDFG SDFGSDFG SDFGSDFG, CA 23121 CRID: 20513793	AUTOJOETLTMG GUY	Mail Transport Equipment Ordering System (MTEOR)	<input type="text" value="No Access"/>
SDFGSDFG SDFGSDFG SDFGSDFG, CA 23121 CRID: 20513793	OTHER USER THREE	Mail Transport Equipment Ordering System (MTEOR)	<input type="text" value="No Access"/>

•BSAs can now set the access level for each service for a user at a specific business location by selecting one of the options from the dropdown:

- Access
- BSA Delegate
- No Access
- Requested



# Registering New Users

If a Full-Service mailer needs to create new user accounts and assign them VAE access, the new user and BSA complete the following steps.

Gateway USPS.com Help

eway

### Sign In

Username

Password

[Forgot password?](#)

[Sign in](#)

Not a registered USPS Business Customer?

[Register for free](#)

With USPS online tools and incentive programs.

### Click-N-Ship Business Pro™

Shipping 50+ packages or more? Get our free software. [Learn More](#)

#### 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

Manage your returns with **Parcel Return Service**, use the **Electronic Verification System** to save paperwork by paying postage with electronic manifests.

[See full list of Shipping Services](#)

#### Business

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

[See full list of Business Services](#)

A new user clicks on "Register for free"



# Registering New Users

New users start the process by registering for an account.

The screenshot shows the USPS Business Customer Gateway sign-in page. On the left, a woman is packing a box. Text overlay reads: "Save time and money With USPS online tools and incentive programs." On the right, the "Sign In" form includes fields for "Username" and "Password", a "Sign in" button, and a link for "Forgot password?". Below the form, the text "Not a registered USPS Business Customer?" is followed by a "Register for free" button, which is highlighted with a red box.

The banner features the "Click-N-Ship Business Pro™" logo on the left. To its right, the text reads: "Shipping 50+ packages or more? Get our free software." A "Learn More" button is positioned on the far right.

**Mailing**   
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**   
Manage your returns with **Parcel Return Service**, use the **Electronic Verification System** to save paperwork by paying postage with electronic manifests.  
[See full list of Shipping Services](#)

**Business**  
Sign up for **USPS Promotional Incentives**, save money with **Automation Discounts** and unlock the power of your **Mailer ID (MID)**.  
[See full list of Business Services](#)

A new user clicks on "Register for free"



# New User Registration

## New User: 2) Complete Registration Form

Create Your USPS.com Business Account

**\*Pick a username**  
Usernames need 5 characters.  
You can use your email address. (i)

[Click This Item](#)

---

**Enter Security Information**  
\* Indicates a required field

**\*Pick a Password**  
Passwords need 7 characters, including a letter and number. They are case-sensitive. They can include special characters, but not your username or more than two repeat characters in a row. (i)

Password

Password Strength  
0% Too Short

Re-Type Password

**\*Pick Two Security Questions**  
Please answer two secret questions. If you forget your password, you will need for this information to regain access to our site.

**\*First Security Question**  
Select First Question

**\*Second Security Question**  
Select Second Question

Your Answer   
Answers are not case sensitive. (i)

Re-Type Your Answer

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

Next, we need your name and contact info  
\* Indicates a required field

**Enter Your Name**

Title   
Select

\*First Name

M.I.

\*Last Name

Suffix   
Select

**Enter Your Phone**

Type Phone Ext.  
US

Type Fax  
US

**Enter Your Email Address**

\*Enter Your Email Address

\*Re-Type Your Email Address

**Can we contact you?**  
Get communications from USPS and our partners.

FROM USPS

FROM USPS PARTNERS

Enter name, phone number and email address



# New User Registration

## New User: 2) Complete Registration Form

Find my address by...

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



Choose method to enter business location and enter appropriate information

Choose from list of possible addresses or original entry if necessary

### Find by address

Fill out all the required fields and validate your address so it can be verified as a valid delivery address.

#### Original Address:

475 LENFANT PLZ SW  
WASHINGTON DC 20260

#### Possible Addresses:

The address you provided is not recognized by the USPS. We recommend that you select one of the addresses in the list below.

- 475 LENFANT PLZ SW  
WASHINGTON DC 20260-0901
- 475 LENFANT PLZ SW RM 1P510  
WASHINGTON DC 20260-0902
- 475 LENFANT PLZ SW  
WASHINGTON DC 20260-0910

[Back](#) [Continue](#)

### Find by address

Fill out all the required fields and validate your address so it can be verified as a valid delivery address.

#### Existing Company?

The company information you submitted seems to be similar to one of our existing company records. Please review existing records and if you can find a matching record, please select the best option and then select the Continue Button.

#### Original Address:

United States Postal Service  
475 LENFANT PLZ SW  
WASHINGTON DC 20260-0001

#### Existing Records:

- U S POSTAL SERVICE  
475 LENFANT PLZ SW  
WASHINGTON DC 20260-3500  
CRED: 123312
- USPS  
475 LENFANT PLZ SW  
WASHINGTON DC 20260-0004

[Back](#) [Continue](#)

Choose from list of existing companies or original entry if necessary



# New User Registration

## New User: 2) Complete Registration Form

**Find by address**

Fill out all the required fields and validate your address so it can be verified as a valid delivery address.

**Business Verification**

Thank you for validating your mailing address. Now please help us verify your business.

- VAUGHAN CONSTRUCTION INC  
1801 ROYAL LN  
DALLAS TX 752293183
- VISION ENCLOSURE  
412 W BETHEL RD  
COPPELL TX 750194401
- VAUGHAN CONSTRUCTION INC  
1801 Royal LN  
DALLAS TX 75229

... Many other options

Making this selection will not impact your mailing address.

[Continue](#)

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

Read privacy policy and click Create Account

**Find by address**

Fill out all the required fields and validate your address so it can be verified as a valid delivery address.

**Congratulations!**

The address you've provided has been verified as a valid delivery address.

- USPS  
475 LENFANT PLZ SW  
WASHINGTON DC 20260-0004

[Change This Address](#)

Please read our privacy policy.

Privacy Act Statement: Your information will be used to provide online registration capability for Internet-based services. Collection is authorized by 39 U.S.C. 401, 403, & 404. Providing the information is voluntary, but if not provided, we may not

[Create Account](#)



# New User Registration

## New User at a New Business Location: 3) Terms and Conditions

The screenshot shows the 'Business Customer Gateway' registration page. At the top, there's a navigation bar with 'Hello, ALI', 'Gateway', 'USPS.com', 'Help', and 'Logout'. Below that, the 'Business Customer Gateway' header is visible. A progress bar indicates the current step is 'Getting Started'. The main content area is titled 'Welcome to the Business Customer Gateway' and includes a message: 'You've successfully registered your business account, and you are almost ready to use the Business Customer Gateway. We've got you signed up as:'. Below this, the 'Your Business Location' is listed as 'ALIS COMPANY, 123 MAIN STREET, NEW YORK, NY 10022, UNITED STATES' with a CRID of '20170616'. A section titled 'You will be given permission to use several USPS Business Services' lists various capabilities. The 'Terms and Conditions' section explains that the user will become the Business Service Administrator (BSA) and provides a link to the terms and conditions. A 'Continue' button is highlighted with a red box.

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 BSA.

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 Registration

## New User at an Existing Business Location: 3) Terms and Conditions

Business Customer Gateway

Register Your Account | Getting Started | You're signed up

**Getting Started**

Welcome to the Business Customer Gateway  
You've successfully registered your business account, and you

**Your Business Location**  
CAT TEST 101 LOCATION 4  
400 E 64TH ST APT (RANGE 4A - 4D)  
NEW YORK, NY 10065  
UNITED STATES  
CRID : 94545535

**Add Services for your Business Location**  
Business Services are tools that can help you to make better use of all that the Postal Service has to offer.

I'd like to be given the core suite of [USPS Business Services](#). (Recommended)

I'd like to custom select services for my Business Location.

**CONTINUE WITH SELECTION**

Once the new account is created, the user will request access to VAE Services.

VAE is a custom service.

Clicking **Continue with Selection** takes the new user to the User Agreement section



# New User Registration

New users select the radio button next to Verification Assessment Evaluator to request VAE services

 Add Services for your Business Location

Business Services are tools that can help you to make better use of all that the Postal Service has to offer.

I'd like to be given the core suite of [USPS Business Services](#). (Recommended)

I'd like to custom select services for my Business Location.

\*Select at least one service to continue.

Common Services

- Incentive Programs: Participate in promotions and incentives for business mail.
- Mailer ID: Request and manage Mailer IDs.
- Manage Mailing Activity: Manage your business mailings.

Basic Mailing Services

- 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.
- Intelligent Mail Small Business (IMsb) Tool: Produce the IMb for your mailings.
- Schedule a Mailing Appointment (FAST): Schedule a mailing appointment.

Basic Shipping Services

- Parcel Return Service (PRS): Work share solution for returning merchandise.
- Electronic Verification Service (eVS): Package mailers can use an electronic manifest to document and pay postage.
- 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.

Additional Shipping Services

- Click-N-Ship Business Pro™: End-to-end solution for businesses to fulfill their daily shipping needs.

Other Services

- Audit Mailing Activity (PostalOne!): Access your permit or Publication account.
- Mail Transport Equipment Ordering System (MTEOR): Order Mail Transport Equipment.
- Logistics Condition Reporting System (LCRS): Visibility into the transportation and logistics.
- Verification Assessment Evaluator (PostalOne!): Receive reconciliation and refund notifications.



# New User Registration

UNITED STATES POSTAL SERVICE® Business Customer Gateway

Hello, Candy Gateway USPS.com Help Logout

Register Your Account Getting Started You're signed up

### 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:**  
CANDY CANE INC  
654 CANE LANE  
WASHINGTON, DC 20034  
UNITED STATES  
CRID [3](#) : 94579560  
[ADD A LOCATION](#) [3](#)

We have automatically assigned you a Mailer ID (MID): 901018596 [3](#)

Is this location a Mail Service Provider (MSP)? [3](#)  
 Yes

You can begin using these business services. Services with an asterisk (\*) indicate you have become the BSA.

SERVICE
Customer Label Distribution System (CLDS) - Order bulk, printed or CMIS labels online.
Customer/Supplier Agreements (CSAs)* - CSAs define mail preparation requirements and acceptance times. <a href="#">3</a>
Electronic Verification Service (eVS)* - Package mailers can use an electronic manifest to document and pay postage. <a href="#">3</a>
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. <a href="#">3</a>
Intelligent Mail Small Business (IMsb) Tool - Produce the IMb for your mailings.
Mailer ID* - Request and manage Mailer IDs. <a href="#">3</a>
Manage Mailing Activity* - Manage your business mailings. <a href="#">3</a>
Online Enrollment* - Get started online to apply for eligibility. <a href="#">3</a>
Parcel Data Exchange (PDX)* - PDX allows business customers to upload manifests and download extracts. <a href="#">3</a>
Parcel Return Service (PRS)* - Work share solution for returning merchandise. <a href="#">3</a>
Premium Forwarding Service Commercial™* - Schedule regular resignment of mail from one or more addresses to a chosen destination. <a href="#">3</a>
Scan Based Payment (SBP)* - Scanning = revenue collection. <a href="#">3</a>
Schedule a Mailing Appointment (FAST)* - Schedule a mailing appointment. <a href="#">3</a>
USPS Package Intercept* - Redirect your mailpiece if it hasn't been delivered. <a href="#">3</a>

Don't see the business services you need? [GET ACCESS TO ADDITIONAL SERVICES](#)

[Continue](#)

New users will confirm that VAE is listed as a service before confirming registration



# New User Registration

## !Critical Step!

The BSA must approve the new users request for VAE Services.

The easiest way to approve the requests is to use the Manage Users tab on the manage services page.