
A Guide to Customer / Supplier Agreements

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1.1 Customer/Supplier Agreements (CSA)

This document provides guidance on how to create a Customer/Supplier Agreement (CSA). A CSA is a written notice that confirms, for a commercial mailer, the origin-entry preparation requirements and the acceptance window times necessary for mail to be considered entered into the postal network on “Start-the-clock Day Zero” (Day-0). “Start-the-clock” is the date and time when a mail piece enters the mailstream. Day-0 is the date when the clock starts for purposes of service performance measurement.

A CSA typically also include a schedule of transportation times, mail containerization specifications, designated postal mail facility entry locations, and time-sensitive mail entry instructions.

A CSA does not create a Postal Service™ guarantee, promise, or commitment to process and/or deliver within the applicable service standard, or within any in-home target date or window.

1.1.1 Purpose

CSAs:

- synchronize the acceptance of business mailings with mail processing operating plan,
- align the Postal Service’s processing and network capacity with workload demand,
- reduce the randomness of volume arrival,
- allow the Postal Service to optimize mail flow through its processing plants,
- inform mailers of service expectations based on the time of origin entry,
- may describe separation, containerization, and labeling standards requested of the mailer that are not covered in the optional containerization requirements described in the Domestic Mail Manual (DMM®) (in these cases, CSA preparation requirements would take precedence when applicable), and
- can benefit some mailers by allowing additional time to prepare mailings to finer sortation levels.

CSAs will be established for mailers:

- who have their origin-entered mail verified at a Detached Mail Unit (DMU),
- who perform additional mail preparation in order to enter mail after a Business Mail Entry Unit’s (BMEU) normal critical acceptance time, and/or
- whose volume warrants multiple dispatches to the BMEU to avoid the entire mailing being presented close to or at the unit’s Critical Acceptance Time.

1.1.2 Scope

This document provides readers with an understanding of CSA procedures and process. All local agreements and/or understandings between customers and the Postal Service regarding mailer preparations outside *Domestic Mail Manual* standards, and/or later acceptance times for origin-entry mail, must be formalized and written into a CSA. CSAs apply to all mail classes and shapes of mail. They are not required for mailings accepted as Plant-Verified Drop Shipments (PVDS), and do not replace Plant-Load Agreements or Special Postage Payment System (SPPS) Agreements.

1.1.3 Process

Mailers meet with a variety of postal personnel, including (but not limited to), the Manager, Business Mail Entry, District Manager, Plant Manager and Postmaster, to discuss the mailer's operational capabilities, and volumes, as well as mail preparation, verification, and processing requirements. A CSA is then negotiated, and signed by both the Postal Service and the mailer.

Where applicable, CSAs are entered into Facility Access and Shipment Tracking System (FAST). Currently, FAST only supports CSAs written for customers preparing mailings for the following mail classes: First-Class Mail, Standard Mail, Periodicals, and Bound Printed Matter. In future FAST software releases, the Postal Service will deploy FAST functionality to support CSAs for all mail classes and shapes of mail.

Mailers needing to make separations in addition to the required preparation separations identified in the DMM may download their CSA information from the FAST system for use with their software to determine which separations to make and what information to include in the container label applied to that separation. For more information, please see section 1.1.9, "Accessing CSA Information Electronically."

Customers will need to add the 'Customer/Supplier Agreements (CSA)' service to their profile to access their CSA(s) in FAST. The Business Customer Gateway is a new unified landing page that provides customers unified access to all services under the Full Service umbrella. For instructions on how to add the 'Customer/Supplier Agreements (CSA)' service to their profile, please see Appendix E.

1.1.4 Definitions

The following definitions are applicable:

1. **Arrival Time:** The time the mailer's truck is scheduled to arrive at the USPS facility. This field is required when mail verified at the mailer's facility is transported to the processing plant by the mailer or when mail is brought into the Business Mail Entry Unit by the mailer.
2. **CAT (Critical Acceptance Time):** The CAT is the time by which mail must be presented to business mail acceptance personnel for verification. After verification, mail can be sent to Postal Operations for processing and dispatch.
3. **CET (Critical Entry Time):** The Critical Entry Time (CET) is the latest time that a reasonable amount of a class of mail can be received at the platform at designated induction points in the postal network for it to be processed and dispatched in time to meet service standards.
4. **Container Destination ZIP® Code:** The range of destination ZIP Codes (or single 3-Digit or 5-Digit ZIP Code) associated with containers in a separation. This can include 3-digit ZIP Code ranges (000-999) or 5-digit ZIP Code ranges (00000-99999). A 5-digit ZIP Code range designates that the containers on that pallet must all be 5-digit destinations. All ZIP Codes (by the first three digits) must be represented at least once in this column for a CSA to be valid.
5. **Container Ready Time:** The time that a container must be ready to load onto a truck to provide adequate time for the USPS clerk to validate the pallets. This will only be applicable for mail that is verified at a DMU on USPS transportation and will be established locally.
6. **Day of Week:** The day or days to which the separation applies. If the separations do not vary and dispatches are made every day, the field should be populated with "ALL". Separations that are applicable to all week days should contain "MF". Separations that are applicable Monday through Saturday should contain "MS". Separations that are specific to certain days may contain the first three letters of the day (MON, TUE, WED, THU, FRI, SAT, SUN). If normal transportation operates on a holiday, already defined dispatch schedules will be utilized and the holiday does not have to be identified on the dispatch schedule. If a modified transportation schedule is in place on a holiday, those dispatches will be identified as unscheduled trips (see Exhibit 4).

7. **Dispatch Time:** This field will only be populated for DMU mailers with USPS transportation, and represents the time the postal truck is scheduled to depart the mailer's facility. It is established by local postal transportation managers to ensure that the dispatch will arrive at the facility to meet the processing facility operating time. Transportation time from the DMU to the postal facility must be factored into determining the dispatch time.
8. **Facility Locale Key:** Standardized facility code that is populated by the system based on the facility selected in the Facility Name block. This field does not need to be filled in when completing a hard copy CSA.
9. **Facility Name:** The USPS facility to which the mail is dispatched. When completed electronically, the standardized name is selected from a dropdown list.
10. **Mail Class:** The class of mail to which the line item separation applies.
11. **Processing Category:** This field will be used to distinguish the processing category of the mail in a container.
12. **Processing Code:** A general description of the contents of the containers on a trailer. When completed electronically, values will be available from a dropdown list. The applicable values are identified as:
 - **S** (Surface) – Separation for a single surface route dispatched from the origin USPS facility. Typically this is a 5D, 3D, ADC, AADC or Surface Transfer container separation.
 - **MXDS** (Mixed Surface) – Containers with handling units (trays, sacks, tubs) for multiple surface routes.
 - **L** (Local) – Mail worked for delivery at the origin USPS facility.
 - **WKG** (Working Mail) – Mixed ADC or Mixed AADC mail.
 - **A** (Air) – Separations directed to an air carrier. Will also include the 2-digit airline code (See section 1.1.6.1, for Customized First-Class Mail Separations).
 - **MXDA** (Mixed Air) – Containers with trays for multiple air carriers.
 - **SP** (Single-piece) – Pieces paid at single-piece prices.
13. **Recurring Appointment Sequence ID:** For origin-entered, DMU-verified, mailer-transported mail, this field will be populated when a FAST appointment number is present (see Exhibit 2). This is a 6-character alphanumeric value. The first 5 characters are a numeric value followed by an 'R'. For example, 12345R.
14. **Trip Number:** For origin-entered, DMU-verified, USPS-transported mail, each scheduled USPS trailer will have an associated trip number defined in the CSA. Trip Numbers would also be present for unscheduled trips. This number must be five digits and will be determined locally with whatever numbering convention the office decides to use. When included in the electronic documentation, a four-digit date will be appended to the end of the trip number using two digits for month and two digits for date (i.e. 0822 for August 22nd).
15. **Trip Volume (Percent):** A number will be entered indicating the percentage of the day's total mail volume by Mail Class, Processing Category and Processing Code expected to be on each dispatch. This field should be populated for both mailer and USPS transported mail and is to be used as a guideline. For example, 40% First-Class Mail LTRS S (Surface) on Dispatch 1, 30% First-Class Mail LTRS S on Dispatch 2, and 30% First-Class Mail LTRS S on Dispatch 3. If there is only one dispatch

for the day, the percentage entered would be 100% for each Mail Class, Processing Category, Processing Code, Entry Facility, and Template Type (please refer to Exhibits).

16. **CSA Status:** In FAST, the “CSA Status” field represents a list of enumerated values describing the status that a CSA may be in. Customers should only use a CSA in Active (currently effective) or Pending (effective in the future – used for advanced planning) The applicable values are identified as:

- **Active** – A CSA that has been approved and that is currently effective as determined by the effective date.
- **Pending** – A CSA that has been approved and that is effective in the future as determined by the effective date.
- **Inactive** – A CSA that has been deleted or overwritten by another CSA.
- **Incomplete** – A CSA that is saved, but not completed. A customer will not have access to view a CSA in this status.
- **Pre-Approval** – A CSA that is saved and complete, but not approved. A customer will not have access to view a CSA in this status.

1.1.5 Mail Separations

Separation sortation to containers is based on ZIP Codes. First-Class Mail separations will be determined on the basis of local USPS processing requirements, average historical daily volume at the mailer facility, and available mailer space to create separations. Mail preparation requirements including containerization and labeling for all other mail classes are defined in the Domestic Mail Manual (DMM).

For all mail classes other than First-Class Mail, if there is not enough volume to containerize to at least the BMC level, a Mixed BMC container, or other container as specified by the origin Post Office, must be created.

A defined separation should always be made if the volume exists to support that separation. The minimum load for containers is measured in linear feet and is defined by the local Post Office. If there is not enough volume to make a container for a separation, that volume will default to a less granular separation. The hierarchy for separations from most granular to least is

1. Separations to a single 5-digit
2. Separations to multiple 5-digits
3. Separations to a single 3-digit
4. Separations to multiple 3-digits
5. Local separations
6. Working mail separations
7. Single Piece separations

For example, if a 3-digit separation exists for ZIP Codes 201-250 but there is not enough volume to make that container, those handling units would be placed on a less granular separation such as a mixed container. All CSAs should include a working mail separation (see Exhibit 6).

Each separation will be listed by a “separation number” (see Exhibit 6). The separation number is not used to represent the hierarchy in containerization, but is used only as a means to identify each separation in the documentation of the CSA.

A “Local” separation is made for mailpieces that enter the postal network at the same processing facility that services the area to which the mailpieces are addressed. “Local” mail can also be defined by the local office. There are no minimums for containerization of local mail, allowing for agreements to separate the handling units of local mail into a container destined to that local processing facility with any quantity of mail. The local office may allow mailers to deposit local letter and flat mail in trays without sleeves, tops, and straps, if it is mutually beneficial.

Mailers that have a *PostalOne!*® Transportation Management System (TMS) have the capability to dynamically assign handling units (i.e. trays) to transportation routes. The CSA for those mailers will accommodate those dynamic route assignments and identify the appropriate dispatch to which those assignments will be associated. Each separation in Exhibit 6 (Container Label Information) represents a container to be prepared. The mailer can then use the information to produce container placards.

1.1.6 Labeling Instructions

First-Class Mail label instructions can be found in the DMM. Customers also have the option of creating First-Class Mail separations not contained in the DMM through the CSA by creating customized container labels.

Pallets will be prepared and labeled according to either:

1. As required by the Domestic Mail Manual section 705.8 and the required Labeling Lists for the class of mail, processing category and destination ZIP Code separations. Mailings with required separation (palletized) rules must follow the DMM. There can be exceptions granted for small volumes of mail destined for a local processing plant servicing the DMU.

or

2. Directions provided in the CSA for First-Class Mail as described in Section 1.1.6.1.

1.1.6.1 Container Label Information for Customized First-Class Mail Separations

For customers who elect to customize their First-Class Mail separations through their CSA, Exhibits 6 and 7 illustrate the information required on the container label. The following definitions apply:

1. **Separation #:** Sequential number for each separation created. For example, the first separation made would be assigned “Separation #1”, the second separation made would be assigned “Separation #2” and so on. For CSAs created electronically, the FAST system will assign a sequential number for that separation.
2. **Container Destination ZIP Codes:** The list of destination ZIP Codes for the mail that is to be sorted to a container. A 5-digit separation will always take precedence over a 3-digit separation.
3. **Label To:** The facility to which the mail is going. This will appear on the top line of the Container Label.
4. **Label ZIP Code:** The ZIP Code of the Label To Facility. The combination of Label ZIP Code and Processing Code will be unique for each Separation Number.
5. **Mail Class:** This will always be First-Class (FCM). This will be left justified on Line 2 of the Container Label.

6. **Processing Category:** This field will be used to distinguish the processing category of the mail in a container.
7. **Processing Code:** A general description of the contents of the container. The applicable values are identified as:
- **S** (Surface) – Separation for a single surface route dispatched from the origin USPS facility. Typically this is a 5D, 3D, ADC, AADC, or Surface Transfer container separation.
 - **MXDS** (Mixed Surface) – Containers with handling units (trays, sacks, tubs) for multiple surface routes.
 - **L** (Local) – Mail worked for delivery at the origin USPS facility.
 - **WKG** (Working Mail) – Mixed ADC or Mixed AADC mail.
 - **A** (Air) – Separations directed to an air carrier.
 - **MXDA** (Mixed Air) – Separations for multiple air carriers.
 - **SP** (Single-piece) – Pieces paid at single-piece prices.
8. **Processing Code Label:** Additional processing code information to include in the container label. For example, an air separation can be made to a particular carrier and would be labeled as such. This field would contain the value to include on the container label. Exhibit 5 illustrates air separations.

A combination of the Processing Code and Processing Code Label define whether the TMS mailer will sort air trays to containers based on the TMS assignment or by the Container Destination ZIP Codes. The table below identifies the different conditions and how trays should be sorted.

| Processing Code | Processing Code Label | Tray Sort to Containers |
|-----------------|-----------------------|---|
| A | Blank | Sort air trays to containers by zip code defined in the Container Destination Zip Code field regardless of TMS assignment. |
| A | Airline Code | Sort air trays to containers based on TMS assignment. The Container Destination Zip Code field for all air separations will contain all zip codes that could be assigned to an airline by TMS. |
| MXDA | Blank | Sort all air trays based on TMS assignment that are not assigned to an Air (A) separation. The Container Destination Zip Code field for all air separations will contain all zip codes that could be assigned to an airline by TMS. |
| MXDA | Airline Code | Sort air trays to containers based on TMS assignment for the Airline Code defined in the Processing Code Label. This condition will only occur if there is more than one MXDA type separation, each with one or more Airlines Code assigned. The Container Destination Zip Code field for all air separations will contain all zip codes that could be assigned to an airline by TMS. |

The airline codes are:

- **UA** – United Airlines
- **B6** – Jet Blue

- **CO** – Continental Airlines
- **SY** – Sun Country
- **US** – US Airways
- **YX** – Midwest Airlines
- **5X** – UPS
- **FX** - FedEx

9. **Minimum load for Containers:** The minimum load is measured in linear feet and is defined by the local Post Office.

1.1.7 CSA Use for Plant Verified Drop-Ship (PVDS) Facilities

Mailer's sites that are primarily used for Plant Verified Drop-Ship (PVDS) mailings will have a CSA to accommodate any origin entered mail from that facility. The table below explains how to use a CSA for any origin entered mail in this environment and assumes this mail is verified at a Detached Mail Unit (DMU).

| Transportation Frequency | Mailer Transported (No CSA needed) | USPS Transported (CSA needed) |
|---|--|---|
| Daily Transport | <ul style="list-style-type: none"> ▪ This mail should be included in a FAST appointment ▪ The mailer would identify the FAST appointment associated to that mail in their electronic documentation | <ul style="list-style-type: none"> ▪ A CSA would be created with a single Trip Number that is scheduled to arrive after the CET of the facility to accommodate all origin entered mail. ▪ The mailer includes that trip in the electronic documentation for all origin entered mail that is sent to the origin facility and indicates the date of the shipment as the date the truck departs. |
| Multi-Day Load (i.e. the truck is loaded for multiple days) | <ul style="list-style-type: none"> ▪ This mail should be included in a FAST appointment ▪ The mailer would identify the FAST appointment associated to that mail in their electronic documentation | <ul style="list-style-type: none"> ▪ A CSA would be created with a single unscheduled Trip Number to the origin facility. ▪ The mailer includes that trip in the electronic documentation for all origin entered mail that is sent to the origin facility and indicates the date of the shipment as the date the truck is expected to depart. |

1.1.8 Using the *PostalOne!* Transportation Management System

Mailers with a *PostalOne!* Transportation Management System (TMS) have the capability to dynamically assign handling units (i.e., trays) to transportation routes. Examples of dynamic assignment are: a tray for ZIP Code 600 is run through the TMS at 9 am and receives an airline assignment, another tray for ZIP Code 600 is run through the TMS at 11 am and receives a surface assignment; or a tray for ZIP Code 945 is run through the TMS at 3 pm and receives an airline assignment of American Airlines, a tray for ZIP Code 945 is run through the TMS at 6 pm and receives an airline assignment of Continental Airlines. The CSA for mailers using a TMS will identify the appropriate dispatch to which those assignments will be associated.

The contingency plan for sites with TMS are:

1. If there is no connection to S-AMS, mailers who have sufficient processing capacity and time to scan mail prior to their committed dispatch time, will rerun all unassigned trays prepared during the disconnect time through the TMS to receive the proper assignment. If the mailer has insufficient capacity or time prior to his committed dispatch, the mailer will not be required to run trays prepared during the disconnect time through TMS for assignment.
2. In case of disconnect, the mailer will continue to make the required container separations for all trays that are routed via surface transportation 100% of the time. Trays for destinations that are routed via air transportation 100% of the time, and destinations that may be routed via either surface or air depending upon the time of scan assignment will be containerized as unscanned volume on a separate Working (WKG) container. All containers will be identified with appropriate separation placards. In addition, mailers will identify containers as "Unscanned Volume for Scan Assignment" by writing "Unscanned" on the second line of the container label. All trays that are not scanned will be containerized separately from trays that have received a scan assignment. Trays which have not been scanned and require an assignment will be containerized and dispatched to the parent contingency plant identified in the CSA for scanning and assignment through the plant's S-AMS equipment. All unscanned trays must be properly sleeved, strapped, labeled, and placed in approved USPS containers. The mailer will notify the local contingency plant anytime they have a disconnect situation, and provide estimated volume of unscanned trays and plant arrival times. Any mailing without assignment presented to the Postal Service under a CSA that has a requirement for mailer scan assignments prior to deposit will receive a start-the-clock of day + 1 day for that mailing.

The mailer is still responsible for providing Intelligent Mail Tray barcodes in the electronic documentation regardless of an available connection to S-AMS. The CSA air container separations will show the same Container Destination Zip Codes in that column in Exhibit 6.

The CSA for mailers with a TMS will contain surface separations along with a default air separation. That default air separation will likely be broken into multiple lines in the CSA downloadable file so that the various labeling options may be accurately reflected. The TMS can also be used to make surface separations with those separations entered into the TMS by loading the CSA file or through a manual data entry process. The CSA will contain labeling instructions for the surface separations as well.

TMS may on occasion assign an air tray to a surface container. If this situation is possible, the CSA may include the same Container Destination Zip Code in both an Air and Surface Processing Code separation. In this case, the TMS assignment will be used to route the tray to the correct container.

For more information about TMS, please see the *Guide to Intelligent Mail for Letters and Flats*.

1.1.8.1 Associating Containers to Trips

Physical or logical containers are associated to trips by including the trip number in the Truck or Dispatch Number field of the .CSM file in Mail.dat or the ContainerData message in Mail.XML and completing the Dispatch Date/Time fields. Often, because of the volume produced at the facility, the Postal Service will provide multiple trailers to a single entry point. For example, if the mailer's facility produces enough volume that will be transported on air transportation to fill three trailers, the Postal Service would provide three separate trips (i.e., trailers). These trips would each have a different trip number and might leave at different times throughout the day. The association of all of the trips going to a single entry point is called a logical dispatch.

When mailers can identify the specific trip on which a container (logical or physical) will be transported, that trip number should be used to associate containers to the trip in their electronic documentation. When mailers do not know on which specific trip a container will be transported, then they would associate those containers to the logical dispatch. This is accomplished by associating the containers to the trip number of the last physical dispatch of the logical dispatch in the electronic documentation. If any information is logical, then the whole dispatch will be a logical dispatch.

For mail that is DMU-verified and transported by the Postal Service, when the physical dispatches in the CSA will not accommodate the mail volume for that day, mailers can request additional USPS transportation according to their plant load agreement. When this situation occurs, these physical dispatches will be subject to the CAT of the last scheduled dispatch.

1.1.9 Accessing CSA Information Electronically

CSAs for First-Class Mail, Standard Mail, Periodicals, and/or Bound Printed Matter can be entered into FAST. In the Full Service May 2009 release, customers will be able to download their CSA(s) from FAST. A CSA will not be accessible in FAST until the CSAs are approved by BMEU personnel and entered into FAST.

Mailer will need to implement the CSA business rules into their software to determine which separations to make and what information to include in the container label applied to that separation. Mailers will need to use the Business Customer Gateway to add the 'Customer/Supplier Agreement' service to their profile in-order to retrieve an electronic version of their CSA(s) from FAST. Refer to "Appendix E – Business Customer Registration Steps To Add CSA Service To User Profile" for high-level steps to add the CSA service to a user profile. Mailers will be able to retrieve an electronic version of their CSA from FAST using any of these two data exchange methods:

1. **Download a CSA file from FAST online website:** Customers will access the FAST online website, search for their CSA, view their CSA on FAST web pages, then download their CSA file in CSV (comma separated value) format. The FAST CSA file format is defined in Appendix B. For additional information, please go to fast.usps.com click on "Resources" then "Reference Documents" in the left navigation menu. Scroll down to the "Customer Job Aids" section and find the "Customer / Supplier Agreements (PDF)".
2. **Mail.XML 6.0:** Customers have the option of accessing their CSA information by implementing the IDEALLIANCE Mail.XML 6.0 Customer Supplier Agreement Query Request/Response message. The IDEALLIANCE Mail.XML 6.0 specification can be downloaded from www.maildat.org. The business rules for implementing this message are in the *Posta/One!* Mail.XML Technical Guide found at ribbs.usps.gov.

Please note that customers implementing IDEALLIANCE Mail.XML 6.0 must go through the FAST Web Services testing process. For more information on the FAST Web Services testing process, please contact Fast_WebService@usps.gov.

Anytime a CSA is updated and approved by the Postal Service, the FAST system will automatically send customers an email containing an electronic CSA file attachment (CSV format) provided the customer has designated an email address to receive CSA updates. The CSA file attached to the email is in the same format as the CSA file download from FAST. Refer to Appendix B for the CSA file format.

If the CSA file is downloaded or sent by email the file name will be in the following format where the timestamp is when the CSA was generated.

"CSA_<CSA ID>_YYMMDDHHMM.csv".

When changes are made to a customer's CSA and those changes are entered into FAST, the next time the customer downloads the CSA file from FAST, the effective date and status will have changed to reflect when the CSA was updated but the CSA_ID will not change.

1.1.10 How “Start-the-Clock Day Zero” Will Be Established

If a “P” is displayed next to the CAT, this indicates that the Day-0 will be the previous day (i.e. CAT is 0050P on June 14, but the Day-0 would be June 13 if the CAT is met, see Exhibit 1, Trip Number 35767). Similarly, if “N” is displayed next to the CAT, this indicates that the Day-0 will be the next day.

1.1.10.1 For Origin-Entered, DMU-Verified Mail Transported by the Postal Service

For origin-entered, DMU-verified mail that is transported on USPS transportation Day-0 begins at the planned dispatch departure time to which the container was associated in the CSA

For mailers who prepare logical trays and containers (where the mailer does not know exactly which mailpieces are in which trays, which trays are on which containers, or which containers are on which trucks, such as MLOCR mailers), the start-the-clock measurement defaults to the last transportation trip for a destination.

1.1.10.2 Start-the-Clock for Origin-Entered, DMU-Verified Mail Transported by Mailer

For origin-entered, DMU-verified mail that is transported by the mailer to the USPS origin facility, Day-0 begins when the time the mail arrives at the USPS designated facility. Customers with scheduled daily runs will have recurring FAST appointments.

1.1.10.3 Start-the-Clock for BMEU Mail

For BMEU verified mail, Day-0 begins once the unit has completed all verification activities and processed the postage statement for account debiting.

1.1.10.4 Start-the-Clock for An Unscheduled Trip

For mail that is associated to an unscheduled trip, Day-0 for that mail will be calculated by comparing the scans of the containers to the CAT as identified in the CSA. If the scans occurred prior to the CAT, Day-0 will be the date of mailing. If the scans occurred after the CAT, Day-0 will be the subsequent mailing date. If no container scans exist, the Start-the-Clock will be the date of mailing.

1.1.11 Appeals

In the event that a disagreement exists between the mailer and USPS plant manager regarding a CSA, the appeals process illustrated in Appendix D will be followed.

CSA Exhibits

USPS creates CSAs for mailers to confirm the origin-entry preparation requirements and the acceptance window times necessary for mail to be considered entered into the postal network on “Start-the-clock Day Zero” (Day-0). A CSA may also include a schedule of transportation times, mail containerization specifications, designated postal mail facility entry locations, and time-sensitive mail entry instructions. The CSA Exhibits provide examples of the different business scenarios USPS creates CSAs for customers.

Exhibit 1: Example of a CSA for Origin-Entered, DMU-verified Mail Transported by the Postal Service

Exhibit 1 provides an example of a mailer facility where DMU verifies the mail and Postal Service vehicles transport the mail for Origin Entry. Exhibit 1 represents a continuous or MLOCR mailer that produces large volumes of mail to schedule multiple dispatches every day of the week Monday – Friday (MF). Exhibit 1 shows a CSA with these types of dispatches:

- Mailer has multiple dispatches through the day where mail is presented before the Customer Acceptance Time (CAT), containers are ready before dispatch time, then mail is loaded on USPS transportation vehicles and dispatch to USPS Origin Facility.

For example, STD/LTR containers with container label ZIP Codes 680-684 -> trip number 12345 is presented to DMU clerk at 1000 (before CAT 1815) -> containers are ready by 1040 (before Container Ready Time 1815) -> containers are loaded onto USPS vehicles and dispatch to Origin Facility at 10:50 (before Dispatch Time 1055). Therefore S-T-C is Day-0 for this mailing.

- P – If a “P” is displayed next to the CAT, this indicates that the Day-0 will be the previous day -- i.e. CAT is 0050P on June 14, but the Day-0 would be June 13 if the CAT is met, (see Trip Number 35767).
- N – If an “N” is displayed next to the CAT, this indicates that the Day-0 will be the next day.

| DISPATCH TIME | CONTAINER READY TIME | CAT | DAY OF WEEK | TRIP NUMBER | TRIP VOLUME (percentage) | CONTAINER DESTINATION ZIP CODES | FACILITY NAME | FACILITY LOCALE KEY | MAIL CLASS | PROCESSING CATEGORY | PROCESSING CODE |
|---------------|----------------------|------|-------------|-------------|--------------------------|---------------------------------|---------------|---------------------|------------|---------------------|-----------------|
| 1055 | 1040 | 1815 | MF | 12345 | 40 | 498-599, 612, 620-693 | Omaha P&DC | W1A092 | FCM | LTRS | MXDS |
| 1055 | 1040 | 1815 | MF | 12345 | 100 | 680-684 | Omaha P&DC | W1A092 | STD | LTRS | L |
| 1055 | 1040 | 1815 | MF | 12345 | 100 | 680-684 | Omaha P&DC | W1A092 | PER | LTRS | L |
| 1055 | 1040 | 1815 | MF | 12345 | 100 | 680-684 | Omaha P&DC | W1A092 | PER | FLTS | L |
| 1810 | 1755 | 1815 | MF | 12356 | 30 | 498-499, 612, 620-693 | Omaha P&DC | W1A092 | FCM | LTRS | MXDS |
| 1810 | 1755 | 1815 | MF | 12356 | 100 | 001-999 | Chicago | W12399 | STD | LTRS | MXDS |

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| | | | | | | | | | | | |
|------|------|-------|----|-------|-----|-----------------------|------------|--------|-----|------|------|
| | | | | | | | P&DC | | | | |
| 2115 | 2100 | 1815 | MF | 12367 | 30 | 498-599, 612, 620-693 | Omaha P&DC | W1A092 | FCM | LTRS | MXDS |
| 1400 | 1345 | 0050P | MF | 35767 | 50 | 600-611, 613-619 | Omaha MCC | 009051 | FCM | LTRS | S |
| 1400 | 1345 | 1645 | MF | 35767 | 50 | 001-497, 694-999 | Omaha MCC | 009051 | FCM | LTRS | MXDS |
| 1400 | 1345 | 1645 | MF | 35767 | 50 | 001-497, 694-999 | Omaha MCC | 009051 | FCM | LTRS | MXDA |
| 1800 | 1745 | 0050P | MF | 34210 | 50 | 600-611, 613-619 | Omaha MCC | 009051 | FCM | LTRS | S |
| 1800 | 1745 | 1645 | MF | 34210 | 50 | 001-497, 694-999 | Omaha MCC | 009051 | FCM | LTRS | MXDS |
| 1800 | 1745 | 1645 | MF | 34210 | 50 | 001-497, 694-999 | Omaha MCC | 009051 | FCM | LTRS | MXDA |
| 2000 | 1945 | 1815N | MF | 44150 | 100 | 001-999 | Omaha P&DC | W1A092 | STD | FLTS | MXDS |

Exhibit 2: Example of a CSA for Origin-entered, DMU-verified Mail Transported by the Mailer

Exhibit 2 provides an example of DMU verified mail and the mailer transports the mail for Origin Entry. In this scenario - each trailer will also have a corresponding recurring FAST appointment.

| ARRIVAL TIME | CAT | DAY OF WEEK | RECURRING APPOINTMENT SEQUENCE ID | TRIP VOLUME (percentage) | CONTAINER DESTINATION ZIP CODES | FACILITY NAME | FACILITY LOCALE KEY | MAIL CLASS | PROCESSING CATEGORY | PROCESSING CODE |
|--------------|-------|-------------|-----------------------------------|--------------------------|---------------------------------|---------------|---------------------|------------|---------------------|-----------------|
| 1055 | 1815 | MF | 12345R | 40 | 498-599, 612, 620-693 | Omaha P&DC | W1A092 | FCM | LTRS | MXDS |
| 1810 | 1815 | MF | 12356R | 30 | 498-599, 612, 620-693 | Omaha P&DC | W1A092 | FCM | LTRS | MXDS |
| 2115 | 1815 | MF | 12367R | 30 | 498-599, 612, 620-693 | Omaha P&DC | W1A092 | FCM | LTRS | MXDS |
| 1400 | 1645 | MF | 35768R | 50 | 600-611, 613-619 | Omaha MCC | 009051 | FCM | LTRS | S |
| 1400 | 0050P | MF | 35768R | 50 | 001-497, 694-999 | Omaha MCC | 009051 | FCM | LTRS | MXDS |
| 1400 | 0050P | MF | 35768R | 50 | 001-497, 694-999 | Omaha MCC | 009051 | FCM | LTRS | MXDA |
| 1700 | 1645 | MF | 34210R | 50 | 600-611, 613-619 | Omaha MCC | 009051 | FCM | LTRS | S |
| 1700 | 0050P | MF | 34210R | 50 | 001-497, 694-999 | Omaha MCC | 009051 | FCM | LTRS | MXDS |
| 1700 | 0050P | MF | 34210R | 50 | 001-497, 694-999 | Omaha MCC | 009051 | FCM | LTRS | MXDA |

Exhibit 3: Example of a CSA for BMEU-Verified Mail

Exhibit 3 provides an example where the mailer brings mail to BMEU for verification and acceptance after the Critical Acceptance Time (CAT). After acceptance, BMEU releases the mail into operations. USPS will create CSAs for mailers who have this scenario where it is mutually beneficial to the mailer and USPS to allow the mailer to present mail past the BMEU's CAT.

| ARRIVAL TIME | CAT | DAY OF WEEK | TRIP VOLUME (percentage) | CONTAINER DESTINATION ZIP CODES | FACILITY NAME | FACILITY LOCALE KEY | MAIL CLASS | PROCESSING CATEGORY | PROCESSING CODE |
|--------------|------|-------------|--------------------------|---------------------------------|---------------|---------------------|------------|---------------------|-----------------|
| 1815 | 1815 | MF | 50 | 001-497, 694-999 | Omaha BMEU | W1A092 | FCM | LTRS | MXDS |
| 1900 | 1900 | MF | 50 | 600-611, 613-619 | Omaha BMEU | W1A092 | FCM | LTRS | MXDS |
| 2100 | 2100 | MF | 100 | 498-599, 612, 620-693 | Omaha BMEU | W1A092 | FCM | LTRS | L |

Exhibit 4: Unscheduled Trips

A CSA for mailers with only unscheduled trips will have two trips shown in the CSA. One trip will be for local mail going to the local facility. The other trip will be to the local facility for all other mail regardless of where the mail is going. It is possible to have multiple mail classes, processing categories, or processing codes for each trip.

For mailers with regularly scheduled trips who have additional volume present, the additional volume is an add-on to the last trip for that class of mail and processing category and will not require a modification to the CSA.

Mailers can have a Multi-Day Load where a mailer loads a truck with residual mail over multiple days. For mail that is verified at the DMU and then transported by the Postal Service, when the truck bed is full. In this case:

- A CSA would be created with a single unscheduled Trip Number to the origin facility.
- The mailer includes that trip in the electronic documentation for all origin entered mail that is sent to the origin facility and indicates the date of the shipment as the date the truck is expected to depart.

For mail that is associated to an unscheduled trip, the Start-the-clock for that mail will be calculated by comparing the scans of the containers to the CAT as identified in the CSA. If the scans occurred prior to the CAT, Day-0 will be the date of mailing. If the scans occurred after the CAT, Day-0 will be the subsequent mailing date. If no container scans exist, the Start-the-Clock will be the date of mailing.

| DISPATCH / ARRIVAL TIME | CAT | DAY OF WEEK | TRIP NUMBER | TRIP VOLUME (percentage) | CONTAINER DESTINATION ZIP CODES | FACILITY NAME | FACILITY LOCALE KEY | MAIL CLASS | PROCESSING CATEGORY | PROCESSING CODE |
|-------------------------|------|-------------|-------------|--------------------------|---------------------------------|---------------|---------------------|------------|---------------------|-----------------|
| | 1800 | | 12345 | | 606-611 | Chicago P&DC | W12399 | STD | LTRS | L |
| | 1800 | | 12345 | | 606-611 | Chicago P&DC | W12399 | FCM | FLTS | L |
| | 1800 | | 12346 | | 001-999 | Chicago P&DC | W12399 | STD | LTRS | MXDS |
| | 1800 | | 12346 | | 001-999 | Chicago P&DC | W12399 | FCM | LTRS | MXDS |
| | 1800 | | 12346 | | 001-999 | Chicago P&DC | W12399 | STD | FLTS | MXDS |

Exhibit 5: Air Separations

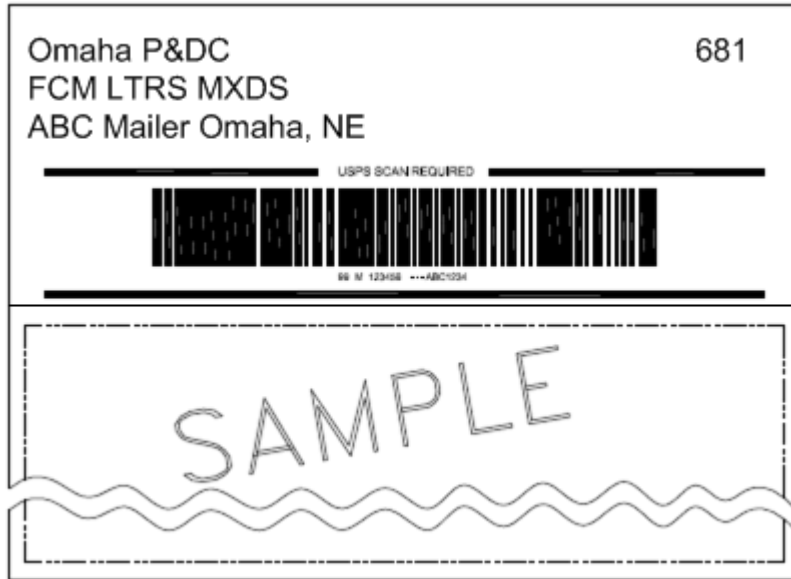
If an air separation can be made for a specific airline, "A" should be displayed in the processing code field and the label (Exhibit 6) shall include the airline code for that separation

| DISPATCH / ARRIVAL TIME | CAT | DAY OF WEEK | TRIP NUMBER | TRIP VOLUME (percentage) | CONTAINER DESTINATION ZIP CODES | FACILITY NAME | FACILITY LOCALE KEY | MAIL CLASS | PROCESSING CATEGORY | PROCESSING CODE | PROCESSING CODE LABEL |
|-------------------------|------|-------------|-------------|--------------------------|---------------------------------|---------------|---------------------|------------|---------------------|-----------------|-----------------------|
| 1600 | 1600 | MF | 23891 | 100 | 001-500 | Omaha MCC | 009051 | FCM | LTRS | MXDA | |
| 1800 | 1800 | MF | 24891 | 100 | 001-500 | Omaha MCC | 009051 | FCM | LTRS | A | FX |

Exhibit 6: Sample Container Label Information (applies to First-Class Mail only)

| Separation # | Container Destination ZIP Codes | Label To Line 1 | Label ZIP Code Line 1 | Mail Class Line 2 | Processing Category Line 2 | Processing Code Line 2 | Processing Code Label Line 2 | Minimum Load for Containers (linear feet) |
|--------------|--|-----------------|-----------------------|-------------------|----------------------------|------------------------|------------------------------|---|
| 1 | 68010 | Omaha P&DC | 68010 | FCM | LTRS | L | | 1 |
| 2 | 498-599, 612, 620-693 | Omaha P&DC | 681 | FCM | LTRS | MXDS | | 1 |
| 3 | 001-005, 010-329, 332, 334-497, 694-785, 787-966, 970-994, 998-999 | Omaha MCC | 680 | FCM | LTRS | MXDS | | 1 |
| 4 | 006-009, 330-331, 333, 786, 967-969, 995-997 | Omaha MCC | 680 | FCM | LTRS | MXDA | | 1 |
| 5 | 006-009, 330-331, 333, 786, 967-969, 995-997 | Omaha MCC | 680 | FCM | LTRS | A | FX | 1 |
| 6 | 600-611, 613-619 | Chicago SCF | 606 | FCM | LTRS | S | | 1 |
| 7 | 001-999 | Omaha P&DC | 681 | FCM | LTRS | WKG | | 1 |

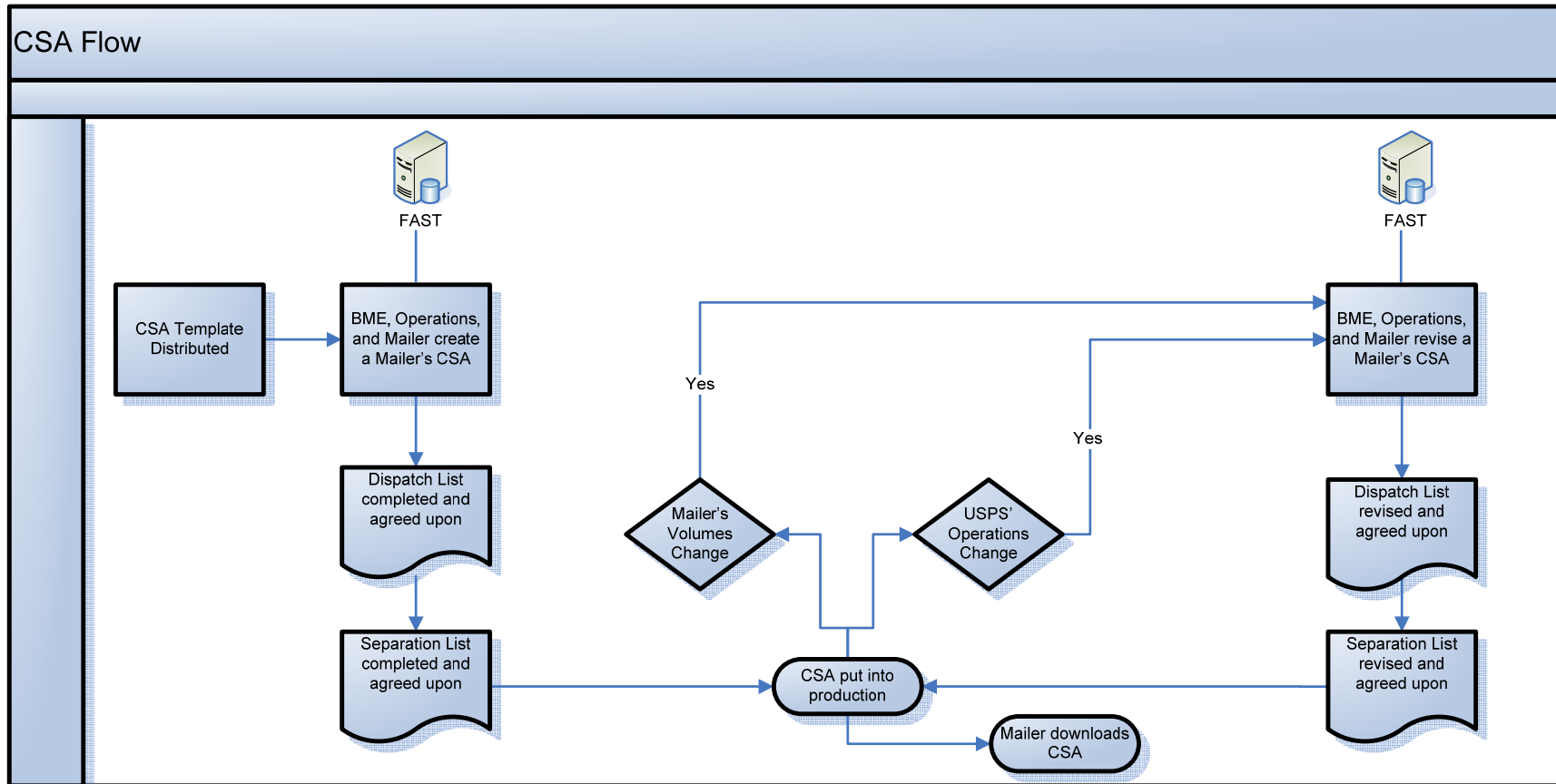
Exhibit 7: Sample Container Label (an Illustration of Separation 2 in Exhibit 6)



Using the approved CSA for the facility, the mailer will identify the correct information to apply to Lines 1 and 2 of the Intelligent Mail container label. Please reference the Intelligent Mail container label specifications posted at: <http://ribbs.usps.gov/>. Follow DMM requirements for placement of pallet labels.

Appendix A: CSA Flow

The CSA Flow shows the USPS CSA FAST process flow to create CSA(s) for customers.



Appendix B: FAST CSA File Layout

This table describes the FAST CSA file's data field names, data field lengths, data types, and definitions.

| Field Name | Length | Data Type | Description |
|--------------------|--------|-----------|--|
| CSA ID | 10 | Numeric | The number assigned to the CSA by the FAST system. The CSA ID will be repeated for each row output in the file. |
| CRID | 10 | Numeric | The Customer Registration ID number that is assigned. The CRID will be repeated for each row output in the file. |
| CSA Effective Date | 8 | Numeric | The date a CSA becomes effective. Format will be MMDDYYYY (08072008) |
| CSA Status | 12 | Text | <p>A list of enumerated values describing the status that a CSA may be in. Customers should only use a CSA in Active (currently effective) or Pending (effective in the future – used for advanced planning) The applicable values are identified as:</p> <p>Active – A CSA that has been approved and that is currently effective as determined by the effective date.</p> <p>Pending – A CSA that has been approved and that is effective in the future as determined by the effective date.</p> <p>Inactive – A CSA that has been deleted or overwritten by another CSA.</p> <p>Incomplete – A CSA that is saved, but not completed. A customer will not have access to view a CSA in this status.</p> <p>Pre-Approval – A CSA that is saved and complete, but not approved. A customer will not have access to view a CSA in this status.</p> |
| Dispatch Time | 4 | Time | The time the truck (postal transportation) is scheduled to depart the mailer's facility. This field will only be populated for DMU mailers with USPS transportation. It is established by local postal transportation managers to ensure that the dispatch will arrive at the facility to meet the processing facility operating time. |
| Arrival Time | 5 | Time | For mail verified at the mailer's facility and transported to the processing plant on the mailer's transportation, mail scheduled to be brought into the BMEU by the mailer after the CAT, or larger mailers scheduled to bring mail into the BMEU before the CAT, this field indicates the time the mailer's truck is scheduled to arrive at the USPS facility. The time will be established by local postal transportation managers and business mail entry managers to ensure that the truck will arrive at the facility to meet the Critical Entry Times. |

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| Field Name | Length | Data Type | Description |
|-----------------------------------|--------|--------------|--|
| Day of Week | 3 | Text | The day or days to which the separation applies. This field may be blank for the Unscheduled scenario. ALL – Daily MS – Monday through Saturday MF – Monday through Friday MON – Monday TUE – Tuesday WED – Wednesday THU – Thursday FRI – Friday SAT –Saturday. SUN – Sunday |
| Trip Number | 5 | Numeric | A trip number is for a USPS supplied trailer. This is used for origin entered, USPS transported mail. Each scheduled trailer will have an associated trip number defined in the CSA, and this number is five digits and will be determined locally. When included in the electronic documentation, a four-digit date will be appended to the end of the trip number using two digits for month and two digits for date (i.e. 0822 for August 22nd). |
| Recurring Appointment Sequence ID | 6 | Alphanumeric | This will be populated when a FAST Recurring Appointment Sequence ID is present. This is used for origin entered, DMU verified, mailer transported mail and is output as a 5-digit numerical value with an “R” appended to it. For example, 12345R. |
| Publication Number | 9 | Numeric | This is the publication number associated to a Periodicals mailing. This field will only apply to the Periodicals scenario. |
| Trip Volume | 3 | Numeric | A number will be entered indicating the percentage of the total mail volume by Mail Class, Processing Category and Processing code for the day. This field should be populated for both mailer and USPS transported mail and is to be used as a guideline. This field is to be used as a guideline. For example, 40% First-Class Mail LTRS S (Surface) on Dispatch 1, 30% First-Class Mail LTRS S on Dispatch 2, and 30% First-Class Mail LTRS S on Dispatch 3. If there is only one dispatch, the percentage entered would be 100% for each Mail Class, Processing Category, Processing Code, Entry Facility, and Template Type (please refer to Exhibits). |
| Container Destination ZIP Code | 11 | Text | The range of destination ZIP Codes associated with the containers in the separation. This can include 3-digit ZIP Code ranges or 5-digit ZIP Code ranges. This will also be used for the Container Label. All ZIP Codes must be represented in this field for a CSA to be valid. |
| Facility Locale Key | 9 | Text | Standardized facility code which is populated by the system based on the facility selected in the Facility Name block. |

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| Field Name | Length | Data Type | Description |
|-----------------------|--------|-----------|--|
| Mail Class | 3 | Text | <p>The class of mail to which the line item separation applies. This will also be used for the Container Label.</p> <p>FCM (First-Class Mail)</p> <p>BPM (Bound Printed Matter)</p> <p>STD (Standard Mail)</p> <p>PER (Periodicals Mail)</p> |
| Processing Category | 4 | Text | <p>This field will be used to distinguish the shape of the mail in a container. This will also be used for the Container Label.</p> <p>LTRS (Letters)</p> <p>FLTS (Flats)</p> |
| Processing Code | 4 | Text | <p>A general description of the contents of the containers on a trailer. It is possible to use all or only some of the values. Values will be available from a dropdown list. This will also be used for the Container Label. The applicable values are identified as:</p> <p>S (Surface) – Separation for a single surface route dispatched from the origin USPS facility. Typically this is a 5D, 3D, ADC, or AADC container separation.</p> <p>MXDS (Mixed Surface) – Separations redirected at the origin USPS facility to multiple surface routes.</p> <p>L (Local) – Mail worked for delivery at the origin USPS facility.</p> <p>WKG (Working Mail) – Mixed ADC or Mixed AADC mail.</p> <p>A - Separations directed to an air carrier.</p> <p>MXDA (Mixed Air) – Separations for multiple air carriers.</p> <p>SP (Single-piece) – Pieces paid at single-piece prices.</p> |
| Processing Code Label | 20 | Text | <p>Additional processing code information to include in the container label. For example, an air separation can be made to a particular carrier (e.g. FedEx) and would be labeled as such. This field would contain the value to include on the container label and are based off TMS Airline Codes.</p> <p>UA – United Airlines</p> <p>B6 – Jet Blue</p> <p>CO – Continental Airlines</p> <p>SY – Sun Country</p> <p>US – US Airways</p> <p>YX – Midwest Airlines</p> <p>5X – UPS</p> <p>FX - FedEx</p> |

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| Field Name | Length | Data Type | Description |
|-----------------------------|--------|-----------|---|
| Minimum load for containers | 2 | Numeric | This is the minimum load allowed for a container. This is measured in linear feet. Use the lesser of this value or ½ the maximum for the container used. This value will be 1-99. |
| Container Ready Time | 4 | Time | This is the time that a container must be ready to load onto a truck to provide adequate time for the USPS clerk to validate the pallets. This will only be applicable for mail that is verified at a DMU on USPS transportation and will be established locally. |
| Separation Number | 3 | Numeric | For each new separation created, the FAST system will assign a sequential number for that separation. For example, the first separation made would be assigned "Separation #1", the second separation made would be assigned "Separation #2" and so on. This value will be 1-999. |
| Label To | 25 | Text | The facility to which the mail is going. This will appear on the top line of the Container Label. |
| Label ZIP Code | 5 | Numeric | The ZIP Code of the Label To Facility. This can be either a ZIP-3 or a ZIP-5. The combination of Label ZIP Code and Processing Code will be unique for each Separation Number. |
| CAT | 5 | Time | The CAT is the latest time mail can be presented for verification before being sent to designated induction points in the postal network for processing and dispatch. If a "P" is displayed next to the CAT, this indicates that the Day-0 will be the previous day (i.e. CAT is 0050P on June 14, but the Day-0 would be June 13 if the CAT time is met. Similarly, if "N" is displayed next to the CAT, this indicates that the Day-0 will be the next day. |

Appendix C: Sample Of A FAST CSA File

This FAST CSA sample file corresponds to Exhibit 1.

| CSA ID | CRID | CSA Effective Date | CSA Status | Dispatch Time | Arrival Time | Day of Week | Trip Number | Recurring Appointment Sequence ID | Publication Number | Trip Volume | Container Destination ZIP Code | Facility Locale Key | Mail Class | Processing Category | Processing Code | Processing Code Label | Minimum load for containers | Container Ready Time | Separation Number | Label To | Label ZIP Code | CAT |
|------------|------------|--------------------|------------|---------------|--------------|-------------|-------------|-----------------------------------|--------------------|-------------|--------------------------------|---------------------|------------|---------------------|-----------------|-----------------------|-----------------------------|----------------------|-------------------|-------------|----------------|-------|
| 1111111111 | 2222222222 | 08152008 | Active | 1055 | | MF | 12345 | | | 40 | 498-599 | W1A092 | FCM | LTRS | MXDS | | 72 | 1025 | 2 | Omaha P&DC | 681 | 1815 |
| 1111111111 | 2222222222 | 08152008 | Active | 1055 | | MF | 12345 | | | 40 | 612 | W1A092 | FCM | LTRS | MXDS | | 72 | 1025 | 2 | Omaha P&DC | 681 | 1815 |
| 1111111111 | 2222222222 | 08152008 | Active | 1055 | | MF | 12345 | | | 40 | 620-693 | W1A092 | FCM | LTRS | MXDS | | 72 | 1025 | 2 | Omaha P&DC | 681 | 1815 |
| 1111111111 | 2222222222 | 08152008 | Active | 1055 | | MF | 12345 | | | 100 | 680-684 | W1A092 | STD | LTRS | L | | | 1025 | | | | 1815 |
| 1111111111 | 2222222222 | 08152008 | Active | 1055 | | MF | 12345 | | | 100 | 680-684 | W1A092 | STD | LTRS | L | | | 1025 | | | | 1815 |
| 1111111111 | 2222222222 | 08152008 | Active | 1055 | | MF | 12345 | | | 100 | 680-684 | W1A092 | STD | FLTS | L | | | 1025 | | | | 1815 |
| 1111111111 | 2222222222 | 08152008 | Active | 1810 | | MF | 12356 | | | 30 | 498-499 | W1A092 | FCM | LTRS | MXDS | | 72 | 1740 | 2 | Omaha P&DC | 681 | 1815 |
| 1111111111 | 2222222222 | 08152008 | Active | 1810 | | MF | 12356 | | | 30 | 612 | W1A092 | FCM | LTRS | MXDS | | 72 | 1740 | 2 | Omaha P&DC | 681 | 1815 |
| 1111111111 | 2222222222 | 08152008 | Active | 1810 | | MF | 12356 | | | 30 | 620-693 | W1A092 | FCM | LTRS | MXDS | | 72 | 1740 | 2 | Omaha P&DC | 681 | 1815 |
| 1111111111 | 2222222222 | 08152008 | Active | 1810 | | MF | 12356 | | | 20 | 001-999 | W12399 | STD | LTRS | MXDS | | | 1740 | | | | 1815 |
| 1111111111 | 2222222222 | 08152008 | Active | 2115 | | MF | 12367 | | | 30 | 498-599 | W1A092 | FCM | LTRS | MXDS | | 72 | 2045 | 2 | Omaha P&DC | 681 | 1815 |
| 1111111111 | 2222222222 | 08152008 | Active | 2115 | | MF | 12367 | | | 30 | 612 | W1A092 | FCM | LTRS | MXDS | | 72 | 2045 | 2 | Omaha P&DC | 681 | 1815 |
| 1111111111 | 2222222222 | 08152008 | Active | 2115 | | MF | 12367 | | | 30 | 620-693 | W1A092 | FCM | LTRS | MXDS | | 72 | 2045 | 2 | Omaha P&DC | 681 | 1815 |
| 1111111111 | 2222222222 | 08152008 | Active | 1400 | | MF | 35767 | | | 50 | 600-611 | 009051 | FCM | LTRS | S | | 72 | 1330 | 6 | Chicago SCF | 606 | 0050P |
| 1111111111 | 2222222222 | 08152008 | Active | 1400 | | MF | 35767 | | | 50 | 613-619 | 009051 | FCM | LTRS | S | | 72 | 1330 | 6 | Chicago SCF | 606 | 0050P |
| 1111111111 | 2222222222 | 08152008 | Active | 1400 | | MF | 35767 | | | 50 | 001-497 | 009051 | FCM | LTRS | MXDS | | 72 | 1330 | 3 | Omaha MCC | 680 | 1645 |
| 1111111111 | 2222222222 | 08152008 | Active | 1400 | | MF | 35767 | | | 50 | 694-999 | 009051 | FCM | LTRS | MXDS | | 72 | 1330 | 3 | Omaha MCC | 680 | 1645 |
| 1111111111 | 2222222222 | 08152008 | Active | 1400 | | MF | 35767 | | | 20 | 001-497 | 009051 | FCM | LTRS | MXDA | | 72 | 1330 | 4 | Omaha MCC | 680 | 1645 |
| 1111111111 | 2222222222 | 08152008 | Active | 1400 | | MF | 35767 | | | 20 | 694-999 | 009051 | FCM | LTRS | MXDA | | 72 | 1330 | 4 | Omaha MCC | 680 | 1645 |
| 1111111111 | 2222222222 | 08152008 | Active | 1800 | | MF | 34210 | | | 50 | 600-611 | 009051 | FCM | LTRS | S | | 72 | 1730 | 6 | Chicago SCF | 606 | 0050P |
| 1111111111 | 2222222222 | 08152008 | Active | 1800 | | MF | 34210 | | | 50 | 613-619 | 009051 | FCM | LTRS | S | | 72 | 1730 | 6 | Chicago SCF | 606 | 0050P |
| 1111111111 | 2222222222 | 08152008 | Active | 1800 | | MF | 34210 | | | 50 | 001-497 | 009051 | FCM | LTRS | MXDS | | 72 | 1730 | 3 | Omaha MCC | 680 | 1645 |
| 1111111111 | 2222222222 | 08152008 | Active | 1800 | | MF | 34210 | | | 50 | 694-999 | 009051 | FCM | LTRS | MXDS | | 72 | 1730 | 3 | Omaha MCC | 680 | 1645 |
| 1111111111 | 2222222222 | 08152008 | Active | 1800 | | MF | 34210 | | | 50 | 001-497 | 009051 | FCM | LTRS | MXDA | | 72 | 1730 | 4 | Omaha MCC | 680 | 1645 |
| 1111111111 | 2222222222 | 08152008 | Active | 1800 | | MF | 34210 | | | 50 | 694-999 | 009051 | FCM | LTRS | MXDA | | 72 | 1730 | 4 | Omaha MCC | 680 | 1645 |

Appendix D: CSA Approvals

The following process will be used to approve a Customer/Supplier Agreement as well as appeal those agreements when established.

For any mailer entering mail that is origin entered and verified at the mailer's facility the following will apply:

| Mailer Type | C/SA Approver | Appeal Approver |
|---|---|--|
| Transportation originates and destines within a single District | District Manager (DM) and Area Manager, Distribution Network Operations (DNO) | Area Manager, Operations Support (MOS) |
| Transportation crosses District boundaries within a single area | DM and DNO | Area MOS |
| Transportation crosses Area boundaries | DM and DNO | Area MOS |
| Transportation originates and/or destines in multiple areas | DM, DNO and Area MOS | HQ Manager, Logistics |

For any mailer authorized to enter mail after Critical Acceptance Time at an origin BMEU the following will apply:

| Mailer Type | C/SA Approver | Appeal Approver |
|---|---|--|
| Transportation originates and destines within a single District | District Manager (DM) and Area Manager, Distribution Network Operations (DNO) | Area Manager, Operations Support (MOS) |
| Transportation crosses District boundaries within a single area | DM and DNO | Area MOS |
| Transportation originates and/or destines in multiple areas | DM, DNO and Area MOS | HQ Manager, Processing Operations |

Appendix E – Business Customer Registration Steps To Add CSA Service To User Profile

The Business Customer Gateway provides access to services supported by multiple USPS systems. Customers select New Users to create an account for any service offered through the Gateway. In the May 2009 release, the Gateway will support:

- All *PostalOne!* Services
- All FAST (Facility Access and Shipment Tracking System) services
- CLDS (Customer Label Distribution System)
- Mailer Id (MID)

Below are the high-level steps users will need to follow to add the Customer/Supplier Agreements service to a user profile.

Step 1. Users will need to access the 'Business Customer Gateway.'

Step 2. Users will select New Users to create an account for any service offered through the Gateway.

Step 3. Users will create their profile (username/password).

Step 4. Then users will provide business/personal information and confirm their information.

NOTE: It is extremely important for users wishing to affiliate to the same company to enter their company name and address information consistently. A Customer Registration ID (CRID) is assigned to a business name at an address.

Step 5. Users must accept the legal agreements.

Step 6. On the 'Select a Business Service' web page, users will select 'Customer/Supplier Agreements (CSA)' service.

Step 7. Once a service is selected, a user selects the business locations they want for this service.

Step 8. On the 'Add a Service' web page user will press 'Confirm' button to add service to user.

Note: For more detailed steps, please refer to the 'Customer Sign-In, Sign-Up Process on the Business Customer Gateway.'