Agenda

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  – What can the BCG do for customers?
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  – Registering a new user
  – BCG Homepage

• 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 user name and password.
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

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<tr>
<th>Term</th>
<th>Definition</th>
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| 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)
Mailers, Shippers and Business clients can obtain additional information about services provided by USPS by clicking on the respective links.
Users may click on any of the links highlighted in blue for additional information about each topic.
Information for Shippers

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

Click the service name for additional information.

- Centralized Account Processing System (CAPS): Electronic postage payment.
- 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.
- Parcel Return Service (PRS): Work share solution for returning merchandise.
- Premium Forwarding Service Commercial™: Schedule regular reshipment of mail from one or more addresses to a chosen destination.
- Print & Deliver Shipping Label: Merchants can request Print & Deliver Shipping Label on behalf of their customers.
- 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 Services
Here is the list of tools, called Business Services, USPS offers to BCG customers. Click the service name for additional information.

- Automated Business Reply Mail: Create artwork for Reply Mail pieces.
- Centralized Account Processing System (CAPS): Electronic postage payment.
- Click-N-Ship Business Pro™: End-to-end solution for businesses to fulfill their daily shipping needs.
- Customer Label Distribution System (CLDS): Order bulk, collated or DMM labels online.
- Customer/Supplier Agreements (CSAs): CSAs define mail preparation requirements and acceptance times.
- Electronic Verification Service (eVS): Package mailers can use an electronic manifest to document and pay postage.
- Every Door Direct Mail (EDDM): EDDM is designed to help you reach every home, every address, every time.
- IMb Tracing™: Track your letters and flats
- Incentive Programs: Participate in promotions and incentives for business mail.
- Intelligent Mail Small Business (IMb) Tool: Produce the IMb for your mailings.
- 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.
- Parcel Return Service (PRS): Work share solution for returning merchandise.
- Premium Forwarding Service Commercial™: Schedule regular reshipment of mail from one or more addresses to a chosen destination.
- Print & Deliver Shipping Label: Merchants can request Print & Deliver Shipping Label on behalf of their customers.
- 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 (MMA)

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.
Manage Mailing Activity (MMA)

- Each MMA sub-service description on the Mailing and Shipping Services pages has been updated to include additional verbiage about being part of MMA
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 subservices automatically.
- BSA will see “Manage Mailing Activity” in the Pending Request window when someone requests access to one of MMA subservices.

**Note**: suite of MMA services is listed as “Manage Mailing Activity” in the Manage Account – Manage Services tab.
New User: 1) Register

A new user clicks on "Register for free"
New User: 2) Complete Registration Form

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

Enter name, phone number and email address.
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

Choose from list of existing companies or original entry if necessary
New User: 2) Complete Registration Form

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

Read privacy policy and click Create Account
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.

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 users at locations with existing BCG users have the ability to select the core suite of services OR custom select services.

Clicking **Continue with Selection** takes the new user to the User Agreement section.
New User at an Existing Business Location: 3) Terms and Conditions

The services part of the core suite may be found by clicking the **USPS Business Services** link.

The custom service selection option allows users to select individual services OR a bundle.
The new user at a business location with existing BCG users has the **option** to become the Business Service Administrator (BSA) for a USPS business application or “service” that does not currently have a BSA assigned.

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

By clicking **Continue** you agree to the terms and conditions of the Business Customer.

Clicking **Continue** takes the new user to a confirmation page.
New business users will be enrolled to use popular business applications or "services"
When a new business account is created, a CRID is automatically assigned.

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

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.
• 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.

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.
Business Services are now located under either Mailing, Shipping or Other Services on the left sidebar navigation. Also featured are links to Inbox, Support and Manage Account functionality.

Favorite Services allows users to bookmark the business services they utilize the most. When a user first logs into the new BCG, the Favorite Services will default to preset services.

BCG Users now have access to BCG Messages where they will receive alerts on pending service requests and messages.
The Favorite Services panel allows quick and easy access to the services you use most often.

Upon logging in for the first time, the panel will default to the following services:
- Dashboard
- Mailer ID
- Mailing Reports
- Online Enrollment
- Postal Wizard

You may edit which services are displayed in your panel by clicking on the Edit Favorites button.
The Messages panel on the Welcome screen displays all of your current pending access requests which have not yet been approved. Clicking the “here” link will direct you to the Manage Services page, where you are able to view details about any service access requests that are still pending.
Notifications and Alerts

- When there are system outages or important announcements, a “Notifications and Alerts” box will appear above the Messages panel.
Mailing Services

Provides information and services pertinent to Mailers.
Options under Mailing Services include:

- Automated Business Reply Mail
- Balance and Fees (PostalOne!)
- Customer Label Distribution System (CLDS)
- Customer/Supplier Agreements (CSAs)
- Dashboard (PostalOne!)
- Electronic Data Exchange (PostalOne!)
- Every Door Direct Mail
- Incentive Programs
- Intelligent Mail Small Business (IMsb) Tool
- Mailer ID
- Mailing Reports (PostalOne!)
- Manage Permits (PostalOne!)
- Postal Wizard (PostalOne!)
- Schedule a Mailing Appointment (FAST)
Shipping Services

Business Customer Gateway

Welcome, Daniel

Need help getting started with Full-Service Intelligent Mail®? LEARN MORE

The Business Customer Gateway is your central hub for managing your USPS activity for your Business.

Within this site, you will find Business Service tools that you will need to monitor, track, and manage your mailing and shipping activities. You can access these Business Services using the tabs on the left. When you know which services are useful to your business, you can add them as your favorite services using the panel on your right.

Messages

If you are a Mail Service Provider at any of your locations, you can now indicate yourself as such from the Manage Locations tab by clicking the Edit button.

There are no items that require your attention at this time.

Provides information and services pertinent to Shippers.
Options under Shipping Services include:

- Balance and Fees *(PostalOne!)*
- Click-N-Ship Business Pro™
- Dashboard *(PostalOne!)*
- Electronic Data Exchange *(PostalOne!)*
- Electronic Verification Service (eVS)
- Incentive Programs
- Mailer ID
- Mailing Reports *(PostalOne!)*
- Manage API
- Manage Permits *(PostalOne!)*
- Official Mail Shipping Labels
- Online Enrollment
- Parcel Data Exchange (PDX)
- Parcel Return Service (PRS)
- Postal Wizard *(PostalOne!)*
- Premium Forwarding Service Commercial
- Print & Deliver Shipping Label
- Scan Based Payment (SBP)
- USPS Package Intercept
Other Services

Provides information and services on a variety of tasks from preparation to transportation of mailings and shipments.
Options under Other Services include:

- Audit Mailing Activity (*PostalOne!*)
- Business Service Network (BSN) eService
- Intelligent Mail Services
- Logistics Condition Reporting System (LCRS)
- Mail Transport Equipment Ordering System (MTEOR)
- Track & Confirm
- USPS Tracking
- Verification Assessment Evaluator (*PostalOne!*)
Streamlined Services Functionality

- BCG has streamlined the process for requesting and receiving access to business services by allowing you to request, view, and receive service access all from one screen.
- Users will see a visual representation of what services they currently have, which services are pending, and which services they do not yet have.

Users may view and hide by selecting the **more info** and **less info** links OR using the plus and minus symbols.

Services displayed in Green with “Go to Service” button are the services you already have access to.

Services displayed in Blue with a “Get Access” button are services you do not yet have access to.

Services which are still pending will be displayed in orange. Clicking the link will take you to the Manage Account – Manage Services page where you can view more details about your pending status.
Pending Access Statuses

There are two types of pending statuses users may see (represented in the Mailing, Shipping, and Other Services tabs with orange color). They are:

- **Pending BSA**
  - Indicates that the BSA for that service must approve your request before you receive access.

- **Pending External BSA**
  - The service requested (e.g. Incentive Services) is contingent upon another service (e.g. Manage Mailing Activity) and therefore requires permission from the contingent service’s BSA
Support

Provides information on how to obtain additional assistance.
Support

Online Support

Send us an email, and one of our Customer Service Representatives will get back to you by the next business day:

postalone@usps.gov

Get Started with Full-Service

Learn more about the BCG

Mail Service Provider (MSP) Tools:
National Customer Support Center (NCSC)
Postal Explorer
Track & Confirm
USPS News & Information
USPS.com
Vendor list for Full Service Software

Live Support

For general information, call us at (800) 522-9085.

Mon-Fri: 7:00 A.M. to 7:00 P.M. (CT)
Sat/Sun/Holidays: Closed

Additional Support Contact Information

BCG Navigation Guide

Directs users to a PDF of the BCG PowerPoint presentation

Directs users to the RIBBS Business Customer Gateway page
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?

Did you become the BSA incorrectly? To remove your BSA role, please send your request to the Help Desk via email at postalone@usps.gov.

The following information should be included in the request:
- CRID and service(s) you would like to be removed as BSA
- Contact info
- Username

Has your BSA left the company? If the BSA for your business location is no longer with the company and should be transitioned to another user, please send your request to the Help Desk via email at postalone@usps.gov.

The following information should be included in the request:
- CRID and service(s) for which the BSA should be removed
- Username of the new BSA
Manage Account

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

Business Customer Gateway

Welcome, Daniel

Need help getting started with Full-Service Intelligent Mail®?

The Business Customer Gateway is your central hub for managing your USPS activity for your Business.

Within this site, you will find Business Service tools that you will need to monitor, track, and manage your mailing and shipping activities. You can access these Business Services using the tabs on the left. When you know which services are useful to your business, you can add them as your favorite services using the panel on your right.

Messages

If you are a Mail Service Provider at any of your locations, you can now indicate yourself as such from the Manage Locations tab by clicking the Edit button.

There are no items that require your attention at this time.

Favorite Services

- DASHBOARD
- ELECTRONIC DATA EXCHANGE
- INCENTIVE PROGRAMS
- MAILER ID
- MAILING REPORTS
- POSTAL WIZARD

Get Started with the NEW Business Customer Gateway

LEARN MORE
A link “View your Mailer IDs” will be displayed for users with access to the MID system. The link takes users directly to the MID system homepage.

Allows users to edit their profile information, view terms & conditions and add a business location.
A “Mail Service Providers” box will be displayed for users who are an MSP and have access to Manage Mailing Activity.

For MSPs that do not have access to MMA, a similar box will appear, but without the Customer Validation Tool.
Manage Account – Manage Profile: BSA Preferences

Business Service Administrators (BSAs) have the option to display their contact information back to users at their business location.

Users will have the ability to edit their profile.
Manage Account - Manage Preferences

- Clicking Edit Favorites will direct you to the Manage Preferences screen.
- On this page, you are able to select up to seven services for display in your Favorite Services panel.

Allows users to choose up to 7 services that will appear under the “My Favorites” section on the Home Page.

You MUST click “Save” for any of your updates to take effect.
Manage Account – Manage Services

Users may select desired services and view the status of their requests for services all from one page.

Most services require BSA approval. However, the following services do not require BSA approval but once requested, they apply to all of your business locations:

- Every Door Direct Mail (EDDM)
- Intelligent Mail small business (IMsb) tool
- Customer Label Distribution System (CLDS)

Users may download services data into a PDF, Excel or CSV format.
The BSA column will identify the user’s BSA status as a hyperlink. Clicking the hyperlink will bring up a popup message based on the status.
Manage Account: Manage Locations

- All users will see a “Manage Locations” tab under the Manage Account section.
- This page allows you to view and edit all relevant information, including MSP designation, about your business locations as well as add a new location.

Note: You must be the BSA to **edit** any location other than the Home location.
Clicking the “Edit” button for your home business location will direct you to the Edit Business Profile page, where you are able to change and update your profile business location information.

BSAs of Manage Mailing Activity have the option of editing the MSP status.
Edit Business Locations

- Clicking the “Edit” button will direct you to the Edit Affiliated Business Locations page, where you are able to change and update only the selected business location information.

BSAs of Manage Mailing Activity have the option of editing the MSP status for secondary locations from the Edit Business Profile page.
Add a Business Location

- Clicking the “Add Location” button will direct you to the Add a Location screen, where you may search for existing businesses by Address or by CRID.
- To create a new company, use the “Search by Address” box.
Add a Business Location Confirmation

- If applicable, choose from a list of similar Business Names and addresses or select “None of the Above”.
- Selecting a business will not change the original address.

If address not found, select the ‘Use this address as you entered it’ link.
Requesting Business Services

• If you are the first person to request access to a certain service, you will become the BSA for that service.

• If there are other users at your location and no one is yet the BSA, you will be prompted with the message displayed below
  – If you choose YES, you will become BSA of the service
  – If you choose NO, your request will be submitted and put into a Pending BSA status
Pending Access Statuses

Pending statuses are displayed as hyperlinks in the Status column on the Manage Services page. Upon clicking the status, a message box is displayed with more details about your pending service request.

![Pending Status Example]
Managing Multiple Locations and/or Multiple Users
Objectives

• Previously, we discussed functionality and scenarios that were applicable to all users, with a focus on single users within a single location

• Now, we will discuss functionality and scenarios that are more complex and applicable to multiple users and multiple locations
Manage Account – Manage Services (Multiple Locations)

• Users with multiple business locations associated to their account are able to view the “Manage Services” functionality by **Location** or by **Service** via the gray box in the upper right corner of the screen.

• This is the view of services by location. Click the “Manage By Service” button to switch the view.

Users may select desired services and view the status of their requests for services all from one page.

Use the dropdown to select which business location you’d like to view.
Below is the view for managing services by service rather than by specific business location.

Use the dropdown to select which business service you want to view.
• The Mailing, Shipping, and Other Services pages will default to an aggregate view of service status for users with multiple locations.

An individual location may still be selected from the drop down to view service status for a specific location.

When GET ACCESS is selected, the user will be directed to the Manage Services page, by service view, to request access to the service for each specific location.
BSAs: Manage Users Tab

- Business Service Administrators, and delegates, will see an additional tab within Manage Account called “Manage Users” when there are additional users who have access to the services/locations for which they are the BSA.

- This tab enables BSAs to control the level of access users can have to these services.

- Information may be filtered by:
  - Location
  - Service
  - User
  - Access Level
BSAs: Manage Users Tab – User Hyperlink

- Users’ names will be displayed as a hyperlink.
- Upon clicking the hyperlink, a popup will display the user’s contact information.
Managing User Access: Access Levels

- **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
  - User will receive same Inbox privileges as BSA
- **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

*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*
Managing User Access: Access Levels

BSAs can visually see the status of their access level change with a SUCCESS or TRY AGAIN LATER indication.
BSA Messages Panel

• BSAs will see this message in their Messages Panel when another user has requested access to services at their business location.

• Clicking “approval” directs BSAs to their Inbox.
Inbox: BSA and BSA Delegates

- Inbox contains two tabs: **Pending Requests** and **Messages**
- Pending Requests tab functionality is for BSAs and BSA delegates only
  - Allows BSAs and BSA delegates to view, approve, and deny requests for access to services for which they are the BSA

Upon clicking REVIEW, the Pending Requests window will be displayed.
The second tab of the Inbox, “Messages”, is meant for all users – Acts as a Message Center for important notifications.
• “Lifecycle of a Full-Service Mailing within the BCG” Presentation
  – Learn how the BCG supports Full-Service mailers

• For additional information:
  – Contact the Help Desk
    • 800-522-9085
    • postalone@usps.gov
  – Support Page
    https://gateway.usps.com/eAdmin/view/support