



Postal Customer Council (PCC)

Business Customer Gateway Redesign



Objectives

- The Business Customer Gateway (BCG) is the Web Portal for USPS Business Services
- Designed for Commercial Mailing & Shipping Users
- Manages User Roles & Access to 40+ Services
- We are redesigning the BCG to develop a world class online experience for our customers



Deliver World-Class Customer Experience



Innovate to Deliver Value



Invest in Our Future



Current State

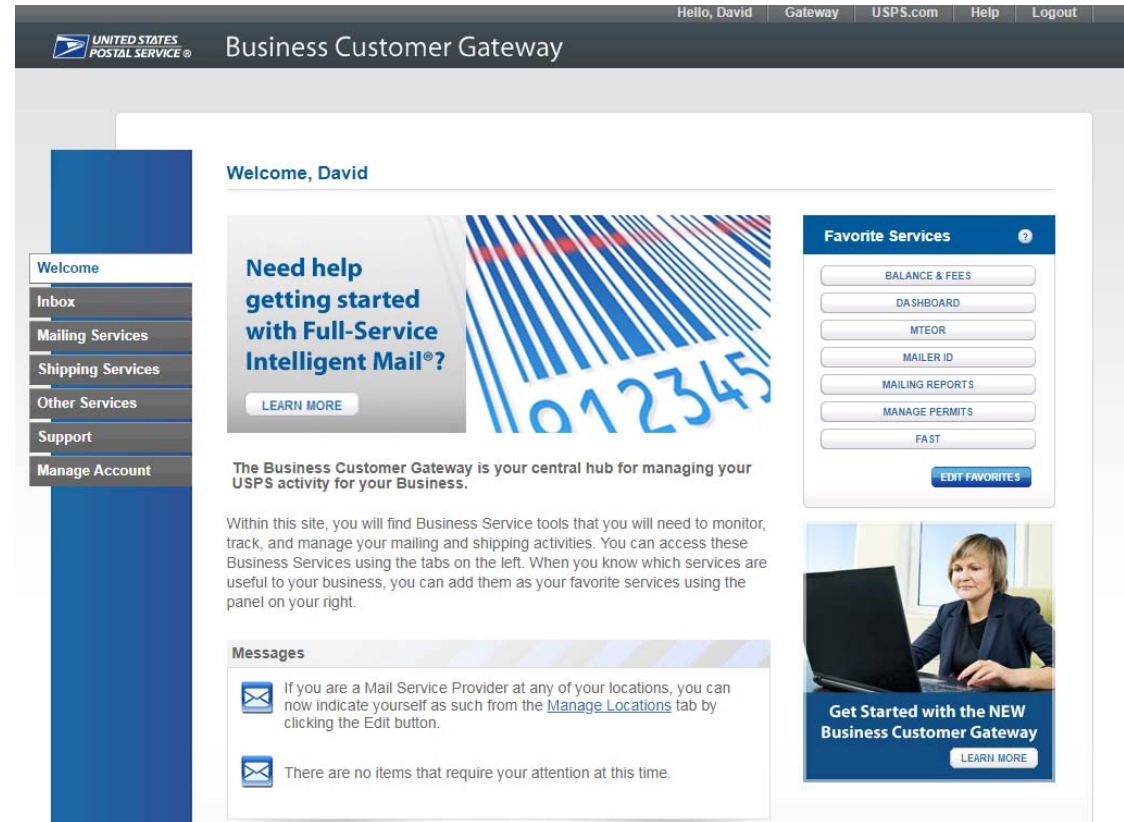
- Key Features
 - Hub for 44+ USPS Mailing & Shipping Services
 - Manages User Roles & Access
 - Style and Web Layout currently as lists & tabs

The screenshot shows the current Business Customer Gateway interface. At the top, there is a navigation bar with the USPS logo, the text "Business Customer Gateway", and user information: "Hello, David", "Gateway", "USPS.com", "Help", and "Logout". Below the navigation bar is a main content area. On the left, there is a vertical sidebar with a list of navigation items: "Welcome", "Inbox", "Mailing Services", "Shipping Services", "Other Services", "Support", and "Manage Account". The main content area starts with a "Welcome, David" message. Below this is a large banner with the text "Need help getting started with Full-Service Intelligent Mail®?" and a "LEARN MORE" button. To the right of the banner is a "Favorite Services" panel with a list of services: "BALANCE & FEES", "DASHBOARD", "MTEOR", "MAILER ID", "MAILING REPORTS", "MANAGE PERMITS", and "FAST", along with an "EDIT FAVORITES" button. Below the banner is a paragraph of text: "The Business Customer Gateway is your central hub for managing your USPS activity for your Business." Below this is a "Messages" section with two 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." and "There are no items that require your attention at this time." On the right side of the main content area, there is a "Get Started with the NEW Business Customer Gateway" banner with a "LEARN MORE" button.



Current State

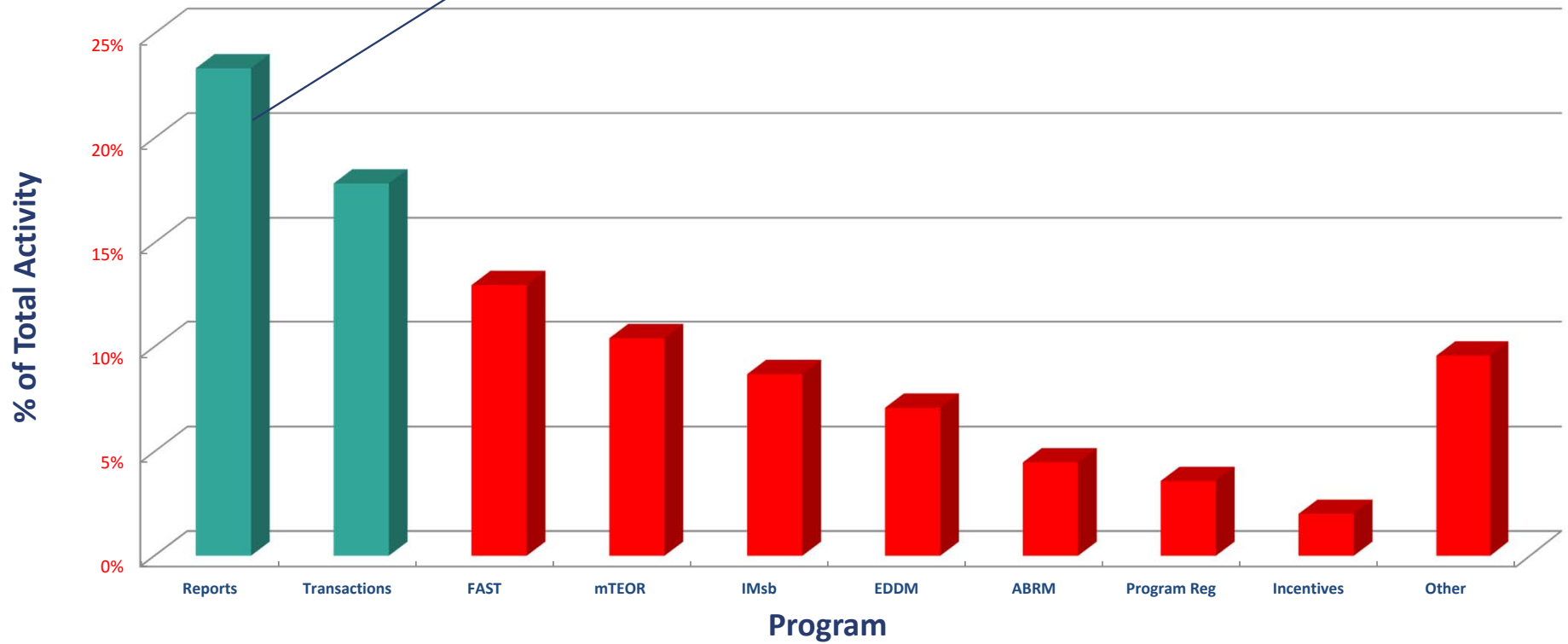
- Challenges
 - Services Categorized as Mailing, Shipping, Other
 - Complex User Roles System
 - Not Mobile Optimized





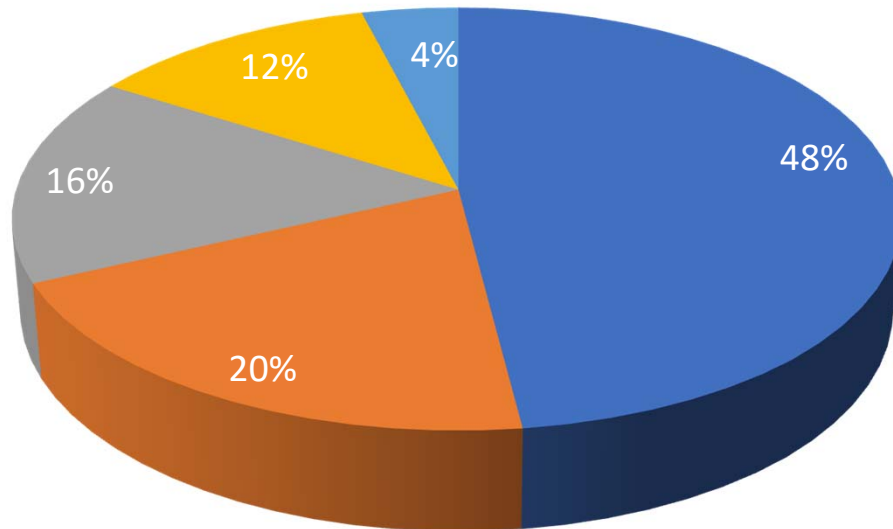
Data Gathering

Reports & Transactions 41%





Frequently Asked Questions



- Account Management
- Product Support
- Mail Prep
- Applications & Forms
- Other



The New BCG

Welcome, John Smith

20491384 ABC Company 1 Main Street New York City, NY 10001

Account Overview

Switch to EPS # Permit #

\$49,890.00

Current Trust Balance

\$1,450.74

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 >

Promotions

NOW-JUL 31

DIRECT MAIL STARTER

New to the wonders of direct mail? (•)(•)% off postage on up to

MAR 1-AUG 31

VR TO DIGITAL DIRECT MAIL

Get discounted postage on all VR-capable mail sent between

AUG 1-DEC 31

MAIL SHOPPING

Get discounted postage on mobile-enabled mail sent between



New BCG Tools



Account Overview

- Payment Information Consolidated
- View Your Balance
 - Search By Permit #
 - Search By EPA
- Permit Fee Alerts
- Access EPS & PostalOne!

Account Overview

[Switch to EPS #](#)

[Permit #](#)



\$49,890.00

Current Trust Balance

\$1,450.74

Pending Transactions

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

[View PostalOne! Fee Calendar >](#)

[View Full EPS Balance Details >](#)



Mailer Scorecard

- Mailer Scorecard Overview
- See Your Top 3 Errors:
 - Full Service
 - Seamless
 - Move Update
 - eInduction
- eDoc Submitter View
- Quickly Access Your Full Scorecard

Mailer Scorecard

June 2017

Attention Required

! Full Service

✓ Seamless

✓ Move Update

— eInduction

! MID Piece Errors **2.87%**

! STID Errors **2.95%**

! By/For Errors **3.24%**

[See all Errors >](#)



Recent Mailings

- View Recent Mailings
- Search By Submission Date or Statement Status
- Snapshot of The PostalOne! Dashboard

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 >](#)



Simplified Services



Current BCG Services

- Complicated Unstructured List
- Confusing Names
 - “Automated Business Reply Mail”
 - “Intelligent Mail Small Business (Imsb) Tool”
 - “Customer/Supplier Agreements”

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.

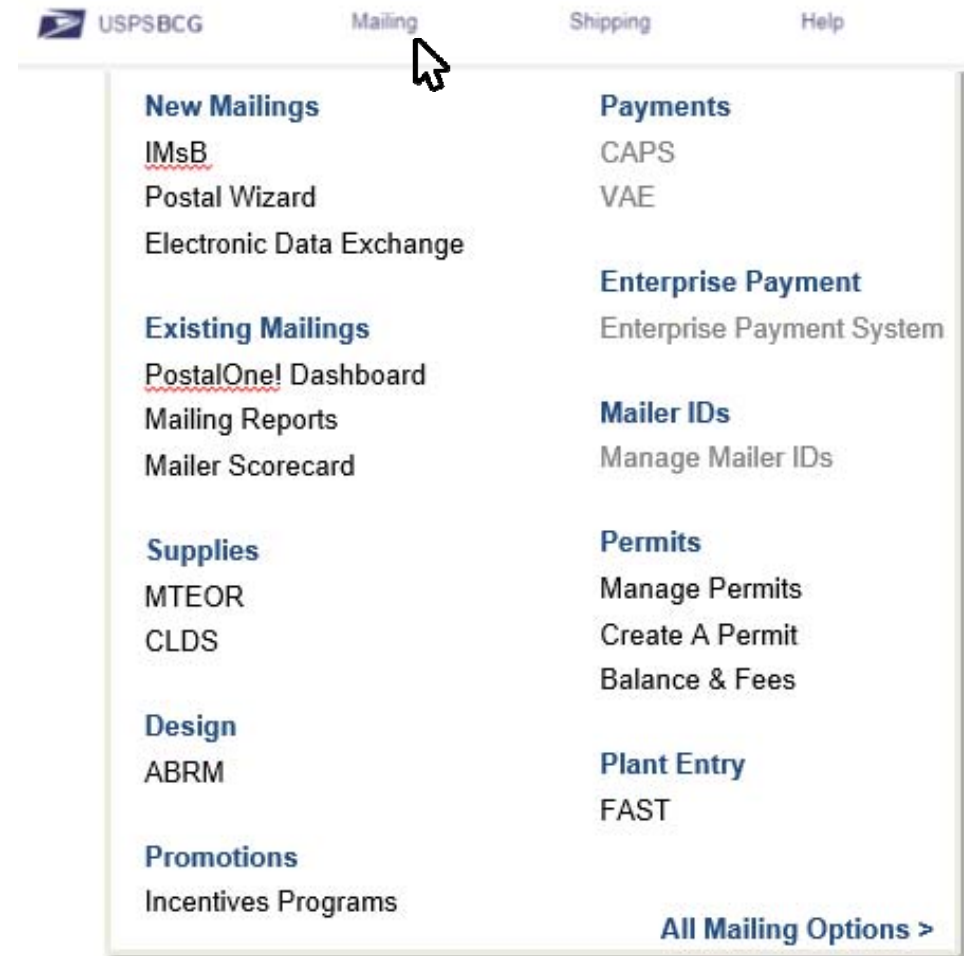
Your Locations:
All Locations

+	Automated Business Reply Mail	more info >	GO TO SERVICE
+	Balance & Fees (PostalOne!)	more info >	GO TO SERVICE
+	Customer Label Distribution System (CLDS)	more info >	GO TO SERVICE
+	Customer/Supplier Agreements (CSAs)	more info >	GO TO SERVICE
+	Dashboard (PostalOne!)	more info >	GO TO SERVICE
+	Electronic Data Exchange (PostalOne!)	more info >	GO TO SERVICE
+	Every Door Direct Mail	more info >	GO TO SERVICE
+	Incentive Programs	more info >	GO TO SERVICE
+	Informed Visibility	more info >	GO TO SERVICE
+	Intelligent Mail Small Business (Imsb) Tool	more info >	GO TO SERVICE
+	Mailer ID	more info >	GO TO SERVICE



New Dropdown Design

- Quick New Dropdowns
- Services Organized By Function
- Shading Indicates Access
 - Dark Text = User Can Access
 - Shaded Text = No Access



The screenshot shows the USPSBCG website navigation menu. The 'Mailing' tab is selected and expanded into a dropdown menu. The menu is organized into functional categories, with dark text indicating user access and shaded text indicating no access. A mouse cursor is pointing at the 'Mailing' tab.

USPSBCG	Mailing	Shipping	Help
	New Mailings	Payments	
	<u>IMsB</u>	CAPS	
	Postal Wizard	VAE	
	Electronic Data Exchange		
	Existing Mailings	Enterprise Payment	
	<u>PostalOne! Dashboard</u>	Enterprise Payment System	
	Mailing Reports		
	Mailer Scorecard	Mailer IDs	
		Manage Mailer IDs	
	Supplies	Permits	
	MTEOR	Manage Permits	
	CLDS	Create A Permit	
		Balance & Fees	
	Design	Plant Entry	
	ABRM	FAST	
	Promotions		
	Incentives Programs		
			All Mailing Options >



Account Management Enhancements

- Less Postal Jargon
- Bug fixes to prevent timeout issues
- Simplified User Management
 - Enable BSAs to remove users from their CRIDs
- Automate Routine Help Desk Tasks
 - Remove Retired CRID Users
 - Promote FAQ Information
- Automate the EPS Invitation Code Process



Future BCG Enhancements

Phase 1 (Summer 2019)

- New BCG User Interface & Style
- Streamlined Navigation To Services
- BCG Widgets
 - Enterprise Payment System
 - Mailer Scorecard
 - Recent Mailings (PostalOne! Dashboard)
- Account Management Enhancements

Phase 2 (Planned)

- Additional BCG Widgets
 - Informed Delivery
 - Informed Visibility
 - Package Platform Scorecard
- Address Verification for CRID Creation
- Implementation of Task Team & Pilot Group Feedback



Pilot Testing

- The BCG Pilot phase will give customers the opportunity to test and provide feedback on the new BCG
- Pilot Link
 - A separate prototype link will be provided to testers
 - Pilot testers will still be able to access the old BCG
 - Pilot group availability is limited
- Pilot Launch Date: **April 1st, 2018**



Questions

