

FAST Escalation Procedures

- 1. FAST questions email at FAST@usps.gov
- 2. FAST, elnduction, or CSA issues Call FAST Help Desk at 1-877-569-6614,
 - Option 2 during normal hours Mon-Fri 7:00am-7:00pm, central time
 - Option 7 after normal hours, weekends, or holidays for after hours support

3. Local Facility Drop Shipment Issues

- Call facility coordinator in FAST Facility Profile page
- Call 24 hour facility number in FAST Facility Profile page
- Call FAST Help Desk at 1-877-569-6614, option 2 normal hours, and option 7 after hours
 - FAST Help Desk has been provided additional emergency contact numbers for Plant Managers and will assist if local issues are not resolved through local contact