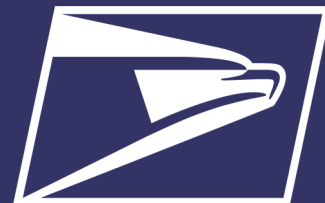


Facility Access & Shipment Tracking (FAST)

Frequently Asked Questions



FAST ADDITIONAL RESOURCES

HOURS OF OPERATION:

Business Hours

- Monday - Friday
7am to 7pm CST

FAST Contact

Information:

Phone: 877-569-6614

- Option 2 during business hours
- Option 3 outside business hours

Email Address:

FAST@usps.gov

Note: The FAST Helpdesk does not monitor the FAST inbox during afterhours, weekends, or holidays.

Important Links:

- [USPS - Facility Access and Shipment Tracking \(FAST\) - Welcome to FAST](#)
- [USPS Business Customer Gateway](#)
- [eInduction | PostalPro](#)
- [Facility Access and Shipment Tracking \(FAST®\) | PostalPro](#)
- [Mailing Services | PostalPro](#)
- [MTEOR Registration Overview | PostalPro](#)

The Facility Access & Shipment Tracking (FAST) provides a single, integrated customer service and product visibility for all mail classes. With FAST, mailers are able to track their shipments, receive advanced notification of redirections, submit and manage recurring appointment requests online, and have joint scheduling capabilities.

FAST interfaces with a number of systems to improve visibility for both postal and customer users. Surface Visibility is used to collect real-time data by scanning shipments as they move through the appointment closeout process. Surface Visibility is one of several systems that is utilized on the dock to provide appointment closeout information.

METHODS OF SCHEDULING APPOINTMENTS IN FAST

1. **Online** - Access to FAST online is provided via the Business Customer Gateway (BCG).
 - Access to the BCG is required for all appointment scheduling and management
2. **Web Services** - Provides the ability to submit electronic appointment management requests from mailers Supply Chain Management Systems with FAST using the Mail.XML Specification developed by IDEAlliance or Mail.dat
3. **Phone Assistance** - By calling the facility directly, the Area Coordinator may be able to schedule an appointment for the user
Note: This method of scheduling appointments should only be done if the user has an extreme circumstance that impedes them from scheduling an appointment on their own

FREQUENTLY ASKED QUESTIONS

When can I schedule an appointment in FAST?

An appointment may be scheduled online or through Web Services up to 21 days in advance and until 1 hour prior to the requested appointment time.

When can I update or cancel an appointment in FAST?

An appointment may be updated or cancelled online or through Web Services up to 1 hour prior to the scheduled appointment time.

How can I determine which facility I should take my mail to?

There are two sources in FAST for this information; The **FAST Facility Profile** and the **Mail Direction Search Report**. Each Facility Profile has an Additional Information page containing all information of processing responsibilities and redirections. The Mail Direction Search in FAST also allows you to determine where mail should be inducted. It allows users to view current and future drop entry points by ZIP Code, Entry Discount, Mail Shape, Mail Class and Effective Date combinations. This search feature can be found in the Reports section of FAST.

Required documentation for a drop shipment?

A PS Form 8125 will be required to be signed and stamped by the verifying office and presented at the drop location, or submit the drop shipment electronically through eInduction.

What is eInduction?

The electronic Induction (eInduction) process simplifies the induction of drop shipments and expedited plant load mailings by leveraging existing eDoc, Intelligent Mail Container barcode (IMcb), and handheld scanner technologies to verify payment and preparation of commercial mail containers. eInduction eliminates the need for paper PS Forms 8125 and 8017 and manual reconciliation at the entry facility.

What would cause an appointment to be rejected?

- Incorrect Destination Facility
- Pallet Integrity (unstable, leaning, or broken pallets, or the load is deemed unsafe)
- Volume Discrepancies between the mailing and the USPS Form 8125 or eInduction information
- Missing, Unsigned or Altered USPS Form 8125
- Damaged or Wet Mail
- Different load type or mail class from that identified in the appointment
- Not properly identified eInduction container barcodes in the Mail.dat/Mail.XML file will require an 8125
- Unreadable 99M placards for eInduction mailings
- Postage statement not finalized in *PostalOne!* for eInduction mailings