

## **The U.S. Postal Service® AEC II® Service Q&A**

### **What is the AEC II?**

AEC II uses Delivery Force Knowledge™ to correct customer address lists. Delivery Force Knowledge leverages the efforts of local delivery unit employees who review bad addresses and enter corrections into an AEC II electronic process for return to the submitting customer.

### **Why is there a need for a service like AEC II?**

In an effort to reduce UAA, the USPS introduced AEC II. Complete and accurate addresses are critical to mail delivery. Statistics show that on average 8-10% of address lists cannot be ZIP+4® coded or DPV® confirmed by standard CASS Certified™ address matching software. These addresses are contributors to the Undeliverable-As-Addressed (UAA) problem that USPS® and the mailing industry are working to correct.

### **Will the current Address Element Correction (AEC) Service still be available?**

Yes. The basic AEC service will be available at the current cost of \$23 per one thousand records submitted.

### **Is the AEC II Service free or is there a charge?**

There is a charge. AEC II processing has an initial set-up fee of \$31 that must be paid through a CAPS account or approved credit card, as well as the minimum AEC service fee of \$23 per thousand records submitted. In addition, the mailer will be charged \$0.31 per record for each resolution achieved through Delivery Force Knowledge.

### **How does the AEC II service work?**

Just like the Address Element Correction service, mailers provide the Postal Service with an electronic list of names and bad addresses. The list includes names or simplified addressees, such as occupant or postal customer, and address elements, including street number and name, city, and state.

The Postal Service™ enters names and problem addresses that cannot be corrected by the basic AEC service into the AEC II process. Employees at local delivery units review the bad addresses and indicate either the known corrected addresses, or that mail bearing such an address is not recognized and cannot be delivered. The Postal Service then provides the resolved addresses to the mailer via secure transmission. This process allows the mailer to address future mail pieces accurately, which ensures efficient and accurate delivery of those pieces.

### **What kind of results does the Postal Service expect from the AEC II service?**

During our testing, we have been able to resolve approximately 85% of all records submitted to the AEC II process within 60 days.

### **How will AEC II handle multiple submissions of the same bad address from different mailers or the same mailer?**

The "Update File" feature of AEC II will enable USPS® to recognize addresses that have been previously resolved by Delivery Force Knowledge™. These records will be updated and returned to the customer.

### **Is there any documentation on AEC II?**

The AEC & AEC II® User Guide is available on the RIBBS® website at [ribbs.usps.gov/aec](http://ribbs.usps.gov/aec)