

### **1.0 Introduction**

Logging into the Business Customer Gateway:

Existing FAST users that did not login during this time period must reset their passwords through the Business Customer Gateway.

To reset your password:

- Navigate to <u>www.usps.com</u> and click the Business Customer Gateway hyperlink in the bottom right corner to access the Business Customer Gateway page.
- On the *Business Customer Gateway* page, click the **I forgot my password** hyperlink to access the *Forgotten Password* page.
- On the *Forgotten Password* page, enter your **Username** and the answer to your **Password Hint** question.
- An email will be sent to your registered email address with your new password.

# This job aid contains the following modules to orient you to the new Business Customer Gateway:

- 1.0 Introduction
- 2.0 Business Customer Gateway Overview
- 3.0 Profile Information
- 4.0 Request Access
- 5.0 Request Status
- 6.0 Access FAST / CSA
- 7.0 Customer Support



### 2.0 Business Customer Gateway Overview

- On the *Business Customer Gateway* page, service options which will facilitate every step of your mailing process are available (Figure A).
- 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.
  - If you are not a BSA user, the Business Customer Gateway allows you to:
    - View your profile
    - Request access to business services
    - View request approval status
    - Directly access services
  - If you are a BSA user, the Business Customer Gateway allows you to:
    - View your profile
    - Request access to business services
    - View request approval status
    - Directly access services
    - Check your Inbox for status requests
    - Manage user access

**Note:** Please reference the Business Service Administrators (BSA) Functionality job aid for detailed information on the functionality available only to BSAs.

- Individual services are grouped in the Gateway as follows:
  - Design & Prepare
  - Mail & Transport
  - Profile
  - Track & Report
  - Customer Support





# 3.0 **Profile Information**

- To access the *Profile Information* page, click the **Profile** hyperlink in the Top Navigation Bar (Figure B).
- The Profile Information page includes:
  - User information, including your company name and address
  - Business locations, including their associated Customer Registration IDs (CRIDs) a unique Registration ID associated to a customer
  - Services to which you have access

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Figure B: Profile Information Page



### 4.0 Request Access

To request access for a service, click the **Request Access** link in the Top Navigation Bar to be directed to the *Select a Business Service* page (Figure C).

- On the Select a Business Service page, click a service hyperlink to request access for that service.
- After selecting a service, you will be prompted to select a business location to associate to that service on the Select Business Locations page (Figure D). Each service must be associated to at least one business location.
- To request multiple locations for a service, click the New Business Location button on the Select Business Locations page.

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#### Figure C: Select a Business Service Page

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Figure D: Select Business Locations Page



### 5.0 Request Status

- To verify the status of a requested service, click the Request Status hyperlink in the Top Navigation Bar to be directed to the Request Status page (Figure E).
- If a BSA exists for the requested service at your location, your request will fall into a pending status until it is approved by the designated BSA.
- 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.

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Figure E: Request Status Page



# 6.0 Access FAST / CSA

- On the Business Customer Gateway page, services including: CAPS, CLDS, CSAs, PostalOne!, and FAST are available (Figure F).
- Click the **Schedule a Mailing Appointment (FAST)** hyperlink to proceed to the FAST homepage.
- Click the **Customer / Supplier Agreements** hyperlink to access the Customer / Supplier Agreement module of FAST.

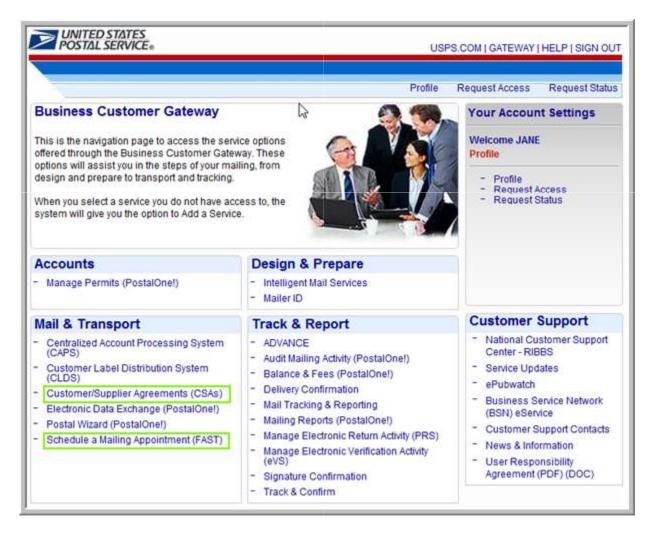


Figure F: Business Customer Gateway Page



# 7.0 Customer Support

- The **Customer Support** section of the *Business Customer Gateway* page (Figure G) provides links to access:
  - National Customer Support Center RIBBS
  - Service Updates
  - ePubwatch
  - Business Service Network BSN eService
  - Customer Support Contacts
  - News & Information

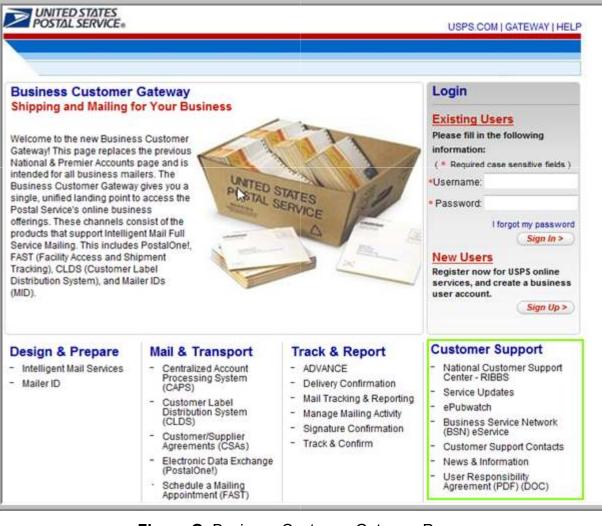


Figure G: Business Customer Gateway Page