Quad (logo)

N61 W23044 Harry's Way
Sussex, WI 53089
1-888-782-3226
quad.com

USPS Business Customer
Gateway Tips / Information

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General USPS Business Customer Gateway Tips

How to create a USPS BCG Account:

1. Go to https://gateway.usps.com. Note: Know your company's CRID (Customer Reference ID) or the CRID for your location. If someone in your organization already has a BCG account, they will see the CRID when they log in.
2. Click the 'Sign Up' button and enter the required information.
3. Select the 'Core Suite of Services.' You can later request access to others. Say 'yes', you agree to be the BSA (Business Service Administrator) for any service without a BSA yet (someone in your organization has to be identified as a BSA for each service). When you are the BSA, you approve any additional people having access to that service for your organization. You will want to alert the BSA for each service you request, as they will need to go into their account and grant you access within 3 business days.
4. You will receive an email when your account and the various services are activated.

BCG Tips:

- If you have trouble logging in, try clearing your browser history or trying a different browser.
- Sometimes you cannot get into a service because the address associated to your BCG account is not in the USPS preferred format. Go to Manage Account – Manage Services and edit your address (use USPS Look Up tool at tools.usps.com/go/ZipLookupAction_input to verify your address and its format)
- If you continue to have problems, email:
- mssc@usps.gov - general issues with the application
- mailingpromtions@usps.gov – issues with the MPP or promotions in general
- Or reference the MyMSCC Portal User Guide on PostalPro: MyMSSC Portal User Guide - Business Service Administrators (BSAs) | PostalPro

What is a CRID (Customer Reference ID):

- CRID = your organization OR a LOCATION of your organization
- Multiple MIDs can be associated to one CRID.
- Permits are associated to CRIDs.
- MID in the IMb does not have to match the CRID associated to the permit.

- BCG accounts can be associated to multiple CRIDs
- Everyone in your organization associated to those CRIDs can see all the data for that CRID, including ID campaign information.

What is a MID (Mailer ID)/Serial Number:
- MID = Mailer Identification Number = Identifies the Mailer
- Serial Number = unique to each mail piece associated to that MID.
- MID and Serial number are in the IMb and 'read' by postal equipment as the mail is processed.
- Also on mail.dat file.
- Total 15 characters in length. (6 or 9 for each)
- A MID/Serial Number combination cannot be reused in a 45-day period

All USPS Promotions – Checking Status of Service Request:
1. Log into your USPS Business Customer Gateway (BCG) account at USPS Business Customer Gateway
2. In the upper left hand corner click on "Mailing Services".
3. Scroll down to Mailing Promotions Portal (MPP) and click on the "Go to Service" blue tab on the right.
4. Click on the "My Promotions/Incentives" tab at the top. You should see the list of service requests that you created.
5. In the column titled "Status" you will see if it was approved or rejected.

All USPS Promotions – Asking a question about a specific Service Request:
1. Log into your USPS Business Customer Gateway (BCG) account at USPS Business Customer Gateway
2. In the upper left hand corner click on "Mailing Services".
3. Scroll down to Mailing Promotions Portal (MPP) and click on the "Go to Service" blue tab on the right.
4. Click on the "My Promotions/Incentives" tab at the top. You should see the list of service requests that you created.
5. In the first column on the left titled "Service Request Number", scroll to the appropriate service request that you need to ask a question and click on the number.
6. On the right click on the "Post" tab.
7. Click in the box that says "Share an update" and enter your question or additional detail.
8. Click on the blue "Share" button.

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How to Confirm BSA of a USPS BCG Service
1. Log into your USPS Business Customer Gateway (BCG) account at USPS Business Customer Gateway
2. In the upper right hand side click on "Manage Account".
3. Click on the "Manage Services".
4. Scroll down to find the service that you need.
5. Click on the "Show BSA".
   a. This will show you who at your company "owns" this service within the BCG. When you request access to any service, the BSA will receive an email notification and will be required to grant you access. We suggest that you reach out to the BSA to make them aware to expect the email from the USPS and/or to check their SPAM folder if they did not get an email.

Finding the BSA ("owner") of a USPS service:
1. Log into your USPS Business Customer Gateway (BCG) account at USPS Business Customer Gateway
2. In the top towards the right click on "Manage Account".
3. Scroll down and click on the "Manage Services".
4. Scroll down to "Mailing Promotions Portal".
5. In the third column from the left click on the "Show BSA" button.
6. This will show you who "owns" the Mailing Promotions Portal within your organization.