

Customer / Supplier Agreements

Customer / Supplier Agreements Overview

A Customer / Supplier Agreement (CSA) is a written and signed document between USPS and preparers of business mailings. It aligns USPS's processing and network capacity with workload demand to reduce the randomness of volume arrival. This allows USPS to optimize mail flow through its processing plants.

A Customer / Supplier Agreement is used to document the acceptance window for origin entry mailings, name preparation levels to facilitate later acceptance times, and develop Mailer-specific acceptance times prior to the BMEU's Critical Acceptance Time (CAT) so that processing for larger Mailers can begin earlier. The Customer / Supplier Agreement may also include mail containerization specifications, designated postal mail facility entry locations, and time-sensitive mail-entry instructions.

Initially, the Customer / Supplier Agreement is a paper-based document that is prepared by the Mailer and USPS personnel working in conjunction. Once the Customer / Supplier Agreement has been finalized and approved, the BMEU Clerk inputs the data into the Facility Access and Shipment Tracking (FAST) system.

Customer / Supplier Agreements in FAST

The FAST system provides a single, integrated customer service product visibility solution for customer-transported mail. FAST offers numerous benefits for Mailers and the Postal Service and has been expanded to include Customer / Supplier Agreement functionality.

After the Customer / Supplier Agreement has been entered into FAST by the BMEU Clerk and approved by the BMEU Manager, external users may login to FAST to view the Customer / Supplier Agreement they created with USPS.

This job aid contains the following modules:

- 1.0 Navigation
- 2.0 Choose Search Criteria
- 3.0 View Customer / Supplier Agreement Search Page
- 4.0 View Customer / Supplier Agreement Summary

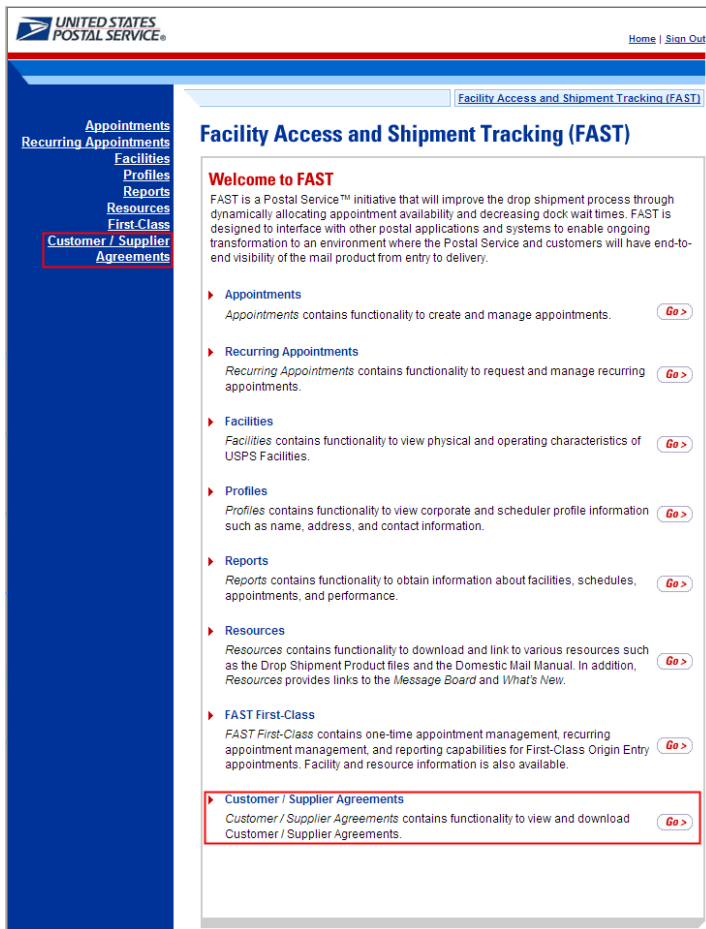


1.0 Navigation

To access the *View Customer / Supplier Agreement Search Page* in FAST:

- From the *Welcome to FAST* page:
 - Click the **Go>** button associated with **Customer / Supplier Agreements** to display the *Customer / Supplier Agreements* Landing page
OR:
 - Click the **Customer / Supplier Agreements** link in the Left Navigation Bar to display the *Customer / Supplier Agreements* Landing page
- From the *Customer / Supplier Agreements* Landing page:
 - Click the **Go>** button associated with **View Customer / Supplier Agreement** to display the *View Customer / Supplier Agreement Search Page*
OR:
 - Click the **View Customer / Supplier Agreement** link in the Left Navigation Bar to display the *View Customer / Supplier Agreement Search Page*

Welcome to FAST Landing Page



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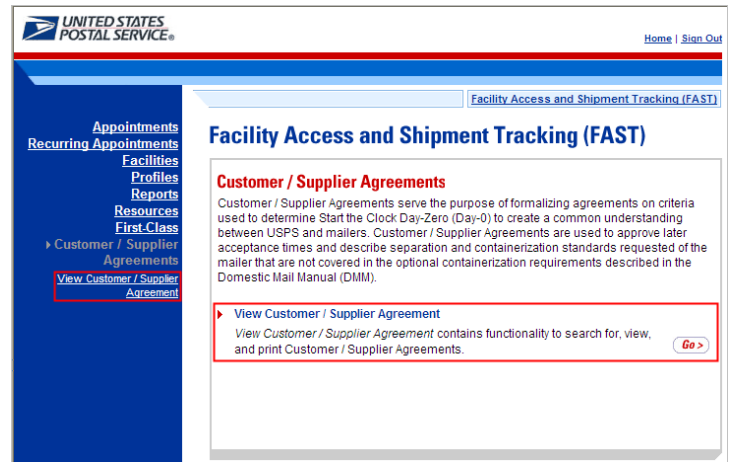
Facility Access and Shipment Tracking (FAST)

Welcome to FAST

FAST is a Postal Service™ initiative that will improve the drop shipment process through dynamically allocating appointment availability and decreasing dock wait times. FAST is designed to interface with other postal applications and systems to enable ongoing transformation to an environment where the Postal Service and customers will have end-to-end visibility of the mail product from entry to delivery.

- ▶ **Appointments**
Appointments contains functionality to create and manage appointments. [Go >](#)
- ▶ **Recurring Appointments**
Recurring Appointments contains functionality to request and manage recurring appointments. [Go >](#)
- ▶ **Facilities**
Facilities contains functionality to view physical and operating characteristics of USPS Facilities. [Go >](#)
- ▶ **Profiles**
Profiles contains functionality to view corporate and scheduler profile information such as name, address, and contact information. [Go >](#)
- ▶ **Reports**
Reports contains functionality to obtain information about facilities, schedules, appointments, and performance. [Go >](#)
- ▶ **Resources**
Resources contains functionality to download and link to various resources such as the Drop Shipment Product files and the Domestic Mail Manual. In addition, Resources provides links to the Message Board and What's New. [Go >](#)
- ▶ **FAST First-Class**
FAST First-Class contains one-time appointment management, recurring appointment management, and reporting capabilities for First-Class Origin Entry appointments. Facility and resource information is also available. [Go >](#)
- ▶ **Customer / Supplier Agreements**
Customer / Supplier Agreements contains functionality to view and download Customer / Supplier Agreements. [Go >](#)

Customer / Supplier Agreements Landing Page



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Facility Access and Shipment Tracking (FAST)

Customer / Supplier Agreements

Customer / Supplier Agreements serve the purpose of formalizing agreements on criteria used to determine Start the Clock Day-Zero (Day-0) to create a common understanding between USPS and mailers. Customer / Supplier Agreements are used to approve later acceptance times and describe separation and containerization standards requested of the mailer that are not covered in the optional containerization requirements described in the Domestic Mail Manual (DMM).

- ▶ **View Customer / Supplier Agreement**
View Customer / Supplier Agreement contains functionality to search for, view, and print Customer / Supplier Agreements. [Go >](#)

2.0 Choose Search Criteria

To search for a Customer / Supplier Agreement to view, the user perform the following steps:

- 1. Select** a Status from the **Status** drop-down box. Options for Status include:
 - **ALL** – All Customer / Supplier Agreements
 - **Active** – Customer / Supplier Agreements currently in effect
 - **Pending** – Customer / Supplier Agreements which have an Effective Date in the future
 - **Inactive** – Customer / Supplier Agreements which are no longer in effect
- 2. Select** a Customer Registration ID from the **Customer Registration ID** drop-down box. This drop-down box lists all of the customer locations by Customer Registration ID that the user may access.
- 3. Click** the **Search>** button to view a table listing all of the associated Customer / Supplier Agreements by Status.
- 4. Note:** A user may click the **Cancel** button to return to the *Customer / Supplier Agreements* Landing page at any time.

Facility Access and Shipment Tracking (FAST)

View Customer / Supplier Agreement Search Page

Search Criteria:

Please enter the required Status and Customer Registration ID information. You have the option to select "ALL" to search for all Customer / Supplier Agreements with the selected status.

1 * Status: Active

2 * Customer Registration ID: Mailer 4 - 1999999983

3

4

3.0 View Customer / Supplier Agreement Search Page

This page contains the following information:

Facility Access and Shipment Tracking (FAST)

View Customer / Supplier Agreement Search Page

Search Criteria:

Please enter the required Status and Customer Registration ID information. You have the option to select "ALL" to search for all Customer / Supplier Agreements with the selected status.

A * Status: Active **C**

B * Customer Registration ID: Mailer 4 - 1999999983 **Search >**

Customer / Supplier Agreement Summary
Below is the Customer / Supplier Agreement information you requested. Click a Customer / Supplier Agreement Number to view that Customer / Supplier Agreement.

Selected Criteria

D Status: Active
Customer Registration ID: Mailer 4 - 1999999983

E Export options: [Download into Excel](#) | [View Printable Version](#)

F Customer / Supplier Agreement Number	Customer Registration ID	Customer	Effective Date	Status
G 2000000057	1999999983	Mailer 4	03/03/2009	Active

Total (1 result)

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H [Cancel](#)

A. Status – Displays the Status of the Customer / Supplier Agreement. Status options include:

- ALL
- Active
- Pending
- Inactive

B. Customer Registration ID – Displays the Customer Registration ID for the Customer Supplier Agreement.

C. Search > Button – Click to search for a Customer / Supplier Agreement based on the criteria selected in **A** and **B**.

D. Selected Criteria – Will refresh based on the criteria selected in **A** and **B**.

E. Export Options – Links to export search results to Microsoft Excel or to view a printable version.

F. Sort Criteria – Click any column header to sort the report by that column's data in ascending order. Click the header a second time to sort the report in descending order.

G. Customer / Supplier Agreement Number – Click on a Customer / Supplier Agreement number to view detailed information.

H. Cancel Button – Returns the user to the *Customer / Supplier Agreements* Landing page.

4.0 View Customer / Supplier Agreement Summary

This page contains the following information:

Facility Access and Shipment Tracking (FAST)

View Customer / Supplier Agreement Summary

Customer / Supplier Agreement ID: 2000000057
 Last Modified: 03/03/2009 12:43:50
 Acceptance Site: CAPE COD ANNEX - Cape Cod, MA - 56789 - 2258
 Customer: Mailer 4 - WASHINGTON,DC
 Customer Registration ID: 1999999983
 Scheduler ID: 9999999983
 Mailer Contact Email: mailer4@gmail.com
 Effective Date: 03/03/2009
 Status: Active

Customer / Supplier Agreement File [Download](#)

Container Label Information

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Separation #	Container Destination ZIP Codes	Label To	Label ZIP Code	Mail Class	Processing Category	Processing Code	Processing Code Label	Minimum Load (line fee)
1	001-999	A Group	100	First-Class	Letters	Air	FedEx	72
2	001-700	B Group	300	First-Class	Flats	Local		50
3	ALL	C Group	600	First-Class	Flats	Air	United Airlines	80

Total (3 result)

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Trip Information

DMU Verified -USPS Transportation

Export options: [Download into Excel](#) | [View Printable Version](#)

Dispatch Time	Container Ready Time	CAT	Day of Week	Trip Number	Trip Volume	Container Destination ZIP Codes	Facility Name	Facility Locale Key	Facility Code
0900	0700	0000	Daily	91037	100	001-999	01ZAX - SPRINGFIELD BMC ANNEX	001533	First
0900	0700	1500N	Daily	91037	100	ALL	01ZAX - SPRINGFIELD BMC ANNEX	001533	Perk
0900	0700	1400P	Daily	91037	100	500-800	01ZAX - SPRINGFIELD BMC ANNEX	001533	Perk

Export options: [Download into Excel](#) | [View Printable Version](#)

BMEU Verified -Entry After CAT

Export options: [Download into Excel](#) | [View Printable Version](#)

Arrival Time	CAT	Day of Week	Trip Volume	Container Destination ZIP Codes	Facility Name	Facility Locale Key	Mail Class	Processing Category	Processing Code
0800	2200	Monday	100	701-999	018 - MIDDLESEX ESSEX	V22061	First-Class	Flats	Surfa
0800	1230	Monday	100	001-999	018 - MIDDLESEX ESSEX	V22061	Bound Printed Matter	Flats	Loca
0800	2200	Monday	100	001-700	018 - MIDDLESEX ESSEX	V22061	First-Class	Flats	Loca

Export options: [Download into Excel](#) | [View Printable Version](#)

[Cancel](#)

- A. Customer / Supplier Agreement Information** – Detailed information about the Customer / Supplier Agreement.
- B. Download Button** – Click to download the Customer / Supplier Agreement file to Microsoft Excel.
- C. Export Options** – Links to export the Customer / Supplier Agreement details to Microsoft Excel or to view a printable version.
- D. Container Label Information** – Displays the Container Label Information for the Customer / Supplier Agreement.
- E. Trip Information** – Displays template information for the Customer / Supplier Agreement. Template types may include:
 - DMU Verified – USPS Transportation
 - DMU Verified – Mailer Transportation
 - BMEU Verified – Entry After CAT
 - Unscheduled Trip
- F. Cancel Button** – Returns the user to the *Customer / Supplier Agreements Landing* page.