

TT #18: Business Customer Gateway - Meeting Minutes

Friday, June 7, 2013
11:00am-12:00pm EST

Agenda Items:

1. Review Minutes – June 7
2. BCG Deployment Release 4.4 Notification
3. Group Input
4. Recommendations
5. Next Meeting

Review Minutes

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.

Release Notes are located on RIBBS at the following URL:

<https://ribbs.usps.gov/index.cfm?page=intellmailgateway>

BCG Training Presentation and Recording are located on RIBBS at the following URL:

<https://ribbs.usps.gov/index.cfm?page=intellmailgateway>

Issues/Concerns

1. Question: Cookies and cache is a big and consistent issue. Can this be looked into?
 - a. The logouts are not working sometimes. The user logs out and try to log in but when they click the website shortcut, they are already signed in.
 - b. Logging in as another user after being logged in as self still see self's information when logged in as user 2. Cookies/cache was cleaned but this does not work all the time.

Answer: USPS fixed this issue. However, if you are still experiencing this, please let us know.

2. Question: Can someone look into the issue I am having with Pending BSA status? When requesting Mailer ID, a message is displayed that says "I am the first person requesting access to this service for this location and that I will become the BSA. Do I want to become the BSA." I select 'yes' but the Mailer ID status says pending BSA. I cleared my cookies but the status remained the same.

Answer: USPS will look into this.

Recommendations

1. Allow BSA the ability to remove a user from the list all together via Manage Users.
2. Would like to have an export capability from the Manager Users page that should include an email, address, phone, etc.
3. Add contact information from Manage Users page and Inbox.
4. Add 'Click on service name for additional information' in mailing, shipping, and business modals on public homepage.
5. Put some language on the screen regarding contingent service i.e. you need access to MMA and MID for Online Enrollment.
6. Have BSA preferences and default to display BSA information.
7. Capability to edit password once logged into the BCG.
8. Provide some type of automatic update and notification to the user when the access level has been changed in the Manage Users page.
9. Cookies and cache is a big and consistent issue, logout issues, going back to links and already signed in, logging in as another user after being logged in as self still see self's info when logged in as user 2, need to clean cookies/cache and then it usually works but not always....

Complete Recommendations List

1. 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.
2. Favorites text is too small. They should be made larger or stand out more
3. 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
4. Change "Welcome" to "Gateway" on tabs - users are used to that terminology
5. 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

6. Add "Gateway" in the header instead of "Home"
 - o USPS can try and add to a BNS/SRS for an upcoming PO! Release
7. Eliminate flashing image if it occurs on the new homepage as it does on the existing homepage.
8. Choose a location before opening the Dashboard to speed up the response.



Next Meeting

- a. June 7 at 12pm EST