

This job aid only applies to Appointment Shells created in FAST.

# **Appointment Shells Job Aid**

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### 1. What are Appointment Shells, and how do they impact Joint Scheduling?

A One-Time appointment in FAST consists of the following two components:

#### A One-Time Appointment is Logistics and Content

With the Full Service Release 3 (March 2010), the FAST online system was modified to allow the creation of Appointment Shells for One-Time Appointments.

#### An Appointment Shell is just Logistics

The added functionality to the FAST online system grants transportation providers the capability to create the logistics information of an appointment, also known as an Appointment Shell. This capability should be leveraged by the transportation provider once they have agreed with the Mail Owners/Mail Preparers that they are responsible for adding content to the Appointment Shell at a later time.

#### An Appointment Shell is not an Appointment

An Appointment Shell without associated content is not recognized as an appointment at the Facility. As such, since there is not an appointment at the Facility, the mail will be inducted under an Unscheduled Trip. The Unscheduled Trip will be unloaded when operationally feasible.

Since Appointment Shells reserve facility slots and volume, they are automatically cancelled if no content is associated to the appointment as follows:

- Standard and Package Services One-Time Drop Ship: Appointment Shells must have at least one associated content 24 hours prior to the scheduled appointment date/time or the Appointment Shell will be automatically cancelled by FAST.
- Pure Periodicals One-Time Drop Ship: Appointment Shells must have at least one associated content one hour prior to the scheduled appointment date/time or the Appointment Shell will be automatically cancelled by FAST.

Based on the rules stated above, cancellation by FAST will result in an appointment rating impact for Standard or Package Services Appointment Shells. This will result in an appointment exception rating of 50 points. Pure Periodicals Appointment Shells are exempt from rating. In addition to being impacted by the Appointment Shell Cancellation, ratings will also be impacted by the Unscheduled Trip. (For further clarification, please refer to the *Appointment Rating* section of the FAST Customer User Guide [pg. 414] for appointment rating rules).

### 2. What can I do to avoid the Appointment Shell cancellation impacts?

Once an Appointment Shell has been created, Schedulers should provide the Appointment ID to the Mail Owners/Mail Preparers to ensure that content is added to the Appointment Shell. Adding content to the logistics information will result in the successful creation of an appointment. If content is not added, the Scheduler should cancel the Appointment Shell before the FAST cancellation occurs.

Email notifications will be sent to the Business System Administrator (BSA) of the Scheduler

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Standard and Package Services One-Time Drop Ship:

FAST will send an email notification to the BSA of the Scheduler of a Standard or Package Services Appointment Shell with no associated content 72 hours prior to the appointment date/time.

Pure Periodicals One-Time Drop Ship:

FAST will send an email notification to the BSA of the Scheduler of a Pure Periodicals Appointment Shell with no associated content 48 hours prior to the appointment date/time.

### Drop Ship Appointment Shells:

as follows:

### 3. How do I create a Drop Ship One-Time Appointment Shell in FAST?

#### Creating a Drop Ship One-Time Appointment Shell:

A One-Time Appointment Shell can be created via the *Create New Appointment* module. Users may create a new One-Time Appointment Shell by following the same steps for creating a new One-Time Appointment in FAST.

- 1. From the *FAST* Landing page, click the Appointments **Go** button.
- 2. From the *Appointments* Landing page, click the Create New Appointment **Go** button.
- 3. Appointment Slot Availability page is displayed.
- 4. Enter the Facility NASS Code or search for the Facility by City/State.
- 5. Select the appropriate Mail Class.
- 6. Select the Customer Registration ID from the drop-down menu.
- 7. Select the Appointment Type from the drop-down menu.
- 8. Select the Date Range (calendar feature).
- 9. Click the **Search** button.
- **10**. *Appointment Slot Availability* page is displayed.
- 11. Click on the desired Appointment slot.
- 12. Create New Appointment page is displayed.
- 13. Click the Add Content button.
- 14. Add/Edit Content Information page is displayed.
- 15. Click the **Submit** button without entering any content information.
- 16. Appointment Confirmation page is displayed.



An image of the Appointment Confirmation page is displayed below. Please note that there will be a red note highlighted on the Appointment Confirmation page informing the user that an Appointment Shell with no associated content has been created.





### 4. How do I create a Drop Ship Recurring Appointment Shell in FAST?

#### **Creating a Drop Ship Recurring Appointment Shell:**

A Recurring Appointment Shell can be created via the *Request New Recurring Appointment* module. Users may create a new Recurring Appointment Shell by following the same steps for creating a new Recurring Appointment in FAST.

- 1. From the *FAST* Landing page, click the Recurring Appointments **Go** button.
- 2. From the *Recurring Appointments* Landing page, click the Request New Recurring Appointment **Go** button.
- 3. *Request New Recurring Appointment* page is displayed.
- 4. Enter the Facility NASS Code or search for the Facility by City/State.
- 5. Select the appropriate Mail Class.
- 6. Select the Customer Registration ID from the drop-down menu.
- 7. Select the Date Range (calendar feature).
- 8. Select the Appointment Time from the drop-down menu.
- 9. Select the Appointment Type from the drop-down menu.
- **10**. Enter the Number of Pallet Positions.
- 11. Select the Scheduling Frequency.
- 12. Click the **Add Content** button.
- 13. Confirm Recurring Appointment Information page is displayed.
- 14. Click the **Yes** button.
- **15**. *Add Recurring Content Information* page is displayed.
- 16. Click the **Submit** button without entering any content information.
- 17. *Recurring Appointment Request Confirmation* page is displayed.

# Facility Access & Shipment Tracking (FAST) Appointment Shells



An image of the Recurring Appointment Request Confirmation page is displayed below. Please note that there will be a red note highlighted on the Recurring Appointment Request Confirmation page informing the user that an Appointment Shell with no associated content has been created. Also note that the drop ship Recurring Appointment Shell functionality existed prior to the Full Service Release 3 (March 2010).

s and Shipment Tracking (FAST)		
tment Request Confirmation		
the base of the second s		
appointment information for your records. To edit the recurring appointment request, click		
ID link to access the Recurring Appointment Request Managemen		
mitted to USPS for approval until contents are added.		
tents associated to this recurring appointment. An email		
to the facility for review once at least one content has been		
r 90223		
s: Pending Review		
H		
J: 4433047		
e. Mailer .		
e: 01Z		
e: SPRINGFIELD BMC		
e: 03/16/2010 to 03/16/2999		
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### **Origin Entry Appointment Shells:**

### 5. How do I create a Just In Time (JIT) One-Time Appointment Shell in FAST?

#### Creating a JIT One-Time Appointment Shell:

A JIT One-Time Appointment Shell can be created via the *Create New JIT Appointment* module. Users may create a new JIT One-Time Appointment Shell by following the same steps for creating a new JIT One-Time Appointment in FAST.

- 1. From the *FAST Origin Entry* Landing page, click the JIT One-Time Appointments **Go** button.
- 2. From the *Just In Time (JIT) One-Time Appointments* Landing page, click the Create New JIT One-Time Appointment **Go** button.
- 3. Create New JIT One-Time Appointment page is displayed.
- 4. Enter the Facility NASS Code or search for the Facility by City/State.
- 5. Select the appropriate Mail Class.
- 6. Select the Customer Registration ID from the drop-down menu.
- 7. Select the Date Range.
- 8. Click the **Search** button.
- 9. JIT One-Time Appointment Time Selection page is displayed.
- **10**. Select the Appointment Time minute interval from the drop-down menu.
- 11. Click the **Next** button.
- 12. Add/Edit Content Information page is displayed.
- 13. Click the **Submit** button without entering any content information.
- 14. JIT One-Time Appointment Confirmation page is displayed.

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An image of the JIT One-Time Appointment Confirmation page is displayed below. Please note that there will be a red note highlighted on the JIT One-Time Appointment Confirmation page informing the user that an Appointment Shell with no associated content has been created.





# 6. How do I create a Just In Time (JIT) Recurring Appointment Shell in FAST?

#### Creating a JIT Recurring Appointment Shell:

A JIT Recurring Appointment Shell can be created via the *Create New JIT Recurring Appointment* module. Users may create a new JIT Recurring Appointment Shell by following the same steps for creating a new JIT Recurring Appointment in FAST.

- 1. From the *FAST Origin Entry* Landing page, click the JIT Recurring Appointments **Go** button.
- 2. From the *JIT Recurring Appointments* Landing page, click the Create New JIT Recurring Appointment **Go** button.
- 3. Create New JIT Recurring Appointment page is displayed.
- 4. Enter the Facility NASS Code or search for the Facility by City/State.
- 5. Select the appropriate Mail Class.
- 6. Select the Customer Registration ID from the drop-down menu.
- 7. Select the Date Range.
- 8. Select the Hour from appropriate drop-down menu.
- 9. Select the Minutes from the appropriate drop-down menu.
- 10. Select the Scheduling Frequency.
- 11. Click the **Next** button.
- 12. Confirm JIT Recurring Appointment Information page is displayed.
- 13. Click the Yes button.
- 14. Add/Edit Content Information page is displayed.
- 15. Click the **Submit** button without entering any content information.
- 16. JIT Recurring Appointment Confirmation page is displayed.



An image of the JIT Recurring Appointment Confirmation page is displayed below. Please note that there will be a red note highlighted on the JIT Recurring Appointment Confirmation page informing the user that an Appointment Shell with no associated content has been created.

ntments -	
Facility Access and Shi	pment Tracking (FAST)
acilities Profiles Profiles JIT Recurring Appointment Co	nfirmation
urces	
Your recurring appointment has been s	uccessfully created. Below is a summary of the
Sequence Number ID link to access the	ts. To edit this recurring appointment, click the e Recurring Appointment Management page.
2	
Note: There are no contents associated	to your recurring appointment. Instances of you
<ul> <li>recurring appointment will not be generative</li> </ul>	ated until contents are associated.
Sequence Number	90222
Status:	Open
USPS Origin Entry Facility:	SPRINGFIELD BMC
NASS Code:	01Z
Scheduler ID:	999999999980
Scheduler Name:	Mailer 1
Customer Registration ID:	4433047
Frequency:	Monday, Tuesday, Wednesday
Mail Class(es):	First-Class
Total Pallets:	0
Total Rolling Stock:	0
Total Bedioad:	0

# 7. Who do I contact with FAST questions?

For questions please contact the FAST Help Desk via telephone at 1-800-522 9085 or via email at FAST@usps.gov.