

To initiate the customer registration process, new FAST users must access the **Business Customer Gateway**. The Business Customer Gateway allows users to register for services available through the Gateway as well as to access general information and customer support links that are important in mail management.

To register for FAST:

- Navigate to www.usps.com and click the **Business Customer Gateway** hyperlink in the bottom right corner to access the *Business Customer Gateway* page (Figure A).
- On the *Business Customer Gateway* page, click the **Sign Up** button to proceed to the *New User Sign Up* page (Figure B).



Business Customer Gateway
Shipping and Mailing for Your Business

Welcome to the new Business Customer Gateway! The Business Customer Gateway gives you a single, unified landing point to access the Postal Service's online business offerings. These channels consist of the products that support Intelligent Mail Full Service Mailing. This includes PostalOne!, FAST (Facility Access and Shipment Tracking), CLDS (Customer Label Distribution System), and Mailer IDs (MID).

Design & Prepare

- Intelligent Mail Services
- Mailer ID

Mail & Transport

- Centralized Account Processing System (CAPS)
- Customer Label Distribution System (CLDS)
- Customer/Supplier Agreements (CSAs)
- Electronic Data Exchange (PostalOne!)
- Schedule a Mailing Appointment (FAST)

Track & Report

- ADVANCE
- Delivery Confirmation
- Manage Mailing Activity
- Product Performance Reports
- Track & Confirm

Customer Support

- National Customer Support Center - RIBBS
- Service Updates
- ePubwatch
- Business Service Network (BSN) eService
- Gateway Help Desk
- News & Information
- User Responsibility Agreement (PDF) (DOC)

Login

Existing Users

Please fill in the following information:
(* Required case sensitive fields)

* Username:

* Password:

[I forgot my password](#)

[Sign In >](#)

New Users

Register now for USPS online services, and create a business user account.

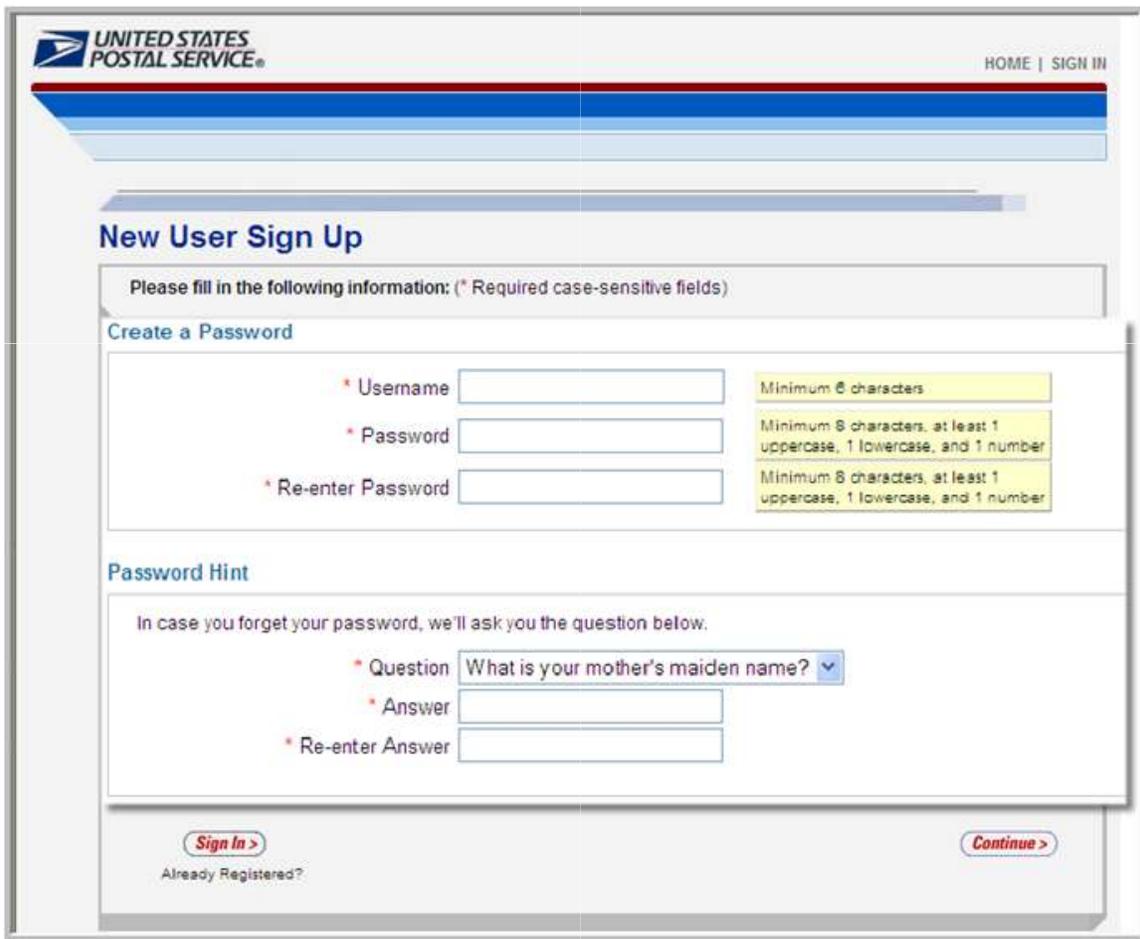
[Sign Up >](#)

Site Map Customer Service Forms Gov't Services Careers Privacy Policy Terms of Use Business Customer Gateway

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Figure A: Business Customer Gateway Page

- On the *New User Sign Up* page (Figure B), create a valid username and password in the **Create a Password** section.
 - **Username:** Minimum of 6 characters
 - **Password:** Minimum of 8 characters and must include each of the following: 1 uppercase letter, 1 lowercase letter, and 1 number
- Complete the **Password Hint** section.
 - **Password Hint:** Select a question to answer from the **Question** drop-down box and enter the answer in both the **Answer** field and the **Re-enter Answer** field.
- Click the **Continue** button to proceed to the *Profile Account Type* page (Figure C).



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New User Sign Up

Please fill in the following information: (* Required case-sensitive fields)

Create a Password

* Username Minimum 6 characters

* Password Minimum 8 characters, at least 1 uppercase, 1 lowercase, and 1 number

* Re-enter Password Minimum 8 characters, at least 1 uppercase, 1 lowercase, and 1 number

Password Hint

In case you forget your password, we'll ask you the question below.

* Question ▼

* Answer

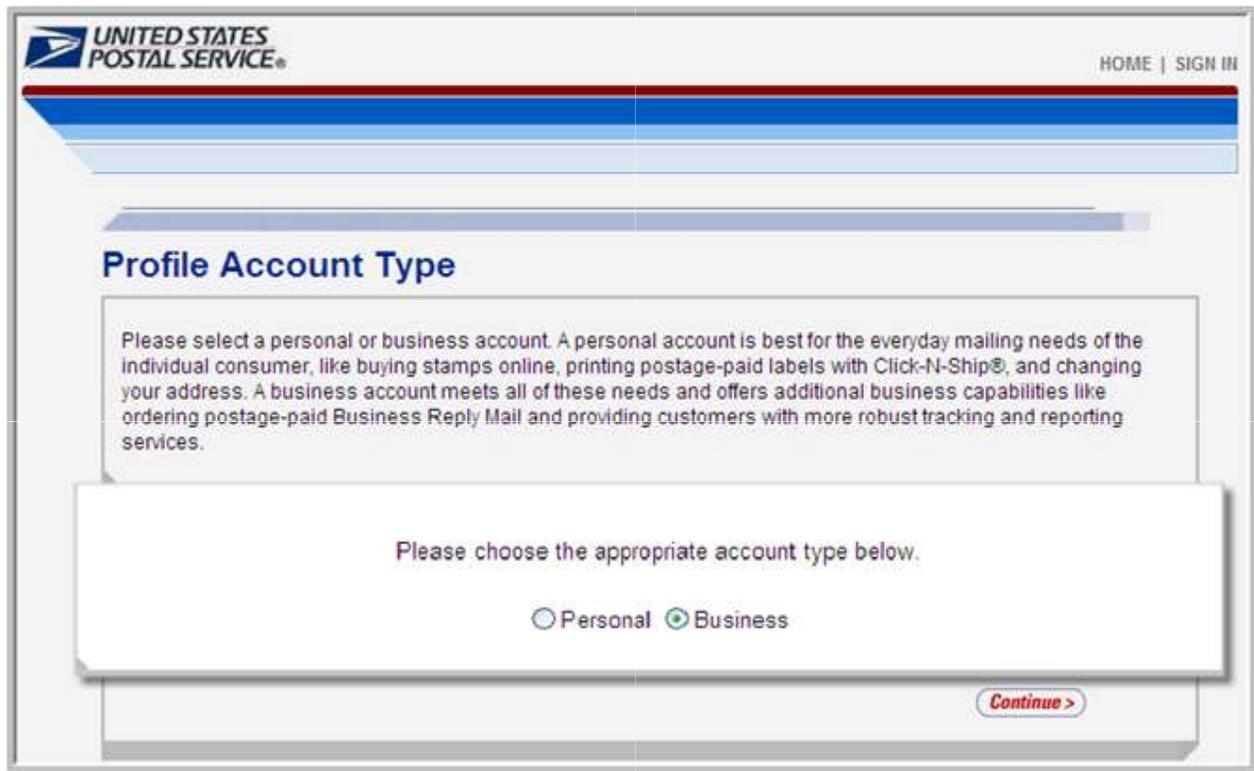
* Re-enter Answer

[Sign In >](#) [Continue >](#)

Already Registered?

Figure B: New User Sign Up Page

- On the *Profile Account Type* page (Figure C), select the account that best fits your everyday mailing needs. Users requesting access to FAST MUST select the “Business” account type. “Business” accounts provide all of the “Personal” account services as well as additional capabilities, including:
 - Ordering postage-paid Business Reply Mail
 - Providing customers with more robust tracking and reporting services
- Click the **Continue** button to proceed to the *Business Profile* page (Figure D).



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Profile Account Type

Please select a personal or business account. A personal account is best for the everyday mailing needs of the individual consumer, like buying stamps online, printing postage-paid labels with Click-N-Ship®, and changing your address. A business account meets all of these needs and offers additional business capabilities like ordering postage-paid Business Reply Mail and providing customers with more robust tracking and reporting services.

Please choose the appropriate account type below.

Personal Business

[Continue >](#)

Figure C: Profile Account Type Page

- The *Business Profile* page (Figure D) allows you to create your company profile, which consists of:
 - Contact Information
 - Company Information
- It is extremely important for users wishing to affiliate to the same business entity to enter the company name and address information accurately.
 - A Customer Registration ID (CRID) is a Registration ID associated to a customer and is assigned to a business name at an address.
 - Too much variance in company information will result in different CRIDs, and consequently, company users will not be linked to the same business entity.
 - Business Service Administrators (BSAs) are the key contacts for the management of a selected service for a specific location. For FAST, the BSA is the primary point of contact for a location as displayed on the FAST Scheduler Profile.
 - BSAs should ensure that their company users apply with the exact business profile information that was previously entered for the desired location.
- After completing the required fields, click the **Continue** button to proceed.

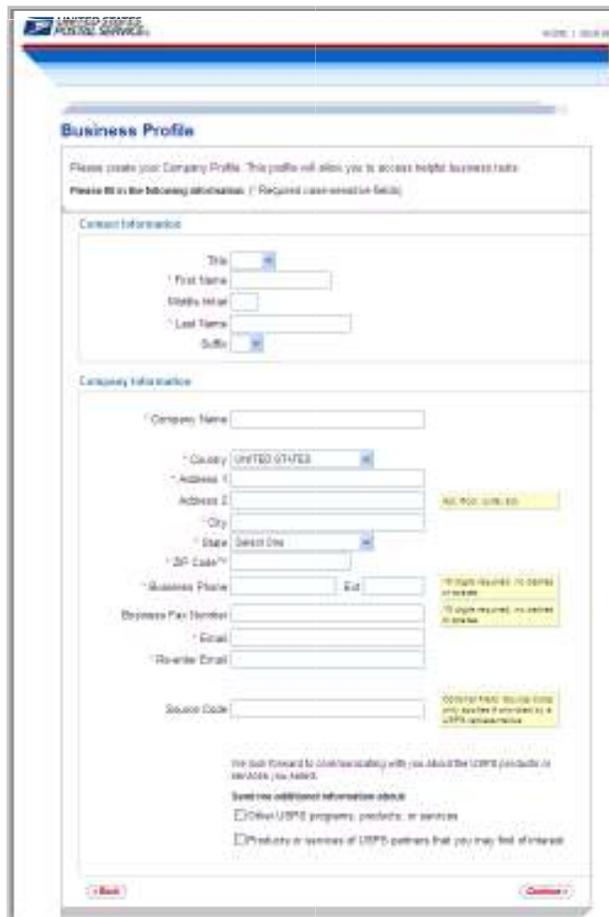


Figure D: Business Profile Page

- Confirm whether you would like to use the address displayed or if you would like to return to the *Business Profile* page to enter a new address (Figure E).
- After selecting an address, click the **Continue** button to proceed to the *Company Profile Summary* page (Figure F).

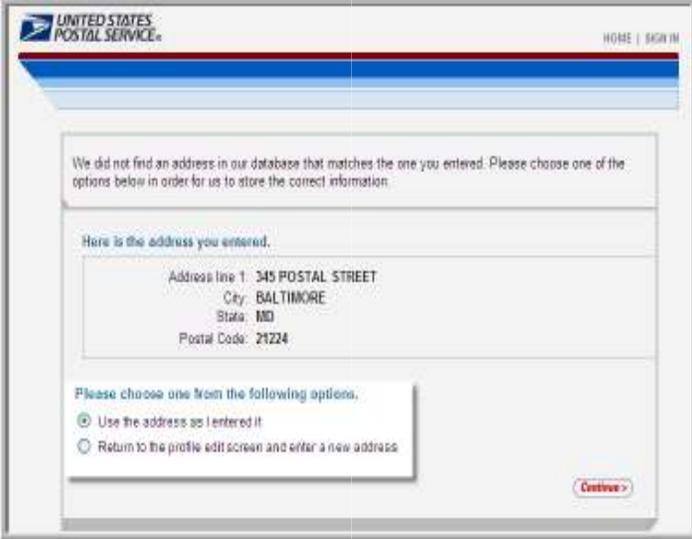


Figure E: Confirm Address Page

- The *Company Profile Summary* page displays your Company Account Information, Company Profile Information, and Communication Preferences.
- Click the **Continue** button to proceed to the *Privacy Act* page (Figure G).



Figure F: Company Profile Summary Page

- On the *Privacy Act* page (Figure G), read the Privacy Act and then select the **Yes** radio button to accept.
- Click the **Continue** button to proceed to the *Select a Business Service* page (Figure H).

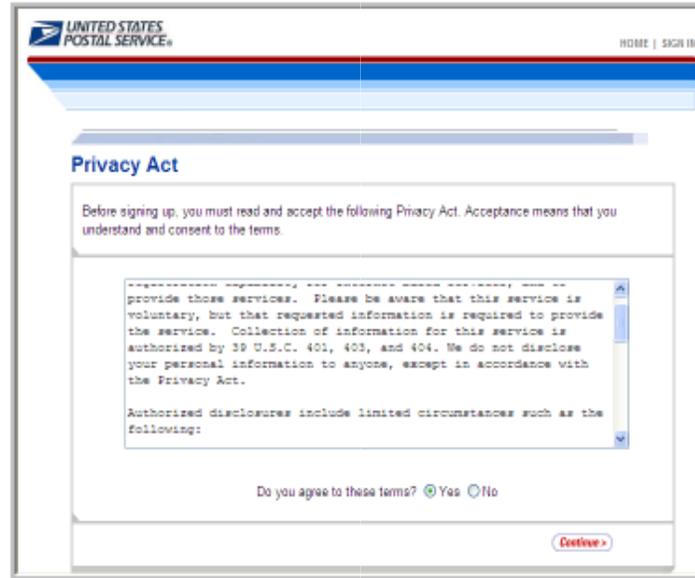


Figure G: Privacy Act Page

- On the *Select a Business Service* page (Figure H), you will request access for a FAST service: **Schedule A Mailing Appointment (FAST)** or **Customer / Supplier Agreements (CSAs)**.
- Under the **Mail & Transport** section, click the link for the service you would like to access.



Figure H: Select a Business Service Page

- On the *Select Business Locations* page (Figure I), click the check box(es) to select the existing business location(s) to associate to the service.
- If you require this service for locations that are not listed, click the **New Business Location** button to add additional business locations to your profile.
- Click the **Next** button to proceed to the *Add a Service* page (Figure J).



Business Name	CRID	Address	City	State	Zip
<input type="checkbox"/> COMPANY INC	4431881	887 GATES ROAD WEST	HOUSTON	TX	09834

Figure I: Select Business Locations Page

- The *Add a Service* page is a confirmation page which displays the service being requested and the selected business locations for that service.
- Click the **Confirm** button to proceed.



Business Name	CRID	Address	City	State	Zip
THE MAILING COMPANY	4431853	348 POSTAL STREET	BALTIMORE	MD	21224

Figure J: Add a Service Page

Business Service Administrator

- When you request access for a service at a business location, the system verifies whether that service requires a Business Service Administrator (BSA), the key contact for the management of the selected service at a business location.

Note: If there is already a BSA for your selected location, you will bypass this step and be immediately directed to the *Business Customer Gateway* page when you click the **Confirm** button on the *Add a Service* page. Your request will await BSA approval.

- If a BSA has not been established, you will be notified of the BSA requirements and asked whether you would like to assume the responsibility.

Note: Primary responsibilities of the BSA include approving all requests for computer service access at your company location, activating and deactivating users' logon IDs, and assigning the appropriate access levels for users.

- Please reference the *Business Service Administrator (BSA) Functionality* job aid for a complete explanation of BSA responsibilities.
- If you agree to become the BSA, the registration process continues. If you decline, your service request will go into a pending status until a BSA is designated for this service at the business location. The request is held for 10 days.

To Assume the BSA Role:

- If you would like to assume the BSA role, select the check box next to the service for which you would like to become the BSA on the *Business Service Administrator Approval* page (Figure K).
- Click the **Yes** button to confirm and proceed to the *Business Service Administrator (BSA) Access Granted* page (Figure L).

To Decline the BSA Role:

- Click the **No Thanks** button to decline the BSA responsibilities. The status of your request will be pending.
- You will receive an email message when your request has been approved.

Note: Your access request will expire if it is not approved within 10 days of the initial submission date.

- You may check the status of your request by clicking the **Request Status** link in the Top Navigation Bar.



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Profile Request Access Request Status

Business Service Administrator Approval

It is a requirement for the online Business Service that a Business Service Administrator (BSA) be in place to manage user access for this business location. Would you like to become the BSA and accept the responsibilities detailed below for this business location?

If you do not want to accept these responsibilities, your access request will be placed in a queue until another individual becomes the BSA.

Please review the following BSA Agreement:

The BSA role is a critical part of your company's participation in online collaboration with the US Postal Service. The BSA is the key contact for your company for the administration of your selected services. The BSA has the overall responsibility to coordinate the administrative program requirements within your company. This person must also approve all requests for computer access to these services for your company.

- **Administrator Responsibility:** Administrator will (a) be responsible for activating and deactivating its users' login IDs, and (b) be responsible for assigning the appropriate access levels to its users.
- **Administrator Obligations:** BSAs will advise its users of their obligations under this agreement.
- **Administrator Personnel Change:** Participant shall notify the USPS Customer Service Center (1-800-822-8986) when a BSA leaves employment at participant's company. If participant fails to notify the USPS Customer Service Center, participant is liable for any loss sustained by the Postal Service and any other third parties resulting from the subscriber's failure to submit such notification.

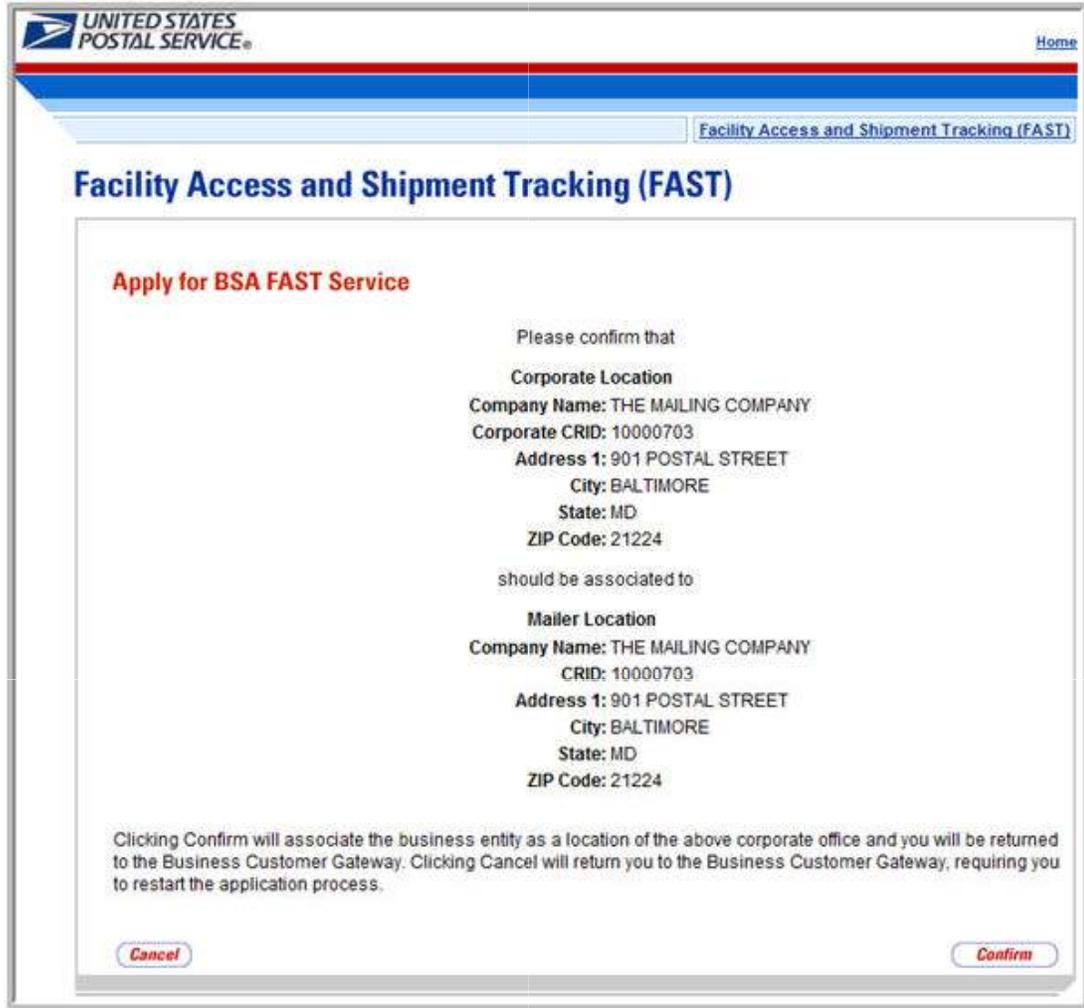
I certify that I have read and understand the foregoing.

Please select which of the following companies for which you wish to become the BSA:

	Business Name	CRID	Address	City	State	Zip
<input type="checkbox"/>	THE MAILING COMPANY	8431553	345 POSTAL STREET	BALTIMORE	MD	21224

Figure K: Business Service Administrator Approval Page

- If you accept the BSA privilege, the *Apply for BSA FAST Service* page displays (Figure L).



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Facility Access and Shipment Tracking (FAST)

Apply for BSA FAST Service

Please confirm that

Corporate Location
Company Name: THE MAILING COMPANY
Corporate CRID: 10000703
Address 1: 901 POSTAL STREET
City: BALTIMORE
State: MD
ZIP Code: 21224

should be associated to

Mailer Location
Company Name: THE MAILING COMPANY
CRID: 10000703
Address 1: 901 POSTAL STREET
City: BALTIMORE
State: MD
ZIP Code: 21224

Clicking Confirm will associate the business entity as a location of the above corporate office and you will be returned to the Business Customer Gateway. Clicking Cancel will return you to the Business Customer Gateway, requiring you to restart the application process.

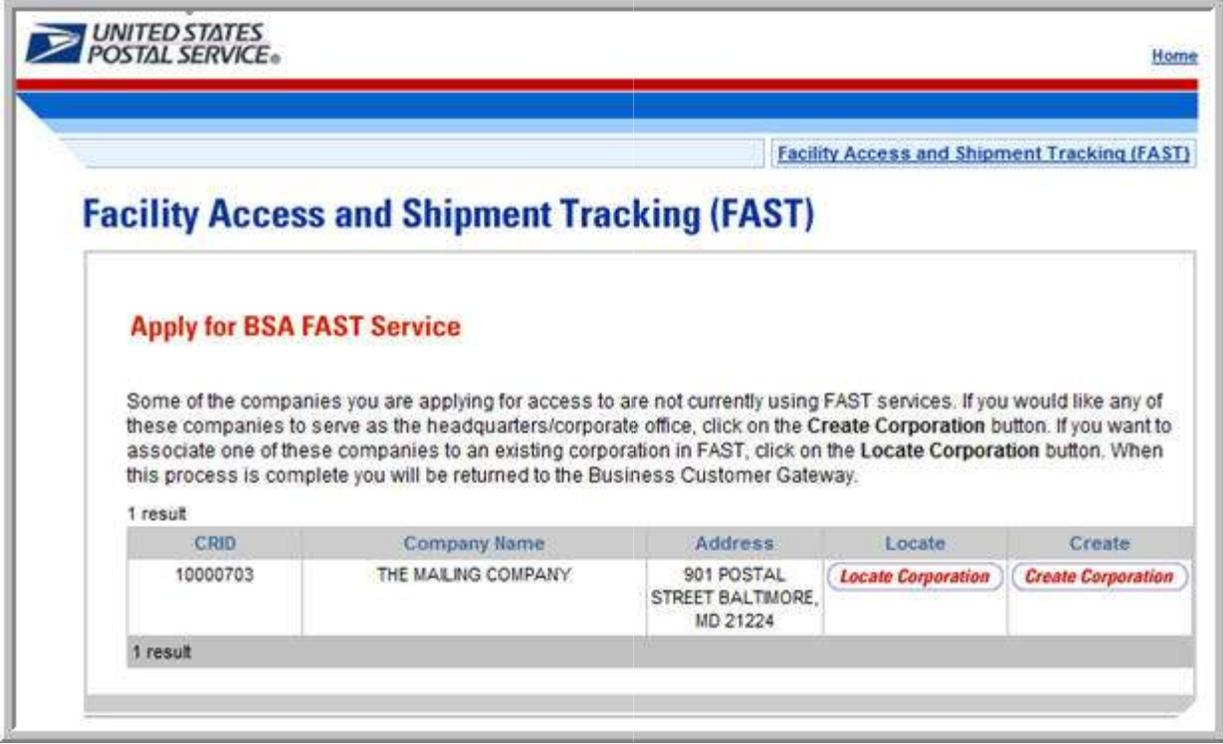
[Cancel](#) [Confirm](#)

Figure L: Apply for BSA FAST Service Page

- Click the **Confirm** button to proceed to the *Apply For BSA FAST Service* page (Figure M).

Note: For Customer / Supplier Agreements (CSAs), you will proceed directly to the *Business Customer Gateway* page (Figure P) when you click the **Continue** button. The *Apply For BSA FAST Service* pages do not apply to Customer / Supplier Agreements.

- If you accept the BSA privilege, the *Apply for BSA FAST Service* page displays (Figure L).



Apply for BSA FAST Service

Some of the companies you are applying for access to are not currently using FAST services. If you would like any of these companies to serve as the headquarters/corporate office, click on the **Create Corporation** button. If you want to associate one of these companies to an existing corporation in FAST, click on the **Locate Corporation** button. When this process is complete you will be returned to the Business Customer Gateway.

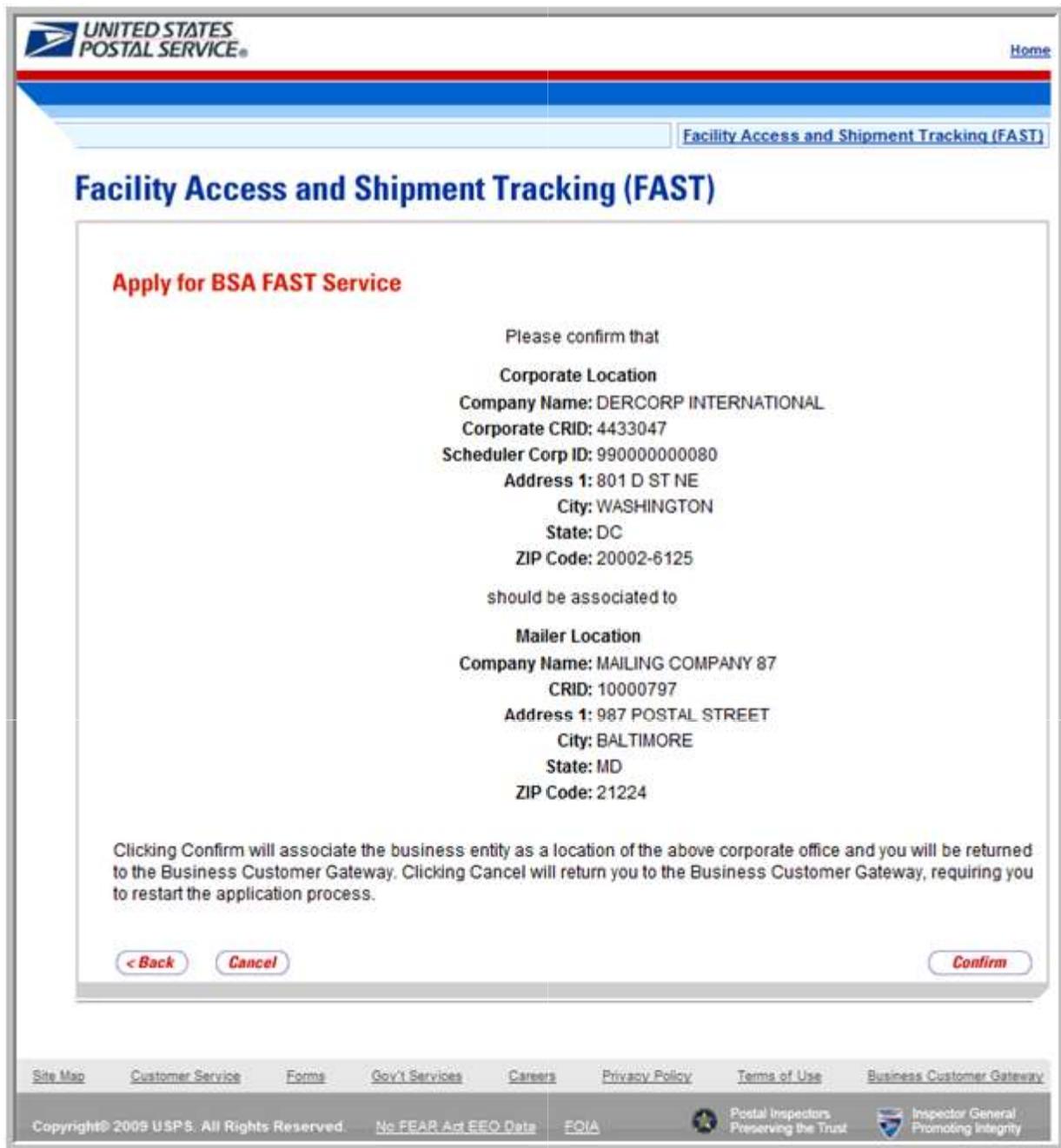
1 result

CRID	Company Name	Address	Locate	Create
10000703	THE MAILING COMPANY	901 POSTAL STREET BALTIMORE, MD 21224	Locate Corporation	Create Corporation

1 result

Figure M : Apply For BSA FAST Service Page

- You may click the **Locate Corporation** button to associate the company to an existing corporation in *FAST*
- You may click the **Create Corporation** button to allow the company to serve as the headquarters/corporate office in *FAST*.
- Click the **Create Corporation** button on the *Apply For BSA FAST Service* page (Figure M) to allow the company to serve as the headquarters/corporate office in *FAST*.
- After you click the **Create Corporation** button, a confirmation page will display (Figure N).
- Click the **Confirm** button to proceed to the *Business Customer Gateway* page (Figure P).



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[Facility Access and Shipment Tracking \(FAST\)](#)

Facility Access and Shipment Tracking (FAST)

Apply for BSA FAST Service

Please confirm that

Corporate Location
Company Name: DERCORP INTERNATIONAL
Corporate CRID: 4433047
Scheduler Corp ID: 990000000080
Address 1: 801 D ST NE
City: WASHINGTON
State: DC
ZIP Code: 20002-6125

should be associated to

Mailer Location
Company Name: MAILING COMPANY 87
CRID: 10000797
Address 1: 987 POSTAL STREET
City: BALTIMORE
State: MD
ZIP Code: 21224

Clicking Confirm will associate the business entity as a location of the above corporate office and you will be returned to the Business Customer Gateway. Clicking Cancel will return you to the Business Customer Gateway, requiring you to restart the application process.

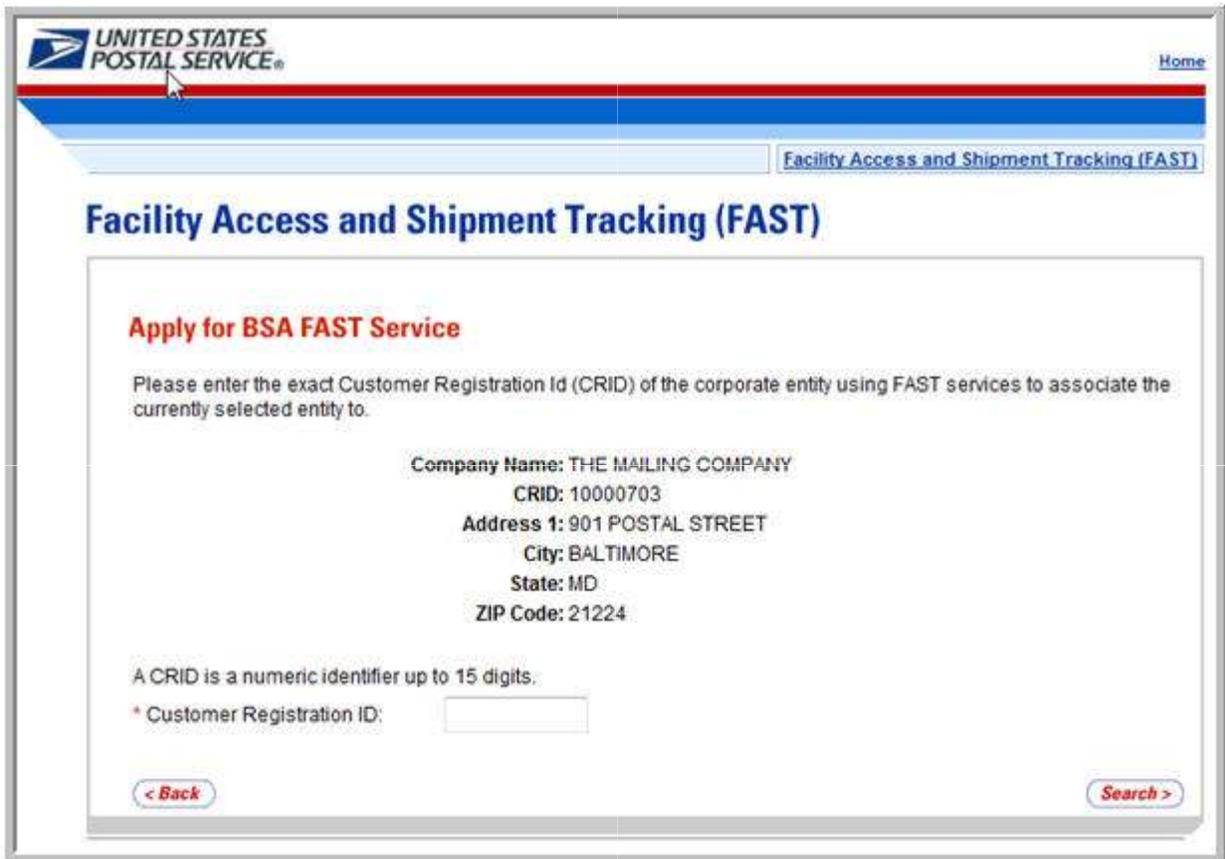
[< Back](#) [Cancel](#) [Confirm](#)

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Figure N: Apply For BSA FAST Service Page

- Click the **Locate Corporation** button on the *Apply For BSA FAST Service* page (Figure M) to associate the company to an existing corporation in FAST
 - To associate the company to an existing corporation, enter the corporation's Customer Registration ID (CRID) and click the **Search** button on the *Apply For BSA FAST Service* page (Figure O).
 - Click the **Confirm** button to proceed to the *Business Customer Gateway* page (Figure P).



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Facility Access and Shipment Tracking (FAST)

Apply for BSA FAST Service

Please enter the exact Customer Registration Id (CRID) of the corporate entity using FAST services to associate the currently selected entity to.

Company Name: THE MAILING COMPANY
CRID: 10000703
Address 1: 901 POSTAL STREET
City: BALTIMORE
State: MD
ZIP Code: 21224

A CRID is a numeric identifier up to 15 digits.

* Customer Registration ID:

< Back Search >

Figure O: Apply For BSA FAST Service Page

- On the *Business Customer Gateway* page (Figure P), services including: CAPS, CLDS, CSAs, *PostalOne!*, and FAST may be accessed.
- Click the **Schedule a Mailing Appointment (FAST)** hyperlink to proceed to the FAST homepage (Figure Q).



Figure P: Business Customer Gateway Page

- The FAST homepage is displayed below.
- Be aware that after completing the customer registration process, you may not have access to all FAST functionality immediately. Please be patient as your new service request is processed.

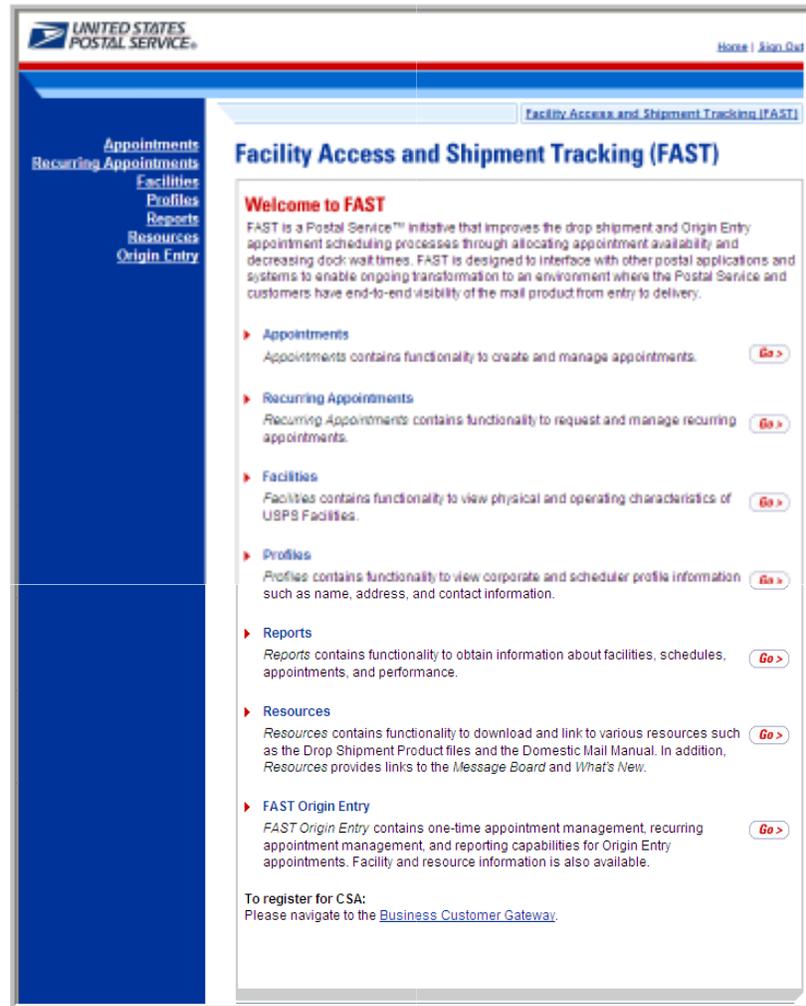


Figure Q: Welcome to FAST Page

- Note that some FAST functionality is available without signing into the system.
 - To access FAST functionality without signing in, navigate to www.fast.usps.com.
 - You may access the following functionality by clicking the links on the Left Navigation Bar:
 - **Facilities** – Functionality to view physical and operating characteristics of USPS Facilities
 - **Reports** – Functionality to view reports available within the FAST system
 - **Resources** – Functionality to download and link to various FAST resources
 - **Origin Entry** – Functionality to view the Closeout Data Report
- However, in order to access all FAST functionality, you must be logged into the system.