



**This job aid only applies to the management of drop ship appointments in FAST.**

## **Managing Drop Ship Appointments Job Aid**

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## **1. Appointment Management Capabilities for Drop Ship One-Time Appointments**

Users may manage existing drop ship appointments in FAST through the drop ship one-time appointment management module of the FAST drop ship application. FAST provides users the capability to manage the following: appointment level information, content level information or cancellation of an existing appointment.

Once the user searches for a drop ship one-time appointment by Appointment ID (Customer Registration ID, Scheduler ID, Appointment ID or Publication ID) or Multi-Stop ID (Customer Registration ID, Scheduler ID or Multi-Stop ID), the *Appointment Management* page will be displayed. This page grants users the ability to:

- View Appointment Audit Information
- Edit appointment slot information
- Edit appointment level information
- Edit content level information
- Add additional contents
- Cancel an appointment

## **2. How do I Manage Drop Ship One-Time Appointments?**

Through the *Manage Existing Appointment* page, users are able to search for existing drop ship one-time appointments by any one of the following: appointment ID, customer registration ID, publication ID, or scheduler ID.

### **Managing existing drop ship One-Time Appointments:**

A drop ship one-time appointment can be managed via the Manage Existing Appointments module. The following steps demonstrate the appointment management process for a drop ship one-time appointment that is searched for by Appointment ID.

1. From the FAST Landing page, select the Appointments **Go** button.
2. From the FAST Appointments Landing page, select the *Manage Existing Appointment* **Go** button.
3. *Search Existing Appointment Information* page is displayed.
4. Select **Appointment** in the Search For drop-down menu.
5. Click the **Submit** button to display the Search By drop-down menu.
6. Select **Appointment ID** in the Search By drop-down menu.
7. Click the **Submit** button to display the Appointment ID field.
8. Enter a valid Appointment ID in the **Appointment ID** field.
9. Click the **Search** button.
10. *Appointment Management* page is displayed.

An image of the *Appointment Management* page is displayed on the following page.



- Appointments**
- [Create New Appointment](#)
- ▶ [Manage Existing Appointment](#)
- [Create Stand-Alone Content](#)
- [Manage Stand-Alone Content](#)
- [Manage Closeout Information](#)
- [Manage Unscheduled Arrival](#)
- Recurring Appointments**
- Facilities**
- [Profiles](#)
- [Reports](#)
- [Resources](#)
- [Origin Entry](#)
- [Customer / Supplier Agreements](#)
- [TEM](#)

## Facility Access and Shipment Tracking (FAST)

### Appointment Management

Below is the appointment information you requested. Edit the information as needed and click Submit to save. To access content information, click the appropriate Content ID link.

Appointment ID: 910000688  
 Status: Open  
 Scheduler Name: BILL03192010  
 Customer Registration ID: 10000962  
 Scheduler ID: 200240000010  
 Creation Source: Online  
 Last Update Date/Time: 08/03/2010 08:46  
 Last Update User Name: 33554906

[View Audit Information >](#)

### Appointment Slot Information

Facility Name: NEW YORK  
 NASS Code: 100  
 Maximum Truck Length: 53 ft.  
 Appointment Date: 08/03/2010  
 Appointment Time: 14:00  
 Appointment Type: Pallet  
 Mail Class(es): Standard

Bill of Lading Number:

Number of Pallet Positions:

Vehicle/Trailer ID:

Shipper Name:

Comments:

[Cancel](#)

[Copy Appointment >](#)

### Appointment Contents

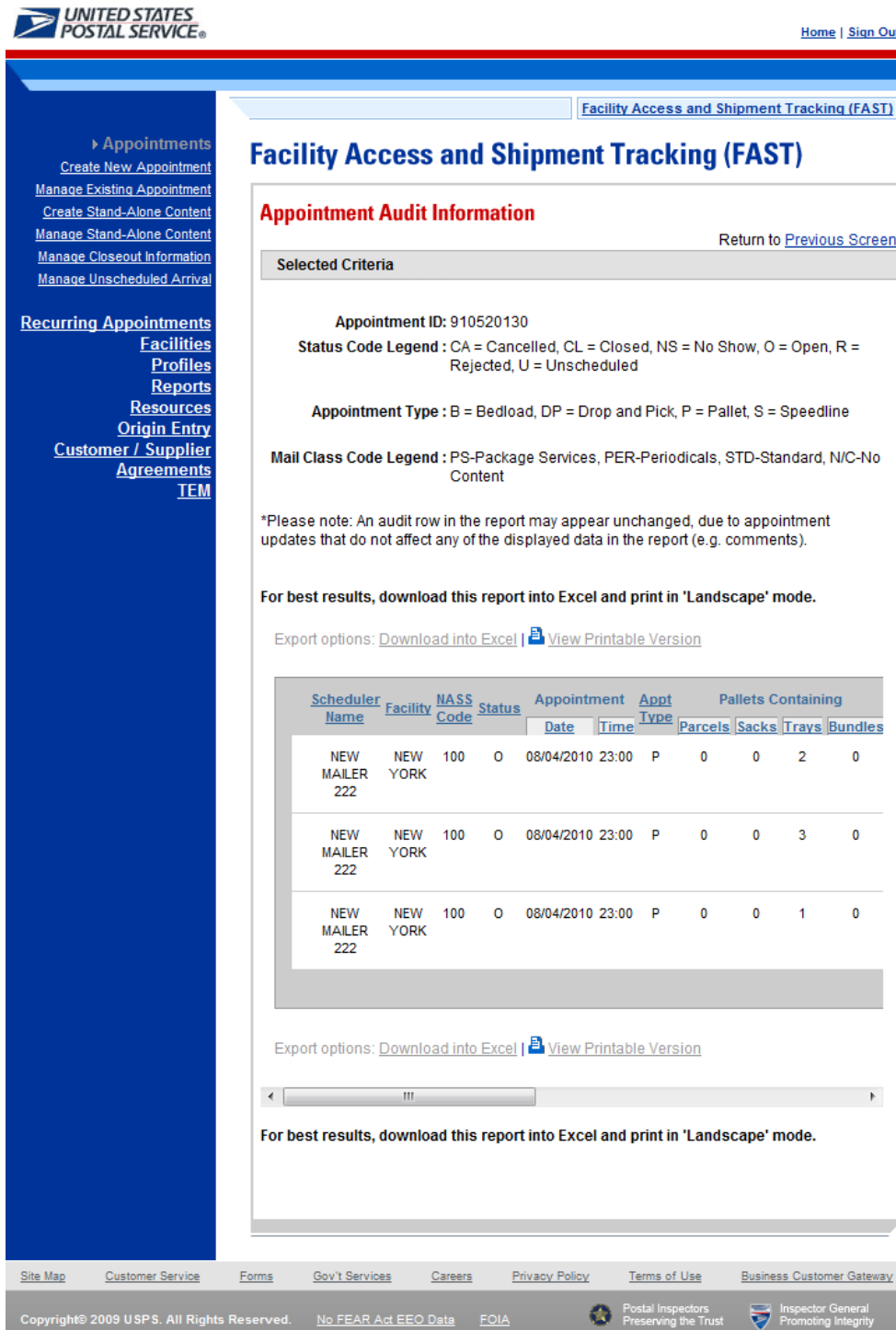
Content ID	Mail Preparer	Mail Class	Mail Shape	Content Name	Pallet Count	Bedload Units
910001074		Standard	Letter		1	0
<b>Total</b>					<b>1</b>	<b>0</b>

[Manage Content](#)

**Viewing the Drop Ship One-Time Appointment Audit Information:**

A user may view the audit information for an appointment by clicking the **View Audit Information** button on the *Appointment Management* page.

An image of the *Appointment Audit Information* page is displayed below.



The screenshot shows the 'Appointment Audit Information' page. At the top left is the USPS logo and 'UNITED STATES POSTAL SERVICE®'. At the top right are links for 'Home' and 'Sign Out'. Below the logo is a navigation menu with categories like 'Appointments', 'Recurring Appointments', 'Facilities', 'Profiles', 'Reports', 'Resources', 'Origin Entry', 'Customer / Supplier Agreements', and 'TEM'. The main content area is titled 'Facility Access and Shipment Tracking (FAST)' and contains the following information:

**Appointment Audit Information** [Return to Previous Screen](#)

**Selected Criteria**

Appointment ID: 910520130  
 Status Code Legend : CA = Cancelled, CL = Closed, NS = No Show, O = Open, R = Rejected, U = Unscheduled

Appointment Type : B = Bedload, DP = Drop and Pick, P = Pallet, S = Speedline

Mail Class Code Legend : PS=Package Services, PER=Periodicals, STD=Standard, N/C=No Content

\*Please note: An audit row in the report may appear unchanged, due to appointment updates that do not affect any of the displayed data in the report (e.g. comments).

For best results, download this report into Excel and print in 'Landscape' mode.

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Scheduler Name	Facility	NASS Code	Status	Appointment		Appt Type	Pallets Containing			
				Date	Time		Parcels	Sacks	Trays	Bundles
NEW MAILER 222	NEW YORK	100	O	08/04/2010	23:00	P	0	0	2	0
NEW MAILER 222	NEW YORK	100	O	08/04/2010	23:00	P	0	0	3	0
NEW MAILER 222	NEW YORK	100	O	08/04/2010	23:00	P	0	0	1	0

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For best results, download this report into Excel and print in 'Landscape' mode.

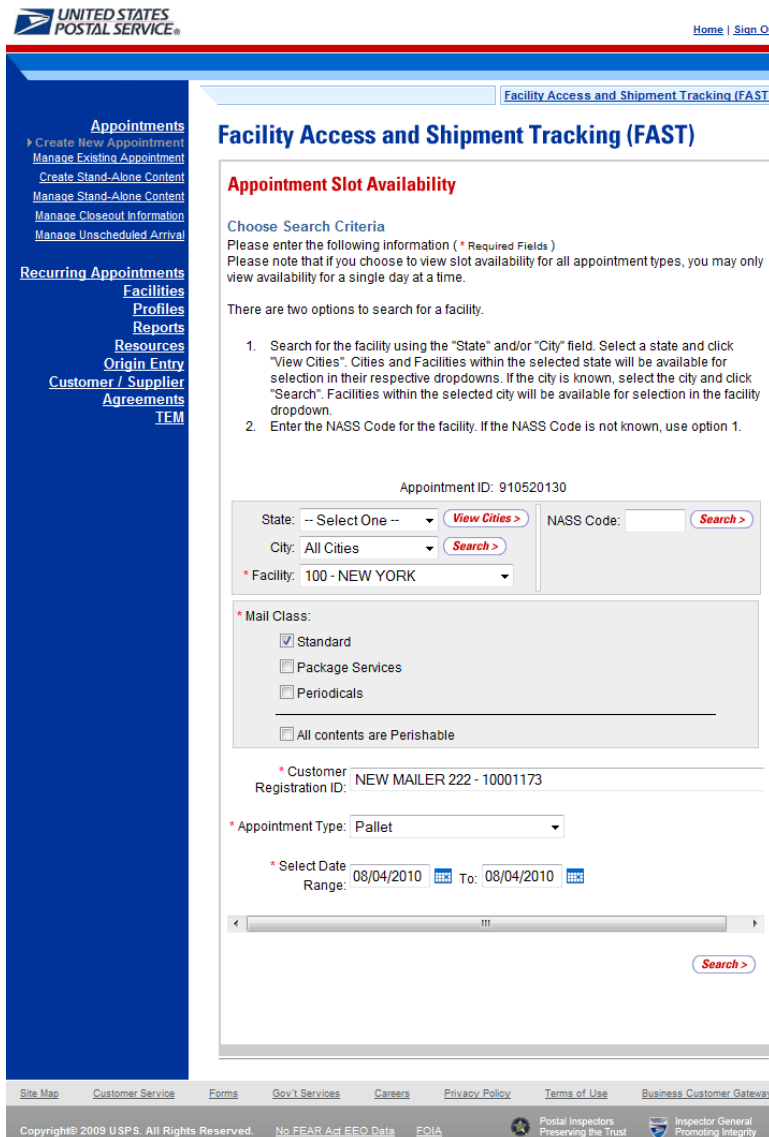
At the bottom of the page, there is a footer with links for 'Site Map', 'Customer Service', 'Forms', 'Gov't Services', 'Careers', 'Privacy Policy', 'Terms of Use', and 'Business Customer Gateway'. It also includes copyright information for 2009 USPS and logos for 'Postal Inspectors Preserving the Trust' and 'Inspector General Promoting Integrity'.

***Editing Appointment Logistics Information***

The following steps demonstrate how the user may edit the logistics information of a drop ship one-time appointment. Please note that the user may only edit the logistics information for an appointment if the scheduled date/time is in the future.

1. Click the **Change** button on the *Appointment Management* page.
2. *Appointment Slot Availability* page is displayed, populating the following fields with the existing appointment information:
  - Facility
  - Customer Registration ID
  - Appointment Type
  - Mail Class(es)
3. After editing any of the above information, click the **Search** button.
4. *Appointment Slot Availability* page is displayed.
5. Click on an available hour to select the time.
6. *Appointment Management* page with the updated appointment logistics information is displayed.

An image of the *Appointment Slot Availability* page is displayed on the following page.



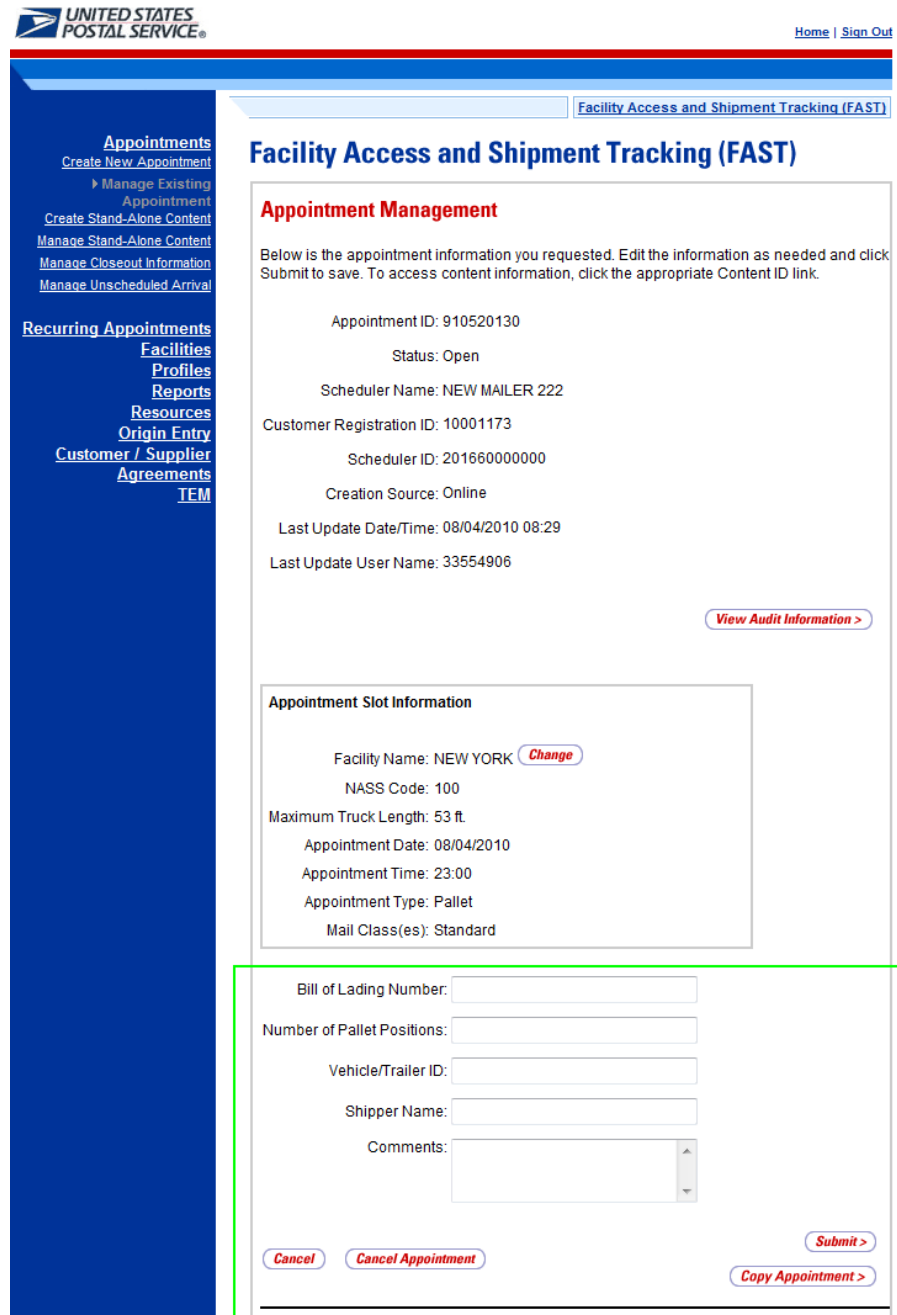
***Editing Appointment Level Information***

The following steps demonstrate how the user may edit the appointment level information of a drop ship one-time appointment. This functionality allows the user to change the following:

- Bill of Lading Number
- Number of Pallet Positions
- Vehicle ID
- Shipper Name
- Comments regarding the appointment

1. Click in the desired textbox and replace the entry with new information directly on the *Appointment Management* page.
2. Click the **Submit** button.
3. The updated appointment with the new information is displayed on the *Appointment Confirmation* page.

An image of the *Appointment Management* page where these changes can be made is displayed below.



**Appointment Management**

Below is the appointment information you requested. Edit the information as needed and click Submit to save. To access content information, click the appropriate Content ID link.

Appointment ID: 910520130  
Status: Open  
Scheduler Name: NEW MAILER 222  
Customer Registration ID: 10001173  
Scheduler ID: 201660000000  
Creation Source: Online  
Last Update Date/Time: 08/04/2010 08:29  
Last Update User Name: 33554906

[View Audit Information >](#)

**Appointment Slot Information**

Facility Name: NEW YORK [Change](#)  
NASS Code: 100  
Maximum Truck Length: 53 ft.  
Appointment Date: 08/04/2010  
Appointment Time: 23:00  
Appointment Type: Pallet  
Mail Class(es): Standard

Bill of Lading Number:   
Number of Pallet Positions:   
Vehicle/Trailer ID:   
Shipper Name:   
Comments:

[Cancel](#) [Cancel Appointment](#) [Submit >](#) [Copy Appointment >](#)

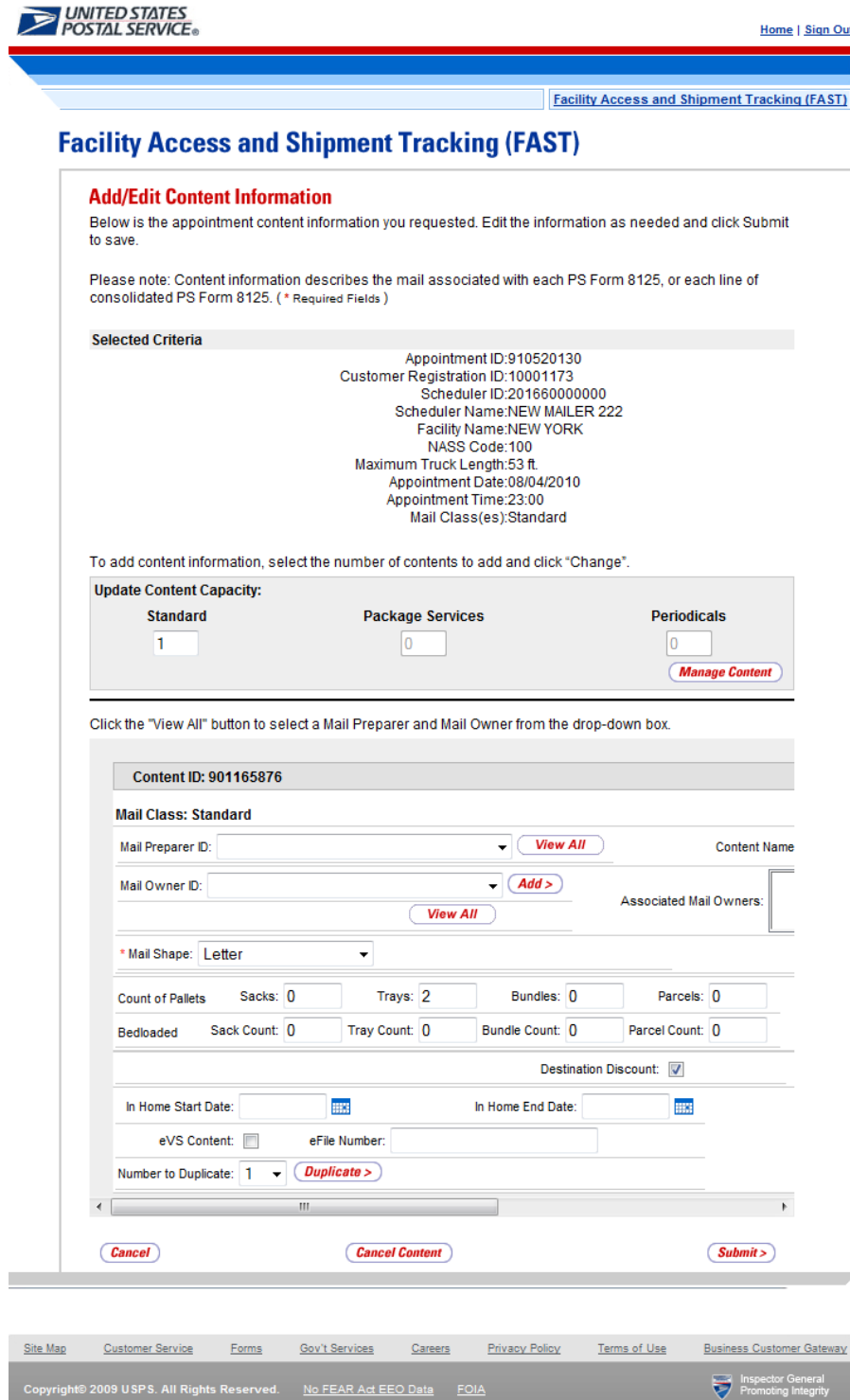
### **Editing Content Level Information**

The following steps demonstrate how the user may edit the content level information of a drop ship one-time appointment. This functionality allows the user to add or remove the desired contents from the drop ship one-time appointment.

1. Click the **Manage Content** button on the *Appointment Management* page.
2. *Add/Edit Content Information* page is displayed.
3. After editing the content information, click the **Submit** button.

4. Confirm Content Management Information page is displayed.
5. User may click the **Appointment ID** hyperlink to display the *Appointment Management* page.

An image of the *Add/Edit Content Information* page is displayed below.



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[Facility Access and Shipment Tracking \(FAST\)](#)

### Facility Access and Shipment Tracking (FAST)

**Add/Edit Content Information**

Below is the appointment content information you requested. Edit the information as needed and click Submit to save.

Please note: Content information describes the mail associated with each PS Form 8125, or each line of consolidated PS Form 8125. (\* Required Fields)

**Selected Criteria**

Appointment ID:910520130  
Customer Registration ID:10001173  
Scheduler ID:201660000000  
Scheduler Name:NEW MAILER 222  
Facility Name:NEW YORK  
NASS Code:100  
Maximum Truck Length:53 ft.  
Appointment Date:08/04/2010  
Appointment Time:23:00  
Mail Class(es):Standard

To add content information, select the number of contents to add and click "Change".

Update Content Capacity:	Package Services	Periodicals
Standard <input type="text" value="1"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
<a href="#">Manage Content</a>		

Click the "View All" button to select a Mail Preparer and Mail Owner from the drop-down box.

**Content ID: 901165876**

**Mail Class: Standard**

Mail Preparer ID:  [View All](#) Content Name

Mail Owner ID:  [Add >](#) Associated Mail Owners:

[View All](#)

\* Mail Shape:

Count of Pallets   Sacks:    Trays:    Bundles:    Parcels:

Bedloaded   Sack Count:    Tray Count:    Bundle Count:    Parcel Count:

Destination Discount:

In Home Start Date:     In Home End Date:

eVS Content:    eFile Number:

Number to Duplicate:  [Duplicate >](#)

[Cancel](#)   [Cancel Content](#)   [Submit >](#)

---

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 Copyright© 2009 USPS. All Rights Reserved.   [No FEAR Act](#)   [EEO Data](#)   [FOIA](#)   **Inspector General**  
 Promoting Integrity

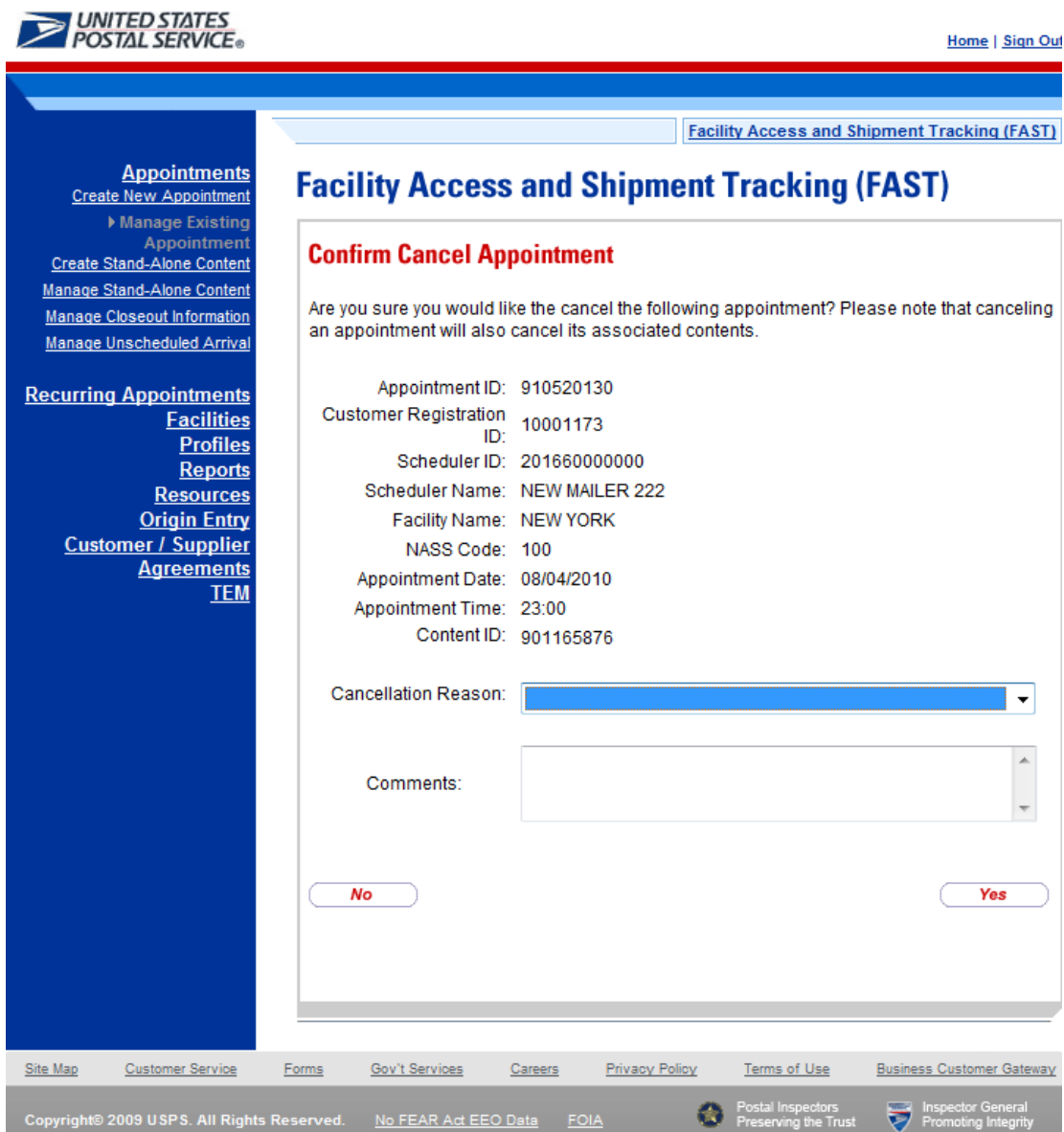


**Canceling a Drop Ship One-Time Appointment**

The following steps demonstrate how the user may cancel a drop ship one-time appointment. Canceling an appointment cancels all the contents that are associated to the appointment. In order to cancel a drop ship One-Time appointment the user will need to provide a cancellation reason.

1. Click the **Cancel Appointment** button on the *Appointment Management* page.
2. *Confirm Cancel Appointment* page is displayed.
3. Select a **Cancellation Reason** from the drop-down menu.
4. Click the **Yes** button to confirm the appointment cancellation.
5. *Cancel Appointment Confirmation* page is displayed.

An image of the *Confirm Cancel Appointment* page is displayed below.



The screenshot shows the 'Confirm Cancel Appointment' page within the 'Facility Access and Shipment Tracking (FAST)' system. The page header includes the United States Postal Service logo and navigation links for 'Home' and 'Sign Out'. A left-hand navigation menu lists various options such as 'Appointments', 'Recurring Appointments', 'Facilities', and 'Resources'. The main content area is titled 'Confirm Cancel Appointment' and contains the following information:

- Appointment ID: 910520130
- Customer Registration ID: 10001173
- Scheduler ID: 201660000000
- Scheduler Name: NEW MAILER 222
- Facility Name: NEW YORK
- NASS Code: 100
- Appointment Date: 08/04/2010
- Appointment Time: 23:00
- Content ID: 901165876

Below this information, there is a 'Cancellation Reason' dropdown menu and a 'Comments' text area. At the bottom of the form, there are two buttons: 'No' and 'Yes'.

At the bottom of the page, there is a footer with links for 'Site Map', 'Customer Service', 'Forms', 'Gov't Services', 'Careers', 'Privacy Policy', 'Terms of Use', and 'Business Customer Gateway'. It also includes copyright information for 2009 USPS and logos for 'Postal Inspectors Preserving the Trust' and 'Inspector General Promoting Integrity'.

### **3. Appointment Management Capabilities for Drop Ship Recurring Appointments**

Users may manage existing drop ship recurring appointments through the Manage Recurring Appointment/Request module of the FAST Appointments application.

Once the user searches for drop ship recurring appointments (by area, district, facility, or sequence number) the Recurring Appointment/Request Summary section will display on the *Search For Existing Recurring Appointment/Request* page. The Sequence Number will be hyperlinked and upon clicking the hyperlink, the user will be directed to the *Edit Recurring Appointment Request* page. The *Edit Recurring Appointment Request* page grants the users the ability to:

- Edit appointment level information
- Go to *Add/Edit Content Information* page
- Cancel the drop ship recurring appointment
- View/access instances of the drop ship recurring appointment
- View summary contents

### **4. How do I manage Drop Ship Recurring Appointments?**

Through the *Manage Recurring Appointment/Request* page, users are able to search for existing drop ship recurring appointments by area, district, facility, or sequence number. The following steps demonstrate how to search using a sequence number.

#### **Managing a Drop Ship Recurring Appointment:**

A drop ship recurring appointment can be managed via the *Manage Recurring Appointment/Request* module. Users may manage drop ship recurring appointments by following these steps.

1. From the FAST Landing page, select the **Recurring Appointments** link on the left toolbar.
2. From the FAST Recurring Appointments Landing page, select the *Manage Recurring Appointment/Request* **Go** button.
3. *Search For Existing Recurring Appointment/Request* page is displayed.
4. Select Sequence Number from the **Search By** drop-down menu.
5. Click the **Submit** button to display Sequence Number text field.
6. Enter a valid sequence number from an existing drop ship recurring appointment.
7. Click the **Search** button to refresh the page and display the associated recurring appointment/request summary table.

An image of the *Search For Existing Recurring Appointment/Request* is displayed on the following page.

The screenshot shows the 'Facility Access and Shipment Tracking (FAST)' web application. The top navigation bar includes the USPS logo and links for 'Home' and 'Sign Out'. A breadcrumb trail shows 'Facility Access and Shipment Tracking (FAST)'. The left sidebar contains a menu with categories: 'Appointments' (including 'Recurring Appointments', 'Request New Recurring Appointment', and 'Manage Recurring Appointment/Request'), 'Facilities' (including 'Profiles', 'Reports', 'Resources', 'Origin Entry', 'Customer / Supplier Agreements', and 'TEM'), and 'TEM'. The main content area is titled 'Facility Access and Shipment Tracking (FAST)' and features a search section: 'Search For Existing Recurring Appointment/Request'. Below this is a 'Choose Search Criteria' section with instructions to select a search method and enter appointment information. A search form shows 'Search By:' set to 'Sequence Number' and 'Sequence Number:' set to '99359'. There are 'Submit >', 'Cancel', and 'Search >' buttons. Below the search form is a 'Recurring Appointment/Request Summary' section with instructions to click a link to view/edit. A table displays the search results:

Sequence Number	Scheduler Name	Facility	NASS Code	Status	Scheduling Frequency		Days
					Weeks		
<a href="#">99359</a>	NEW MAILER 222	NEW YORK	100	Cancelled	Monday, Tuesday, Wednesday, Thursday, Friday	First Week	12

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The bottom of the page contains a footer with links for 'Site Map', 'Customer Service', 'Forms', 'Gov't Services', 'Careers', 'Privacy Policy', 'Terms of Use', and 'Business Customer Gateway'. It also includes copyright information for 2009 USPS and logos for 'Postal Inspectors Preserving the Trust' and 'Inspector General Promoting Integrity'.

**Viewing the Drop Ship Recurring Appointment Audit Information**

A user may view the audit information for an appointment by clicking the **View Audit Information** button on the *Edit Recurring Appointment Request* page.

An image of the *Recurring Appointment Audit Page* is displayed on the following page.



- [Appointments](#)
- ▶ [Recurring Appointments](#)
  - [Request New Recurring Appointment](#)
  - [Manage Recurring Appointment/Request](#)
  - [Manage Publication Exclusions](#)
- [Facilities Profiles Reports Resources](#)
- [Origin Entry](#)
- [Customer / Supplier Agreements](#)
- [TEM](#)

## Facility Access and Shipment Tracking (FAST)

### Recurring Appointment Audit Information

[Return to Previous Screen](#)

**Selected Criteria**

Recurring Sequence Id: 99359  
 Facility: 100 - NEW YORK  
 Customer Registration ID: 10001173  
 Scheduler ID: 201660000000 - NEW MAILER 222  
**Status Code Legend:** ACT = Active, CNCL = Cancelled, DNY = Denied, PND = Pending Review  
**Mail Class Legend:** PS-Package Services, PER-Periodicals, STD-Standard, N/C-No Content  
**Appointment Type Legend:** B = Bedload, DP = Drop and Pick, P = Pallet, S = Speedline

\*Please note: An audit row in the report may appear unchanged, due to appointment updates that do not affect any of the displayed data in the report (e.g. comments).

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Status	Scheduling Frequency		Appt Time	Appt Type	Pallets C	
	Days	Weeks			Parcels	Sacks
CNCL	Monday, Tuesday, Wednesday, Thursday, Friday	First Week	12:00	P	0	0
PND	Monday, Tuesday, Wednesday, Thursday, Friday	First Week	12:00	P	0	0
PND	Monday, Tuesday, Wednesday, Thursday, Friday	Bi-Weekly	12:00	P	0	0

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◀ [Page Number] ▶

For best results, download this report into Excel and print in 'Landscape' mode.

***Editing Drop Ship Recurring Appointment Logistics Information***

The following steps demonstrate how the user may edit the logistics information of a drop ship recurring appointment. The user may edit the logistics information of a drop ship recurring appointment directly on the *Edit Recurring Appointment Request* page.

1. Click the desired field or drop-down menu and update the entry with the new information.
2. Click the **Submit** button on the *Edit Recurring Appointment Request* page.
3. *Recurring Content Information Management* page is displayed.
4. Click the **Submit** button.
5. The *Recurring Appointment Confirmation* page is displayed.

An image of the *Edit Recurring Appointment Request* page is displayed on the following page.

- Appointments**
- Recurring Appointments
  - [Request New Recurring Appointment](#)
  - [Manage Recurring Appointment/Request](#)
  - [Manage Publication Exclusions](#)
- Facilities**
- [Profiles](#)
- [Reports](#)
- [Resources](#)
- [Origin Entry](#)
- [Customer / Supplier Agreements](#)
- [TEM](#)

## Facility Access and Shipment Tracking (FAST)

### Edit Recurring Appointment Request

[Create Copy >](#)    [Cancel Recurring Appointment Request >](#)

**Sequence Number:** 99360  
**Status:** Pending Review  
**Facility Name:** NEW YORK  
**NASS Code:** 100  
**Customer Registration ID:** 10001173  
**Scheduler ID:** 201660000000  
**Scheduler Name:** NEW MAILER 222  
**Contact Name:** FASTTEST TESTERTEST  
**Contact Phone Number:** 2025556667  
**Contact Email:** [USPSFAST1@GMAIL.COM](mailto:USPSFAST1@GMAIL.COM)  
**Last Update Date/Time:** 08/04/2010 14:21:03  
**Last Update User Name:** 33554906  
**Requested Date:** 08/04/2010  
**Original Date Range:** 08/19/2010 to 08/19/2999

[View Audit Information >](#)

\* Mail Class:

Standard  
 Package Services  
 Periodicals  
 All contents are Perishable

\* Select Date Range: 08/19/2010 To: 08/19/2999

\* Appointment Time: 8:00

\* Appointment Type: Pallet

Number of Pallet Positions:

\* Scheduling Frequency

- |   |  |
|---|--|
| <input type="checkbox"/> Daily                | <input checked="" type="checkbox"/> Weekly |
| <input type="checkbox"/> Saturday             | <input type="checkbox"/> Bi-Weekly         |
| <input type="checkbox"/> Sunday               | <input type="checkbox"/> First Week        |
| <input checked="" type="checkbox"/> Monday    | <input type="checkbox"/> Second Week       |
| <input checked="" type="checkbox"/> Tuesday   | <input type="checkbox"/> Third Week        |
| <input checked="" type="checkbox"/> Wednesday | <input type="checkbox"/> Fourth Week       |
| <input checked="" type="checkbox"/> Thursday  | <input type="checkbox"/> Fifth Week        |
| <input checked="" type="checkbox"/> Friday    | <input type="checkbox"/> Sixth Week        |

Comments:

[Cancel](#)

[Submit >](#)

#### Recurring Appointment Contents

Content ID	Mail Preparer	Mail Class	Mail Shape	Pallet Count	Bedloaded Unit Count
900018742	N/A	Standard	Letter	1	0
900018741	NEW MAILER 222	Standard	Letter	1	0
<b>Total</b>				<b>2</b>	<b>0</b>

[Manage Content](#)

#### Recurring Appointment Instances

Appointment ID	Appointment Date	Appointment Time	Appointment Type	Mail Class	Total Pallet Count	Total Bedloaded Unit Count
No Records Found						

***Editing Content Level Information***

The following steps demonstrate how the user may manage the content level information of a drop ship recurring appointment. This functionality allows the user to add or remove contents from the selected drop ship recurring appointment.

1. Click the **Manage Content** button on the *Edit Recurring Appointment Request* page.
2. *Recurring Content Information Management* page is displayed.
3. After editing the content information, click the **Submit** button.
4. *Recurring Appointment Confirmation* page is displayed.
5. User may click the **Sequence Number** hyperlink to display the *Edit Recurring Appointment Request* page.

An image of the *Recurring Content Information Management* page is displayed on the following page.

# Facility Access & Shipment Tracking (FAST) Manage Existing Drop Ship Appointments



[Home](#) | [Sign Out](#)

Facility Access and Shipment Tracking (FAST)

## Facility Access and Shipment Tracking (FAST)

### Recurring Content Information Management

**Sequence Number:** 99359  
**Status:** Pending Review  
**Scheduler Name:** NEW MAILER 222  
**Customer Registration ID:** 10001173  
**Scheduler ID:** 20166000000  
**Contact Name:** FASTTEST TESTERTEST  
**Contact Phone Number:** 2025556667  
**Contact Email:** [USPSFAST1@GMAIL.COM](mailto:USPSFAST1@GMAIL.COM)  
**Facility Name:** NEW YORK  
**NASS Code:** 100  
**Maximum Truck Length:** 53 ft.  
**Appointment Date Range:** 08/19/2010 to 08/19/2999  
**Original Date Range:** 08/19/2010 to 08/19/2999  
**Appointment Time:** 13:00  
**Frequency:** Monday, Tuesday, Wednesday, Thursday, Friday, First Week  
**Appointment Type:** Pallet  
**Mail Class(es):** Standard

#### Update Content Capacity:

**Standard**

2

**Package Services**

0

**Periodicals**

0

[Manage Content](#)

Content ID: 900018740

Mail Class: Standard

Mail Preparer ID:

Mail Owner ID:

\* Mail Shape: Flat  Content Name:

Count of Pallets:  Sacks:  Trays:  Bundles:  Parcels:

Bedloaded:  Sack Count:  Tray Count:  Bundle Count:  Parcel Count:

Destination Discount:

In Home Start Date:  In Home End Date:

eVS Content:

Number to Duplicate: 1 [Duplicate >](#)

Content ID: 900018739

Mail Class: Standard

Mail Preparer ID:

Mail Owner ID:

\* Mail Shape: Letter  Content Name:

Count of Pallets:  Sacks:  Trays:  Bundles:  Parcels:

Bedloaded:  Sack Count:  Tray Count:  Bundle Count:  Parcel Count:

Destination Discount:

In Home Start Date:  In Home End Date:

eVS Content:

Number to Duplicate: 1 [Duplicate >](#)

[Cancel](#)

[Clear Contents](#)



**Canceling a Drop Ship Recurring Appointment**

The following steps demonstrate how the user may cancel a drop ship recurring appointment. Canceling an appointment also cancels all contents that are associated to the appointment. Please note that canceling a recurring appointment does not cancel any appointment instances that have been created within the next 14 days. Recurring appointment instances will need to be cancelled individually.

1. Click the **Cancel Recurring Appointment Request** button on the *Edit Recurring Appointment Request* page.
2. *Recurring Appointment Request Cancellation Confirmation* page is displayed.

An image of the *Recurring Appointment Request Cancellation Confirmation* page is displayed below.

