A Guide to Customer / Supplier Agreements

April 1, 2012
Version 5.2

Document Change History

These are the changes from version 5.1 of the CSA Guide to version 5.2

Date	Section	Title	Description
3/20/2012	All		Updated formatting Updated footer
3/23/2012	1.1.4	CSA Electronic Approval Process	Added reference to new Appendix H - CSA Electronic Approval Process in FAST Added description of sequential approval requirements for District, Area, and HQ levels
3/20/2012	Appendix C	Sample of a FAST CSA File	Deleted three rows of data that are not required Updated the following columns: • Processing category • Minimum Load for containers Separation Number
3/20/2012	Appendix F	FAST CSA and eDoc Completion Matching Logic	Deleted rows from all three tables with information conflicting the last row added. Mail.dat: Scheduled Induction Date from .csm, Mail.XML: Scheduled Induction Date from ContainerInfoData, CSA: CSA Effective Date
3/20/2012	Appendix H	CSA Electronic Approval Process in FAST	Created section
3/27/2012	All		Updated date to April 1, 2012 to align with release

These are the changes from version 4.15 of the CSA Guide to version 5.1

Date	Section	Title	Description
3/13/2012	1.1.3	Process	Removed description of CSA approval process
3/13/2012	1.1.4	CSA Electronic Approval Process	Created new section. Updated CSA approver from Area (Ops

Date	Section	Title	Description
			Support) to Area (In-Plant Support)
			Added additional description of electronic CSA approval process in FAST.
			Added list of all CSA reviewers

These are the changes from version 4.14 of the CSA Guide to version 4.15

Section	Title	Description
1.1.3	Process	Added information to describe the new electronic approval process of CSA's in FAST.
Appendix D	CSA Approvers	Changed Appendix D title from 'CSA Approval' to 'CSA Approvers'
Table of Contents		Updated with new sections
1.1.4	Definitions	Removed the following definitions that have been deleted as part of the CSA Simplification effort: • Arrival Time • Container Ready Time • Day of Week • Dispatch Time • Recurring Appointment Sequence ID • Trip Number • Trip Volume Updated: • CAT (Critical Acceptance Time): Removed references to CAT calculations and added reference to 'Appendix G - National Standardized CAT/CET' • CET (Critical Entry Time): Removed references to CAT calculations and added reference to

Section	Title	Description
		'Appendix G - National Standardized CAT/CET' • Mail Class: 'Only First-Class mail will be supported through CSAs'
1.1.5	First-Class Mail Separations	Removed references to 'Exhibit 6'
1.1.6.1	Container Label Information for Customized First-Class Mail Separations	Removed references to 'Exhibit 5' Removed references to 'Exhibit 6' Removed references to 'Exhibit 7
1.1.9	Accessing CSA Information Electronically	Removed references to Mail.XML 6.0D
1.1.12	CSA Recommendations from June to November 2011	Removed entire section "CSA Recommendations from June to November 2011"
CSA Exhibits		Removed Text and Tables for: Exhibit 1: Example of a CSA for Origin Entered, DMU verified Mail Transported by the Postal Service Exhibit 2: Example of a CSA for Origin Entered, DMU verified Mail Transported by the Mailer Exhibit 3: Example of a CSA for BMEU Verified Mail Exhibit 4: Unscheduled Trips Exhibit 5: Air Separations Exhibit 6: Sample Container Label Information (applies to First-Class Mail only) Renamed: 'Exhibit 7: Sample Container Label (an Illustration of Separation 2 in Exhibit 6)' to 'Exhibit 1: Sample Container Label (Illustration of Separation)
Appendix B	FAST CSA File Layout	Removed Text: 'The fields that will be removed with the CSA simplification effort in November 2011 have been highlighted in blue and the items that will be updated in November have been highlighted in yellow.' Removed following blue highlighted rows from table: • Dispatch Time

Section	Title	Description
		• Arrival Time • Day of Week • Trip Number • Recurring Appointment Sequence ID • Publication Number • Trip Volume • Container Ready Time • CAT • CSA Trip Template Updated Row 'Mail Class' by removing: • BPM (Bound Printed matter) • STD (Standard Mail) • PER (Periodicals Mail)
Appendix C	Sample of a FAST CSA File	Removed the following columns: • Dispatch Time • Arrival Time • Trip Number • Recurring Appointment Sequence ID • Trip Volume • Container Ready Time • CAT • CSA Type • Day of Week • Publication Number
Appendix G	National Standardized CAT/CET	Added new section. Added tables that display the standardized National CAT/CET timings and container level/entry facility type that will determine national CAT used

Table of Contents

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.

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:

- Describe First-Class separation, containerization, and labeling standards requested of the mailer

CSAs will be established for mailers:

- Who prepare First-Class separations not covered in the DMM, is verified at a DMU or BMEU, and transported on mailer or USPS transportation.

Full-Service mailings submitted for acceptance and verification at a Detached Mail Unit (DMU) must be containerized and have the applicable container placard affixed which includes an Intelligent Mail Container Barcode (IMCB).

1.1.2 Scope

This document provides readers with an understanding of CSA procedures and process. CSAs are only applicable for First-Class mail 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 supports CSAs written for customers preparing mailings for First-Class mail.

Mailers needing to make First-Class 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 CSA Electronic Approval Process

Beginning in April 2012, the FAST system will add an additional electronic approval processes to the current Customer Supplier Agreement approval process to include a review, validation and approval by Headquarters Processing and Network Transportation. By implementing this enhancement, additional

measures are taken to ensure quality and integrity of data feeding the service measurement (SASP) system. The goal of this enhancement is to enable USPS Headquarters Operations to electronically review, verify and approve CSAs developed by the local BME in conjunction with their Area transportation to ensure service standards and operational processing requirements are met. Each reviewer will be required to log into the FAST system and provide their approval, or rejection with comments, within three days of receiving an email notification. After all required electronic approvals are obtained in FAST, the BME Manager will save and submit the CSA.

Electronic approval signatures will be required from the following reviewers associated to the CSA:

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

FAST shall require that a series of electronic signatures be required within FAST in a specified sequential order for the CSA approval process. The order of Reviewers is as follows:
1. *Mailer Level:* Mailer
2. *Simultaneous District Level:* District Manager & P&DC Manager
3. *Simultaneous Area Level:* Area Manager (Distribution Network Ops) & Area Manager (In-Plant Support)
4. *Simultaneous HQ Level*: HQ Manager (Processing Operations) & HQ Manager (Network Operations)

For additional information about the CSA approval process flow please refer to Appendix H – CSA Electronic Approval Process in FAST.

1.1.5 Definitions

The following definitions are applicable:

1. **CAT (Critical Acceptance Time)***: This is the latest time mail can be presented to have that day as Day-0. Nationally standardized CATs will be utilized for all CSAs. Therefore the actual CAT field will not be part of the CSA. See table below in Appendix G - National Standardized CAT/CET.

2. **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. Nationally standardized CETs will be utilized for all CSAs. Therefore the actual CET field will not be part of the CSA. See table below in Appendix G - National Standardized CAT/CET..

3. **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.

4. **Facility Locale Key**: Standardized facility code that is automatically 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.

5. **Facility Name:** The USPS facility to which the mail is dispatched. When completed electronically, the standardized name is selected from a dropdown list. Surface Transfer Center (STC) and Terminal Handling Service (THS) facilities are available in the facility dropdown list.

6. **Mail Class:** Only First-Class mail will be supported through CSAs.

7. **Processing Category:** This field will be used to distinguish the processing category of the First-Class mail in a container.

8. **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) – TMS assigned handling units on separations directed to an air carrier, or a separation with TMS assigned handling units going to multiple air carriers. Direct Air separations 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 handling units not assigned to an air carrier.

   - **SP** (Single-piece) – Pieces paid at single-piece prices.

9. **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.

1.1.6 First-Class 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).

Full-Service mailings accepted at a DMU must be containerized and have the applicable IMCB container placard affixed.

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

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 Mixed Surface mail separation.

Each separation will be listed by a "separation number". 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 facility to which those assignments will be associated. Each separation represents a container to be prepared. The mailer can then use the information to produce container placards.

1.1.7 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.

or

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

1.1.7.1. Container Label Information for Customized First-Class Mail Separations

For customers who elect to customize their First-Class Mail separations through their CSA, Exhibit 1 illustrates the information required on the container label. The following definitions apply:

1. **Separation** #: Sequential number for each separation created.

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 First-Class 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) – TMS assigned handling units on separations directed to an air carrier, or a separation with TMS assigned handling units going to multiple air carriers. Direct Air separations will also include the 2-digit airline code (processing code label).

   - **MXDA** (Mixed Air) – Separations for handling units not assigned to an air carrier.

   - **SP** (Single-piece) – Pieces paid at single-piece prices.

   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.

   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 as well as a Processing Priority column, which should be used to determine how Unscanned Mixed Air (MXDA) trays will be assigned to a separation.

   The Unscanned Mixed Air (MXDA) separations will not receive trays assigned by the TMS if any of the following conditions are met:

- TMS is down and unable to make an assignment.
- TMS is up but did not make an assignment.
- The Mailer does not have a TMS unit. In this case, Processing Code A will never be used in the CSA.

Process Priority	Processing Code	Processing Code Label	TMS Assignment	Tray Sort to Containers	Container Destination Zip Code Notes
1	A	Airline Code	Yes	Trays are assigned by TMS to air containers where the ZIP Code is defined in the Container Destination Zip Code field and the Airline Code is in the Processing Code Label.	Could be 001-999 if unsure which zip codes will be assigned by TMS, or could be a range of zip codes. A single airline could have multiple separations, distinguished by zip code range.
2	A	Blank	Yes	Trays are assigned by TMS to air containers where the ZIP Code is defined in the Container Destination Zip Code field. This type will be used for all airline assignments that do not have a unique separation. This type could also be used by a center that containerizes air trays by ZIP Code only.	Could be 001-999 if unsure which zip codes will be assigned by TMS, or could be a range of zip codes. A range of zip codes would be used by a mailer that sorts TMS assigned air trays to containers based on zip codes rather than airline assignment.
3	MXDA	Blank	No	Air trays have not been assigned to a flight by TMS and the ZIP Code is defined in the Container Destination Zip Code field.	Must have specific ZIP Codes assigned.

The airline codes are:

- **AA** – American Airlines

- **UA** – United Airlines

- **B6** – Jet Blue

- **CO** – Continental Airlines

- **SY** – Sun Country

- **US** – US Airways

- **5X** – UPS

- **FX** – FedEx

- **DL** – Delta Airlines

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

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 separations. 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 container 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 mayl be containerized to a Mixed Air (MXDA) Separation. Trays for destinations that may be routed via Air or Surface depending on the time of the scan assignment will be containerized to Surface or Mixed Surface (MXDS) separations. 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.

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.

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*.

1.1.9 Associating Containers to Entry Facilities

Physical or logical containers are associated to entry points by including the Locale Key and Delivery Postal Code 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 Ship Date and Ship Time. The association of all of the trailers going to a single entry point is called a logical dispatch.

When mailers can identify the specific Date and Time on which a container (logical or physical) will be transported, that time should be used to associate containers 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 Date and Time 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.

1.1.10 Accessing CSA Information Electronically

CSAs can be entered into 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. <u>Download a CSA file from FAST online website:</u> 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. <u>Mail.XML 8.0B and Mail.XML 10.0:</u> Customers have the option of accessing their CSA information by implementing the IDEALLIANCE Mail.XML 8.0B/Mail.XML 10.0 Customer Supplier Agreement Query Request/Response message. The IDEALLIANCE 8.0B/Mail.XML 10.0 specification can be downloaded from www.mailxml.org. The business rules for implementing this message are in the Postal Service Technical Specification for Appointment Scheduling (FAST) at the following URL: http://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/xmlspec/SpecDocs/MailXMLTechnicalSpecFAST.pdf on RIBBS.

Customers implementing IDEALLIANCE Mail.XML 8.0B or Mail.XML 10.0 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, <u>the FAST system will automatically send customers an email containing an electronic CSA file attachment (CSV format) provided the customer has</u> 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.

1.1.11 How "Start-the-Clock Day Zero" Will Be Established

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

For Origin-Entered, DMU-verified mail that is transported on USPS transportation, Start-the-Clock Day-0 will be calculated by comparing the Surface Visibility (SV) unload container scans and the nationally standardized CET.

1) If a container of mail receives a SV unload container scan that occurs before the nationally standardized CET, that container of mail will receive a Day-0 date of that day.

2) If a container of mail receives a SV unload container scan after the nationally standardized CET, that container of mail will receive a Day-0 date of the next day.

3) If a container of mail does not receive a SV unload container scan, the scheduled ship date and time are compared to the nationally standardized CET.

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), all trays and containers will be associated with the last transportation trip for a destination. The Day-0 date will be determined by the last physical/tray unload container scan for an entire logical container.

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

For Origin-entered, DMU-verified mail with a CSA that is transported by the mailer to the USPS Origin facility, Start-the-Clock Day 0 is calculated by comparing the time from the FAST appointment or container unload scan to the nationally standardized CET. There is no STC if the container is not associated to an appointment in FAST or the unload scan is not received.

1.1.11.3 Start-the-Clock for BMEU Mail

For BMEU verified mail, the date and time of arrival in *PostalOne!* are compared against the nationally standardized CAT to calculate Start-the-Clock Day 0.

1.1.12 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.

Exhibit 1: Sample Container Label (an Illustration of a Separation)
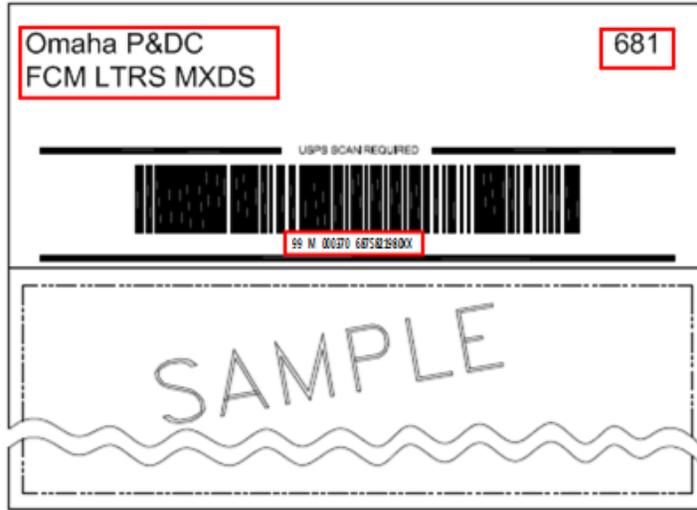
Sample Placard	CSA Field
99 M 000370 6875821980XX	(IMcb not in CSA)
FCM	Mail Class
LTRS	Processing Category
MXDS	Processing Code
(not shown)	Processing Code Label
Omaha P&DC	Label to (Facility)
681	Label to (Facility) ZIP (must fit within the range of the Label ZIP Code in the CSA)

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 process flow to create CSA(s) for customers.
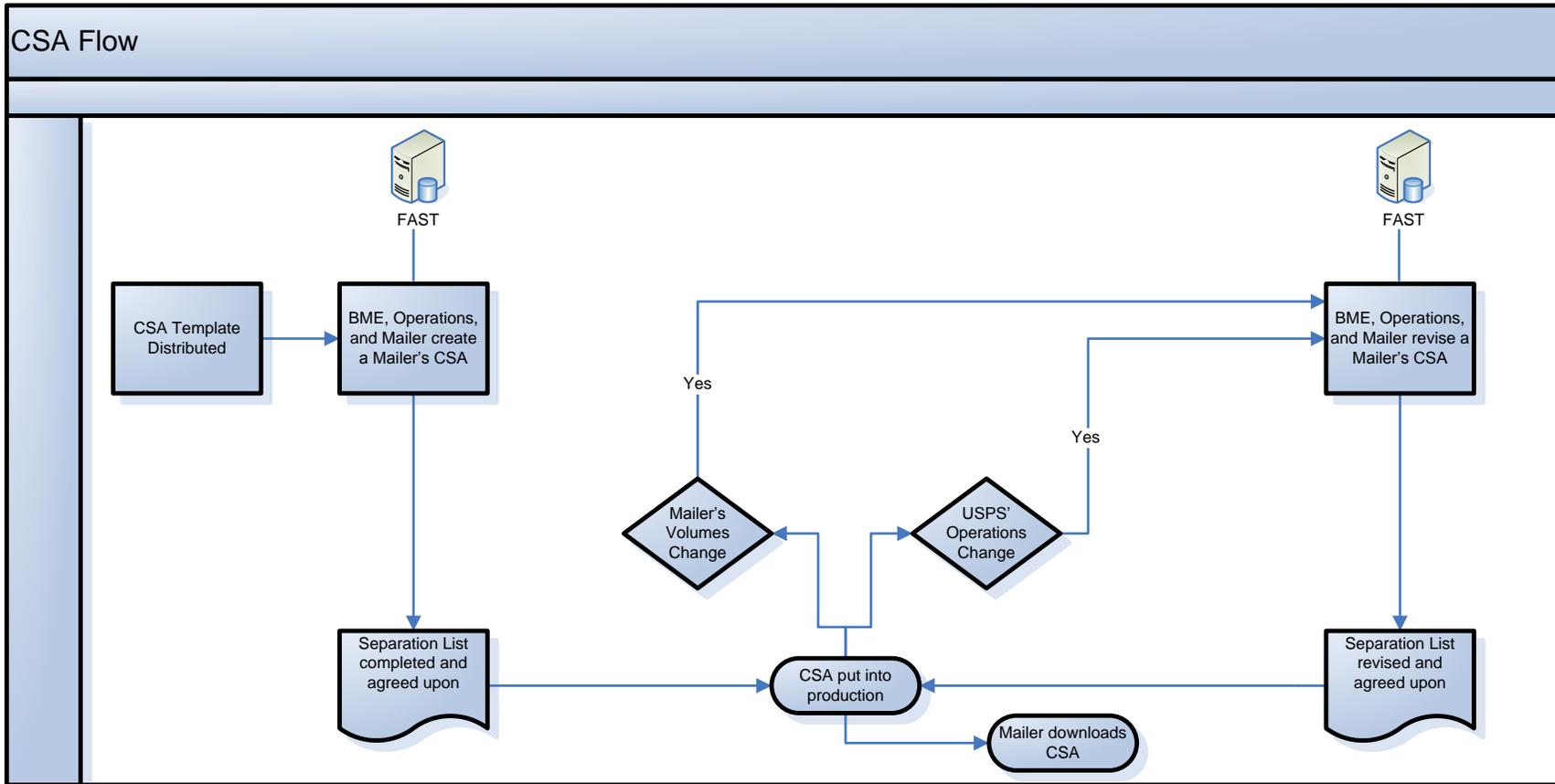
Appendix B: FAST CSA File Layout

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	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.
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.
Mail Class	3	Text	The class of mail to which the line item separation applies. This will also be used for the Container Label. **This field must be included in the container placard** **FCM** (First-Class Mail) – will be the only Mail Class option starting in November 2011

Field Name	Length	Data Type	Description
Processing Category	4	Text	This field will be used to distinguish the shape of the mail in a container. This will also be used for the Container Label. **This field must be included in the container placard** **LTRS** (Letters) **FLTS** (Flats) **PARC** (Parcels)
Processing Code	4	Text	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. **This field must be included in the container placard.** 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 single air carrier or to multiple air carriers. May also include the 2-digit airline code (See section 1.1.6.1, for Customized First-Class Mail Separations). **MXDA** (Mixed Air) – Containers with unassigned handling units. **SP** (Single-piece) – Pieces paid at single-piece prices.

Field Name	Length	Data Type	Description
Processing Code Label	20	Text	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. **This field must be included in the container placard**. **UA** – United Airlines **B6** – Jet Blue **CO** – Continental Airlines **SY** – Sun Country **US** – US Airways **5X** – UPS **FX** – FedEx **AA** – American Airlines **DL** – Delta Airlines
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.
Separation Number	3	Numeric	For each new separation created, the FAST system will assign a sequential number for that separation. 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. **This field must go on the container placard.**
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. **This field must go on the container placard.**

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	Container Destination ZIP Code	Facility Locale Key	Mail Class	Processing Category	Processing Code	Processing Code Label	Minimum load for containers	Separation Number	Label To	Label ZIP Code
1111111111	2222222222	8152008	Active	498-599	W1A092	FCM	LTRS	MXDS		1	1	Omaha P&DC	681
1111111111	2222222222	8152008	Active	612	W1A092	FCM	LTRS	MXDS		1	1	Omaha P&DC	681
1111111111	2222222222	8152008	Active	620-693	W1A092	FCM	LTRS	MXDS		1	1	Omaha P&DC	681
1111111111	2222222222	8152008	Active	498-599	W1A092	FCM	FLTS	MXDS		1	2	Omaha P&DC	681
1111111111	2222222222	8152008	Active	612	W1A092	FCM	FLTS	MXDS		1	2	Omaha P&DC	681
1111111111	2222222222	8152008	Active	620-693	W1A092	FCM	FLTS	MXDS		1	2	Omaha P&DC	681
1111111111	2222222222	8152008	Active	600-611	9051	FCM	LTRS	S			5	Chicago SCF	606
1111111111	2222222222	8152008	Active	613-619	9051	FCM	LTRS	S		1	5	Chicago SCF	606
1111111111	2222222222	8152008	Active	001-497	9051	FCM	LTRS	MXDS		1	7	Omaha MCC	680
1111111111	2222222222	8152008	Active	694-999	9051	FCM	LTRS	MXDS		1	7	Omaha MCC	680
1111111111	2222222222	8152008	Active	600-611	9051	FCM	FLTS	S		1	6	Chicago SCF	606
1111111111	2222222222	8152008	Active	613-619	9051	FCM	FLTS	S		1	6	Chicago SCF	606
1111111111	2222222222	8152008	Active	001-497	9051	FCM	FLTS	MXDS		1	3	Omaha MCC	680
1111111111	2222222222	8152008	Active	694-999	9051	FCM	FLTS	MXDS		1	3	Omaha MCC	680
1111111111	2222222222	8152008	Active	001-350	9051	FCM	LTRS	MXDA		1	4	Omaha MCC	680
1111111111	2222222222	8152008	Active	800-999	9051	FCM	LTRS	MXDA		1	4	Omaha MCC	680

Appendix D: CSA Approvers

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

Mailer Type	CSA Approver	Appeal Approver
Transportation originates and destinates 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 destinates in multiple areas	DM, DNO and Area MOS	HQ Manager, Logistics

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. The company name and address will be the same as the permit/company information for which the Customer / Supplier Agreement was created under by the Business Mail Entry Unit. 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.

Appendix F – FAST CSA and eDoc Completion Matching Logic

For Full-Service Compliance, mailers must provide matching criteria within their electronic documentation (eDoc) when choosing to use a FAST CSA.

The following fields are used to match a FAST CSA to the eDoc provided by the mailer for the **DMU verified Mailer transported**:

Mail.dat Field	Mail.XML Field	CSA
CSA ID in .seg	CSA ID in ContainerInfoData	CSA ID
		CSA Status
Class Defining Preparation from .seg	FormType from ContainerInfoData	Mail Class
Principal Processing Category from .seg	Processing Category from ContainerInfoData	Processing Category
Container Level from .csm	SortationLevel from ContainerInfoData	Processing Code
Container Destination ZIP from .csm	DestinationZIP from ContainerInfoData	CSA Destination ZIP
Entry Point – Actual/Delivery – Locale Key or Entry Point – Actual/Delivery – Postal Code from .csm	EntryLocalKey or PhysicalPostalCodeEntryPoint from ContainerInfoData	Facility Locale Key
Scheduled Induction Date from .csm	Scheduled Induction Date from ContainerInfoData	Actual Date

The following fields are used to match a FAST CSA to the eDoc provided by the mailer for the **BMEU Entry**:

Mail.dat Field	Mail.XML Field	CSA
CSA ID in .seg	CSA ID in ContainerInfoData	CSA ID
		CSA Status
Class Defining Preparation from .seg	FormType from ContainerInfoData	Mail Class
Principal Processing Category from .seg	Processing Category from ContainerInfoData	Processing Category
Entry Point – Actual/Delivery – Locale Key or Entry Point – Actual/Delivery – Postal Code from .csm	EntryLocalKey or PhysicalPostalCodeEntryPoint from ContainerInfoData	Facility Locale Key
Container Level from .csm	SortationLevel from ContainerInfoData	Processing Code
Container Destination ZIP from .csm	DestinationZIP from ContainerInfoData	CSA Destination ZIP
Scheduled Induction Date from .csm	Scheduled Induction Date from ContainerInfoData	Actual Date

The following fields are used to match a FAST CSA to the eDoc provided by the mailer for the **DMU verified USPS transported**:

Mail.dat Field	Mail.XML Field	CSA
CSA ID in .seg	CSA ID in ContainerInfoData	CSA ID
		CSA Status
Class Defining Preparation from .seg	FormType from ContainerInfoData	Mail Class
Principal Processing Category from .seg	Processing Category from ContainerInfoData	Processing Category
Container Level from .csm	SortationLevel from ContainerInfoData	Processing Code
Container Destination ZIP from .csm	DestinationZIP from ContainerInfoData	CSA Destination ZIP
Scheduled Ship Date and Ship Time from .csm	Scheduled Induction Date from ContainerInfoData	Actual Date and Time

Appendix G – National Standardized CAT/CET

A combination of container level and entry facility type will determine the national CAT used for Origin Verified, Mailer Transported and DMU Verified, USPS Transported mail. Please see the table below.

CAT Type	Container Level	Entry Facility Type
No Separation	CSA Error, Orphan Handling Unit	Processing Facility
Working	Working, Mixed AADC/ADC, Single Piece	Processing Facility
Presort	Carrier Route, 5 Digit, 3 Digit, SCF, NDC, Mixed Air, Mixed Surface	Processing Facility
Presort Assigned	Air, Surface, Local	Processing Facility
Hub - STC	Surface	Surface Transfer Center
Hub - THS	Air	THS

The table below displays the standardized National CAT/CET timings.

Mail Class			First-Class	Standard	Periodicals	Package Services
Origin	BMEU	Non-Co-Located	1500	1500	1500	1500
		Co-Located	1800	1500	1500	1500
	Mailer and USPS Transported	No Separation	1900	1500	1500	N/A
		Working	2000			
		Presort	2100			
		Presort Assigned	2200			
		Hub - STC	2400			
		Hub - THS	0200P			
Destination	Drop-Ship	NDC, ADC, SCF	N/A	1600	Listed Below	1600
		DDU		1600	1600	1600
Periodical Destination CET	FSS	No Bundle Sort Needed 5-Digit/Scheme Container	N/A	N/A	1100	N/A
		Bundle Sort Needed 3-Digit and Up Container	N/A		800	
	Non-FSS	No Bundle Sort Needed 5-Digit/Scheme Container	N/A	N/A	1700	N/A
		Bundle Sort Needed 3-Digit and Up Container	N/A		1600	

Appendix H – CSA Electronic Approval Process in FAST

The following displays the flow for the CSA electronic approval process in FAST:

Automated CSA Approval Process in FAST

Mailer	District Level	Area Level	HQ Level

Mailer

Process begins after CSA negotiated with Mailer

1.0) FAST system sends Mailer email to approve CSA, triggered by BME Manager initiating process

1.1) Mailer logs into FAST and provides electronic signature

1.2) Reminder emails requesting signature are sent every 24 hours by the FAST system after initial contact until signature is received

1.3) Does Mailer respond within three days?

No / Yes

1.5) BME Manager is notified by email by system to take action

1.4) After signature, District Manager and P&DC Manager automatically contacted via email concurrently by FAST

District Level

2.0) District Level stakeholders contacted via system generated email from FAST based on Mailer CRID

2.1a) District Manager is contacted by email to approve CSA

2.1b) P&DC Manager is contacted by email to approve CSA

2.2a) District Manager logs into FAST and provides electronic signature

2.2b) P&DC Manager logs into FAST and provides electronic signature

2.3a) Reminder emails requesting signature sent every 24 hours after initial contact until signature is received

2.3b) Reminder emails requesting signature sent every 24 hours after initial contact until signature is received

2.4a) If District Manager does not approve CSA, BME Manager is contacted by system

2.4b) If P&DC Manager does not approve CSA, BME Manager is contacted by system

2.5) Do District Level stakeholders respond within three days?

No / yes

2.7) BME Manager is notified by email by system to take action and complete process beginning at step 2.2

2.6) After both signatures are received, Area Level stakeholders are contacted concurrently by FAST

Area Level

3.0) Area Level stakeholders contacted via system generated email from FAST based on district location

3.1a) Area Manager, Distribution Network Operations is contacted by email to approve CSA

3.1b) Area Manager, In-Plant Support is contacted by email to approve CSA

3.2a) DNO Manager logs into FAST and provides electronic signature

3.2b) I-P Manager logs into FAST and provides electronic signature

3.3a) Reminder emails requesting signature sent every 24 hours after initial contact until signature is received

3.3b) Reminder emails requesting signature sent every 24 hours after initial contact until signature is received

3.4a) If DNO Manager does not approve CSA, BME Manager is contacted by system

3.4b) If I-P Manager does not approve CSA, BME Manager is contacted by system

3.5) Do Area Level stakeholders respond within three days?

No / yes

3.7) BME Manager is notified by email by system to take action and complete process beginning at step 3.2

3.6) After both signatures are received, HQ Level stakeholders are contacted concurrently by FAST

HQ Level

4.0) Predetermined HQ Level stakeholders contacted via system generated email from FAST

4.1a) HQ Manager, Network Operations is contacted by email to approve CSA

4.1b) HQ Manager, Processing Operations is contacted by email to approve CSA

4.2a) HQ NO Manager logs into FAST and provides electronic signature

4.2a) HQ PO Manager logs into FAST and provides electronic signature

4.3a) Reminder emails requesting signature sent every 24 hours after initial contact until signature is received

4.3b) Reminder emails requesting signature sent every 24 hours after initial contact until signature is received

4.4a) If HQ NO Manager does not approve CSA, BME Manager is contacted by system

4.4b) If HQ PO Manager does not approve CSA, BME Manager is contacted by system

4.5) Do HQ Level stakeholders respond within three days?

No / yes

4.7) BME Manager is notified by email by system to take action and complete process beginning at step 4.2

4.6) After both signatures are received, BME Manager is notified via system generated email to enter final CSA into FAST