

# THE NEW BUSINESS CUSTOMER GATEWAY



Gateway | USPS.com | Help

## Business Customer Gateway

### Save time

with automation, online ordering and online tools

### Save money

with Automation Discounts and USPS Incentive Programs

### Start mailing

"My order arrived the day before I expected, in perfect condition!"

#### Sign In

Username

Password

[Forgot password?](#)

[Sign in](#)

Not a registered USPS Business Customer yet?

[Register for free](#)

#### 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](#)

LEGAL

[Privacy Policy](#)

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[Government Services](#)

ON ABOUT.USPS.COM

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OTHER USPS SITES

[Business Customer Gateway](#)



## Business Customer Gateway

# Intelligent Mail Small Business (IMsb) Tool

**Intelligent Mail® for Small Business Mailers (IMsb)** is an online tool which will allow you to produce the Intelligent Mail barcode (IMb) for mailings.

- Maximum mailing size is equal to or less than 5,000 pieces
- Maximum yearly volume is equal to or less than 125,000 pieces per permit

The IMsb tool currently only supports MAADC prices for letters and AADC for flats.

- 3 and 5 digit pricing is not available when using the tool.



### Start Simple

To use the IMsb, no special software or installation is required. Users simply access the application via a Web Browser.

The IMsb Tool has been specifically developed for small business mailers to meet Full-Service requirements.

The IMsb tool helps users generate their address blocks with the unique Intelligent Mail barcodes within the address block.

The IMsb tool is currently designed for First-Class and Standard Mail permit holders. The IMsb tool will generate the address blocks on the following formats:

- Multiple labels
- Multiple envelopes
- 8 ½ x 11 inch letter size paper
- Mail Merge option - allows you to personalize your letters.

### Get Connected

Mail is proven to be one of the most profitable marketing methods when used correctly. The IMsb tool helps optimize communication with your target audience.

## Sign In

Username

Password

[Forgot password?](#)

Sign in

Interested in signing up for this service?

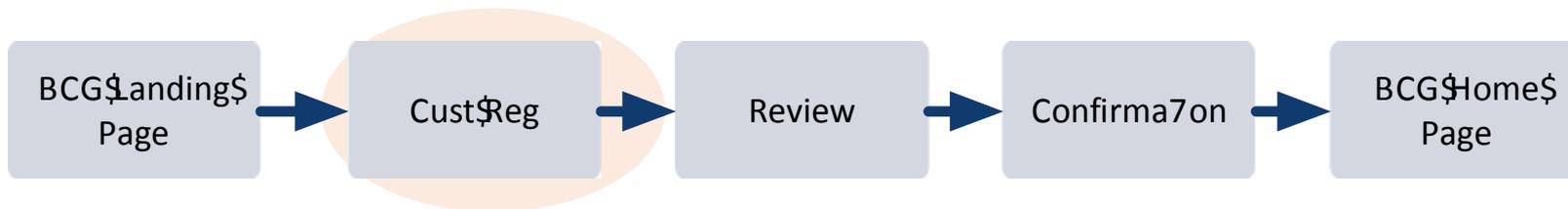
Sign up for free

## Quick Navigation

[BCG Homepage](#)

[Service Directory](#)

[Support](#)



## Create Your USPS.com Business Account

### Account type

- Business

### Create a username & password

\* Indicates a required field

#### \*Pick a Username

Usernames need 6 characters.  
You can use your email address. [?](#)

CHECK THIS NAME

#### \*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. [?](#)

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 be asked for this information to re-gain access to our site.

#### \*Pick Your First Security Question

Select ▼

Your Answer

Answers are not case-sensitive. [?](#)

Re-Type Your Answer

CONFIRM FIRST SECURITY ANSWER

## Next, we need your name and contact info

\* indicates a required field

### Enter Your Name

Title

\*First Name      M.I.      \*Last Name




Suffix

### Enter Your Company Identifier (CRID)

If you know the company identifier (CRID) for your location, please enter the number here. [?](#)

CRID

[CHECK THIS CRID](#)

### Enter Your Address [?](#)

\*Country

\*Company Name

\*Street Address

Apt/Suite/Other

\*City

\*State

\*ZIP Code™

### Enter Your Phone Number

\*Type

\*Phone [?](#)

Ext.

Type

Fax

### \*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



Hello, Tanya E Buser | Gateway | USPS E.com | Help | Logout
Business Customer Gateway

---

Register Your Account

Getting Started
You're signed up!

## Welcome to the Business Customer Gateway

\* Indicates a required field

You've successfully registered your business account, and you are almost ready use the Business Customer Gateway. We've got you signed up as:

**Your Business Location:**  
 SSUSER  
 128 RIVERDALE RD  
 ANNAPOLIS, MD 21415  
 UNITED STATES

CRID : 20516018

**Are you a Mail Service Provider (MSP)?**

Yes

You will be given permission to use several [USPS Business Services](#) allowing you to do things like:

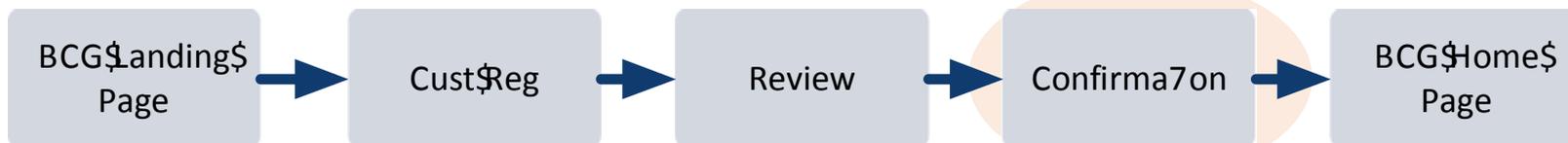
- Prepare, track and monitor your mailings
- Manage Mailer IDs and Permits
- Simplify Full Service Mailing and Customer Returns
- Target Areas with Direct Mail
- Send and Manage Large Shipments
- Order Mailing and Shipping Labels
- Enroll for Shipping Services
- Generate Mail and Transaction History reports
- Stay On Top of USPS Promotions and Incentive Programs

**Terms and Conditions \***

As the first user for your location, you'll be the **Business Service Administrator (BSA)** of these services. That means that you'll be able to manage these services for any future users, controlling who can and cannot use them at your business location. You can always change this later, if you need someone else to serve as BSA.

I have read and agree to the [terms and conditions](#) of the Business Customer Gateway.

[Continue](#)




Business Customer Gateway

✔

**You're signed up!**

✔
**Congratulations, your account is set up with business services.**

You now have access to the 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. The access is regulated by the Business Service Administrator (BSA) of each service.

 **Your Business Location:**

SHOESAURUS  
1234 ROSE PETAL ST  
FALLS CHURCH, VA 22040  
UNITED STATES

**CRID** ⓘ : 20516134  
**MSP** ⓘ : YES

[ADD A LOCATION](#) ⓘ

 **We have automatically assigned you a Mailer ID (MID): 900013155**

The Mailer ID (MID) is a field within the Intelligent Mail barcode (IMb and IMpb) that is used to identify Mail Owners and/or Mailing Agents. Additional information about MID's can be found [here](#).

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

SERVICE
<b>Customer Label Distribution System (CLDS)</b> - Order bulk, collated or DMM labels online.
<b>Electronic Verification Service (eVS)*</b> - Package mailers can use an electronic manifest to document and pay postage. ⓘ
<b>Every Door Direct Mail</b> - EDDM is designed to help you reach every home, every address, every time.
<b>Incentive Programs*</b> - Participate in promotions and incentives for business mail. ⓘ
<b>Intelligent Mail Small Business (IMsb) Tool</b> - Produce the IMb for your mailings.



## And you're registered!

**You've registered the username SallyMStone. Check your inbox for an email with details on your new account.**

Now, you'll be directed to your account, where you can explore its tools.

### LEGAL

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[Terms of Use](#) >  
[FOIA](#) >  
[No FEAR Act EEO Data](#) >

### ON USPS.COM

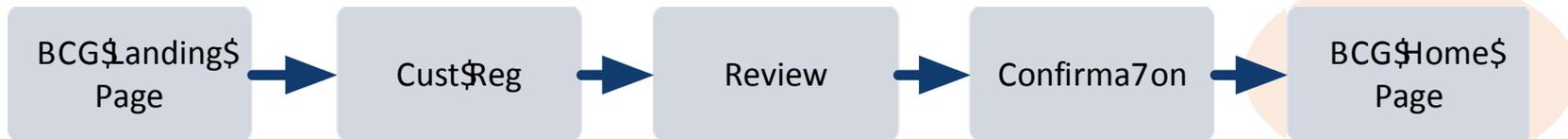
[Government Services](#) >  
[Buy Stamps & Shop](#) >  
[Print a Label with Postage](#) >  
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### OTHER USPS SITES

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[Inspector General](#) >  
[Postal Explorer](#) >



Hello, Tanya Suser   Gateway   USPS.com   Help   Logout



## Business Customer Gateway

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Mailing Services

Shipping Services

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Manage Account

Welcome, Tanya Suser



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



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

### Favorite Services

DASHBOARD

INCENTIVE PROGRAMS

MAILER ID

MAILING REPORTS

ONLINE ENROLLMENT

POSTAL WIZARD

EDIT FAVORITES



Are you ready for Full-Service IMb adoption?

Learn More



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## Inbox



Review, approve, and deny requests for access to services for which you are the Business Service Administrator (BSA).



### Pending Service Requests

BUSINESS NAME & LOCATION	MESSAGES	ACTION
There are no pending items that require your attention at this time		

#### LEGAL

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- [Postal Explorer >](#)



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## Mailing Services



### Mailing services help you deliver letters and flat mail pieces.

Mailing online services will help you manage day-to-day activities from design and preparation of your mail to tracking your mailings in the mail stream. The services currently available are listed below. You may access services directly from here that you have been approved for and request access to those you do not.



#### Automated Business Reply Mail

[GO TO SERVICE](#)

Automated Business Reply Mail® (ABRM) website, an online, self-service tool that allows Reply Mail customers to create approved USPS camera-ready artwork for domestic Reply Mail pieces in just a few steps.



#### Balance & Fees (PostalOne!)

[GO TO SERVICE](#)

Monitor Balances & Fees associated to permit or publication accounts.



#### Customer Label Distribution System (CLDS)

[GO TO SERVICE](#)

The Customer Label Distribution System (CLDS) provides mailers with the capability to create, edit, and submit bulk, collated or DMM Intelligent Mail tray label orders online.



#### Dashboard (PostalOne!)

[GO TO SERVICE](#)



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### Shipping Services



#### Shipping services help you deliver packages.

Shipping online services allow customers to enroll and manage the various package product lines the USPS has to offer. The services currently available are listed below. You may access services directly from here that you have been approved for and request access to those you do not.



#### Balance & Fees (PostalOne!)

Monitor Balances & Fees associated to permit or publication accounts.

[GO TO SERVICE](#)


#### Dashboard (PostalOne!)

The PostalOne! Dashboard allows users to submit, search for and view jobs submitted electronically.

[GO TO SERVICE](#)


#### Electronic Data Exchange (PostalOne!)

PostalOne! establishes an electronic link between customers and the Postal Service, which helps manage every point of the business mailing process for time-efficient and cost-effective mailings.

[GO TO SERVICE](#)


#### Electronic Verification Service (eVS)

The Electronic Verification System (e-VS) allows high-volume package mailers and package consolidators to document and pay postage, including special service fees, using electronic manifest files.

[GO TO SERVICE](#)



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## Other Services



### Other services help you do more.

The online services available below help business customers manage a variety of tasks from preparation to transporting of mailings and shipments. You may access services directly from here that you have been approved for and request access to those you do not.



### Audit Mailing Activity (PostalOne!)

[GET ACCESS](#)

The Audit Mailing Activity service allows read-only access to users for data associated to permit or Publication accounts.



### Customer/Supplier Agreements (CSAs)

[GET ACCESS](#)

Customer/Supplier Agreements are used to approve acceptance times and describe separation and containerization standards requested of a mailer that are not covered in the optional containerization requirements described in the Domestic Mail Manual (DMM).



### Intelligent Mail Services

[GO TO SERVICE](#)

Gain end-to-end visibility into the mailstream through the use of the suite of Intelligent Mail barcodes and by submitting electronic documentation, which will create actionable information about mail for marketing, financial and operational environments.



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### Support



#### Need help?

You've got questions, we've got answers. Below you can find the information to support your mailing and shipping needs.



#### 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](mailto:postalone@usps.gov)

[National Customer Support Center \(NCSC\)](#)  
[Postal Explorer](#)  
[Tech Credit Program](#)  
[Track & Confirm](#)  
[USPS News & Information](#)  
[USPS.com](#)



#### 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 Service Information

Browse through our shipping and mailing services articles which will assist you with your questions.

[Electronic Verification System \(eVS\)](#)  
[Every Door Direct Mail \(EDDM\)](#)  
[Incentives & Promotions](#)  
[Parcel Return Service \(PRS\)](#)  
[PostalOne!](#)



# Business Customer Gateway

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[Manage Preferences](#)
[Manage Services](#)

## Manage Profile



### User:

TANYASSUSER USER  
 tanya.m.perry@usps.gov  
 (202) 000-0000

[EDIT PROFILE](#)


### Home Business Location:

SSUSER  
 126 RIVERDALE RD  
 ANNAPOLIS, MD 21415  
 UNITED STATES

[TERMS AND CONDITIONS](#)

CRID [?](#) : 20516018  
 MSP [?](#) : NO [Edit MSP](#)



### Add a Business Location

[ADD A LOCATION](#)

Does your business have more locations? Click here to add additional locations to your account.

## Favorite Services [?](#)

[DASHBOARD](#)
[INCENTIVE PROGRAMS](#)
[MAILER ID](#)
[MAILING REPORTS](#)
[ONLINE ENROLLMENT](#)
[POSTAL WIZARD](#)
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# Business Customer Gateway

Manage Profile

**Manage Preferences**

Manage Services

## Manage Preferences



### Manage your Favorite Services panel.

The Favorite Services panel allows you to quickly access your most often used services from most pages in the Business Customer Gateway.

The services below are currently approved and may be added to your Favorite Services panel. You may select up to seven (7) 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

#### Edit Favorites (select up to 7)

CLEAR ALL

SAVE

APPROVED SERVICES	SELECT
Balance & Fees (PostalOne!)	<input type="checkbox"/>
Customer Label Distribution System (CLDS)	<input type="checkbox"/>
Dashboard (PostalOne!)	<input checked="" type="checkbox"/>
Electronic Data Exchange (PostalOne!)	<input type="checkbox"/>
Electronic Verification Service (eVS)	<input type="checkbox"/>
Every Door Direct Mail	<input type="checkbox"/>
Incentive Programs	<input checked="" type="checkbox"/>
Intelligent Mail Small Business (IMsb) Tool	<input type="checkbox"/>
Mailer ID	<input checked="" type="checkbox"/>

### Favorite Services ?

DASHBOARD

INCENTIVE PROGRAMS

MAILER ID

MAILING REPORTS

ONLINE ENROLLMENT

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## Business Customer Gateway

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- Manage Services**

### Manage Services



#### Manage your access to services.

Manage Services is your one-stop shop for anything services-related. You can request access to services and view the services you already have access to.



#### Viewing Services for: TANYASSUSER USER

SSUSER  
 126 RIVERDALE RD  
 ANNAPOLIS, MD 21415  
 UNITED STATES

**CRID** ? : 20516018  
**MSP** ? : NO

#### Business Services

SERVICE	STATUS	BSA	ACTION
AdvanceTestSvr5051	⊕ Available	N/A	<a href="#">GET ACCESS</a>
Audit Mailing Activity (PostalOne!)	⊕ Available	N/A	<a href="#">GET ACCESS</a>
Clone: Mailer ID	⊕ Available	N/A	<a href="#">GET ACCESS</a>
Customer Label Distribution System (CLDS)	✓ Approved	N/A	<a href="#">REMOVE</a>
Customer/Supplier Agreements (CSAs)	⊕ Available	N/A	<a href="#">GET ACCESS</a>
Electronic Verification Service (eVS)	✓ Approved	You	N/A
Every Door Direct Mail	✓ Approved	N/A	<a href="#">REMOVE</a>
HD Service	⊕ Available	N/A	<a href="#">GET ACCESS</a>

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# Business Customer Gateway

- Manage Profile
- Manage Preferences
- Manage Services**
- Manage Locations
- Manage Users

## Manage Services



### Manage your access to services.

Manage Services is your one-stop shop for anything services-related. You can request access to services and view the services you already have access to.

You are currently viewing your services by location.

To manage multiple locations by service, click below.

[MANAGE BY SERVICE](#)

Switch View



### Select which location you want to manage:

CRID: 20511070, TANYA'S U.S. POSTAL SERVICE, 475 L'ENFANT PLAZA SW, WASHINGTON, DC, 20260

### Business Services

SERVICE	STATUS	BSA	ACTION
AdvanceTestSvr5051	⊕ Available	N/A	<a href="#">GET ACCESS</a>
Audit Mailing Activity (PostalOne!)	✓ Approved	You	N/A
Clone: Mailer ID	⊕ Available	N/A	<a href="#">GET ACCESS</a>
Customer Label Distribution System (CLDS)	✓ Approved	N/A	<a href="#">REMOVE</a>
Customer/Supplier Agreements (CSAs)	⊕ Available	N/A	<a href="#">GET ACCESS</a>
Electronic Verification Service (eVS)	✓ Approved	You	N/A
Every Door Direct Mail	✓ Approved	N/A	<a href="#">REMOVE</a>
HD Service	⊕ Available	N/A	<a href="#">GET ACCESS</a>
Incentive Programs	✓ Approved	You	N/A
Intelligent Mail Small Business (IMsb) Tool	✓ Approved	N/A	<a href="#">REMOVE</a>
KevinService	⊕ Available	N/A	<a href="#">GET ACCESS</a>
Logistics Condition Reporting System (LCRS)	⊕ Available	N/A	<a href="#">GET ACCESS</a>

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### Manage Services



#### Manage your access to services.

Manage Services is your one-stop shop for anything services-related. You can request access to services and view the services you already have access to.

You are currently viewing your locations by service.

To manage services by individual location, click below.

[MANAGE BY LOCATION](#)



#### View multiple locations for the following service:

AdvanceTestSvr5051

Sort by Business Name

Search by:

SEARCH

RESET

BUSINESS NAME & LOCATION	CRID	STATUS	BSA	ACTION
TANYA'S U.S. POSTAL SERVICE 475 L'ENFANT PLAZA SW WASHINGTON, DC 20260	20511070	Available	N/A	<a href="#">GET ACCESS</a>
LAURA'S MAILING HOUSE 4455 STRATHMORE DR EASTON, TX 76694	20515925	Available	N/A	<a href="#">GET ACCESS</a>



Download your services data  
[PDF](#) | [Excel](#) | [CSV](#)



Click to view full  
[Service Request History](#)

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- Manage Users

### Manage Locations



Text TBD - Lorem ipsum dolor sit amet, consectetur adipiscing elit.

Text TBD - Lorem ipsum dolor sit amet, consectetur adipiscing elit. Donec dignissim venenatis dolor a dignissim. Sed vel augue congue justo venenatis ornare eget sed mi. Ut pretium, mi vitae tempus malesuada, sapien justo vehicula ipsum, id pulvinar odio eros ac est.



Need to add another location to your account?

[ADD LOCATION](#)

Search by:

SEARCH

RESET

BUSINESS NAME & ADDRESS	CITY	STATE/PROVINCE & ZIP/POSTAL CODE	CRID	MSP	
TANYA'S U.S. POSTAL SERVICE 475 L'ENFANT PLAZA SW	WASHINGTON	DC 20260	20511070	No	<a href="#">EDIT</a>
LAURA'S MAILING HOUSE 4455 STRATHMORE DR	EASTON	TX 76694	20515925	No	

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### Manage Users



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 <a href="#">?</a>
TANYA'S U.S. POSTAL SERVICE 475 L'ENFANT PLAZA SW WASHINGTON, DC 20280 CRID: 20511070	LAURA LUE	Audit Mailing Activity (PostalOne!)	No Access <input type="text"/>
TANYA'S U.S. POSTAL SERVICE 475 L'ENFANT PLAZA SW WASHINGTON, DC 20280 CRID: 20511070	LAURA LUE	Electronic Verification Service (eVS)	Requested <input type="text"/>
		Pending Your Approval <a href="#">?</a>	
TANYA'S U.S. POSTAL SERVICE 475 L'ENFANT PLAZA SW WASHINGTON, DC 20280 CRID: 20511070	LAURA LUE	Incentive Programs	Requested <input type="text"/>
		Pending Your Approval <a href="#">?</a>	
TANYA'S U.S. POSTAL SERVICE 475 L'ENFANT PLAZA SW WASHINGTON, DC 20280 CRID: 20511070	LAURA LUE	Mailer ID	Requested <input type="text"/>
		Pending Your Approval <a href="#">?</a>	
TANYA'S U.S. POSTAL SERVICE		Manage Mailing Activity	

- **BCG Deployed to Production**

- Sunday, June 9 4:00am – 8:00am CT

- **Mailer Briefing Tentative Schedule**

- May 31 – 2:30pm-3:30pm