# MTAC WG #183

Business Customer Gateway Redesign

USPS Leaders - David Gilmour & Ada Huang

Industry Leaders - Trista Niswander & David Stover

WG Membership Profile

- Business Customer Gateway Users
- Mail Service Providers
- Mail Owners
- USPS Subject Matter Experts

Meetings

- Biweekly Telecons

# Desired Results

- Identify Current BCG Pain Points

- Gather Feedback On BCG Design Iterations

- Simplify BCG Account Management

- Enhance The BCG's Digital Customer Experience

# Recommendations

- Improved navigation and access to services

- Promote Highly Used Services
  - Enterprise Payment System
  - Mailer Scorecard
  - PostalOne! Dashboard

- Allow Administrators To Delete Users From CRIDs

- Incorporate USPS.com Style Elements

# Welcome, John Smith     20491384  ABC Company 1 Main Street  New York City, NY 10001  ⌄

## Account Overview

Switch to EPS #          Permit #          🔍

**$49,890.00**          $1,450.74
Current Trust Balance          Pending Transactions

Next Permit Fee Due: $145.00 due 01/23/18

View PostalOne! Fee Calendar ›
View Full EPS Balance Details ›

## Mailer Scorecard

June 2017          Attention Required

| ! Full Service | ! MID Piece Errors | 2.87% |
| ✓ Seamless | ! STID Errors | 2.95% |
| ✓ Move Update | ! By/For Errors | 3.24% |
| — eInduction | | |

See all Errors ›

## Favorite Services

Dashboard
Electronic Data Exchange
eVS
Mailer ID
Mailing Reports
Online Enrollment
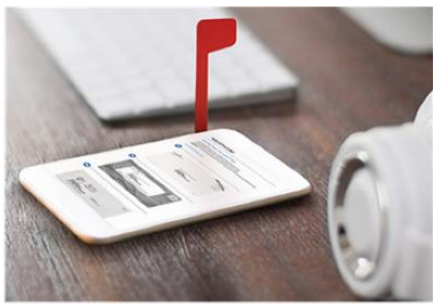Postal Wizard

Edit Favorites ›

## Most Recent Mailings     Pending ⌄     01/03/18 📅

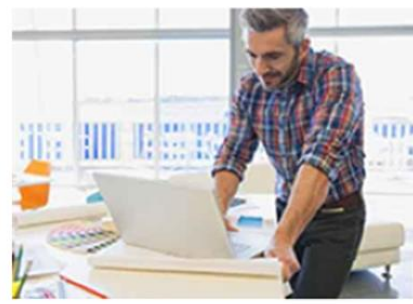| Submission Date | Job ID | Mailing Group ID | PO of Mailing | Mailers Mailing Date | Mail Class | Statement Status | Permit/USPS # | Postage Statement ID | Postage | # of Pieces |
|---|---|---|---|---|---|---|---|---|---|---|
| 04/04/2017 | MANUAL | 1101433 | 62269 | 04/04/2017 | Emi | INC | PI 333 | P01704041118223 | $0.00 | 825 |
| 04/04/2017 | JP081245 | 1102852 | 63108 | 04/04/2017 | Pmr | UPO | PI103 | P01704041118223 | $1,566.21 | 1000 |
| 04/04/2017 | MANUAL | 54545555 | 90210 | 04/04/2017 | SN | FIN | MT454 | P01704041118223 | $295.22 | 12 |

+ Load More          All Mailings ›

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## INFORMED VISIBILITY

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## ENTERPRISE PAYMENT SYSTEM

The new Enterprise Payment System is live! Pay and manage your mailings through a single account!

Learn More ›

# BCG Pilot Program

- MTAC Task Team 26
  - 15 MTAC Members Participating

- BCG Pilot Group Testers
  - 50

- Launch Date February 1st, 2019