

MTAC UG1
July 14, 2011

Requirements Review Document 641

Business Customer Gateway
Release 2.0
November 6, 2011

1.1 Project Scope

The current look and feel will align with the 2011 (not the Phoenix July 2011) USPS.com style sheet.

The BCG redesign will include new service groupings. This includes a rearrangement of the current BCG real estate and the links to online services.

The scope of this redesign includes mainly website design, including new HTML coding and web components. This effort is considered for Enterprise Administration Release 2.0.

2.0 Overall Description

The BCG has not seen any major upgrades since its launch in May 2009. The BCG redesign intends to improve the customer experience and more effectively present existing and new business services and product information which are coming online in the November 2011 release.

2.1 Summary of Changes

In addition to general cosmetic improvements the following external functionality will be implemented:

- Customer Registration Sign-up and Sign-on buttons
- Existing eAdmin Service Areas and subsequent Groupings will be relocated.
- Existing service labels and mouseovers will be revised or removed.
- Two Service Groupings will be changed: Mailing Services and Shipping Services.
- All BCG pages will assume the current USPS.com style sheet and require new HTML coding.
- New BCG pages will be placed online: Message Center (includes planned outages other urgent messaging) and Enrollment Programs.
- The existing 'Shipping Services' link will be changed to "eEnrollment" and be moved to the Design and Prepare service area.
- Site Map will be added

- Three rotating Images will be displayed on BCG landing page

2.1.1 Customer Registration Sign In / Sign Up

The new USPS.com site launch, planned for July 25th will be accompanied by Customer Registration's new Sign In screens. Refer to Figure 1. When accessing the Business Customer Gateway mailers will encounter these new screens.

USPS.COM

Sign In To Your Account

Already have an account?

Enter Your Username and Password
* Indicates a required field

*Username

*Password

[Forgot your password?](#)

New to USPS.com?

Create a USPS.com Account to...

- print shipping labels.
- request a Carrier Pickup.
- buy stamps and shop.
- manage PO boxes.
- print custom forms online.
- file domestic claims.

Figure I: Sign In Screen

2.1.2 New USPS.com Footer

The new USPS.com site launch requires the Business Customer Gateway pages to adopt the new footer. Access to the Gateway is not impacted. Refer to Figure 2.

The screenshot displays the USPS.com Business Customer Gateway interface. At the top left is the USPS logo, and at the top right is the text "USPS.COM | GATEWAY | HELP". The main content area is divided into two columns. The left column, titled "Business Customer Gateway Shipping and Mailing for Your Business", contains a welcome message and an image of a USPS shipping box. The right column, titled "Login", includes sections for "Existing Users" (with a login form) and "New Users" (with a registration link). Below these columns are four navigation panels: "Design & Prepare", "Mail & Transport", "Track & Report", and "Customer Support". A red arrow points from the text "New USPS.com footer" to the footer area at the bottom of the page. The footer is organized into four columns: "LEGAL", "ON USPS.COM", "ON ABOUT.USPS.COM", and "OTHER USPS.SITES". The "OTHER USPS.SITES" column includes a link for "Business Customer Gateway" which is highlighted with a blue box. The footer also contains a copyright notice for 2011 USPS.

Figure 2: USPS.com new Footer

2.1.3 BCG Service Areas and New Groupings

The Business Customer Gateway groupings will change slightly to help position the new initiative to balance the online offerings.

<p>BCG Not Signed-in Page</p> <p>Design and Prepare eEnrollment Electronic Data Exchange (<i>Posta/One!</i>) Guides & Specs (RIBBS) Mailer ID</p> <p>Tools and Wizards Small Business Services Customer Label Distribution System (CLDS) Automated Business Reply Mail</p> <p>Mailing Services Incentive Programs Audit Mailing Activity (<i>Posta/One!</i>) Manage Mailing Activity (<i>Posta/One!</i>) Mailing Reports Verification Assessment Evaluator (<i>Posta/One!</i>)</p> <p>Shipping Services Electronic Return Service (eVS) Express Mail Manifest (EMM) Parcel Return Services (PRS) Scan Based payment (SBP) Tracking Only</p> <p>Logistics and Transportation Advance Customer Supplier Agreements (CSA) Delivery Confirmation Product Performance Reports Schedule a Mailing Appointment (FAST) Track & Confirm</p> <p>Support National Customer Support Center - RIBBS® Services Updates Business Service Network (BSN) eService ePubwatch Gateway Help Desk News & Information Message Center</p>

<p>BCG Signed-in Page</p> <p>Design and Prepare eEnrollment Electronic Data Exchange (<i>Posta/One!</i>) Guides & Specs (RIBBS) Mailer ID</p> <p>Tools and Wizards Every Door Direct Mail Retail (EDDM-R) IM Small Business Postal Wizard IM Dashboard (<i>Posta/One!</i>) Customer Label Distribution System (CLDS) Automated Business Reply Mail (Tool)</p> <p>Accounts Balance and Fees (<i>Posta/One!</i>) Audit Mailing Activity Centralized Account Processing (CAPS) Incentive Programs Manage Permits</p> <p>Mailing Services Incentive Programs Mailing Reports Verification Assessment Evaluator (<i>Posta/One!</i>)</p> <p>Shipping Services Electronic Return Service (eVS) Express Mail Manifest (EMM) Parcel Return Services (PRS) Scan Based payment (SBP) Tracking Only</p> <p>Logistics and Transportation Advance Customer Supplier Agreements (CSA) Delivery Confirmation Product Performance Reports Schedule a Mailing Appointment (FAST) Track & Confirm</p> <p>Support National Customer Support Center - RIBBS® Services Updates Business Service Network (BSN) eService ePubwatch Gateway Help Desk News & Information Message Center</p>
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2.1.4 Login & Rotating Images

Two to three new static images will be placed on the BCG landing page. Functionality allows the user to change the image by clicking a 'star' icon. The images and embedded messaging rotate every minute. Refer to Figure 3.

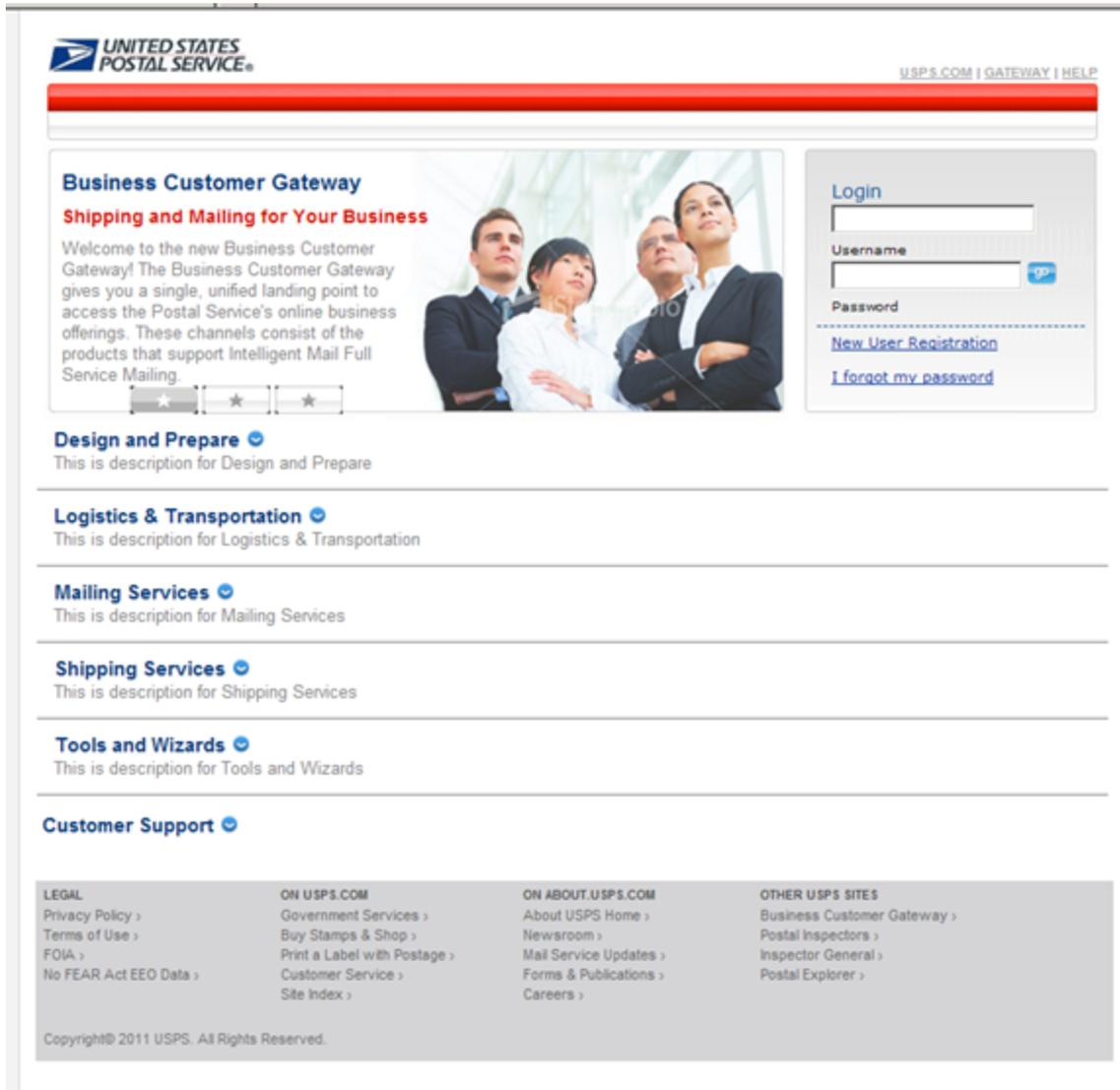


Figure 3: Login and Rotating Images

2.1.5 New Labels

There are four new labels: Logistics and Transportation, Shipping Services, Mailing Services and Tools and Wizards. Refer to Figure 4.

Existing links to services will be relocated.

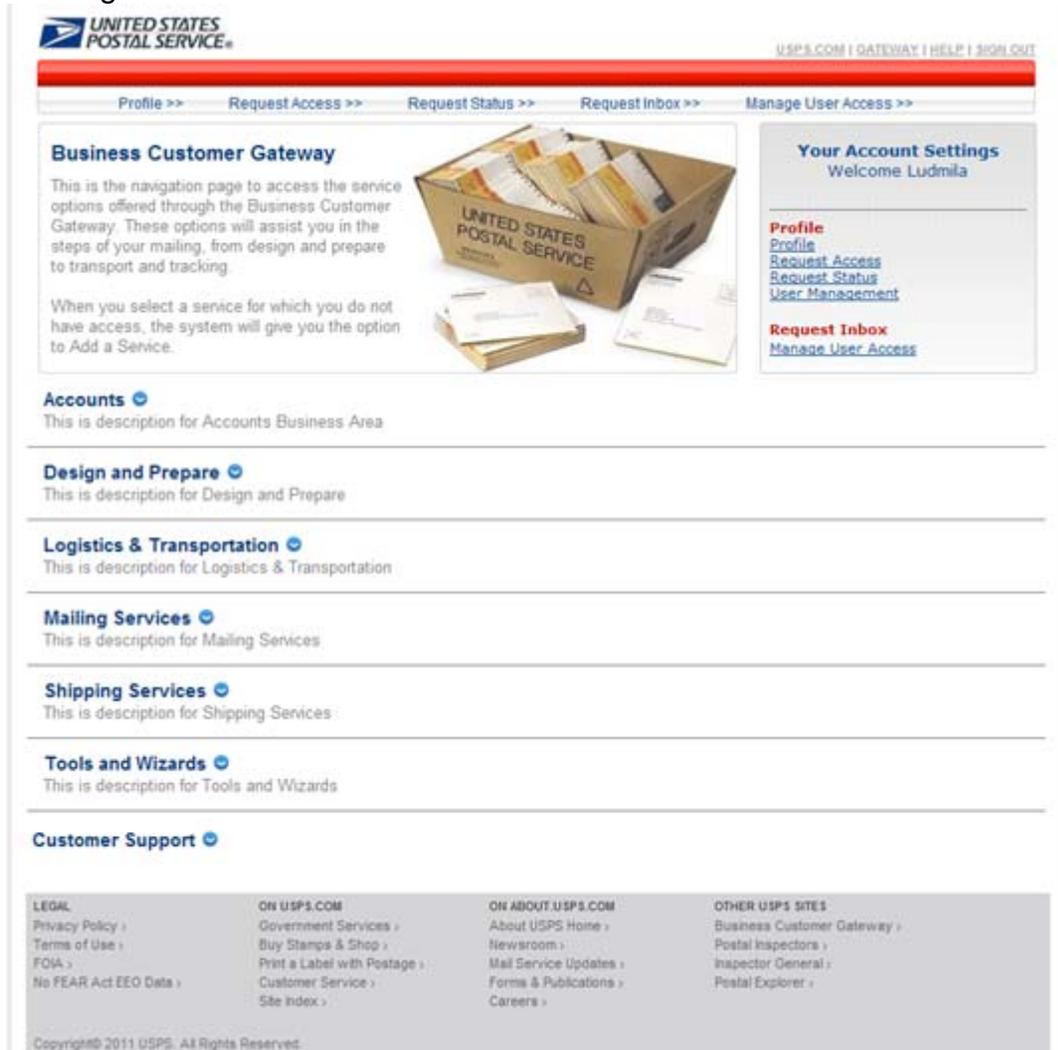


Figure 4: New labels for the Gateway services

2.1.6 Collapse and Expand Component

The collapse and expand component is customer driven and has same functionality for the Signed In page. Refer to Figure 5.

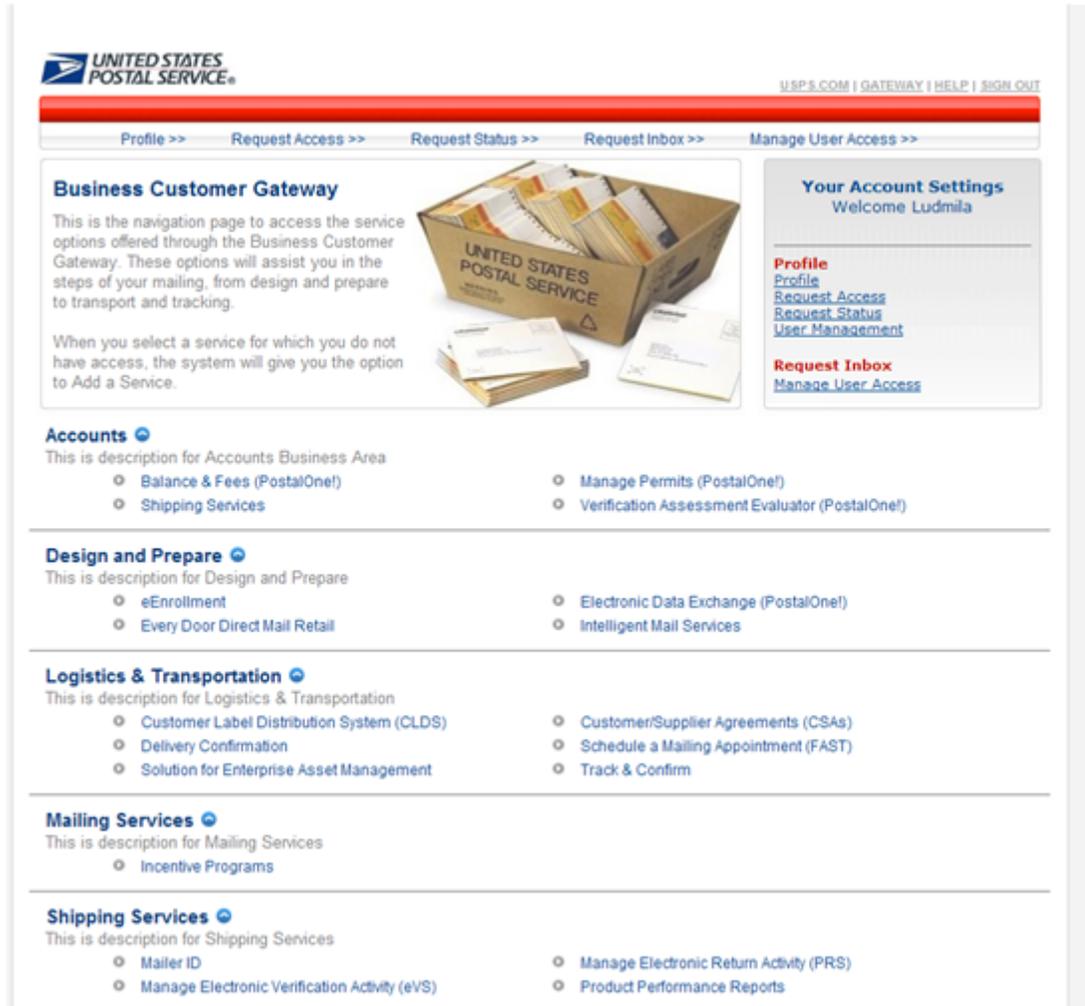


Figure 5: Signed-In page Collapse and Expand feature.

2.1.7 eEnrollment

eEnrollment is a link to the online enrollment feature. The Program Registration system is the application that enables this functionality. Today Shipping Services programs are supported: Electronic Verification Service (eVS), Parcel Return Service (PRS), Express Mail Manifest and Tracking Only Programs.

Mailing Services programs will be added in November 2011 and January 2012 (e.g., Incentive Programs, Business Reply Mail, Small Business services). Refer to Figure 6.

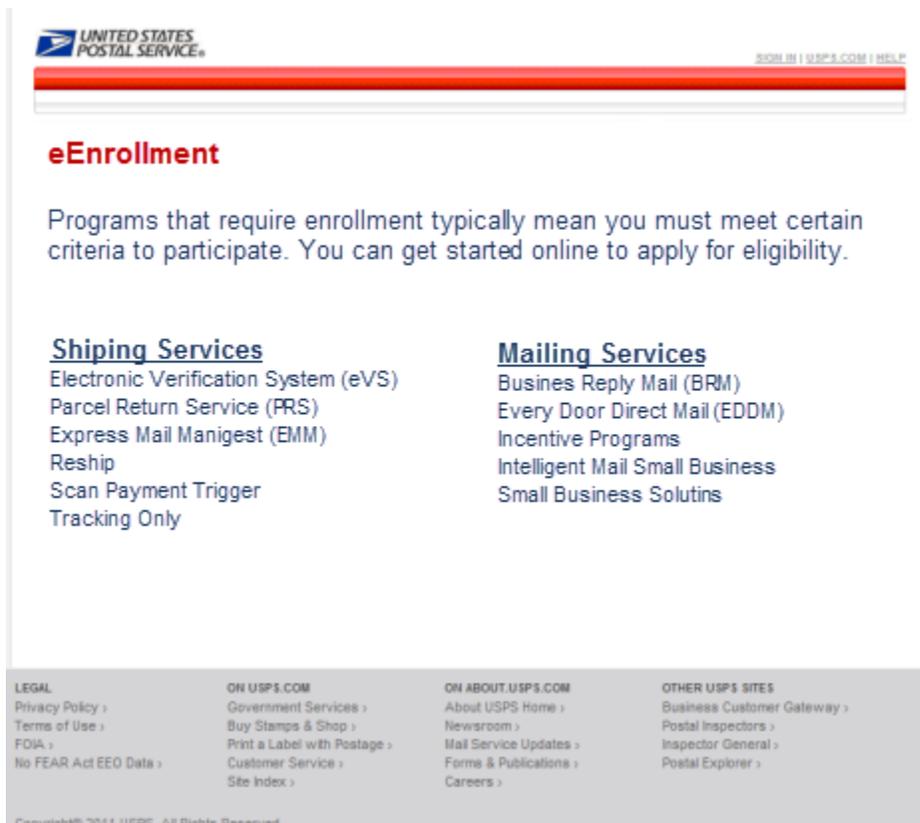


Figure 6: Business Customer Gateway eEnrollment page