

## 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

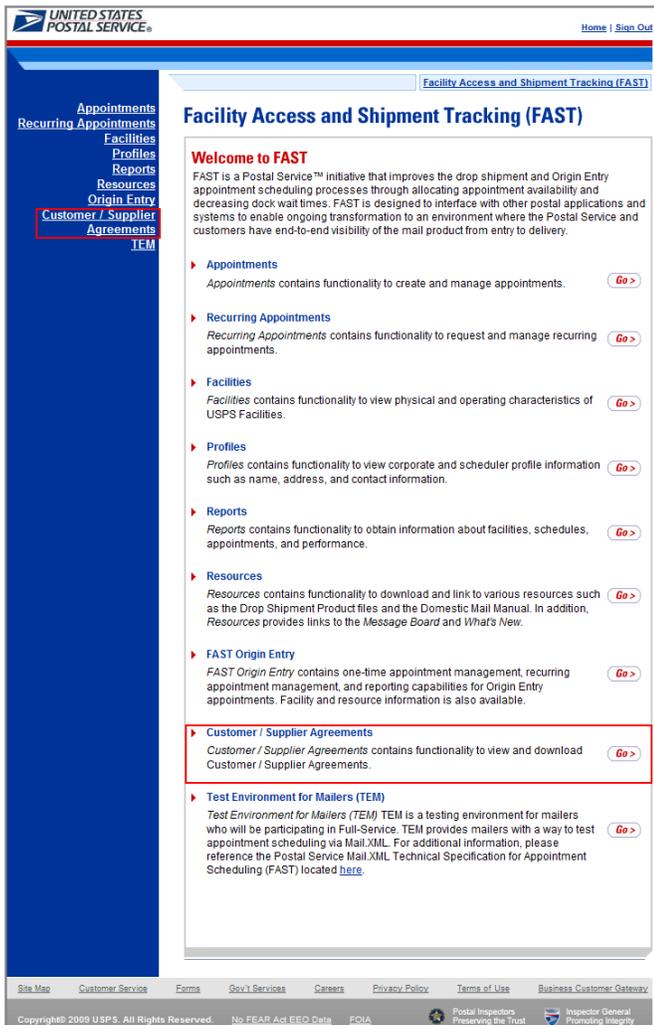


## 1.0 Navigation

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)

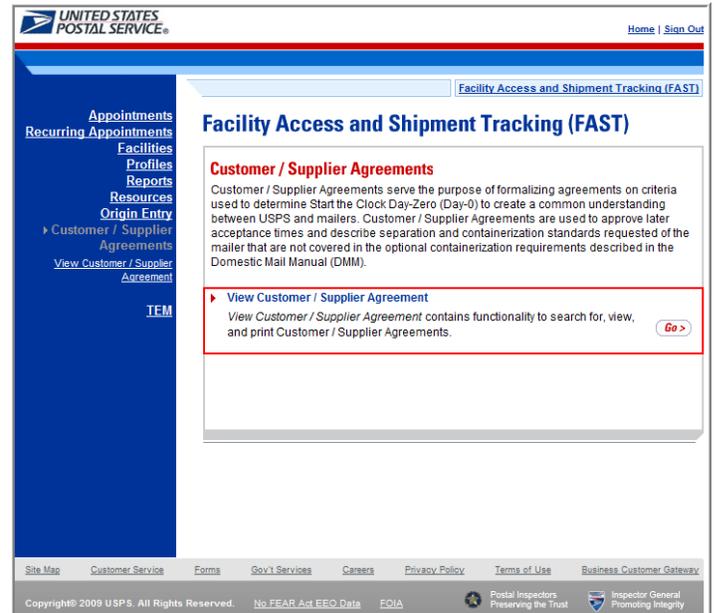
### Facility Access and Shipment Tracking (FAST)

**Welcome to FAST**  
FAST is a Postal Service™ initiative that improves the drop shipment and Origin Entry appointment scheduling processes through 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 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 Origin Entry**  
FAST Origin Entry contains one-time appointment management, recurring appointment management, and reporting capabilities for 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 >](#)
- Test Environment for Mailers (TEM)**  
Test Environment for Mailers (TEM) TEM is a testing environment for mailers who will be participating in Full-Service. TEM provides mailers with a way to test appointment scheduling via Mail.XML. For additional information, please reference the Postal Service Mail.XML Technical Specification for Appointment Scheduling (FAST) located [here](#). [Go >](#)

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### Customer / Supplier Agreements Landing Page



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Facility Access and Shipment Tracking (FAST)

### Facility Access and Shipment Tracking (FAST)

- Appointments**
- Recurring Appointments**
- Facilities**
- Profiles**
- Reports**
- Resources**
- Origin Entry**
- Customer / Supplier Agreements**
- View Customer / Supplier Agreement**
- TEM**

**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).

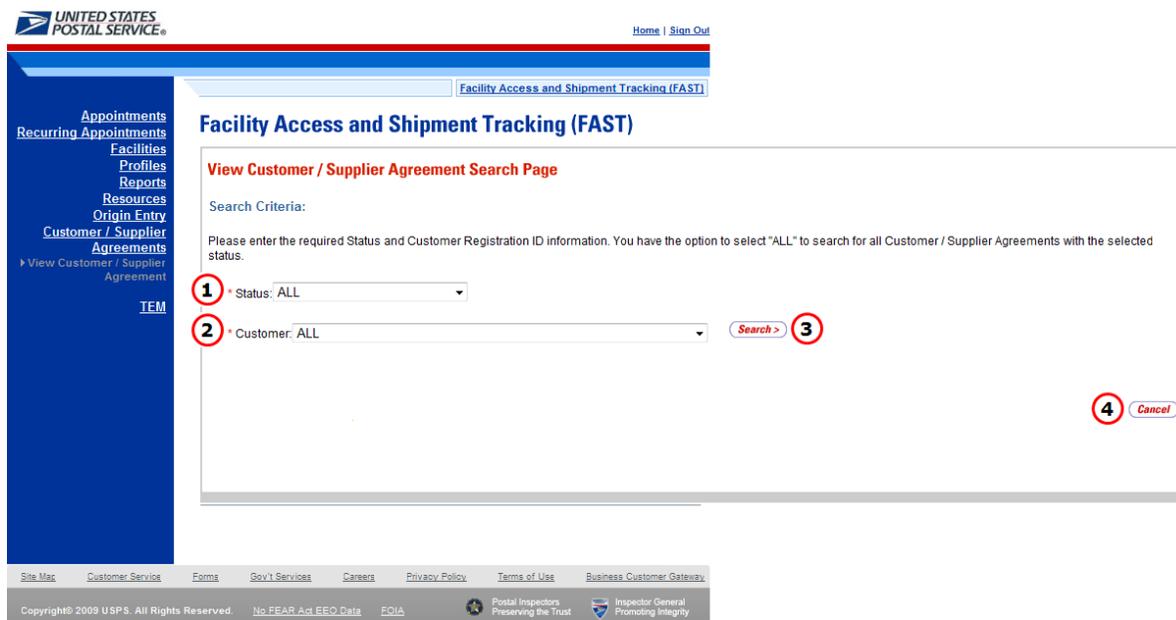
- View Customer / Supplier Agreement**  
View Customer / Supplier Agreement contains functionality to search for, view, and print Customer / Supplier Agreements. [Go >](#)

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## 2.0 Choose Search Criteria

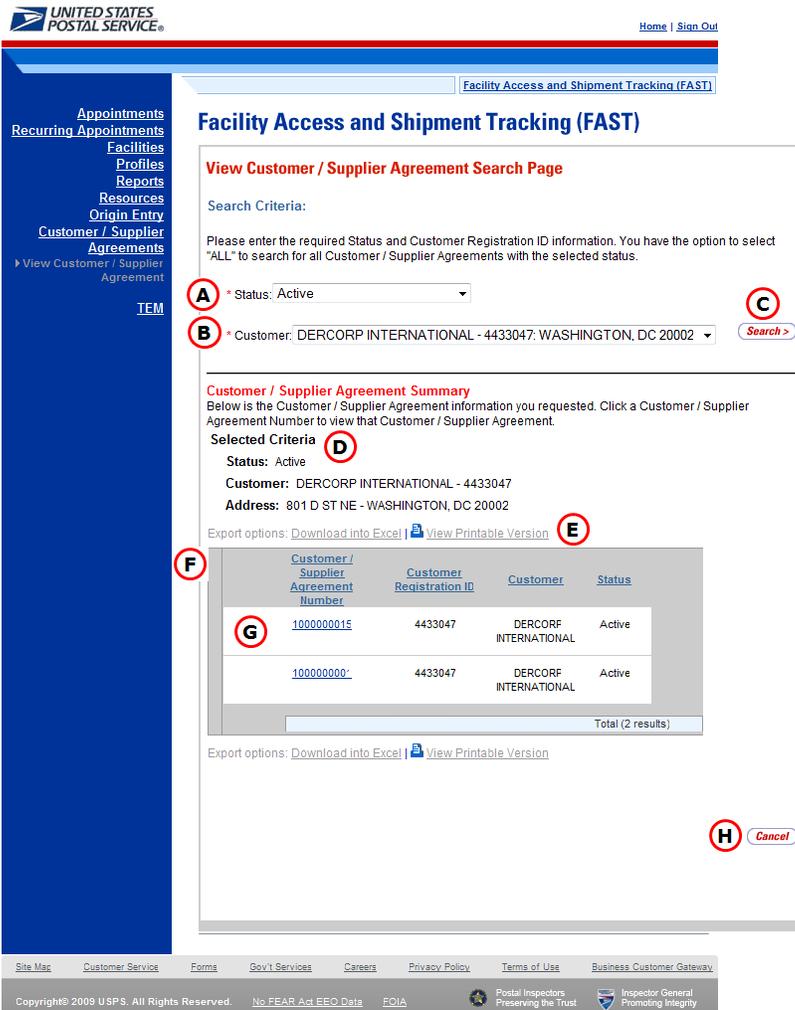
To search for a Customer / Supplier Agreement to view, the user perform the following steps:

- 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 from the **Customer** drop-down box. This drop-down box lists all of the customer locations by Name and 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.



## 3.0 View Customer / Supplier Agreement Search Page

This page contains the following information:



The screenshot shows the 'Facility Access and Shipment Tracking (FAST)' search page. It includes a navigation menu on the left, a search criteria section with a status dropdown (A) and a customer selection dropdown (B), a search button (C), a summary section with selected criteria (D), export options (E), a results table (F) with a column header for Customer/Supplier Agreement Number (G), and a cancel button (H).

**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

**B** \* Customer: DERCORP INTERNATIONAL - 4433047: WASHINGTON, DC 20002

**C** 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: DERCORP INTERNATIONAL - 4433047

Address: 801 D ST NE - WASHINGTON, DC 20002

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

**F**

<b>G</b> Customer / Supplier Agreement Number	Customer Registration ID	Customer	Status
<a href="#">1000000015</a>	4433047	DERCORP INTERNATIONAL	Active
<a href="#">1000000000</a>	4433047	DERCORP INTERNATIONAL	Active

Total (2 results)

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

**H** Cancel

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

- ALL
- Active
- Pending
- Inactive

**B. Customer** – Displays the Customer Name and 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: 1000000001  
 Last Modified: 02/24/2010 12:31:55  
 Acceptance Site: WEST MYSTIC STA-MYST - MYSTIC, CT - 084556 - 0388  
 Customer: DERCORP INTERNATIONAL  
 Address: 801 D ST NE - WASHINGTON, DC 20002  
 Customer Registration ID: 4433047  
 Effective Date: 02/24/2010  
 Status: Active

Customer / Supplier Agreement File [Download](#)

#### 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	First Label	999	First-Class	Flats	Working		99

Total (1 result)

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

#### Trip Information

DMU Verified - Mailer Transportation

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

Arrival Time	CAT	Day of Week	Recurring Appointment Sequence ID	Trip Volume %	Container Destination ZIP Codes	Facility Name	Facility Locale Key	Mail Class
N/A	1000N	N/A	N/A	0	ALL	212 -BALTIMORE	V2293	Standard
N/A	1200N	N/A	N/A	0	ALL	01Z -SPRINGFIELD BMC	V2255	Standard

Export options: [Download Mailer Trips into Excel](#) | [View Mailer Trips 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.