UNITED STATES POSTAL SERVICE™

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 www.usps.com 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
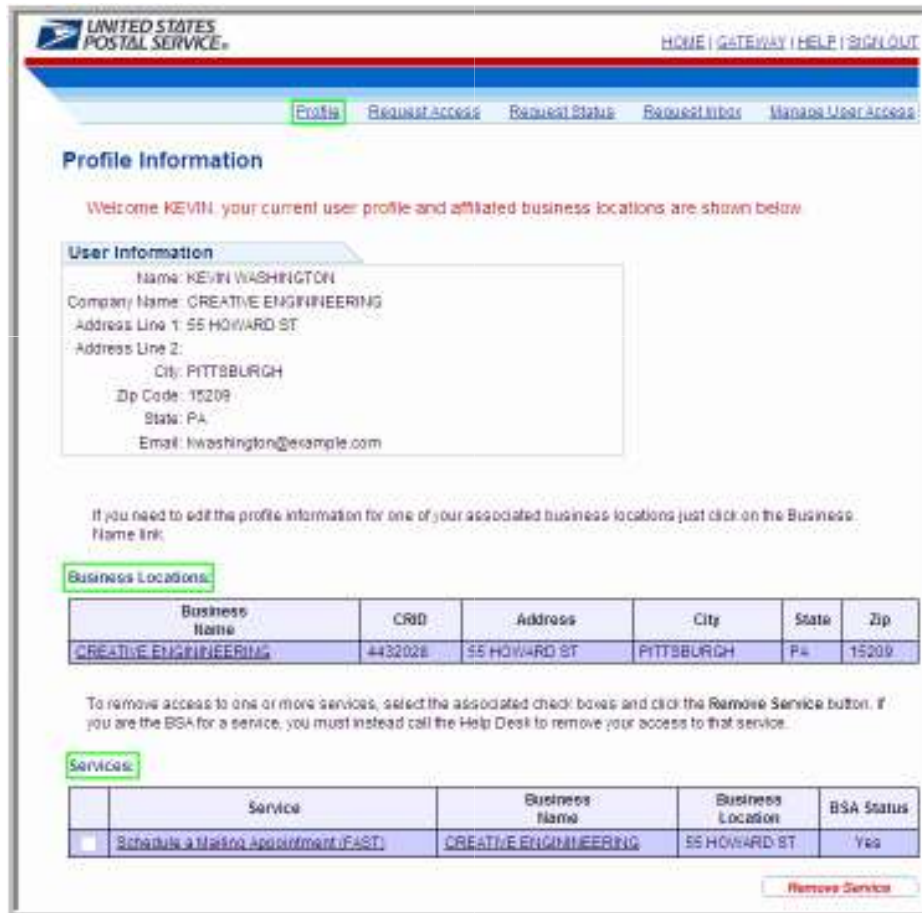
Figure B: Profile Information Page

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.
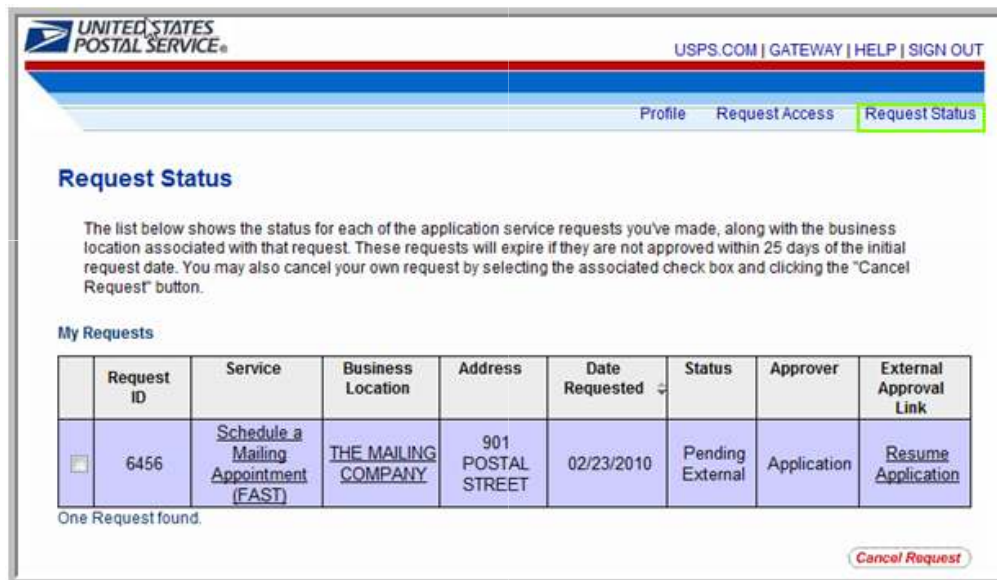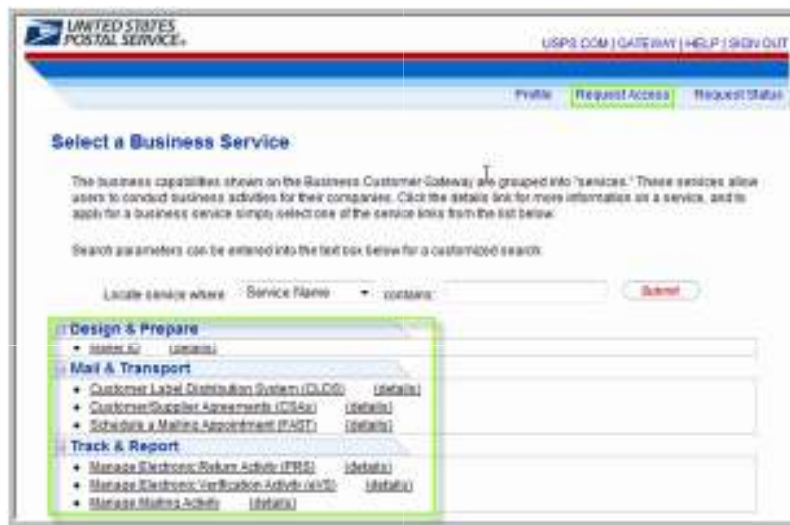

Figure C: Select a Business Service Page

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.

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

UNITED STATES
POSTAL SERVICE™

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
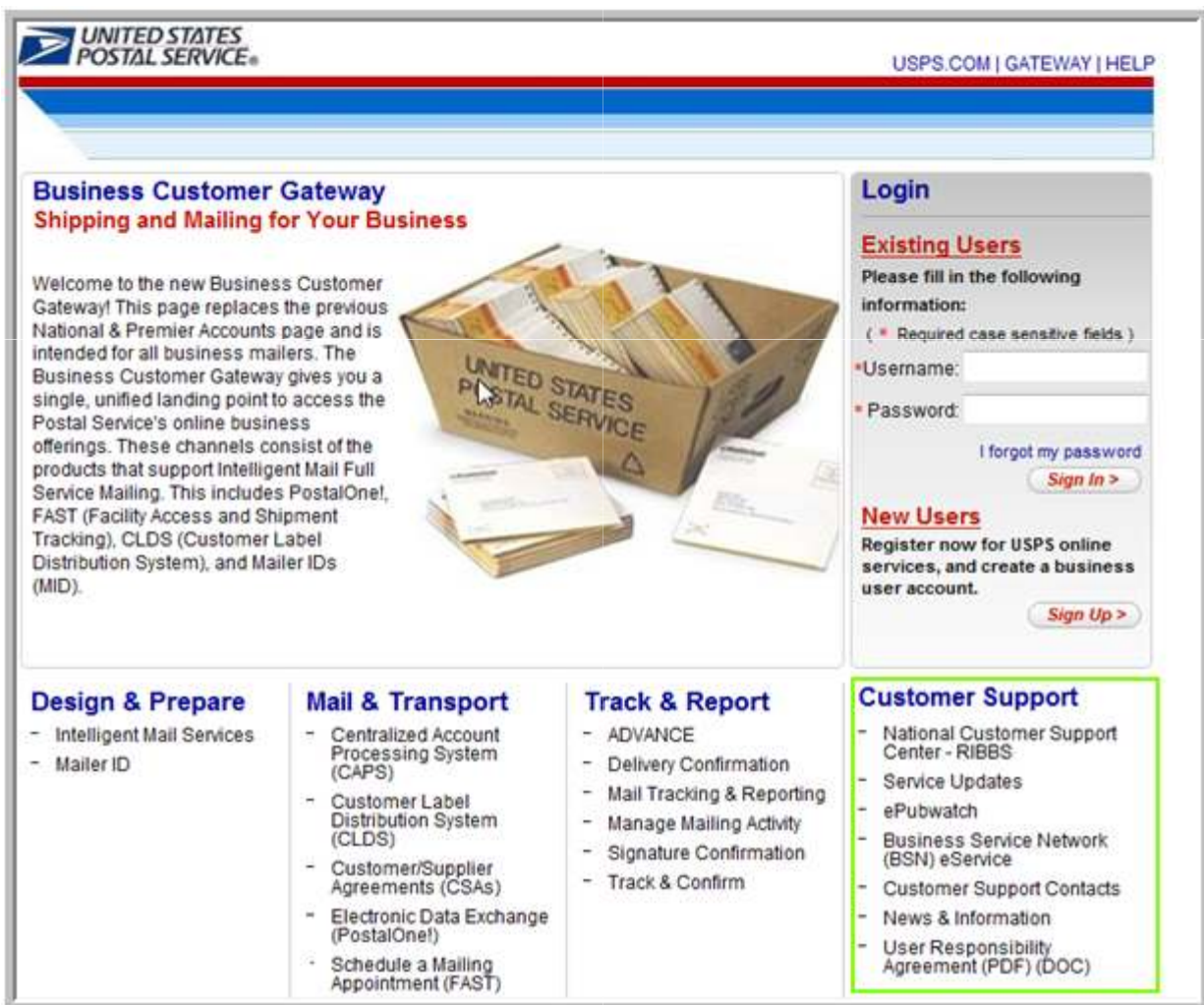   - News & Information

Figure G: Business Customer Gateway Page