



IMPROVING OUR PRODUCT ACCEPTANCE WITH A BETTER FAST EXPERIENCE

USPS Speakers:

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Facility Access and Shipment Tracking (FAST)

FAST is the USPS appointment scheduling tool used for product entry at USPS facilities, offering automatic updates and downloadable files like the Mail Direction File (MDF), errata, and label lists to streamline logistics with the USPS.

Appointments are required for all package products at LPC and RPDC. Appointments are not enabled for DDUs...yet.

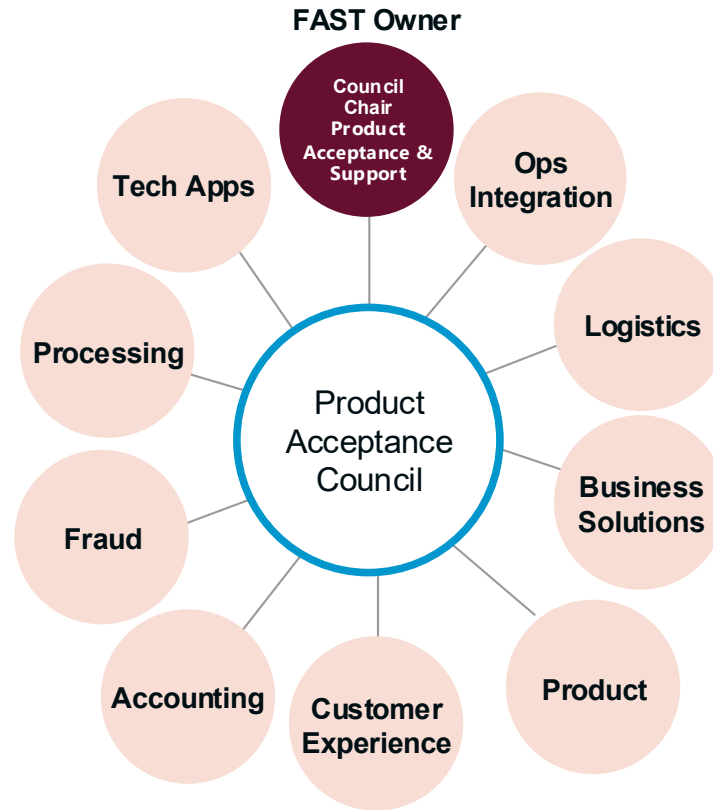
	Origin	Drop-Ship
Drop Location	Local plant from shipper	Closer to the destination
Product Type	USPS Marketing Mail Packages, Package Services: Bound Printed Matter (BPM), Library and Media Mail, & Packages, Periodicals, Ground Advantage / First-Class & Priority Mail	USPS Marketing Mail Packages, Package Services: Bound Printed Matter (BPM), Library and Media Mail, & Packages, Parcel Select, Periodicals
Scheduling	One-Time & Recurring	One-Time & Recurring
Destination Discounts	No	Yes

All appointment types can be made online at FAST.usps.com/fast, [API](#), or via Mail.XML, Mail Shapes: Letters, Flats, Machinable Parcels, & Nonstandard Parcels, Types: Pallet, Bedload, Drop and Pick, & Speedline, Container content information is required for all appointment types

FAST – Multiple Stakeholders – Improvement Opportunities

- **The FAST system had no owner**
 - FAST has many stakeholders and each were managing their own piece with no centralized management
- **40% of all appointments were late**
- **35% of appointments resulted in no-show**
- **Customers were unable to reach a local FAST Coordinator when experiencing issues leading to frustration**
- **Appointment slots were locally controlled and inconsistent across USPS facilities**
- **Customer loads not being checked in to facility upon arrival**
- **FAST Helpdesk had limited staffing and business hours that did not align with customer appointment times**

Introducing the Product Acceptance Council (PAC)



Where Did We Start?

Appointment Requirement

Effective May 1, 2025, the Postal Service will require FAST appointments for entry to USPS facilities.

Currently:

- Origin entry package shipments are not required to schedule appointments
- Shippers with unscheduled arrivals have just-in-time appointments created at the facility or just drop their packages and leave



United States Postal Service
INDUSTRYALERT

February 12, 2025

Facility Access and Shipment Tracking (FAST) Appointments for Package Shippers and Dock Sampling

In our ongoing efforts to combat counterfeit postage, protect Postal Service revenue, and improve security, the US Postal Service will require the following:

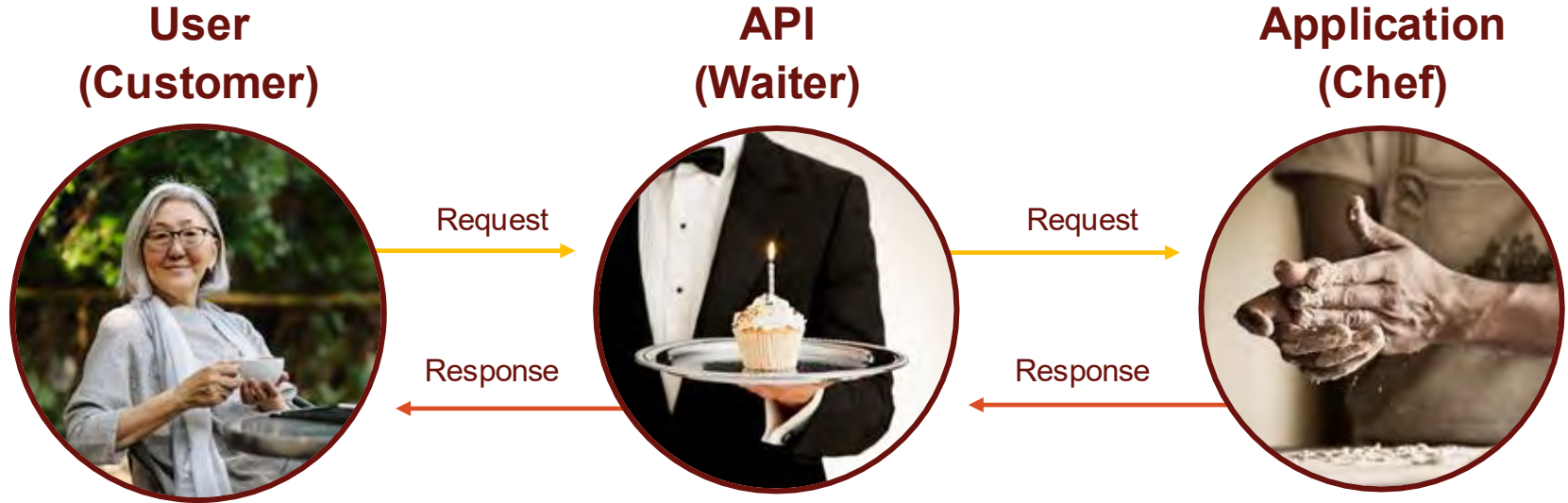
- Effective immediately, the Postal Service will validate payment of packages before they are unloaded from a vehicle. If packages are identified that are unpaid, the shipment will be rejected.
- We encourage all shippers to make FAST appointments at USPS processing facilities where packages are entered, including Network Distribution Centers (NDCs), Sectional Center Facilities (SCFs), Processing and Distribution Centers (P&DCs), Regional Processing and Distribution Centers (RPDCs), Local Processing Centers (LPCs), and International Service Centers (ISCs) to expedite the acceptance of packages. This excludes Sorting & Delivery Centers (SDCs) and Destination Delivery Units (DDUs).
- Effective May 1, 2025, the Postal Service will require FAST appointments for entry to USPS facilities for package shipments. Shippers who deliver parcels to NDCs, SCFs, P&DCs, RPDCs, LPCs, and ISCs are required to schedule a FAST appointment at least 24 hours in advance of their arrival. Shippers or drivers who arrive without an appointment will be required to provide a government issued ID, customer registration ID and/or scheduler ID and shipment details including shipper name, container counts, mail class, and bill of lading. Payment validation will occur before any shipment is accepted.

The PAC has stood up 5 initiatives to address core FAST issues

Issue	Initiative	Status
FAST onsite ownership	1 Role of FAST Coordinator	Complete
Slot availability and transparency	2 Appointment Slots	Complete
Truck arrival timeliness and volume accuracy	3 Check-in Process	In Progress
Customer experience	4 Exception Protocols	Complete
Customer issue escalation	5 Help Desk Expansion	Complete

Advancements Through Technology

How APIs Work



Image(s) Source: Microsoft Stock Image

How to Make FAST Appointments



Online

- Check for available appointment slots at USPS facilities
- Create Appointments one or many in parallel
- Update an Appointment with add container content



API

- Slot Availability - Check for available appointment slots at USPS facilities
- Create one time or recurring appointment one or many in parallel
- Update an Appointment with add container content and 99Ms
- Near real-time, lower latency



Mail.XML

- Slot Availability - Check for available appointment slots at USPS facilities
- Create one time or recurring appointment one or many in parallel
- Update an Appointment with add container content and 99Ms

FAST APIs

FAST API specs available at: [Appointments 3.0 | devportal](#)

Slot availability: Method – Post

Allows user to search for appointment slots that meet the desired criteria: date/time, location, mail class(es), and mail shape(s).

Required Fields:

- One Time Appt
- Mail Class
- Dropship Key
- Appointment Type
- Destination Entry
- Appt Start Date
- Destination Discount Indicator
- Processing
- Mail Class

```
Slot Availability Request:
One Time Appt: true
Recurring appt: false,
Mail Class: USPS_MARKETING_MAIL
Dropship Key: EV19160
Appointment Type: PALLET
Destination Entry: Yes
Appointment Start Date: "2025-10-08T18:00:00Z"
Appointment End Date: "2025-10-08T22:00:00Z"
Scheduler CRID: 1234546
Detail Info
  • USPS Summary
    ○ Destination Discount Indicator: Yes
    ○ Processing Category: MP
    ○ Mail Class: USPS MARKETING MAIL
```



```
Slot Availability Response:
One Time Appt: true
Recurring appt: false,
Mail Class: USPS_MARKETING_MAIL
Dropship Key: EV19160
Appointment Type: PALLET
Destination Entry: Yes
Appointment Start Date: "2025-10-08T18:00:00Z"
Appointment End Date: "2025-10-08T22:00:00Z"
Scheduler CRID: 1234546
Detail Info
  • USPS Summary
    ○ Destination Discount Indicator: Yes
    ○ Processing Category: MP
    ○ Mail Class: USPS MARKETING MAIL
Slots:
  • Preferred Appt: "2025-10-08T18:00-06:00[UTC-06:00]"
  • Available Slots: 98
  • Preferred Appt: "2025-10-08T19:00-06:00[UTC-06:00]"
  • Available Slots: 32
  • Preferred Appt: "2025-10-08T20:00-06:00[UTC-06:00]"
  • Available Slots: 5
  • Preferred Appt: "2025-10-08T21:00-06:00[UTC-06:00]"
  • Available Slots: 98
  • Preferred Appt: "2025-10-08T22:00-06:00[UTC-06:00]"
  • Available Slots: 50
```

FAST APIs

Create an appointment: Method – Post

Allows user to schedule a one-time or recurring Dropship or Origin Entry appointment at a USPS plant by date/time, mail class, and mail shape as well as container counts, 99M, etc.

Required Fields:

- Appt Type
- Destination Entry
- CRID
- Preferred Appt
- Shipper Appt Request ID
- Mail Class
- Processing Category
- Facility Number
- Destination Discount Indicator
- Pallet or Bedload Block
- Count
- Handling Unit Type
- Pallet Type

```
Appointment Create Request
Appointment Type: Pallet
Destination Entry: Yes
One Time Appointment:
  • Preferred Appointment: "2025-10-07T09:00:00Z"
CRID: 94884380
Shipper Appointment Request ID: MJD-00005
Includes Electronic Load: Yes
Detail Info
  • USPS Summary
    o Destination Discount Indicator: YES
    o Full Service Indicator: No
    o eInducation Indicator: No
    o Pallet
      ▪ Pallet Presort Level
        □ USPS Container Info:
          ◆ Mail Owner CRID: 12345
          ◆ IMCB: 99MXKEPMKU7773D
          ◆ Sibling Barcode: 99MDPWC
        □ Container Level: AA
        □ Count: 1
      ▪ Count: 1
      ▪ Handling Unit Type: Parcels
      ▪ Pallet Type: Pallet
    o Perishable: NO
    o Mail Class: USPS Marketing Mail
    o Processing Category: MP
    o Scheduler Content ID: 112240
Consignee Facility
  • Facility Number: V19160
```



```
Appointment Create Response:
Appointment Type: "PALLET"
Destination Entry: "YES"
One Time Appointment:
  • Preferred Appointment: "2025-10-07T09:00:00Z"
CRID: 94884380
Shipper Appointment Request ID: MJD-00005
Consignee Appointment ID: 913268170
Includes Electronic Load: "YES"
Detail Info
  • USPS Summary
    o Destination Discount Indicator: YES
    o Full Service Indicator: "NO"
    o eInducation Indicator: "NO"
    o Pallet
      ▪ Pallet Presort Level
        □ USPS Container Info:
          ◆ Mail Owner CRID: 12345
          ◆ IMCB: 99MXKEPMKU7773DMOU727
          ◆ Sibling Barcode: 99MDPWGOIW6838ISZX271
        □ Container Level: "AA"
        □ Count: 1
      ▪ Count: 1
      ▪ Handling Unit Type: Parcels
      ▪ Pallet Type: Pallet
    o Perishable: NO
    o Mail Class: USPS Marketing Mail
    o Processing Category: MP
    o Scheduler Content ID: 112240
Consignee Facility
  • Facility Number: V19160
```

FAST APIs

Update an appointment: Method – Put
Allows user to change the appointment location, date/time, mail class(es), mail shape(s), or add container information for up to an hour.

Required Fields:

- Appt Type
- Destination Entry
- CRID
- Preferred Appt
- Shipper Appt Request ID
- Consignee Appt ID
- Mail Class
- Processing Category
- Facility Number
- Destination Discount Indicator
- Pallet or Bedload block
 - Count
 - Handling Unit Type
 - Pallet Type

Appointment Update Request

Appointment Type: Pallet
Destination Entry: Yes
One Time Appointment:
• Preferred Appointment: 2025-10-07T10:00:00Z
CRID: 94884380
Shipper Appointment Request ID: MJD-00005
Consignee Appointment ID: 913268170
Includes Electronic Load: Yes
Detail Info

- USPS Summary
 - Destination Discount Indicator: YES
 - Full Service Indicator: No
 - eInducation Indicator: No
 - Pallet
 - Pallet Presort Level
 - USPS Container Info:
 - ◆ Mail Owner CRID: 12345
 - ◆ IMCB: 99MXKEPMKU7773D
 - ◆ Sibling Barcode: 99MDPWG
 - ≡ Container Level: AA
 - ≡ Count: 2
 - Count: 2
 - Handling Unit Type: Parcels
 - Pallet Type: Pallet
 - Perishable: NO
 - Mail Class: USPS Marketing Mail
 - Processing Category: MP
 - Scheduler Content ID: 112240

- Consignee Facility
- Facility Number: V19160


Appointment Update Response:

Appointment Type: "PALLET"
Destination Entry: "YES"
One Time Appointment:
• Preferred Appointment: 2025-10-07T10:00:00Z
CRID: 94884380
Shipper Appointment Request ID: MJD-00005
Consignee Appointment ID: 913268170
Includes Electronic Load: "YES"
Detail Info

- USPS Summary
 - Destination Discount Indicator: YES
 - Full Service Indicator: "NO"
 - eInducation Indicator: "NO"
 - Pallet
 - Pallet Presort Level
 - USPS Container Info:
 - ◆ Mail Owner CRID: 12345
 - ◆ IMCB: 99MXKEPMKU7773DMOU727
 - ◆ Sibling Barcode: 99MDPWGOIW6838ISZX271
 - ≡ Container Level: "AA"
 - ≡ Count: 2
 - Count: 2
 - Handling Unit Type: Parcels
 - Pallet Type: Pallet
 - Perishable: NO
 - Mail Class: USPS Marketing Mail
 - Processing Category: MP
 - Scheduler Content ID: 112240

- Consignee Facility
- Facility Number: V19160

FAST APIs

Cancel an appointment: Method – Delete

Allows user to cancel a one-time appointment up to one hour before its scheduled time or cancel a recurring appointment series.

Required Fields:

- Consignee Appointment ID
- Shipper Appt Request ID
- CRID
- Destination Entry
- Cancel Reason Code

Appointment Cancel Request

Consignee Appointment ID: 910004102

Shipper Appointment Request ID: 123859316

CRID: 555555

Destination Entry: Yes

Cancel Reason Code: A

Cancel Comments: "Cancel Appt"

Appointment Cancel Response

Cancel Number: 900000602

Consignee Appointment ID: 910004102

CRID: 555555

What's Next?

FAST Forward – DDU Expansion

- FAST appointments will be required for all package customers entering product at all LPC and enabled DDU sites. This includes NSA customers (DDU/DLPC) and ANY customer with package volume drops (originating volume as well)
 - Timeline: TBD
- Letter/Flat loads will not be required to make a FAST appointment at DDU sites at this time
 - Based on conversations with industry, mail drops were not an issue when DDU drops

FAST Forward – DDU Expansion

- FAST system will be designed to only display Package products available for appointments at DDU sites
 - There will be no product options for First-Class mail, Marketing mail, etc.
 - There is the ability to add letter/flat appointment requires at a later date
- Appointment construct for DDU sites (non-S&DC)
 - 30-minute appointment slots with the same 15-minute grace periods
 - Appointments will be considered a No-Show after 6 hours
- Volume constraints have been removed for appointments at all postal facilities

FAST Forward – DDU Expansion

Process for arrivals with no FAST appointment, or driver does not know their appointment number

- If the driver knows the company name of tied to the appointment as well as the scheduled appointment time and it corresponds to an appointment in the system
 - The USPS employee can tie the load to the appointment and accept
- If a driver knows the Scheduler ID and associated customer/merchant name, the Expeditor can set up an Unscheduled appointment in the scanner
 - If they do not know their Scheduler ID, they are required to contact their dispatcher and have them establish an appointment

Recurring Appointments

Current State

- Process to establish recurring appointments
 - Customer makes recurring appointment request
 - Request is submitted to local FAST Coordinator to validate appt slot availability (this can take several days)
- Once approved, the recurring appt is entered into FAST.
 - Effective date is 21 days from entered date. This business rule was put in place to prevent duplicate appointments from being live in the system since customers can make one-time appointments 21 days in advance.
 - Customer must make one-time appointments until recurring appointment becomes active

Future State

- Working to develop an automated approach
 - System will automatically check to see if there are any conflicts within the next 21 days
 - If there are no conflicts the system will set up the recurring appointment
 - If conflicts are detected the system will offer alternative options for the recurring appointment

Recurring Appointments

Features Considered	Benefits
USPS Auto creates recurring Appts.	<ul style="list-style-type: none">• Provides visibility and DDU forecast and planning• No initial effort for Shipper
Allow Users to create bulk recurring appointments online in GUI	<ul style="list-style-type: none">• More accurate appointment creation near the intended drop date
Allow Users to create bulk recurring appointments via file upload online	<ul style="list-style-type: none">• More accurate appointment creation near the intended drop date• Simplified User experience



FAST is an Industry Partnership

Creation of a Mailer Technical Advisory Committee (MTAC) Task Team to develop an updated check-in process

- Development of a GPS solution utilizing API technology

Continued updates and discussions at various User Group and industry association meetings

Open door policy for industry feedback and suggestions

A strong USPS/Industry partnership embracing modern technology is a WIN for everyone!!

Questions?