

Facility Access & Shipment Tracking (FAST)



Customer / Supplier Agreements (CSAs)

January 2013

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## FACILITY ACCESS AND SHIPMENT TRACKING (FAST)

### Job Aid

# Customer / Supplier Agreement (CSA) Approval Process

*[This Job Aid has been created to assist  
USPS CSA Approvers in performing assigned duties  
related to approving a CSA.]*

# Customer / Supplier Agreement (CSA) Approval Process Job Aid

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## I. Overview

This document defines the new automated Approval Process for Customer / Supplier Agreements (CSAs) which was effective April 1, 2012. This step-by-step guide will assist CSA Approvers tasked with (a) “approving” newly created CSA or (b) “rejecting” modified CSAs. As part of this new process, in addition to the mailer, the following managers have been designated as CSA Approvers:

- District Manager
- P&DC Manager
- Area Manager (Distribution Network Operations)
- Area Manager (In-Plant Support)
- HQ Manager (Processing Operations)
- HQ Manager (Network Operations)

***PLEASE NOTE:*** It is important to note that for each occurrence that modifications/changes are made to a CSA, the approval process begins again.

## II. CSA Approval Process Flow

The following illustration details the CSA Approval Process from creation at the BMEU level to final approval and activation.

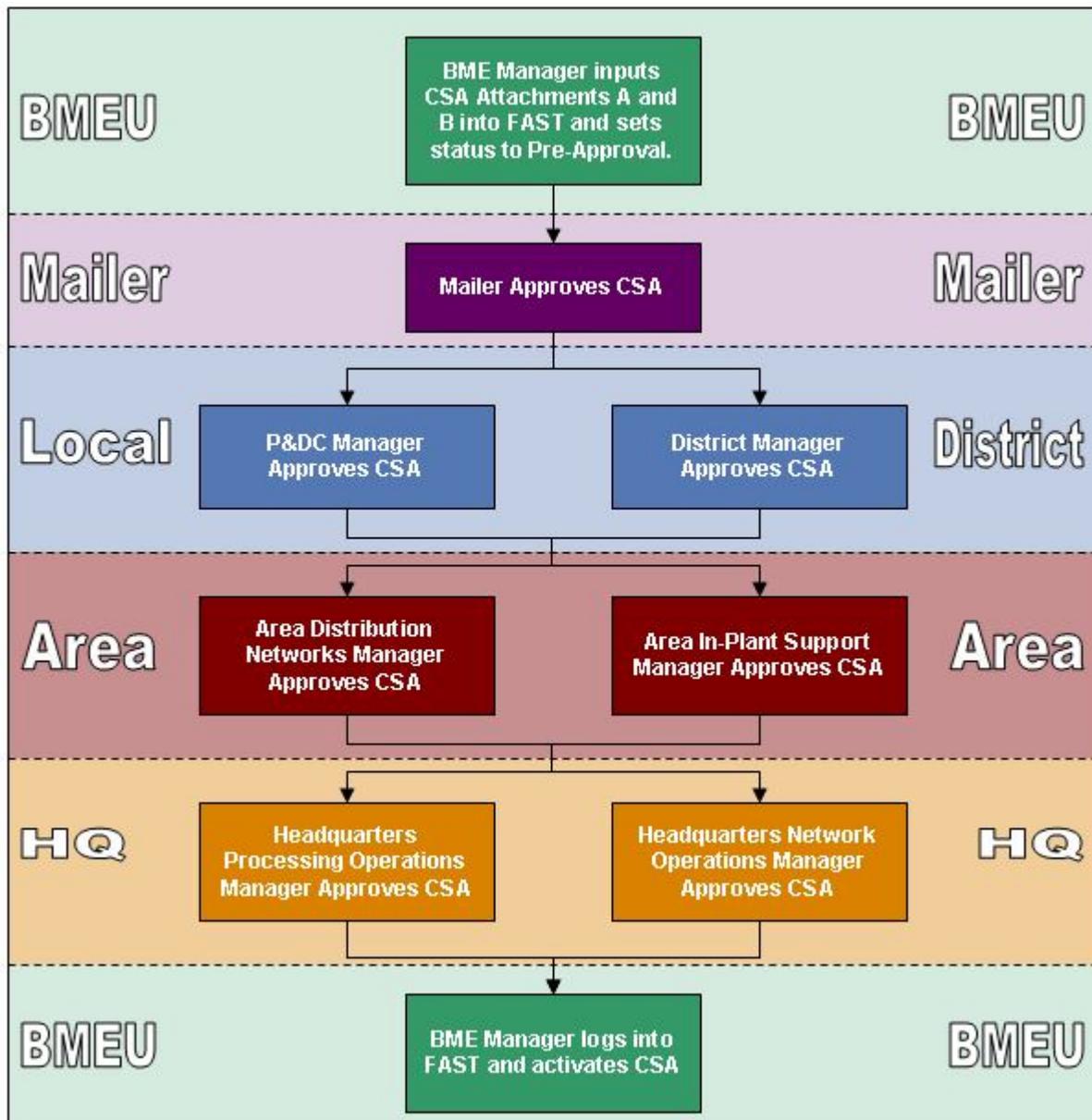


Exhibit 2-1

Customer / Supplier Agreements (CSAs)

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This process flow illustrates all CSA approval activities, including procedures for rejecting a CSA and returning the CSA to the BMEU for modification.

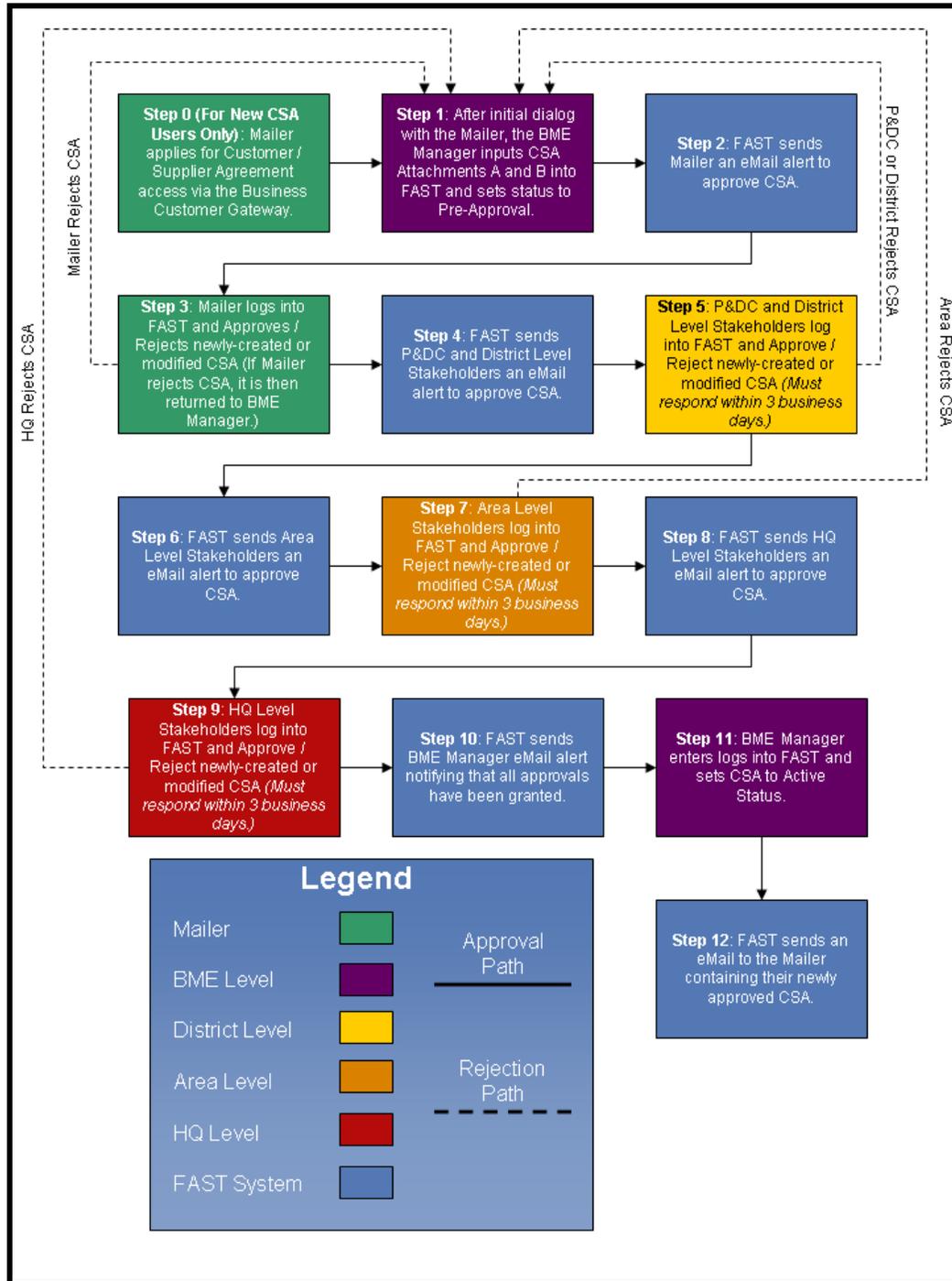


Exhibit 2-2

### III. Applying for CSA Approver Access

#### A. Applying for FAST Access

Any user that has not already requested access to FAST must first do so through the eAccess application.

- From a web browser, navigate to <http://eaccess.usps.gov>. Login to the application with your ACE ID and Password.



The screenshot shows the eAccess System Logon page. At the top, there is a header with the United States Postal Service logo and the eACCESS logo. Below the header, there are links for Help, FAQs, and Forms. The main heading is "eAccess System Logon". The instructions state: "Use your ACE account and password that you use to log into your ACE workstation". There are two input fields: "ACE Logon ID" with the value "jlb4wb0" and "ACE Password" with masked characters. A note below the fields says "Note: Password is case sensitive". There are two buttons: "Log On" and "Cancel". Below the logon section, there is a "Password Reset" section with the text: "If you have forgotten your ACE password please go to [ePasswordReset](#) to reset it." At the bottom, there is a "Restricted Information" section with a warning: "WARNING! FOR OFFICIAL USE ONLY. This is a U.S. Government computer system and is intended for official and other authorized use only. Unauthorized access or use of this system may subject violators to administrative action, civil, and/or criminal prosecution under the United States Criminal Code (Title 18 U.S.C. § 1030). All information on this computer system may be monitored, intercepted, recorded, read, copied, or captured and disclosed by and to authorized personnel for official purposes, including criminal prosecution. You have no expectations of privacy using this system. Any authorized or unauthorized use of this computer system signifies consent to and compliance with postal service policies and these terms."

Exhibit 3-1

- Once logged into eAccess, select the "Request Access" tab.
- Type the word "FAST" into the Application Search Box and click the Search button.
- Choose "FAST (Facility Access and Shipment Tracking)" from the Search Results menu.

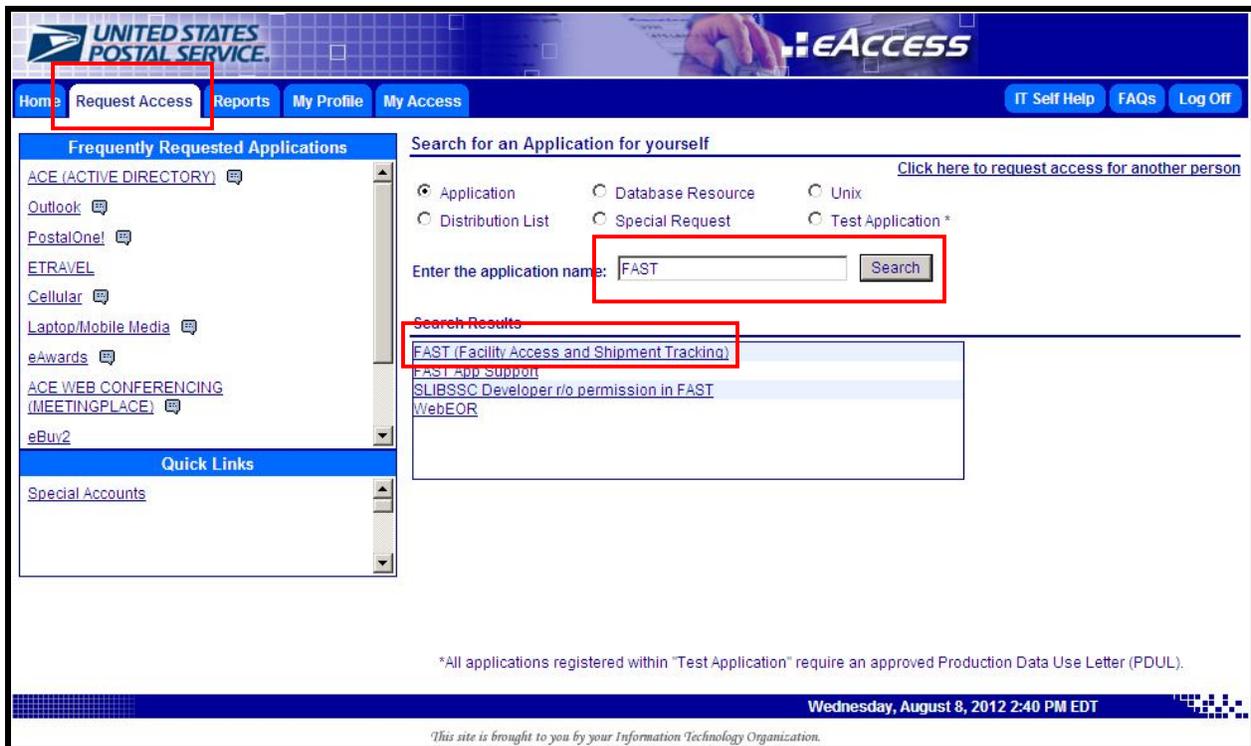
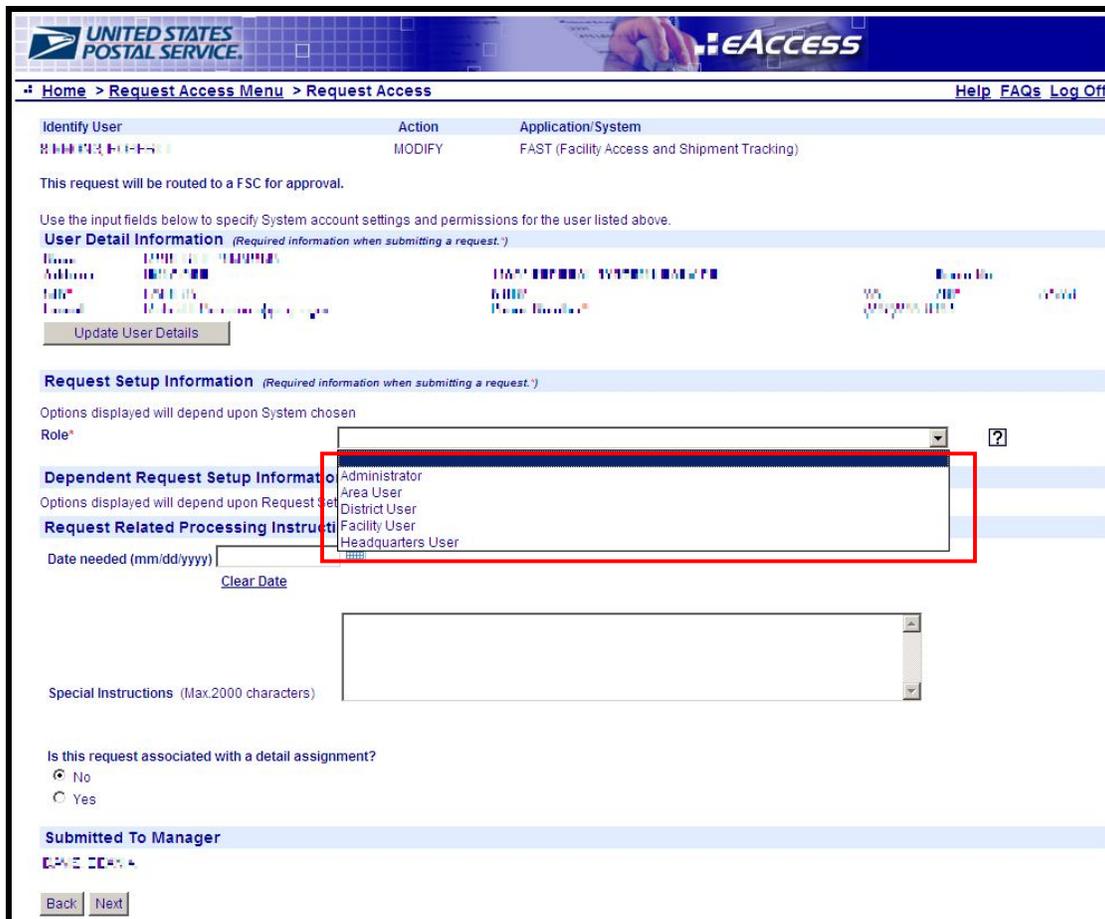


Exhibit 3-2

- Select your applicable Role under the “Request Setup Information” heading.
  - BME Manager -> Facility User Role
  - District Manager -> District User Role
  - Area Manager -> Area Manager Role
  - Headquarters Manager -> Administrator
  
- Under the Dependent Request Setup Information heading, be sure to leave the “Choose DEPS Role (If needed)” option blank.
  
- Click the Next button to submit your request.



The screenshot shows the 'Request Setup Information' section of the FAST web application. The 'Role' dropdown menu is highlighted with a red box and is open, showing the following options: Administrator, Area User, District User, Facility User, and Headquarters User. The 'Facility User' option is currently selected. Below the dropdown, there is a 'Date needed (mm/dd/yyyy)' field with a 'Clear Date' link. At the bottom of the form, there are 'Back' and 'Next' buttons.

Exhibit 3-3

**B. Becoming a CSA Approver**

From the FAST eAccess application screen, users can apply for CSA Approver access under the Dependent Request Setup Information menu. Users should select their applicable level of access from the “Choose CSA Approver Role (if needed)” drop down menu.



Exhibit 3-4

## IV. CSA Approval eMail Notifications

### A. Newly-Created CSA

CSA approvers will receive an eMail Alert as notification that a CSA requires approval. The eMail will include the unique Customer / Supplier Agreements number requiring action.

- When a new CSA is created, CSA Approvers will receive the following eMail from fastnoreply@usps.gov.

```
From: fastnoreply@usps.gov
Sent: Monday, March 19, 2012 3:23 PM
To:
Subject: Approval Needed for CSA 1000000680

Customer/Supplier Agreement 1000000680 has been created and requires your approval. Your approval must be provided within three (3) days of 03/19/2012.

Please visit FAST and update the Customer/Supplier Agreement 1000000680 with your approval.

CSA ID: 1000000680

**Please do not reply to this email. This message was sent from an unattended mailbox; responses to it are not received.**
```

Exhibit 4-1

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## **B. Modified CSA**

CSA approvers will receive an eMail Alert as notification that a CSA has been modified and requires approval. The eMail will include the unique Customer / Supplier Agreements number requiring action.

- The screenshot below reflects a request for the approval of a CSA modification (changes to an existing CSA).

From: <[fastnoreply@usps.gov](mailto:fastnoreply@usps.gov)>  
Date: Fri, Mar 23, 2012 at 3:24 PM  
Subject: Approval Process Reset for CSA 1000000680  
To: [fastcattest@gmail.com](mailto:fastcattest@gmail.com)

The status for Customer/Supplier Agreement **1000000680** has been changed while in the approval process. You must review the CSA again. Your approval must be provided within three (3) days of 03/19/2012.

Please login to FAST and update the Customer/Supplier Agreement **1000000680** with your approval.

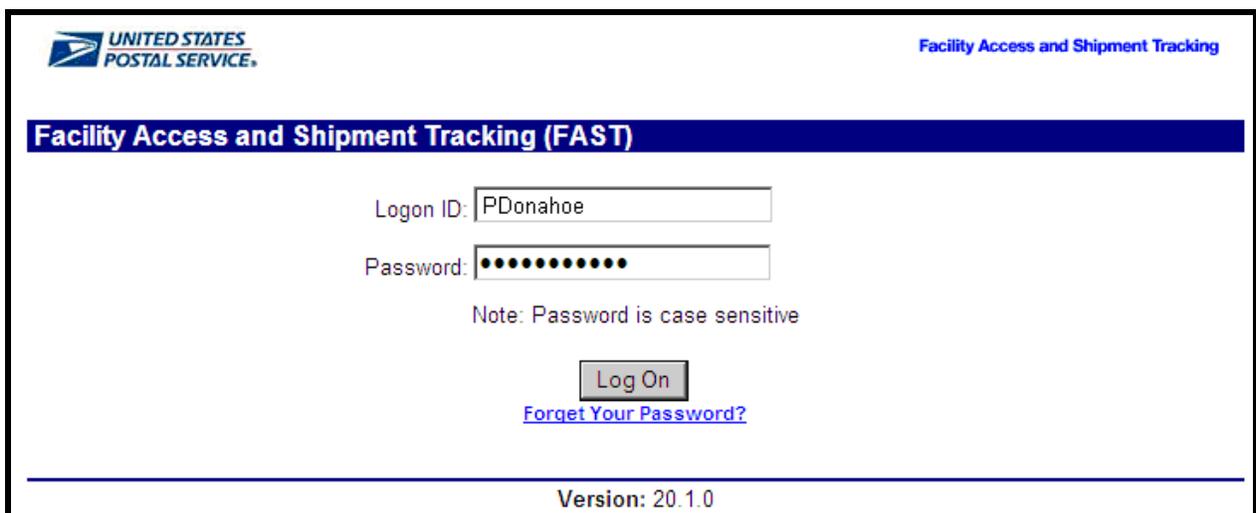
**\*\*Please do not reply to this email. This message was sent from an unattended mailbox; responses to it are not received.\*\***

**Exhibit 4-2**

## V. Locating a CSA in FAST

Upon receipt of an eMail notification, designated CSA Approvers should follow the steps below to “Approve” or “Reject” a CSA.

- From a browser, navigate to <https://fast.usps.gov>. Log-in to FAST using your ACE ID and Password.



The screenshot shows the login interface for the Facility Access and Shipment Tracking (FAST) system. At the top left is the United States Postal Service logo, and at the top right is the text "Facility Access and Shipment Tracking". Below this is a blue header bar with the text "Facility Access and Shipment Tracking (FAST)". The main content area contains a "Logon ID:" field with the text "PDonahoe" entered, and a "Password:" field with ten black dots. Below the password field is a note: "Note: Password is case sensitive". At the bottom of the form area is a "Log On" button and a blue hyperlink "Forget Your Password?". At the very bottom of the page, centered, is the text "Version: 20.1.0".

Exhibit 5-1

- Click on the “Customer / Supplier Agreement” link located in the right-hand menu.



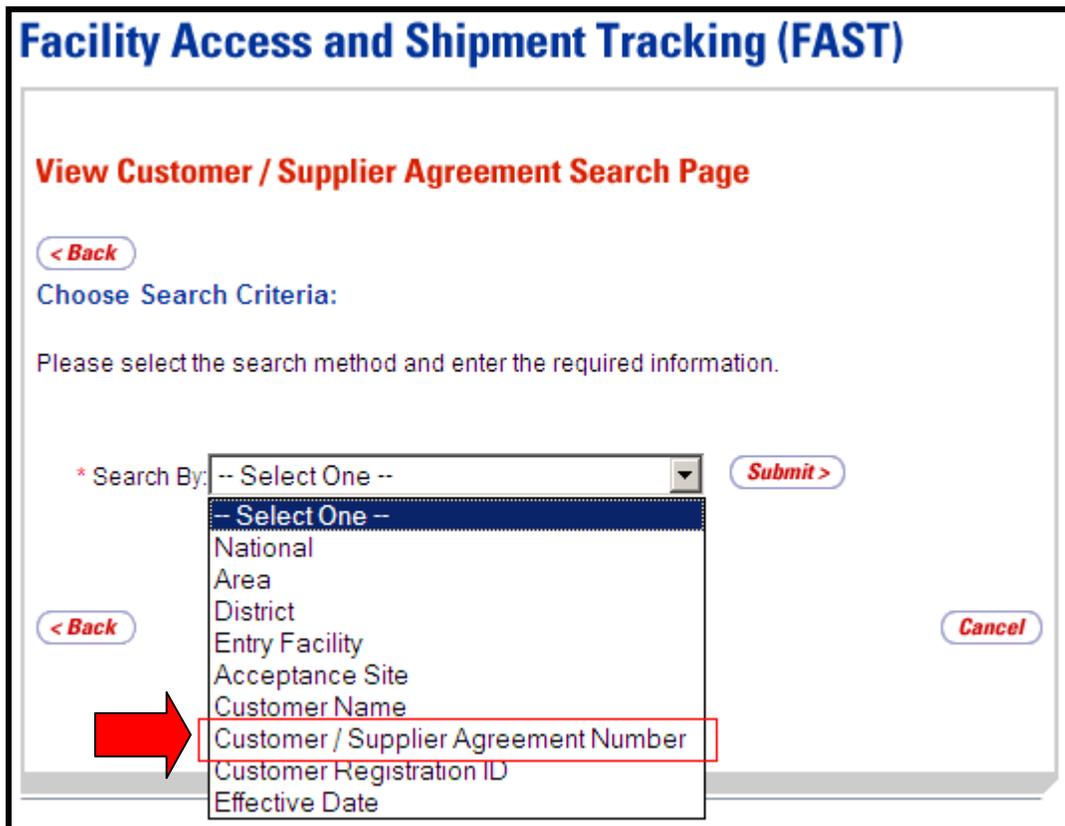
Exhibit 5-2

- Navigate to the “View Customer / Supplier Agreement” page within the FAST application.



Exhibit 5-3

- Users should select Customer / Supplier Agreement Number from the "Search By" drop-down menu.



**Facility Access and Shipment Tracking (FAST)**

**View Customer / Supplier Agreement Search Page**

[< Back](#)

Choose Search Criteria:

Please select the search method and enter the required information.

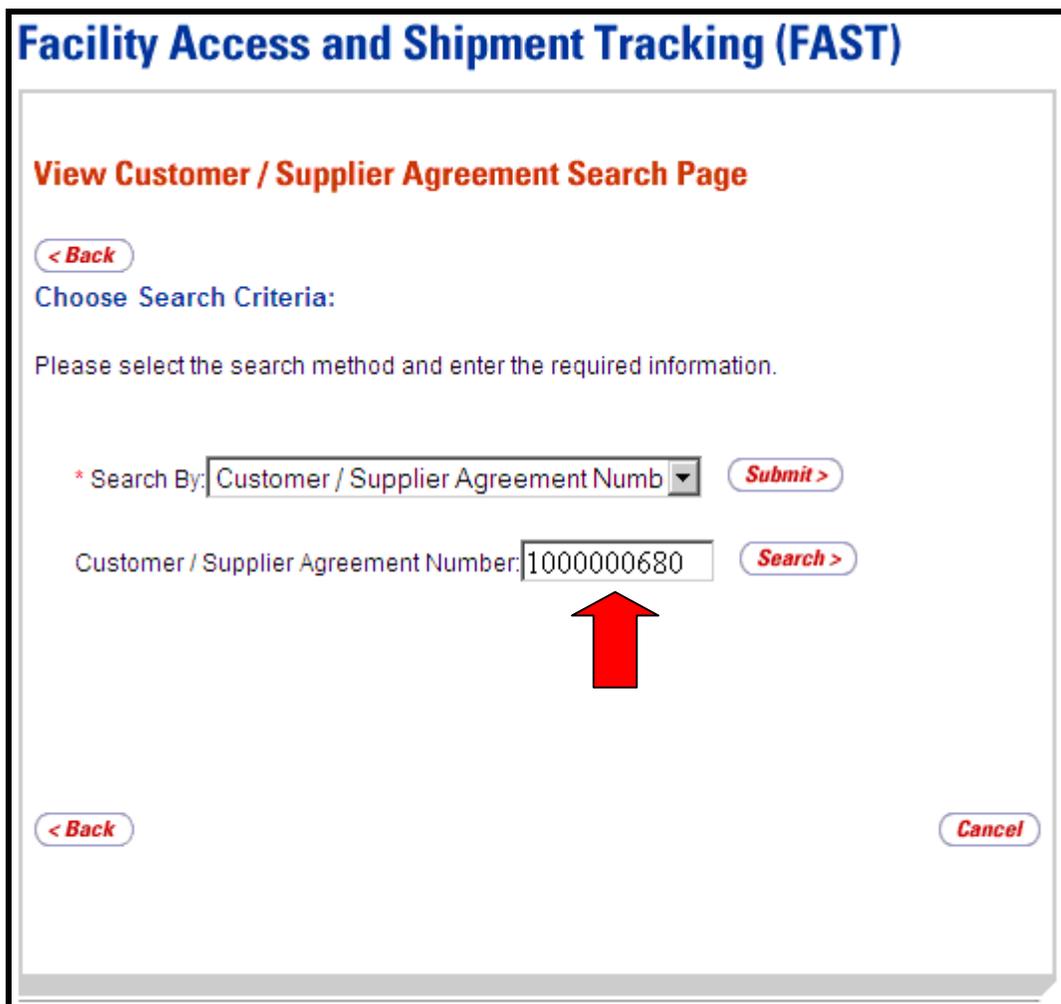
\* Search By: -- Select One -- [Submit >](#)

[< Back](#) [Cancel](#)

- Select One --
- National
- Area
- District
- Entry Facility
- Acceptance Site
- Customer Name
- Customer / Supplier Agreement Number
- Customer Registration ID
- Effective Date

Exhibit 5-4

- Reference the Customer / Supplier Agreement (CSA) number identified within the text of the eMail notification to quickly locate the CSA for approval. (Reference Exhibits III-1 and III-2.)
- Type in the Customer / Supplier Agreement Number in the search box and click the Search button.
- Users will be navigated to the Customer / Supplier Agreement Summary page.



**Facility Access and Shipment Tracking (FAST)**

**View Customer / Supplier Agreement Search Page**

[< Back](#)

Choose Search Criteria:

Please select the search method and enter the required information.

\* Search By:  [Submit >](#)

Customer / Supplier Agreement Number:  [Search >](#)

[< Back](#) [Cancel](#)

Exhibit 5-5

## VI. Approving and Rejecting a CSA

### A. Approving a CSA

From the View Customer / Supplier Agreement Summary page, FAST users will view a Reviewer Action drop-down menu.

- This menu provides customers with the option to Approve new or modified CSAs.
- After approving the CSA adding comments, click the Submit button to save your review action.

**Facility Access and Shipment Tracking (FAST)**

**View Customer / Supplier Agreement Summary**

Customer / Supplier Agreement ID: 1000000680  
 Last Modified: 12/02/2011 09:03:50  
 Acceptance Site: BOSTON BMEU - Boston, MA - 56789 - 2256  
 Customer: SHOW YOUR COLORS FLAG CO.  
 Address: 2452 S TRENTON WAY UNIT M - DENVER, CO 80231  
 Customer Registration ID: 12345  
 Effective Date: 12/02/2011  
 Status: Pre-Approval

Current Review Status:

\* Reviewer Action:    
 Approve  
 Reject

Comments:

Customer / Supplier Agreement File

Container Label Information

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

Separation #	Container Destination ZIP Codes	Label To	Label ZIP Code	Mail Class	Processing Category	Processing Code	Processing Code Label	Minimum Load for Containers (linear feet)
1	001-999	eee	111	First-Class	Flats	Air	American Airlines	11

Total (1 result)

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

Exhibit 6-1

**B. Rejecting a CSA**

From the View Customer / Supplier Agreement Summary page, FAST users will view a Reviewer Action drop-down menu.

- This menu provides customers with the option to Reject new or modified CSAs.
- A Comments section is provided for users to justify mailer review action. This field is mandatory when rejecting a CSA.
- After rejecting the CSA and adding comments, click the Submit button to save your review action.

**Facility Access and Shipment Tracking (FAST)**

**View Customer / Supplier Agreement Summary**

Customer / Supplier Agreement ID: 1000000680  
 Last Modified: 12/02/2011 09:03:50  
 Acceptance Site: BOSTON BMEU - Boston, MA - 56789 - 2256  
 Customer: SHOW YOUR COLORS FLAG CO.  
 Address: 2452 S TRENTON WAY UNIT M - DENVER, CO 80231  
 Customer Registration ID: 12345  
 Effective Date: 12/02/2011  
 Status: Pre-Approval

Current Review Status:

\* Reviewer Action:    
 (Dropdown menu options: Approve, Reject)

Comments:

Customer / Supplier Agreement File

Container Label Information

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

Separation #	Container Destination ZIP Codes	Label To	Label ZIP Code	Mail Class	Processing Category	Processing Code	Processing Code Label	Minimum Load for Containers (linear feet)
1	001-999	eee	111	First-Class	Flats	Air	American Airlines	11

Total (1 result)

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

Exhibit 6-2

## VII. CSA Approval Summary Report

Users can view the CSA Approval Summary Report within the View Customer / Supplier Agreement Summary page. This Report tracks the status of the CSA (last modified date) and details approvals for the following users:

- Mailer
- District Manager
- P&DC Manager
- Area Manager (Distribution Network Ops)
- Area Manager (In-Plant Support)
- HQ Manager (Processing Ops)
- HQ Manager (Network Ops)

**View Customer / Supplier Agreement Summary**

Customer / Supplier Agreement ID: 1000000680  
 Last Modified: 08/31/2011 12:18:41  
 Acceptance Site: MADISON ROYLE PRINTERS DMU - SUN PRAIRIE, WI  
 - 564980 - 0747  
 Area: GREAT LAKES  
 District: LAKELAND  
 Customer: FAST RELEASE 18  
 Address: 901 D ST SW - WASHINGTON, DC 20024  
 Customer Registration ID: 20164691  
 Mailer Contact Email: USPSFAST2@GMAIL.COM  
 Effective Date: 08/19/2011  
 Initial Created: 08/19/2011  
 Originally Approved: 08/19/2011  
 Status: Inactive

Customer / Supplier Agreement File [Download](#)

CSA Approval Status

<u>Reviewer</u>	<u>Status</u>	<u>Last Updated Date</u>
Mailer	Approved	12/01/2011 09:06:43
District Manager	Pending Approval	-
P&DC Manager	Pending Approval	-
Area Manager, Distribution Network Ops	Pending Approval	-
Area Manager, In-Plant Support	Pending Approval	-
HQ Manager, Processing Operations	Pending Approval	-
HQ Manager, Network Operations	Pending Approval	-

**Exhibit 7-1**

## VIII. CSA Support Resources

All Customer / Supplier agreement system and process information is also available within the CSA Guide located at the following location:

[https://ribbs.usps.gov/intelligentmail\\_guides/documents/tech\\_guides/CustomerSupplierAgreementGuide.pdf](https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/CustomerSupplierAgreementGuide.pdf)

If CSA Approvers or their assigned alternates/back-up encounter system related issues and require technical assistance to approve a CSA, please contact the USPS IT Help Desk @ **1-800-USPS-HELP**. The USPS IT Help Desk can provide first level support and also, if necessary, activate a Remedy Ticket for any system based issues.

If CSA Approvers or their assigned alternates/back-ups have operational type questions, inquiries should be directed to the BME Manager that created the CSA.

USPS customers should contact the FAST Help Desk @ **fast@usps.com** or **1-877-569-6614** to activate a Remedy Ticket. The FAST Help Desk will assign the Remedy Ticket to the appropriate CSA Remedy Group.

Recommendations, suggested enhancements, or general feedback should be forwarded to [FASTCSA@usps.com](mailto:FASTCSA@usps.com) inbox.

## Appendix A. Frequently Asked Questions

### **What is the CSA Approval Process?**

The CSA Approval Process provides automated electronic signatures for all necessary parties involved in the creation of a Customer / Supplier Agreement. Please refer to Section 2 (Page 3) for an overview of the CSA Approval Process from start to finish.

### **I am a designated CSA Approver. How do I gain access to the FAST application?**

In order to gain access to the FAST application, you must first file an eAccess request. Follow the steps listed in Section 3 (Page 5) for detailed instructions on requesting FAST in eAccess. Once approved, the FAST application can be accessed via <http://fast.usps.gov>.

### **I am a newly appointed CSA Approver for my Facility / District / Area. How do I gain access to approve and reject CSAs in FAST?**

All requests for CSA Approval capabilities are available within the eAccess Facility Access and Shipment Tracking (FAST) application screen.

### **I am no longer a designated CSA Approver for my Facility / District / Area. How can I stop receiving CSA Approval Notification eMails?**

Users can make changes to their CSA Approver status by modifying their CSA Approval role entry within the eAccess Facility Access and Shipment Tracking (FAST) application screen.

### **Who is responsible for entering a CSA into the FAST system?**

The BME manager at the acceptance site for which the CSA is created is responsible for entering a CSA into the FAST system. BME managers are

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also responsible for end-to-end oversight of the CSA Approval process from creation through activation.

### **When I attempt to log into FAST and approve a CSA, the CSA Approval Summary Table displays “No Records Found”. What can cause this issue?**

There can be several root causes for a CSA displaying “No Records Found” in the CSA Approval Summary Table. Firstly, verify that the Mailer did in fact approve the CSA. Secondly, verify that the correct Customer Registration ID (CRID) was entered on the CSA during creation. An incorrect Mailer CRID will cause no search results to return when searching for a pending CSA.

### **Who do I contact if I need assistance approving a CSA?**

If CSA Approvers or their assigned alternates/back-up encounter system-related issues and require technical assistance to approve a CSA, please contact the USPS IT Help Desk @ **1-800-USPS-HELP**. The USPS IT Help Desk can provide first-level support and also, if necessary, activate a Remedy Ticket for any system-based issues.

### **Do CSA transportation changes reflect in TMS?**

Yes, it is the District’s responsibility should ensure that TMS is updated to reflect CSA transportation changes. The transportation data in both systems should be identical.

### **Is there a CSA MTAC User Group?**

There is MTAC CSA User Group which meets on an informal basis. Please contact [fastusergroup@usps.gov](mailto:fastusergroup@usps.gov) to be added to the User Group distribution list for meeting invites and news updates.