

# TT #18: Business Customer Gateway - Meeting Minutes

Friday, May 24, 2013  
11:00am-12:00pm EST

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## Agenda Items:

1. Review Minutes – May 24
2. BCG Deployment Release 4.4 Notification
3. Questions/Concerns
4. Recommendations
5. Next Meeting

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1. **Review Minutes**
2. **Business Customer Gateway Deployment Release 4.4 Notifications**

## ***Attention External Users***

The Business Customer Gateway/eAdmin Release 4.4 will be deployed to Production on Sunday, June 9 during maintenance outage window from 4:00 a.m. to 8:00 a.m. CT. There will be an outage and applications served by the Business Customer Gateway will be unavailable during the deployment.

The Business Customer Gateway has been redesigned to provide a new look and feel, simplifying the registration process.

### **3. Questions/Concerns**

- a. Was there a message sent out to users regarding the second security question?

Users who had accounts prior to late April 2009 and did not have any secret questions, were asked to sign in to the BCG prior to May 9, 2009. If these users did not provide their secret questions, they will be asked to answer a secret question the first time they log in, and then when they log in the second time they will be asked for the 2nd secret question. They will not be prompted to answer their first security question when asked for the second.

Only existing users can input the second security question. Anyone who has registered after July 24, 2011 has automatically entered both secret questions. If someone registered prior to July 24, 2011 and logged in directly on [www.usps.com](http://www.usps.com), they were prompted to provide the answer to the 2nd security question. If they logged in on the BCG, then they would not have been asked for the 2nd security question.

Once BCG goes live on June 9th, all users logging into the system will be asked for a 2nd security question if they don't already have one.

After June 9, 2013 *PostalOne!* users who do not have any security questions at all, will be prompted to provide 1 answer to a secret question the first time they log in to the BCG. The second time they log in they will be asked to provide the second secret question/answer.

- b. As a BSA, how does the view change if I have brand new users adding multiple locations? Will the system still allow me to deny or approve access? How will this work in the new redesign? The BSA will be able to view requests and see one entry view per request from the Inbox. They will be able to select a checkbox to approve or deny the services they want that user to have access to. Although all services may be listed, the BSA does not have to approve them all.
- c. If an employee leaves, can you disable their account? You will have the ability to change the user's level of access.
- d. Does 'No Access' remove the user from my user list? Or does it mean that they were a user at one time but now they are getting no access? They will still be in the user list but their access level will say 'no access'.
- e. Can the BSA remove a user entirely from their list? No. CustReg is currently working on disassociating the login from the CRID for later this year. Right now, the BSA must contact the Help Desk to remove the user from their list.
- f. Can the BSA manage a user? The BSA will have the ability to view users at their location and change their level of access under the 'Manage Users' tab. The BSA will be able to pull information by user name and view what they have access to.
- g. If a user has no access to any service can they be removed from the BSAs user list? CustReg is looking to have something in place the end of summer/early fall in regards to deleting an affiliation.
  - o Under Edit profile, more functionality will be added where a user can change their primary/home affiliation to a different affiliation that is on the list.
  - o Another link will be added to allow the user to delete another affiliation or another business location. The user will be able delete something that doesn't have any services linked to it.
- i. What is the BCG CAT URL? <https://gateway-cat.usps.com>
- j. Will there be a Navigation Guide Link? The Navigation Guide link will be available at a future release. A training presentation will be available on RIBBS for users to download.
- k. How do I get access to a different CRID? This can be done thru the 'Add a Location' function. There is an Add a Location button available on multiple pages of the BCG.
  - i. Confirmation page
  - ii. Manage Account/Manage Profile Tab – after sign in
  - iii. Manage Account/Manage Location Tab (available after the user adds a new location for the first time)
- l. When a user adds a location, can they enter a CRID and add services to that CRID? Yes, the user can type in a CRID if known. They will automatically get assigned the Core Services and can add additional services if needed.

- m. What is 'Add a location'? The Add a location function pertains to an existing CRID if known or for a completely new business or both.
- n. Do you have to be a BSA to add a location? Any user can add a location to their account and get a new CRID. If there is a user looking for a specific location they should use the CRID if known. Anytime a user searches for the business name and address, they run the risk of giving incorrect information which can result in establishing a new CRID.
- o. When will the user be able to change their secret questions? CustReg does not have a date as of yet as they are still working with policy.

#### **4. Recommendations**

- a) Mailing/Shipping Service Pages
  - o Not fond of this layout – Too much scrolling
  - o USPS looking at making services pages collapsible. It will push the page up. Descriptions will not automatically be shown.
- b) Favorites text is too small. They should be made larger or stand out more
- c) Change look of service pages. The list is too long and too much scrolling. Look into collapsing the service descriptions.
  - o Possibly have a variety of views and let the user choose how they want to view it i.e. MicroStrategy
- d) Change “Welcome” to “Gateway” on tabs - users are used to that terminology
- e) Text in Black Tool Bar can be more prominent and the Header links are too small, maybe make the gray even a bit brighter than it is but like the gray bar
- f) Add “Gateway” in the header instead of “Home”
  - o USPS can try and add to a BNS/SRS for an upcoming PO! Release
- g) Eliminate flashing image if it occurs on the new homepage as it does on the existing homepage.
- h) Allow BSA the ability to remove a user from the list all together via Manage Users

#### **5. Next Meeting**

- a. June 7 at 11am EST