



# Address Change Service (ACS<sup>TM</sup>)

## 1. Document Overview

### Purpose

The primary purpose of this document is to disseminate information to anyone interested or responsible for address management. It is designed for software users, end users, and for the general mailing industry. This document does not contain information on how to become a software vendor or how to write interface programs. This effort is a result of a consortium of concerned experts from the United States Postal Service®, software vendors, and major mailers, and is sponsored by the Association for Mail Electronic Enhancement (AMEE).

### Scope

This is a living document in that it will be changing and updated as needed. This document is designed to enhance mailer's knowledge of the US Postal Service's Address Change Service offering. It will NOT contain all the technical information that is available in the Postal Service's documentation. Rather it is intended to aid mailers in their decision making for the use of the service and the application of the data.

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## **Business Issues for Consideration**

Address Change Service (ACS) provides mailers with valuable information regarding addresses that lead to a reduction in Undeliverable as Addressed (UAA) Mail. ACS is one of the Postal Services' approved methods that may be used to meet the Move Update regulations. Additionally, ACS allows for maintaining higher quality addresses as related to Change-of-Address (COA) information, provides additional address quality metrics, and (compared to Ancillary Service Endorsement) provides notifications faster, at less costs, and in a format easier to process via automation.

Manual address corrections are not part of the ACS program as no electronic data is returned. It will be included in this document for comparison and reference.

ACS is available in three versions:

1. Traditional ACS
2. OneCode ACS
3. Full-Service ACS

Before implementing ACS, mailers need to be aware of the following considerations.

### **Move Update Compliance**

ACS does not qualify mail for meeting the Move Update requirement the first time it is used on a mailing. The reason is the COA data is not provided until after the mailing. Using ACS on the first mailing will allow subsequent mailings to qualify for the move update requirement, provided they are submitted to the USPS within the following 95 days. The assumption is that the new address data supplied as a result of notices from the first mailing was used to update the mailing list for the subsequent mailings. The mailer must continue to update the new addresses received by ACS.

The above requirement therefore prevents rental lists from using ACS to meet the Move Update requirement the first time the list is used. However mailers have used ACS to find the moves and other addresses that are UAA and then go back to the list broker for a refund. Some list brokers are not offering NCOA<sup>Link®</sup> on their lists – stating it is the responsibility of the mailer using the list to do the updating.

Additional details are below, but basically ACS notices are detected and generated by one of two basic methods – via automated equipment and process, or as the result of Carrier identification. As with any process that requires human intervention, variations and errors are possible. This means that some UAA mail caused by a COA will be identified as UAA for some other reason.

In 2009, the USPS implemented a process at mail acceptance to test and validate a mailer's compliance with the Move Update requirement using MERLIN<sup>®</sup>. This testing utilizes NCOA<sup>Link</sup> like matching routines to test the submitted mail.

Therefore, it is recommended that NCOA<sup>Link®</sup> be the first choice for meeting the Move Update requirement and ACS be used in support, where appropriate.

## Intelligent Mail® Barcode

The Service Type code portion of the Intelligent Mail® Barcode indicates which service is being chosen. This includes

- Class of mail
- IM® service option — Full-Service or Basic Option
- Services: manual corrections, Traditional ACS™, OneCode ACS®, Full-Service ACS™ and/or OneCode Confirm®

Within one mailing there may be Full-Service, Basic option, and nonautomation. The Full-Service and Basic option is available only for the Automation rate categories. The Presort/Machinable categories are only eligible for nonautomation services. In addition to cost differences between using ACS for the Full-Service Option and for the Basic Service option, the methods and formats of obtaining the ACS notices also differ.

Mailers wanting ACS on the Full-Service option must accommodate a different solution for receiving and handling the data for nonautomation portion of the mailing because nonautomation mail is mailed out under the nonautomation service model. “Free” ACS does not apply to basic or nonautomation service model.

A major concern is that the Ancillary Service Endorsement (ASE) is required to be preprinted on all the First-Class™ flats, Standard Mail®, and Bound Printed Matter flats pieces, and therefore the cost for that portion of ACS for the mailer would be very expensive. Mailers must determine if they can modify the Service Type Code in the IMb™ and the Ancillary Service Endorsement on the mailpiece to accommodate use on specific addresses rather than all addresses.

One alternative is to enlarge the address block/window area so that the ASE could be printed above the address (with the required 1/4” clear space around it) and therefore controlling exactly which pieces do or do not participate in ACS. By doing this, mailers could also control using ACS for only specific lists, etc. Other options include printing the text endorsement on only selected pieces during a separate print run, applying it during an MLOCR run, or applying via the postage meter. This 1/4-inch clear space is not required for an endorsement that is applied with a multiline optical character reader (MLOCR) inkjet and placed in the location directly below the postage area and any price marking if the endorsement is clear and legible.

Mailers may have to assign the Service Type code after mailsort. For many with mail going to a presort bureau, the mailer may not know that their address is not good enough for “automation” rates, and would not qualify for the Full-Service Option.

## Address Correction Costs

It is important to note that when referring to the costs for any ACS, those are the costs for the address correction data only. Any additional services and their costs, such as return mail costs for Standard Mail, are not part of the Intelligent Mail program.

Manual notices, Traditional ACS, OneCode ACS, and some Full-Service have costs that are per notice returned. This does not change.

The USPS costs for Full-Service ACS are:

### First-Class Mail

- Free, no limit on the number of notices or the timeframe for receiving duplicate notices.

## Standard Mail and Bound Printed Matter

- Free for the first notice
- All duplicate notices within the first 30 calendar days after the first notice are also free
- After that, ACS charges apply per notice received
- Pricing is based on the rate for electronic notices (not automation notice) as listed in the DMM<sup>®</sup> and USPS Price List, Notice 123.

## Periodicals

- Free for the first notice
- All duplicate notices within the first 60 calendar days after the first notice are also free
- After that, ACS charges apply per notice received
- Pricing is based on the rate for electronic notices (not automation notice) as listed in the DMM and USPS Price List, Notice 123.

At the time of this document, the charges for duplicate notices after the timeframe for Standard Mail and Periodicals have not been implemented.

Charges for additional address correction notices will be applied by mail class. Address correction notices provided for one class of mail will not be considered in determining charges for address correction notices within another class of mail.

This could have a major cost impact on Standard Mailers who may be mailing to the same address as part of a campaign where the mailer prints several drops of a mailing at the same time. Since the pieces in the later drops have already been printed, there is no good way to pull them from the mailing based on ACS notices from the earlier drops.

## Looking at the whole picture

Mailers considering using ACS need to be aware of the following:

- First time ACS use does not meet the move update requirements since databases are updated after the mailing.
- Varying costs of the ACS data and services.
- Any mailpiece handling costs, especially for returned Standard Mail, as indicated by specific Ancillary Service Endorsements
- In addition to logical matches within the USPS COA database, carriers can also report ACS Changes of Address which may result in mismatches
- For the ACS data, all attempts are made to process address records through CASS<sup>™</sup>, DPV<sup>®</sup>, and LACS<sup>Link®</sup> before being provided to mailers. It is recommended that mailers run the ACS data file through CASS and DPV and review their own business rules for implementing non-delivery point valid addresses. Addresses with CASS errors pay higher postage and may be returned as undeliverable.
- The constraints as listed in the "A Guide to Intelligent Mail for Letters and Flats" Appendix A
- The costs if the barcode cannot be read

When a mailpiece bears a printed Ancillary Service Endorsement (ASE), the **printed endorsement takes priority** over the Service Type ID contained in the Intelligent Mail barcode because it is human readable and the barcode is not.

Where a UAA mailpiece has a printed ancillary service endorsement that conflicts with the Service Type ID, **the mailer will be responsible for all appropriate fees** associated with the handling provided based on the printed ASE. Refer to "The Guide to Intelligent Mail for Letters and Flats", Appendix A, for details. It is available on [HTTP://USPS.gov](http://usps.gov)

## 2. USPS Handling of UAA Mail

Undeliverable As Addressed mail is mail that the USPS cannot deliver as addressed and must forward to the addressee, return to the sender, or dispose of (depending on treatment authorized for that mail class and/or specific instructions provided by the mailer through ancillary service requests). The U.S. Postal Service handles Undeliverable As Addressed (UAA) mail through two basic systems: Postal Automation Redirection System (PARS) or the Computerized Forwarding System (CFS) responsible for processing mail destined to that delivery address.

The USPS defines Undeliverable As Addressed mail as pieces that cannot be delivered to the person and/or address on the piece, and so, requires additional handling and processing to get it to a final disposition. Causes and results include:

- a. a customer moved from the mailpiece address
- b. mailpiece is undeliverable for reasons other than a move (also referred to as “Nixie” or “Return to Sender” mail)
- c. mailpiece is able to be delivered due to Delivery Force Knowledge (DFK) when the address on the mailpiece is not correct or complete. It is the duty of the carrier to deliver the mail if they know where it goes – but this does not provide the mailer with information on the address issues. Additionally, this leads to inconsistent handling of the mail. For example, mail Carrier A has the knowledge to complete the delivery of a particular mailpiece of mail, and could have been doing so for years. Carrier A retires, goes on vacation, or changes routes. Carrier B takes over and does not have the same knowledge. So, the final disposition of mailpiece may be different.

In the appendix, there is a USPS Processing of Mail Process Map and the generation of return mail and return mail notices. We suggest referring to this graphical representation while going through the rest of this section.

Reference DMM 507.1.4 for the complete list of USPS Endorsements for mail Undeliverable as Addressed.

### Postal Automated Redirection System (PARS)

PARS provides the data for Traditional, OneCode ACS and Full-Service ACS records for First-Class and Standard Mail automation compatible letters. Flats and nonautomation compatible letters cannot be processed by PARS and must be processed at CFS sites. (CFS sites and processing are discussed later in this document).

Delivery Barcode Sorters were modified with reading and labeling modules to allow them to be used to automate the processing of Undeliverable As Addressed (UAA) mail. There are 3 modes of operation – Intercept, Carrier Identified, and Return to Sender - and, 3 possible results:

- physical mailpiece is returned to the sender (RTS) with reason the mailpiece is UAA,
- mailpiece is forwarded to a new address, and/or a separate physical or electronic notice is generated and sent to the mailer with the reason the mailpiece is UAA,
- or the mailpiece can be disposed of with a separate physical or electronic notice produced.

PARS can:

- read Traditional ACS data, or
- extract the pertinent data from the Intelligent Mail® barcode requesting ACS,
- read the postage, on-mailpiece ancillary endorsement, the delivery name and address and return address, and
- combine that with any Change of Address or Nixie reason to initiate the correct mailpiece disposition and ACS records.

**PARS Intercept:** As mail is sorted on USPS® letter machines, there is the opportunity to identify the mail that has a COA filed against it. PARS uses the name and address to test for a COA match. If a match is found, the mailpiece and information is handled based on the information contained within the Intelligent Mail® barcode and/or endorsement printed on the mailpiece.

**PARS Carrier Identified:** Mail that cannot be intercepted by PARS through the very strict matching rules is normally sorted on to the carrier/box section. The Carrier or current resident can identify the mailpiece as UAA and initiate processing with the PARS system in Carrier Identified mode. The added confidence and information provided allows the mail to be processed in Carrier Identified mode. In the case of a COA, the additional information allows for the match to a COA record that could not be made by PARS intercept.

**Return-to-Sender (RTS):** Mail that Delivery Operations has determined to be undeliverable for reasons other than a move. It is processed based on the same mailpiece attributes used for forwarding. The result is not always the actual "return" of the address – if the information on the mailpiece and in the Mailers profile requests disposal of the mailpiece. PARS uses this information to make the decision of how to redirect the mailpiece and what notices to generate. It is at this stage that Nixies are identified. Because the Nixie notices are determined by the Carrier, variations and errors in the identification of the Nixie reason can occur.

## **Computerized Forwarding System (CFS)**

For Traditional, OneCode and Full-Service ACS, CFS provides records for First-Class, Periodicals, and Standard Mail nonautomation compatible letters, flats and parcels that cannot be processed by PARS. CFS also provides Traditional ACS records for Package Services flats and parcels.

Today's CFS software is very sophisticated and complex and is used on Flats Forwarding Terminals (FFT's) and non-Mechanized Terminals. The FFT's were upgraded in 2006 with scanners. For OneCode and Full-Service ACS, this allows CFS operators to process mailpieces bearing the Intelligent Mail® barcode.

## **ACS Mailer's Profile**

The Mailer Profile is completed with the customer-provided information on the PS Form 3572 (Traditional ACS) and the PS Form 3573 (OneCode ACS). While administrative and billing contact information is provided, the most important characteristic is the chosen ancillary service. The mailer indicates the mail class and ancillary service expected, for instance, Change Service Requested Option 2, or Address Service Requested. See DMM 507.1.5 for full descriptions of these services. If no information provided on the mailpiece via a printed text ASE or the IM barcode conflicts with the printed endorsement (and therefore overrides), mailpieces will be treated as stated in the Mailer Profile with the MID. Even though the MID is "assigned" a mail class based on the application, there is flexibility provided through management of the on-piece information.

For Full-Service ACS, the Mailer information is contained in the USPS Business Customer Gateway. Further instructions for delegation of the data are available through the electronic documentation (eDoc). Refer to the "A Guide to Intelligent Mail for Letters and Flats" on [HTTP://.USPS.gov](http://usps.gov).

### 3. Product Overview

#### Address Change Service (ACS)

Address Change Service helps meet the needs of business mailers by providing a cost-effective, efficient means of obtaining accurate customer Change-of-Address (COA) information electronically. ACS is also a valid option for obtaining data to utilize for complying with the USPS Move Update requirement, which is required to qualify for postage discounts for First-Class and Standard Mail.

To date, the USPS does not currently offer 100% electronic updates, and therefore the mailer may receive manual notifications for some updates. According to the Postal Service, some 20% of notifications are manual. This is why for Traditional ACS, the endorsements on the envelope is required.

To participate in ACS, mailers must modify their mailing for

- Full-Service and OneCode ACS with the use of the Intelligent Mail® Barcode and the appropriate Mailer ID number assigned by the National Customer Support Center (NCSC) and Service Type IDs. A unique Serial Number, embedded in the IM® Barcode, is also required if the mailer wants to participate in the Nixie service.

or

- Traditional ACS with an address block format to include a mailer identification (Participant ID) code assigned by the National Customer Support Center (NCSC). A mailer-assigned keyline, printed on the mailpiece, is also required if the mailer wants to participate in the Nixie service.

With Traditional ACS, mailers may schedule the frequency of their address correction notifications — daily, weekly, biweekly, monthly, or bimonthly. For Traditional ACS, the USPS provides Change-Of-Address information on CD or via secure web access. For OneCode ACS, all data is provided via secure web access on a daily basis. The major benefits of ACS includes the additional savings realized by receiving address change information electronically, which reduces costs associated with manual processing, enables the opportunity for mailers to maintain up-to-date addresses for customers who have moved, and a method to meet the Move Update requirement to qualify for discount postage rates. The per-record price is less expensive than mailpiece return (for other than First-Class) or USPS Form 3547.

Depending on a mailpiece class and endorsement, mailers may also receive information on addresses that are undeliverable for reasons other than a customer move (i.e., Nixie notifications). Because of the additional Nixie data and the ability to act on mail actually returned or rejected by the address resident, ACS can provide information as to the deliverability on more records than NCOA<sup>Link</sup> processing. These notifications include such things as deceased, vacant, and no mail receptacle.

#### ACS Does NOT provide

The USPS does not accept and, therefore, cannot provide COA records for the following: colleges and universities, military bases, individuals within a business, and other single point deliveries including, but not limited to, commercial mail receiving agencies (CMRA), prisons, hospitals, nursing homes, fraternity houses, and APO/FPO. Responsibility for forwarding or returning undeliverable mail from these locations lies with those institutions. Pieces returned as undeliverable by these institutions are not eligible to produce ACS records.

Ancillary service endorsements as well as other processes do not provide COA notices for individuals at business deliveries. It does this only for **individuals or families** who file a permanent COA with the Post Office that serves their old residential address. If a business files a COA for the **entire company**, that information is provided.

Use of ancillary service endorsements **does not correct address elements** such as north instead of south, provide missing elements like apartment or suite numbers, or provide correct ZIP Codes™. Mailers should refer to the USPS's Address Element Correction (AEC) and Address Element Correction II (AECII®) service offerings.

## 4. ACS Participation Considerations

Mailers can choose to participate in this optional but valuable service.

In order to determine if a mailer should utilize the Address Change Service, and which configuration, the mailer must decide:

- If my mail cannot be delivered as addressed, how do I want the mailpiece treated?
  - Options: forwarded (for a physical move), returned to mailer or discarded by USPS
- If my mailpiece cannot be delivered, do I want the address correction? Do I want the reason for nondelivery?
- If I want the new address or nondelivery reason, how do I want to receive it?
  - Options: Frequency of updates: daily, weekly, bi-weekly, monthly
  - Options: Manner of update:
    - CD
    - secure web access
- How much do I want to pay for corrections?
  - Options:
    - See current rates on Manual Notices, Electronic Notices, Automated Notices and special pricing associated with Full-Service and Basic Service implementation of the Intelligent Mail barcode.
- Are there any additional fees for the return or forwarding of the mail based on the Ancillary Service Endorsement and class of mail?
  - First-Class single mailpiece postage or Priority Mail® postage (for Standard Mail, Bound Printed Matter and Periodical)
  - Weighted Fees (for Standard Mail or Bound Printed Matter)
- What mailings should this be used on?
  - ACS does not need to be on every mailing as long as all addresses being mailed within the 95 days have a means to be updated. For instance, ACS data gathered from one mailing may be used on other types of mailings.
- How is my mail produced today and what would it take to implement the desired ACS configuration (can include impacts on IT, production, receiving, and outsourced services)?

### Steps to follow when planning for the ACS service

Mailers need to review the options and consequences and make the following decisions based on Attachment A in the Guide to Intelligent Mail Letters and Flats:

- Step 1 Determine the Class of Mail that is appropriate.
- Step 2 Determine whether the Mailing Type will be either basic IMb or Full-Service IMb.
- Step 3 Determine whether or not you want to receive ACS Detail Records.
- Step 4 Determine if you want to receive Confirm services. (Requires a separate subscription)
- Step 5 Select the Mailpiece Disposition desired for any Undeliverable As Addressed pieces. Note that Mailpiece Dispositions are often similar with minor differences. Select the Mailpiece Disposition that best meets your needs.
- Step 6 Determine whether the associated Mailpiece Disposition requires the use of an ancillary service endorsement. If not, skip to Step 8.



- Step 7 Determine whether to use a “Recommended Ancillary Service Endorsement” or an “Allowable Ancillary Service Endorsement” on your mailpiece by checking the column “Action taken if barcode unreadable”.
- Step 8 Understand the fees, if any, that will be associated with the use of the Service Type ID and/or the ancillary service endorsement.

## **Application and Activation Process Simplified Summary**

### **Traditional ACS**

See USPS Publication 8a for complete details

- Obtain a Participant ID Code
- Determine data distribution

The application, sample, and activation process could take some time to allow for multiple mailer/technical support communications. Mailers must plan ahead for participation and be ready to respond to requests for more information or notice of barcode. Mailers must wait 7 days from approval before mailing using the ACS service.

### **OneCode ACS**

See USPS Publication 8b for complete details

- Obtain a Mailer ID linked to OneCode ACS
- Apply for Web Access
- Supply samples
- Obtain approval

### **Full-Service ACS**

Refer to "A Guide to Intelligent Mail for Letters and Flats" and "User Access to Electronic Mailing Information and Reports Guide" on [HTTP://.USPS.gov](http://usps.gov).

Some ACS services are set up as a default when a Mailer ID (MID) is applied for. Verify which services you require or do not intend on using and take the appropriate action. See Appendix for a flowchart of this process.

## **5. Types of ACS**

The types of ACS depend on the method in which the data is captured and returned to the mailer. Reference the Postal Service's website as listed in the Reference section of this document.

### **Manual Address Correction**

This method of address corrections is not technically part of ACS but may be part of your project. ACS encompasses only those methods that return data electronically.

Manual address corrections are generated solely upon the printing of the Ancillary Service Endorsement on the mailpiece. All address corrections are hard copy – either the mailpiece itself, with the yellow sticker, or USPS form 3547, a photocopy of the mailpiece with the COA information.

UNITED STATES POSTAL SERVICE<sup>®</sup> FORM 3547 fee due 50¢

Post class mail  
Postage and Fees Paid  
USPS  
Form No. 3547

TO THE POSTMASTER OF

PO BOX 15233  
SOMETOWN NY 10013-9998

OLD: 7 MINER ST APT 7  
ANYTOWN MA 02015-3315

NEW: 14 W 14TH ST PH  
SOMETOWN NY 10013-6328

ABC BUSINESS  
MEMBERS DIVISION  
123 West Pleasant Avenue  
Anytown, Nebraska 00000-0000

Return Service Requested

MR. FIRST LAST  
789 MAIN ST  
ANYWHERE, MAINE 00000-0000

IMPORTANT DOCUMENT INSIDE

RETURN TO SENDER  
LAST FIRST  
1234 S 1ST AVE APT 907  
ANYTOWN, US 00000-0000  
RETURN TO SENDER

381 DEC 1 90H 00 100109

## Traditional ACS

Traditional ACS is available now and will continue to be available. Traditional is not dependent on the barcode used; it can be done with the POSTET barcode or the Intelligent Mail Barcode. Under the Traditional ACS service, customer move data is provided either manually or electronically (at manual or electronic rates).

## OneCode ACS

The use of OneCode ACS allows mailers mailing First-Class, Standard, or Periodicals flats or letters to receive electronic or automated address corrections through the use of the Basic Option Intelligent Mail® Barcode (IMb™) on the mailpiece.

OneCode ACS offers the same basic returned data as electronic Traditional ACS. There are differences in what is printed on the mailpiece, the barcode, and the fees. The cost for OneCode ACS is significantly less than manual corrections or Traditional ACS options available, which will be detailed in a later section. The data files are also slightly different, as the IMb data is included, and only available via the secure web access.

It is not the use of OneCode ACS, but the choice of printed Ancillary Service Endorsement (or not, in the case of First-Class letters) that determines whether a mailer has the potential to receive PS Forms 3547 or the returned mailpiece at the appropriate costs.

## Full-Service ACS

The use of Full-Service ACS allows mailers mailing First-Class, Standard, or Periodicals flats or letters to receive electronic or automated address corrections through the use of the Full-Service Intelligent Mail® Barcode on the mailpiece.

Full-Service ACS offers similar returned data as electronic Traditional and OneCode ACS, but in a significantly different format. There are differences in what is printed on the mailpiece, the barcode, and the fees. The cost for Full-Service ACS is significantly less than other ACS options available, which will be detailed in a later section. The data files are also significantly different and only available via the secure web access.

It is not the use of Full-Service ACS, but the choice of printed Ancillary Service Endorsement (or not, in the case of First Class letters) that determines whether a mailer has the potential to receive PS Forms 3547 or the returned mailpiece at the appropriate costs..

This chart describes the barcodes that can be used, how the data is delivered, and whether or not the service is available with the Intelligent Mail barcode.

This chart indicates how each service relates to the barcode, record delivery, and IMb services.

### ACS Service, Barcode and Record Delivery Chart

SERVICE	BARCODE	RECORDS DELIVERY	IMb BASIC	IMb FULL-SERVICE	IMb Non-Auto
<b>Manual Address Correction</b>	None required, optional: POSTNET™ or IMb	Hard copy / PS Form 3547 or mailpiece	✓	✓	✓
<b>Traditional ACS™</b>	None required, optional: POSTNET or IMb	Electronic via RIBBS™ or CD - Mailer chooses daily, biweekly, weekly, bimonthly, or monthly.	✓	✓	✓
<b>OneCode ACS®</b>	IM™ Basic or Nonauto	Automated via RIBBS - Mailer logs into website manually or through a script or other automated process to collect data.	✓	X	✓
<b>Full-Service ACS™</b>	IMb Full-Service required (automation mail only)	Automated via download – Mailer logs into Business Customer Gateway to access Reports or via Mail.XML Push/Pull	X	✓	X

## 6. Ancillary Service Endorsements (ASE)

An Ancillary Service Endorsement is printed on the mailpiece and serves as a notification or instruction to the U.S. Postal Service as to how to handle undeliverable mail. It is used to request forwarding, return-to-sender, or disposal of the mailpiece itself and to obtain address correction services. The mailer must place the correct endorsement on each mailpiece to obtain the proper service.

It is important to fully understand the effect that the presence of a printed ancillary service endorsement will have on the processing of Undeliverable As Addressed mailpieces and how printed ancillary service endorsements will be treated when used with a Service Type ID that does not provide an electronic or automated address correction.

Different mail classes have different “default” treatments of UAA mail.

- Within First-Class Mail, the “default” treatment for mail that cannot be delivered is for it to be either forwarded or returned to the sender for no additional cost.
- In Periodicals class, the “default” treatment of UAA mail is to forward mailpieces for the first 60 days following a customer’s move date. After 60 days and for all non-forwardable mail, the USPS will dispose with no notice to the mailer.
- For Standard Mail and Bound Printed Matter the “default” treatment of UAA mail is to dispose of it as waste with no notice to the mailer.

A mailer can instruct the Postal Service to handle any UAA mailpieces in a manner different than the default treatment provided for the class of mail. First-Class Mail mailers can tell the Postal Service to dispose of Undeliverable As Addressed mailpieces rather than forwarding or returning the mailpieces. Note: the USPS does not currently have a secure disposal process, although they are considering future solutions to support privacy concerns. A Standard Mail mailer can indicate their desire to have any undeliverable mail that can be forwarded sent to the addressee's new address and have all other mail returned to sender at the weighted fee.

The process for instructing the Postal Service of the mailer's intent to have their UAA mail treated in a manner different than the default treatment requires the mailer to provide an ancillary service endorsement that describes how to handle any UAA mailpieces. Ancillary service endorsements are typically printed on a mailpiece and recognized by the Postal Service when processing UAA mail.

The valid ancillary service endorsements used within this document are: (NOTE: their common abbreviation cannot be used on the mailpiece itself).:

### ASE and ACS Service Chart

Ancillary Service Endorsement	Can Be Used to Meet Move Update compliance	Can Be Used With:			
		Manual address correction	Traditional ACS	OneCode ACS	Full-Service ACS
Address Service Requested (ASR)	Yes	Yes, Except for First-Class Option 2	Yes	Yes	Yes
Change Service Requested (CSR)	Yes	Yes, Except for First-Class	Yes	Yes	Yes
Forwarding Service Requested (FSR)	<b>No</b>	Yes, (correction received only for non-forwardable mail)	<b>No</b>	<b>No</b>	<b>No</b>
Return Service Requested (RSR)	Yes	Yes	<b>No</b>	<b>No</b>	<b>No</b>
Temp-Return Service Requested (TRSR)	Yes	Yes	<b>No</b>	<b>No</b>	<b>No</b>
Electronic Service Requested(ESR)	Yes	<b>No</b>	Yes	Yes	Yes

When a mailer uses an ancillary service endorsement on a mailpiece they are requesting additional services in conjunction with the handling of their UAA mail beyond what is typically provided through ACS. The presence of an ancillary service endorsement is also the mailer acknowledgement that they agree to pay to receive these extra services if a charge applies. As an example, the use of Address Service Requested on a Standard Mail mailpiece will provide forwarding if a change-of-address is on file. Since forwarding is not provided as part of Standard Mail processing, the mailer has to pay a weighted fee (meant to recover the forwarding costs) on the pieces returned.

Periodical mailers need to be aware of the consequences when requesting "Address Service Requested" on periodicals, which is a very special, seldom-used option. This endorsement requests that rather than disposing of the pieces once an address correction has been generated, to instead return undeliverable pieces with postage due back to the publisher. Generally, only very expensively-produced pieces rate that kind of handling and there are additional requirements these mailers did not fulfill that also indicated these were incorrectly chosen codes.

When a mailpiece bears a printed ancillary service endorsement, the **printed endorsement** takes priority over the Service Type ID contained in the Intelligent Mail barcode because it is human readable while the data in the barcode is not.

Where a UAA mailpiece has a printed ancillary service endorsement that conflicts with the Service Type ID, the **mailer will be responsible for all applicable fees** associated with the handling provided based on the printed ancillary service endorsement.

## **Ancillary Service Endorsements within Intelligent Mail Basic or Full-Service Option**

Mailings made under either Basic IMb or Full-Service IMb must use a Service Type ID and sometimes a printed ancillary service endorsement or, to indicate the desired handling of any UAA mailpieces whenever a handling other than the default handling of UAA mail is desired. A printed ancillary service endorsement is always required to request ancillary services on First-Class flats, Standard Mail or Bound Printed Matter mailpieces in addition to being specified in the Service Type ID whenever handling other than the default UAA treatment is desired. This is true regardless of whether the mailer is seeking hardcopy address correction notices or electronic address correction notices through ACS.

Note: Since priority is given to the printed ancillary service endorsement over what is indicated by the Service Type ID, IMb mailings for which the mailer does not require or desire address correction services must not include a corresponding printed ancillary service endorsement.

## **Electronic Service Requested**

Electronic Service Requested (ESR) is an umbrella endorsement that requires the presence of another ancillary service endorsement value to have meaning. To help minimize the potential for conflicts between the printed ancillary service endorsement and the Service Type ID in the Intelligent Mail barcode, mailers should consider using the alternative ancillary service endorsement "Electronic Service Requested". Using Electronic Service Requested enables a mailer to have greater flexibility in using the same envelope for mailings in different mail classes or to obtain different UAA treatments for mail in the same mail class.

A mailer indicates the ancillary service endorsement to describe how to treat UAA mailpieces in the Service Type ID as part of Full-Service ACS or OneCode ACS, or in the mailer profile data when used on mail as part of the Traditional ACS program.

This endorsement can only be used in conjunction with the Traditional ACS, OneCode ACS, and Full-Service ACS programs. Using Electronic Service Requested on any mailpiece requires the inclusion of a Service Type ID that identifies the specific mailpiece treatment and address correction desired. Electronic Service Requested cannot be used to acquire manual address corrections or for mail for which no address corrections are desired. This ASE cannot be used without the inclusion of ACS in the barcode or the address block. Use of Electronic Service

Requested outside of Traditional ACS, OneCode ACS and Full-Service causes unnecessary and costly additional workload for the Postal Service.

The mailpiece is directed to a Computerized Forwarding System (CFS) or Postal Automated Redirection System (PARS) site for processing. "Address Service Requested" and "Change Service Requested" handling instructions and options are required to be predefined within the ACS mailer profile data. OneCode and Full-Service ACS mailers are also required to insert this service request through a valid service type code in an Intelligent Mail barcode. The Service Type code in the Intelligent Mail barcode will take precedence over the instructions in the mailer account profile. If the barcode cannot be read, the mailpiece is handled according to the default specified by the class of mail (listed previously in this section).

For further information on the handling of mail with Ancillary Service Endorsements, refer to the DMM section 507. *A Guide to Intelligent Mail Letters and Flats*, available on the USPS Web site at [HTTP://USPS.gov](http://USPS.gov), provides direction on how to implement the technical requirements.

## 7. Notification Types

Each type of ACS has different file formats for both COA and Nixie. The type of file format is not directly related to the pricing categories listed in Ratefold Notice 123 or the DMM.

### Manual Notice

The manual or hardcopy notice (PS Form 3547) provided back to the mailer will be a copy of the mailpiece, provided through the USPS Postal Automated Redirection System (PARS), or a photocopy of the mailpiece after the appropriate yellow information sticker has been applied from CFS. The PS Form 3547 may represent the mailpiece in a reduced image. Another form of manual notice is the returned mailpiece with the new address or reason for nondelivery affixed. The cost for the return is based on the class and weight of the piece, along with the ancillary service endorsement (if any) provide on the piece.

The manual notices are returned to the Return Address on the mailpiece only.

In addition to the labor and related cost to process these manual notices, other impacts include cost due to delays in updating the contact information and errors resulting from the manual processes and the quality of the returned photocopies. Because this is a manual process, this option is also the most costly to both mailers and the USPS to support.

Additionally, there are no Service Level Agreement metrics on the processing and handling of returned mailpieces and Manual Notices. As a result, these pieces are processed at a lower priority than other mail. This may result in the receipts taking several days to several weeks to be returned, depending on the mailing season, class of mail, mailpiece size, the distribution area, etc. Mailers should consider studying their returns to determine the impact on their business.

### Electronic and Automated ACS Notices

This notice is an electronic enhancement to the manual method that centralizes, automates, and improves the process of providing address correction or reason for nondelivery notices. ACS is designed to reduce the volume of manual notifications provided for valid participating ACS mailpieces, but it does not completely eliminate manual notifications. This option involves transmitting address correction information to a central point within the USPS where the changes are consolidated electronically by mailer Participant Code or Mailer ID.

Electronic or automated address correction has many benefits over manual address correction. With proper utilization of ACS, mailers can:

- Reduce manual address correction costs and associated risks for error.

- Reduce labor-intensive address change functions by reducing the handling of returned mail for address corrections.
- Select electronic or automated address change information for specific mailings.
- Choose when to receive fulfillment of time-sensitive information.
- Retrieve address change information electronically via a secure Internet site.

Electronic and Automated ACS Notices occur with Traditional ACS, OneCode ACS, and Full-Service ACS but are different with each.

## **Traditional ACS Notice**

Mailers must keep their address records in electronic format and mark their mailpieces with the Traditional ACS information and the correct endorsement to obtain address correction. To obtain nondelivery information, in addition to address correction service, mailers must also use a Traditional ACS keyline on mailpieces. Traditional ACS also can be used to pay forwarding postage on most Standard Mail and Package Services pieces using Shipper Paid Forwarding. Additional information for using ACS is contained in USPS Publication 8a, *Address Change Service*.

ACS is designed to substantially reduce the number of address correction notifications provided manually to mailers and replace them with electronic notifications. However, ACS does not currently — and will not for the foreseeable future — eliminate manual address correction notifications completely. Therefore, ACS is not a guaranteed service; the Postal Service makes no assurance that any minimum percentage of a mailer's address correction notifications will be provided electronically rather than manually.

The file format is a fixed field layout, with different file layouts for the COA and Nixie records. Additionally, the electronic notices are available for download by the mailers within 24-48 hours of generation.

Manual notices (hardcopy) may be provided and charged for, dependent on the Ancillary Service Endorsement, if the mailpiece is UAA, or if the Participant ID is not readable.

## **OneCode ACS Notice**

The file format is similar to that of the Traditional ACS notice with additional fields at the end of the records.

The data is available only via secure web access to only one contact. The default for this single point of contact is the Mail Owner as defined by the Mailer ID on the mailpiece.

Manual notices (hardcopy) may be provided and charged for, dependent on the Ancillary Service Endorsement, if the mailpiece is UAA, or if the barcode is not readable.

## **Full-Service ACS Notice**

The file format is completely different. It is an XML messaging format. The Mail Owner can elect to have the USPS informed to provide the ACS data to another party through Full-Service documentation.

Refer to the File Format Mapping at the end of this document to review the differences between the file formats and data.

## 8. Fees

### Address Correction Fee

This fee is the cost of obtaining the address change information back. Currently there are four methods:

1. Manual (hardcopy)
2. Electronic ACS (electronic data with the use of printed participant codes on the mailpiece and OneCode ACS for flats)
3. Automated (OneCode ACS electronic data with the use of the Intelligent Mail Barcode for automation compatible letters only)
4. Full-Service ACS.

Electronic, Automated, and Full-Service fees are per notice and include both COA and Nixie records. These are the fee categories listed in the Ratefold Notice 123.

The automated notice for OneCode ACS is an electronic notice for letter-size mail only. Flat-size mail and nonmachinable letters with OneCode ACS will be charged the same as the Traditional ACS electronic notice charge. Both notices have the same file formats for COAs and Nixies.

For those notices that have charges, the automated notice for Full-Service ACS is an electronic notice for letter-size mail only. Flat-size mail with Full-Service ACS will be charged the Electronic Notice charge.

**Forwarding Fee:** Some Ancillary Service Endorsements for Bound Printed Matter and Package Services a separate forwarding fee and flat size mailpieces.

**Return Fee:** Some Ancillary Service Endorsements for Standard Mail and Periodicals have a separate fee for the return of the mailpiece. This fee is not based on the postage for the outgoing mailpiece.

For Standard Mail, there are two basic fees that are included, depending on the service requested, either

1. the full First-Class rate, based on the weight of the mailpiece (Priority Mail rate for pieces over 13 ounces)
2. the Standard Mail weighted rate (which is equivalent to the full First-Class or Priority Mail rate times a factor of 2.472)

For Periodicals, depending on the service requested, the return cost is the full First-Class rate, based on the weight of the mailpiece (Priority Mail rate for pieces over 13 ounces)

**IMb Full-Service:** The Postal Service will be offering free ACS for mailers participating in the Full-Service option. Mailers may still need to sign up to participate in some options (refer to the ACS Assignment Chart in the next section) as well as meet all the requirements for the IMb and Ancillary Service Endorsements. Only the ACS data is free. For those classes of mail where forwarding and/or return charges apply, those charges will continue.

However, there are limitations to the free ACS notices for Standard Mail and Periodical as noted earlier in this document.



## File Formats and Charges

Price Category, per the Price Chart	Traditional ACS		OneCode ACS		Full-Service ACS	
	Charge	File Format	Charge	File Format	Charge	File Format
No Charge	NA	NA	NA	NA	No charge for: First-Class Standard Mail for the first 30 days from the first notice Periodical Mail for the first 60 days from the first notice	Full-Service ACS
Electronic Notice	Yes	Traditional ACS	Flats	OneCode ACS	Flats Includes notices provided after 60 days for Periodicals Full-Service pieces and notices provided after 30 days for Standard Mail and BPM Full-Service	Full-Service ACS
Automated Notice	NA	NA	Letters	OneCode ACS	Letters: Included notices provided after 60 days for Periodicals Full-Service pieces and notices provided after 30 days for Standard Mail and BPM Full-Service	Full-Service ACS
Manual	Manual Notice has no data file format provided.					

## 9. Mailer Identification (MID) and Traditional Participant ID (PID) Code

### Traditional ACS

The Address Change Service (ACS) participant code is provided to authorize mailers by the National Customer Support Center (NCSC). For Traditional ACS, the Participant ID Code consists of seven alpha characters, aligned left, and must be preceded by a single pound sign (#) delimiter and appear on the optional endorsement line. There is no fee for the assignment of the participant code.

The participant code indicates a single class of mail and Ancillary Service Option. The mailer's keyline is optional, but strongly recommended. It must be on the second line, starting and ending with the pound sign (#).

Participant Code  
Mailer's Keyline

#BCJFSKM  
#MSGR AG04 1234 9876#  
!725199520334!  
Angel Messenger  
33 Crossing Over Ct  
Jordan, AR 7215-9520

## Intelligent Mail

For the Intelligent Mail® Barcode (IMb), the participant code is the 6 or 9 digit Mailer ID (MID). The MID does not indicate the class of mail or the Ancillary Service Endorsement used. These are represented by the Service Type Code in the IMb.

## OneCode ACS

Mailers must apply for a new Mailer Identifier or utilize an existing Mailer Identifier assigned by Confirm or *PostalOne!*®. The Postal Service assigns a Mailer ID or utilizes an existing Mailer ID during the application process.

## Full-Service ACS

New Mailer IDs are assigned through centralized USPS processes, generally the Business Customer Gateway.

New Mailer IDs assigned through the Business Customer Gateway will automatically receive a default ACS profile enabling OneCode ACS and Full-Service ACS. Figure 2, the *Default ACS Profile of Newly Assigned Mailer IDs and How to Change the Default Profile*, shows that a new Mailer ID is set to a default ACS option of First-Class Mail, Address Service Option 2. By applying the appropriate Service Type ID (see Section 2.5) in your IM barcode, mailers can also use the default profile for First-Class Mail Change Service Option 1 and Standard Mail Address Service or Change Service.

Mailers wishing to use either First-Class Mail Address Service Option 1 or First-Class Mail Change Service Option 2 must complete PS Form 3573 send it to the ACS department at [acs@USPS.gov](mailto:acs@USPS.gov) to register those changes. See DMM 507.1.5 for full descriptions of these services, and Appendix A of this Guide for complete descriptions of Service Type IDs.

Mailers wishing to receive no electronic address corrections at all, or wanting only Traditional ACS records should contact the ACS department by email at [acs@USPS.gov](mailto:acs@USPS.gov).

## ACS Assignment Chart

Type of ACS	Ancillary Service Endorsement Services	Class	Assigned
No Address Corrections	None	First or Standard	Email ACS at <a href="mailto:acs@USPS.gov">acs@USPS.gov</a> to deactivate MID from ACS
Traditional	ASR or CSR	First or Standard	Email ACS at <a href="mailto:acs@USPS.gov">acs@USPS.gov</a> to deactivate MID from ACS
OneCode for Basic	ASR or CSR	First or Standard	Email ACS at <a href="mailto:acs@USPS.gov">acs@USPS.gov</a> PS Form 3573
OneCode/Full-Service Option 1	ASR	First	Email ACS at <a href="mailto:acs@USPS.gov">acs@USPS.gov</a> PS Form 3573
OneCode/ Full-Service Option 1	CSR	First	Automatically with MID
OneCode/ Full-Service Option 2	ASR	First	Automatically with MID
OneCode /Full-Service Option 2	CSR	First	Email ACS at <a href="mailto:acs@USPS.gov">acs@USPS.gov</a> PS Form 3573
OneCode /Full-Service	ASR	Standard	Automatically with MID
OneCode/ Full-Service	CSR	Standard	Automatically with MID

## Using a Single Mailer ID Across Classes and Services

Because a Mailer ID is registered in the ACS™ mailer profile as a particular class with a particular handling, the following is the list of uses that will provide the mailer with the most information to determine how to set their MID ACS preferences.

Because First-Class Mail® has options to the base ancillary service request, it is best to set up the profile as you prefer your First-Class Mail be handled.

### ASE and Class Chart

		Mailpiece Configuration of Class and Ancillary Service Request					
		First-Class ASR Opt 1	First-Class ASR Opt 2	First-Class CSR Opt 1	First-Class CSR Opt 2	Standard ASR	Standard CSR
<b>Mailer ID / ACS Mailer Profile Configuration</b>	First-Class ASR Opt 1	Yes	No	Yes	No	Yes	Yes
	First-Class ASR Opt 2	No	Yes	Yes	No	Yes	Yes
	First-Class CSR Opt 1	Yes	No	Yes	No	Yes	Yes
	First-Class CSR Opt 2	Yes	No	No	Yes	Yes	Yes
	Standard ASR	Yes	No	Yes	No	Yes	Yes
	Standard CSR	Yes	No	Yes	No	Yes	Yes

## 10. Serial Number and Traditional Mailer's Keyline

Mailers who want to identify their customers by account number or uniquely identify each mailing such as a house file or a purchased list, can do so by using the barcode serial number or keyline depending on which ACS solution is used. Although optional for COA information, keylines are required if the mailer wants to receive electronic ACS Nixie notifications. For OneCode and Full-Service ACS mailers may use the serial number information to identify specific records in their database.

Most Traditional ACS participants choose to use the keyline option, which provides an effective means of matching ACS notifications with the appropriate records in their address files. This is especially helpful since for ACS updates the name matched to the move may not be the exact name on the mailpiece (see section 17 for more details). This identification can also be used to identify duplicates or streamline updates across multiple databases, including merging and purging. Customer account identification can be used to take future actions based on Nixie codes (reason for return), such as suppression or triggering other forms of communication such as electronic or phone calls to identify a complete and current address.

A consideration around the serial number and keyline is the size and type of information which can be placed within these fields. Mailers' account identification methods may exceed the length or utilize components not supported within the product. These limitations may require the mailer to have a table to associate a sequence number or keyline to a particular account number. Remember when deploying your solution, mailers will likely need to support manual notifications from the USPS.

## Traditional ACS

The keyline can consist of 4 to 16 alpha/numeric characters, including a check digit that is calculated according to the three available Postal Service algorithms for check digit computation.

## OneCode ACS

The Mailer's Keyline will be replaced by the Serial Number in the Intelligent Mail barcode. Mailers may need to use additional matching criteria when updating their database to correspond the specific Serial Number to the customer's account. The serial number is limited to 6 or 9 digits only, depending on the length of the Mailer ID.

## Full-Service ACS

With the Full-Service Intelligent Mail barcode, via the electronic documentation, mailers can associate keyline information to a specific Intelligent Mail barcode so that the keyline information is returned with the notices provided via *PostalOne!*. The keyline information has to be in a .pdr record in the Mail.dat files.

Conversely, mailers can choose to associate the Serial Number within the IMb on a mailpiece to the customer's account. The serial number is limited to 6 or 9 digits only, depending on the length of the Mailer ID.

## 11. Transition from Traditional ACS to OneCode ACS or Full-Service ACS

The implementation of the Intelligent Mail Barcode (IMb) will result in some existing participants switching to the IMb format and files.

The participant codes and Mailer ID (MID) codes are required, depending on the options used. Traditional ACS identifies the mailer through the 7 character alpha Mailer Participant Code. With the IMb, the mailer will be identified through the Mailer Identification (MID). The Mailer's Keyline will be replaced by the use of the Serial Number in the IMb.

### Changes for existing participants chart

Item	Manual	Traditional ACS	OneCode ACS	Full-Service ACS
Participant Code	NA	7 character alpha Printed on the mailpiece	6 or 9 digit Mailer ID Part of the IMb	6 or 9 digit Mailer ID Part of the IMb
Mailer's Keyline	NA	4-16 characters including a check digit	Part of the 9 or 6 digit numeric unique serial number – no check digit	Part of the 9 or 6 digit numeric unique serial number – no check digit Or may be in the eDoc

Mailers must implement system changes, especially in the use of the Mailer's Keyline or Serial Number for database matching and updating.

The return data file is a different file format and different mechanisms for obtaining the data, between the Traditional ACS, OneCode ACS and Full-Service OneCode ACS options. Additional details on the differences are provided in the Technical Aspects section – Section 17.

A common practice for many existing mailers using Traditional ACS is to fill the Keyline with a particular Subscriber ID. This allows for the rapid identification of the account or subscription

owner for notification and billing purposes. The reduction in the number of available digits with the OneCode may require mailers to create a translation table from the OneCode unique serial number. Mailers implementing the Full-Service option will have the ability to associate keyline information with an IMb through electronic documentation (eDoc) and the use of separate records per mailpiece (in Mail.dat, the .pdr records).

This issue is compounded by the Full-Service IMb implementation requirement that the IMb remain unique for a 45 day period. Therefore, for monthly publications, the same unique serial number cannot be used each month.

**TIP:** The Mailer ID is used with the Unique Serial Number to uniquely identify a mailpieces. Therefore, one option that a mailer can consider is the use of multiple Mailer IDs and alternate between months – thus allowing for the use of the same serial number and a static translation table. The mailer may have to pay for the additional Mailer ID if using Confirm. Or, the Serial numbers could be separated by series, and while a principal part of the serial number identifies the addressee, a digit could be assigned each 45 day period to actually rotate serial numbers instead of Mailer IDs.

For Full-Service, the Mailer's Keyline associated with the individual mailpiece can be included in the eDoc. It would be in the Mail.dat .pdr record or the XML format. This data would then be passed back to the mailer in the Full-Service ACS record.

## **Backup Plans**

For pieces using only the IM barcode, if the barcode is unreadable, the handling of UAA mailpieces may result in the physical return of the mailpiece and/or other types of notices. These returns and notices may result in additional fees.

Therefore, mailers may want to consider taking additional actions with the information that appears in the address block and on the mailpiece to guide the handling of the mailpiece when should the barcode become unreadable.

Options:

1. When there is a printed Ancillary Service Endorsement to indicate the desired handling: In this case, address correction information may be delivered via hardcopy or the mailpiece may be returned, with applicable charges.
2. Utilize Traditional ACS (Participant ID code and optional keyline in the address block). In this case, the address correction data will be delivered in accordance with Traditional ACS processes and fees. These fees are lower than the manual hardcopy notices.

## **12. Intelligent Mail® Barcode Formats**

The formats for the Intelligent Mail Barcode are covered in the USPS Guide to Intelligent Mail Letters and Flats – available at <http://RIBBS.USPS.gov>. There is no difference in the IMb structure for any of the ACS services, but rather the content of these fields will be different. Appendix (A) of that Guide is designed to assist mailers in, or in deciding what Service Type Code they may want to use for the various ACS options and consequences.

## **13. Printing Requirements**

Mailers should perform a top tap test for any size mailpieces with the address block in a window. All elements must be clearly visible when the insert shifts in any direction. If any ACS information shifts out of the window, the requested service would not be available.

All ACS mail and all endorsed mail must contain a valid domestic return address on the address side of the mailpiece.

With Traditional ACS, OneCode ACS, and Full-Service ACS, manual notices can be generated. Manual notices are returned (and charged, if appropriate) to the return address on the mailpiece.

## Ancillary Service Endorsements

Ancillary Service Endorsements and ACS data cannot be printed in reverse video (white on black, yellow on dark blue). There is not enough contrast and vital data will not be read. They must be printed with:

- 1/4" clear area all around.
- A minimum of 8 pt type for Manual Address Correction
- A minimum of 10 to 12 point for Traditional ACS, OneCode ACS, and Full-Service ACS

Any ancillary service endorsement must be placed in one of these four positions:

1. Directly below the return address.
2. Directly above the delivery address area (which includes the delivery address block and any related nonaddress elements such as a barcode, keyline, or optional endorsement line).
3. Directly to the left of the postage area and below or to the left of any price marking.
4. Directly below the postage area and below any price marking.

## Return Address

The sender's domestic return address must appear legibly on the front of the mailpiece for mail of any class bearing a printed ancillary service request or an ancillary service request embedded within an Intelligent Mail barcode.

The return address contains elements corresponding to those for the delivery address. If the sender's name is not included in the return address, another clear designation (apartment, suite, or room number) is required to ensure proper handling of ancillary services and/or return of the piece. ZIP Codes (5-digit or ZIP+4<sup>®</sup>) are required in the return address of all mail on which postage is paid with precanceled stamps or company permit imprint, and in the sender's return address on Periodicals mail when "Address Service Requested" is specified.

## Traditional ACS

To obtain Traditional ACS notices requires the printing of the appropriate Ancillary Service Endorsement and the mailer's participant code. The mailer's keyline is optional with Traditional ACS.

## Participant ID Code

For Traditional ACS the participant ID code is printed as:

- Uppercase on the mailpiece or first line of the address block aligned left
- The pound sign (#) delimiter must precede the ACS participant code. The pound sign should not be used on any non-ACS mailings.
- The participant code must be placed on each mailpiece for which an electronic notification is requested.
- The participant ID code for a specified class of mail must be placed on the correct class of mail.

For OneCode ACS and Full-Service ACS, the participant code is the Mailer ID portion of the IMb and is therefore not necessarily printed separately on the mailpiece.

## Mailer's Keyline

For Traditional ACS, the mailer's keyline is printed as:

- on the second line of the address block aligned left
- beginning and ending pound sign (#) delimiters.

See USPS Publication 8A – Traditional ACS – for more details.

For OneCode ACS and Full-Service ACS, the mailer's keyline is the Serial Number portion of the IMb and is therefore not necessarily printed separately on the mailpiece.

## OneCode ACS and Full-Service ACS

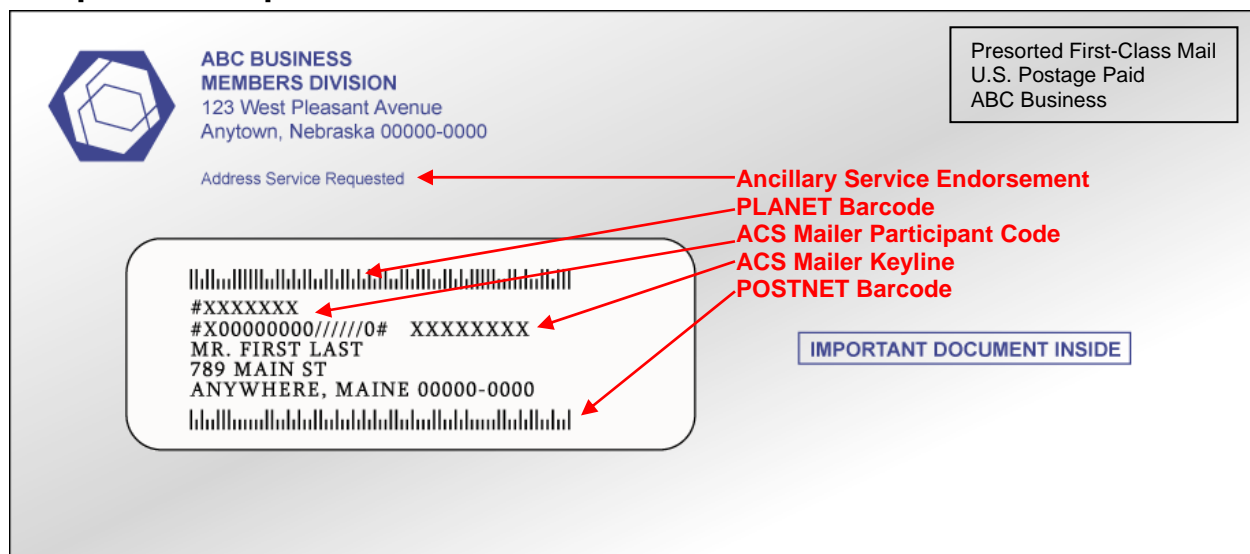
First-Class letters and Periodical mail does not require a printed Ancillary Service Endorsement on the mailpiece. Mailers need to consider the handling of the mailpiece if the barcode cannot be scanned to determine if they want to optionally print the Ancillary Service Endorsement. If the barcode cannot be read, and there is no printed endorsement, default handling of the mailpiece occurs.

OneCode ACS and Full-Service Standard Mail letters and flats, BPM flats, and First-Class flats do require a printed Ancillary Service Endorsement when requesting handling other than the default.

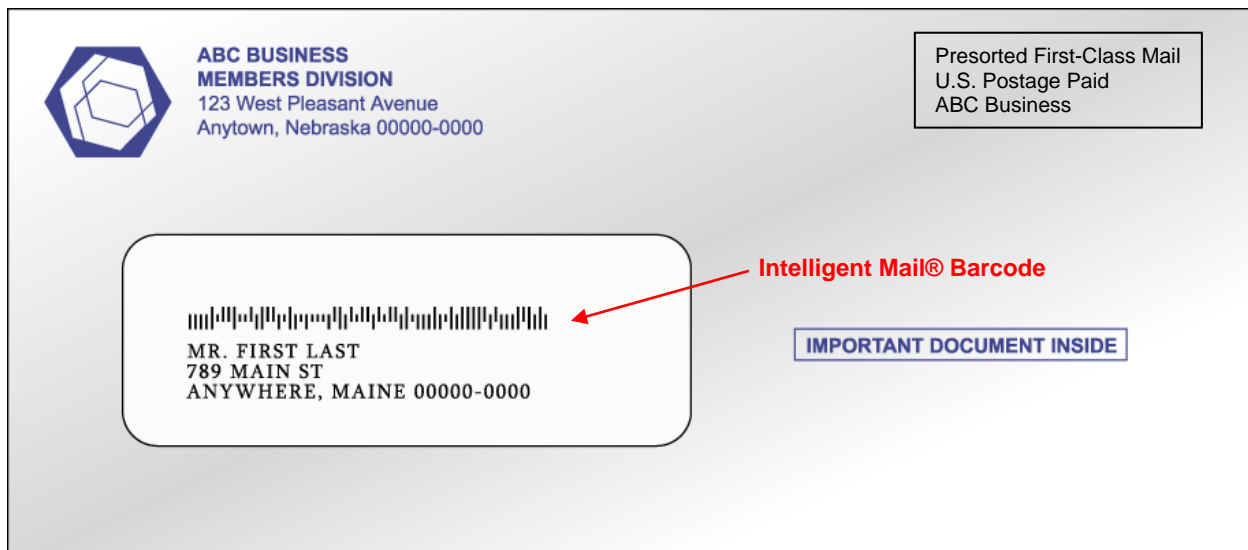
The use of the generic Electronic Service Requested is encouraged where a printed on-piece endorsement is required or desired. It allows the flexibility to use the same envelope stock across classes and products but vary the ancillary service by changing the Service Type ID and the mailer profile.

Additionally, using a specific endorsement (Address Service Requested, Change Service Requested) could result in hard copy (manual) notification if the barcode cannot be read. Mailers must also register their ancillary service choice in the mailer profile kept in the NCSC ACS Department, and must not change their Service Type Identifier without notifying the ACS Department a minimum of seven days prior to mailing.

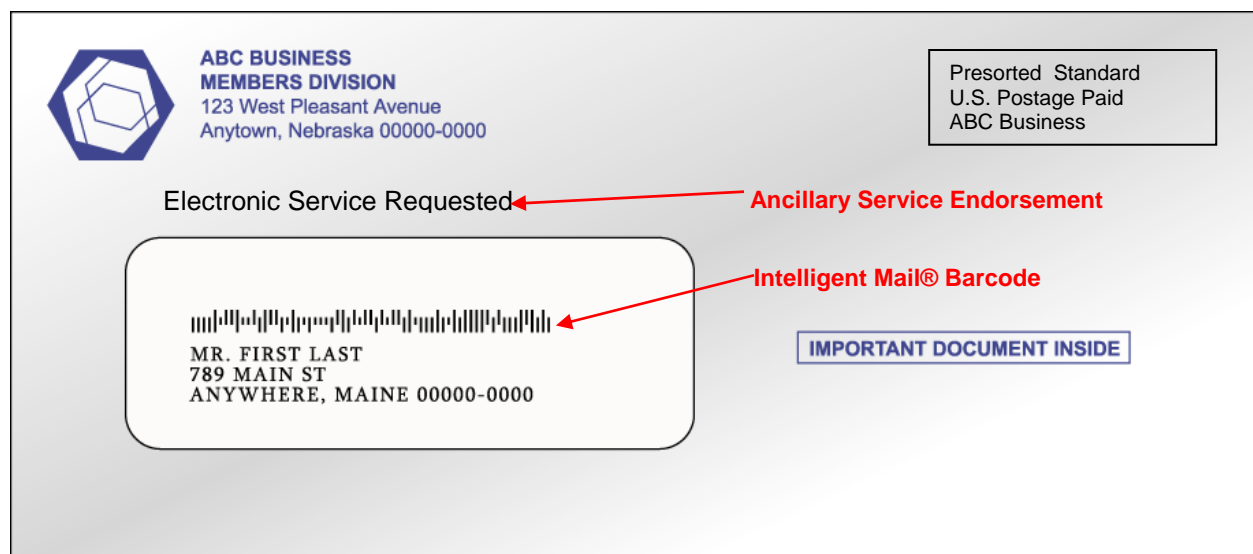
## Mailpiece examples:



POSTNET and PLANET Barcode with Traditional ACS



With Intelligent Mail Barcode the Ancillary Service Endorsement (ASE) is not required on First-Class letters.



The Ancillary Service Endorsement (ASE) is required on Standard Mail.

## 14. Sample Requirements

Traditional ACS has an activation process. Mailers must produce and submit 50 samples to the Postal Service. Refer to USPS Publication 8a for full sampling requirements.

The National Customer Support Center has relaxed the requirement to submit 50 sample mailpieces prior to applying for OneCode ACS and Full-Service ACS participation. The Mailpiece Design Analyst (MDA) can now perform new voluntary sampling procedures locally.

Though no longer required for activation, OneCode ACS and Full-Service ACS customers are strongly encouraged to create a minimum of 20 sample mailpieces and submit them to their local MDA for testing. Since the purpose of testing is to allow the mailer an opportunity to correct any deficiencies that would affect the quality of their results once the pieces are mailed, the opportunity remains for the mailer to provide correctly produced samples for review. The mailer also continues to be responsible for the design and content of barcodes and other design components.



Samples must be “production ready” mailpieces since the testing is performed using the MERLIN (Mailing Evaluation Readability Lookup INstrument). The barcode on the mailpieces must include the appropriate service type identifier, mailer ID, and serial number (unique mailpiece identifier). Also, be sure to include a valid domestic return address on the address side of the mailpiece and as well as an appropriate ancillary service endorsement, when required.

For more information on OneCode ACS, see Publication 8B, OneCode ACS Technical Guide, available at [HTTP://.USPS.gov](http://usps.gov). To find your local MDA, go to [pe.USPS.com](http://pe.usps.com), and click “Postal Links.”

See Appendix on Process Maps for a Flowchart of the First-Use process that shows the process that includes the creation and submission of samples.

## 15. Move Update Requirements

Move Update, the process for obtaining the current address for a mail recipient prior to mailing, is required if mailers want to get discounted rates for First-Class Mail and Standard Mail service. For First-Class or Standard Mail, Mailers who use the simplified or exceptional address format (e.g., “Jane Doe or Current Resident”, “Resident”, “Postal Patron”) do not have to perform any other action to meet this requirement.

The Postal Service requires all addresses on mailings receiving discounts for First-Class Mail and Standard mail service, to undergo move update processing / validation within the 95 days prior to the submission of the mailing via a method approved by the USPS. Move Update services offered by the Postal Service look at both the name and address in combination to identify a move.

The Postal Service offers mailers four approved and two alternative Move Update methods. Mailers can meet the Move Update requirement in the following ways:

- Ancillary Service Endorsement, for Manual notifications,
- Address Change Service (ACS), for electronic notifications,
- National Change of Address Linkage (NCOA<sup>Link</sup>) System.
- FASTforward® for letter mail only
- First-Class Mail Alternative Move Update Methods (Legal Restraint or 99 Percent Accurate).

A mailer wishing to enter mail at a discounted First-Class Mail and Standard Mail rates must certify, on the postage statement that the names and addresses on each mailpiece have been updated within the appropriate timeframe.

All of the Move Update options are prone to errors related to their process, but the USPS intent is that mailers are updating their source database with changes provided through the Move Update methods.

The use of some of the Ancillary Service Endorsements in combination with Address Change Service (ACS) can be used as a method to obtain the data as the requirements to meet the USPS requirements for Move Updates. The complete process for meeting the requirements includes using the data received to update the addresses prior to the next mailing within a 95 day cycle.

ACS is an after-the-mailing update. It gathers the data as the mailing is being processed. The data can then be used on the next mailings. **ACS does not allow the first mailpiece on which it is used to meet the Move Update requirement. Therefore, ACS is not appropriate for use with rented lists with a one-time use.**

The best practice is to use NCOA<sup>Link</sup> prior to the mailing and ACS to pick up the additional moves and the reasons for nondelivery other than a move.

## NCOA<sup>Link</sup>®

NCOA<sup>Link</sup> processing processes against the National Change of Address (NCOA) database and is available only through companies licensed by the Postal Service to offer this service. The mailer's computerized list is matched with official Postal Service customer provided permanent COA orders received from individuals, families, and businesses within the past four years. These official records are updated and provided to NCOA<sup>Link</sup> licensees' weekly or monthly (depending on their license level). NCOA<sup>Link</sup> system provides mailers with ZIP+ 4 codes plus two extra digits for delivery point barcoding and carrier route codes. Before using the list processed through NCOA<sup>Link</sup>, the mailer must apply the address changes.

The NCOA<sup>Link</sup> system also provides mailers with documentation that shows the address was updated on a given date and the Move Update requirements have been met if the address for which a move is indicated is updated. In order to use this system mailers can either obtain certification themselves, or purchase via vendor software.

NCOA<sup>Link</sup> is used as an update tool prior to mailings. The match rate runs from 70 to 80% of the possible moves. The matching logic is controlled by USPS regulations and is designed to prevent mismatches.

The benefit to using NCOA<sup>Link</sup> prior to the mailing is that the mailpieces go to the new, correct address directly, rather than taking additional transit time to be forwarded. It is also easier to control updates to the database when the mailer can control the data format and positioning of the address elements from the vendor tool.

## 16. Common Misconceptions

There are a number of common misconceptions of which mailers should be aware.

- Misconception: All Move Update methods return the same data, because they use the same database and use the same matching logic.
  - **NO.** Each Move Update method may return different data. They work off of different databases, different information, use different matching logic and data triggers. This is one of the reasons that Best Practice recommendations around Move Update are for the use of multiple Move Update processes (namely, a combination of Pre- and Post-Mailing Move Update Methods).
  - Pre-Mailing solutions (NCOA<sup>Link</sup> / FASTforward) primarily return only information related to Permanent Change Of Address records – and may include information that would not be returned via a post mailing solution. Likewise, Post-Mailing solutions may return Move Related matches that could not be provided via Pre-Mailing solutions.
  - Additionally, Post-Mailing solutions (Endorsements / ACS) could provide information on Temporary Change Of Address records and other reasons for why mail was undeliverable (i.e. non Change Of Address related).
  - While Pre-Mailing solutions can detect Changes Of Addresses to foreign addresses, only post mailing solutions can return the actual new foreign address – with one, temporary exception. The initial implementation of Full-Service ACS did not include support for returning information related to Change of Address records to foreign address. Mailer's should refer to the current USPS documentation on Full-Service ACS to confirm when this support has been implemented.

- Foreign addresses aside, there are even differences in the data returned by the various ACS options. These are primarily related to the codes used to identify the mailer / participant and to uniquely identify the mailpiece. These differences are discussed throughout this paper as mailers need to understand these differences to insure that they select and implement the solution that is best for their situation.

Mailers need to be aware:

- The USPS has different move update databases for ACS, NCOA, PARS, etc.
  - Each Move Update method utilizes different rules to identify a change of address, such as name matching logic. The USPS does not provide how matching logic works for customer names with NCOA<sup>Link</sup>, ACS or PARS
  - The file formats are different for both the COA and Nixie files for all three ACS types.
  - The timing of receiving the data affects which data is in the different systems.
  - The data from ACS and ASE may not have validated through CASS or DPV or LACS<sup>Link</sup>.
  - Address Change Service and Ancillary Service Endorsement provide additional reasons for nondelivery besides permanent COAs.
  - ACS can provide the foreign address, but NCOA<sup>Link</sup> cannot because NCOA<sup>Link</sup> provides only delivery point valid (DPV) addresses.
- The timing of when I apply the ACS data does not matter as long as I have received it within the specified timeframe.
    - **NO.** If you are using the ACS data to meet the Move Update requirement, then the ACS data must be applied and mail submitted to the USPS within the current specified timeframe of 95 days prior the mailing.
  - If I use ACS on a mailpiece, I meet the USPS Move Update requirement to qualify for postage discounts.
    - Not necessarily. The Move Update regulation is to validate and/or update the address prior to submission of the mailpieces to the USPS. Therefore, using ACS on a mailpiece allows future mailing to meet the Move Update requirement. For the current mailing to qualify, some other action had to have occurred – such as use of ACS on a prior mailing to this address or processing via NCOA<sup>Link</sup> (within the required frequency).
    - If you get an ACS notice with a new address, the physical mailpiece was forwarded. Not necessarily. Mailers need to know what ACS service options they selected in conjunction with the Move Effective date this will determine if the mailpiece was forwarded, is being returned, or was disposed of by the USPS.

TIP: mailers should design their processes to use the Move Effective Date as part of determining what process / actions to take. For example, when the information and the move effective date indicate that mail is about to switch from being forwarded to returned or disposed, mailers should increase their efforts to obtain an updated (and/or potentially confirmed) address and/or begin to suppress that mail.

- If I use OneCode ACS or Full-Service ACS, I will only receive electronic ACS information.
  - Very unlikely. With Traditional ACS, OneCode ACS and Full-Service ACS there will be cases where manual (hard copy) notices are still generated. Fees for the hard copy notices will still be applicable.

TIP: Some OneCode ACS and Full-Service ACS users have elected to also utilize Traditional ACS on the same mailpieces in case the barcode cannot be read. As a result, some of what would

have been manual notices will be returned electronically as Traditional ACS notices – which have lower associated costs.

## 17. Technical Aspects

### Data capture

The Appendix contains a flowchart of the USPS processing of mail – specifically the process that generates ACS notices. We suggest referring to that flowchart while reviewing this section.

The key parts to note are:

PARS Intercept allows for the fastest identification and processing of ACS mailpieces. Only automation-compatible letters can be processed by PARS. This is an automated process that detects mailpieces with COA matches.

Once the Carrier identifies the additional UAA mailpieces, the pieces are either re-processed by PARS in Carrier Identified mode (again, only automation compatible letters) or sent to a CFS site for procession (all other mailpieces).

Record formats are found on <http://RIBBS.USPS.gov>

- Traditional ACS: Publication 8A,
- OneCode ACS: Publication 8B.
- Full-Service ACS: IMb Full-Service User Access Report Guide.

Sample data files of each of these data layouts can be found:

- Traditional ACS: [http://RIBBS.USPS.gov/acs/documents/tech\\_guides/](http://RIBBS.USPS.gov/acs/documents/tech_guides/)
- OneCode ACS [http://RIBBS.USPS.gov/acs/documents/tech\\_guides/](http://RIBBS.USPS.gov/acs/documents/tech_guides/)
- Full-Service ACS - [http://RIBBS.USPS.gov/intelligentmail\\_guides/documents/tech\\_guides/fullservicedata/fullservicedata.htm](http://RIBBS.USPS.gov/intelligentmail_guides/documents/tech_guides/fullservicedata/fullservicedata.htm)

### Name and Address Information

COAs return the original name and address. The original address that ACS returns is the address from the COA form, which may not necessarily be the address that was printed on the mailpiece. COA's will always contain at least a last name or business name.

The ACS record name may not match the addressee name as a result of manual intervention (recipient or carrier supplied information). For example, addressee name is deceased and spouse files an individual COA. Mailers should contact the USPS BSN (Business Service Network) with samples of potential errors for investigation.

Traditional and OneCode Nixies contain neither name nor any address data. Nixies are a case-by-case, carrier-by-carrier potential report. Consistency and accuracy issues are addressed via training efforts.

For Full-Service Nixies, the address in the data file is not necessarily reflective of the actual address printed on the piece. It is determined from the barcode on the mailpiece that is used in a reverse lookup procedure to generate the address. If the reverse lookup does not resolve to a single, unique address, data may not be able to be returned in this field.

Mailers should be aware that addresses that they can determine are not complete, correct, and current are at risk of not receiving ACS notices - and potentially irregular ACS notices. COA records are sent through several processes in an attempt to achieve the highest possible quality both for mailer records and forwarding needs. Some new address records cannot be Delivery

Point Validated. The ACS record reflects the address to which the mail is being sent, whether it is DPV confirmed or not.

#### **Back dated records:**

The USPS allows consumers and businesses to backdate a COA form, for up to one year after a move occurred. ACS notifications provided include the move effective date, but not the date the COA form was submitted.

## **Frequency of Data Delivery**

### **Traditional ACS**

The following list details the options which mailers can select from for the frequency of delivery of Traditional ACS data from the USPS:

Daily	(only available with download via the Web)
Bi-weekly	Mailer chooses the days of the week
Weekly	Mailer chooses the day of the week
Bi-monthly	Mailer chooses the days of the month
Monthly	Mailer chooses the day of the month

### **OneCode ACS and Full-Service ACS**

OneCode ACS and Full-Service ACS data is supplied daily to the website for downloading. If doing both Traditional and OneCode under the same account number, then the data is posted daily.

Refer to the "User Access to Electronic Mailing Information and Reports Guide" on <http://RIBBS.USPS.gov>

## **Data files**

### **Data Delivery:**

The following table details the methods in which mailers can elect to have the ACS data provided by the USPS:

### **Data Delivery Chart**

<b>Data Delivery Method</b>	<b>Traditional ACS</b>	<b>OneCode ACS</b>	<b>Full-Service ACS</b>
Via download from USPS secure site (RIBBS)	Yes	Yes	No
CD-ROM (A): data provided as a text file only	Yes	No	No
CD-ROM (B): a software application to printing hard copy to use for manual updating of files	Yes	No	No
Browser based HTTPS Download (Compressed Files) from Business Customer Gateway	No	No	Yes
Mail.XML Pull (Customer Invokes USPS Web Service)	No	No	Yes
Mail.XML Push (USPS Invokes Customer Web Service)	No	No	Yes

## **File Format Differences**

There are differences in the format of the data returned with Traditional and OneCode ACS and Full-Service ACS. The complete description of the formats can be found in the following USPS documents:

Traditional ACS: <http://www.USPS.com/cpim/ftp/pubs/pub8a.pdf>  
 OneCode ACS: <http://RIBBS.USPS.gov/files/ACS/PUB8B.pdf>  
 Full-Service ACS  
[http://RIBBS.USPS.gov/intelligentmail\\_guides/documents/tech\\_guides/IMFullServiceOptionUserAccessReportGuidev1\\_032009.pdf](http://RIBBS.USPS.gov/intelligentmail_guides/documents/tech_guides/IMFullServiceOptionUserAccessReportGuidev1_032009.pdf)

### Key Differences:

The Participant and Keyline fields in the Traditional ACS format are replaced with the Mailer ID and Serial number fields for OneCode ACS. Full-Service ACS also uses the Mailer ID and Sequence Number, but has the ability to also return Keyline information that was supplied via the e-documentation.

OneCode ACS format contains the following additional fields:

RECORD	POSITION			DATA	
FROM	TO	FIELD NAME	LENGTH	COBOL	TYPE
428	459	INTELLIGENT MAIL BARCODE	31	X(31)	NUMERIC
459	467	NINE DIGIT MAILER ID	9	X(09)	NUMERIC
468	559	FILLER	100	X(100)	SPACES
560	561	CARRIAGE RETURN LINE FEED	2	X(02)	CRLF

These fields do not apply to Traditional ACS.

With Full-Service ACS, while the basic data being returned is the same as OneCode ACS, the formats are completely different. Yes, formats – plural. With Full-Service ACS, the data is available in multiple formats (XML, or compressed data files of CSV or Excel®). Additionally, Change of Address and Nixie notices are returned in separate files / data streams. Each data stream has a different format as it relates to the data being returned. Finally, additional data fields are available with Full-Service ACS that are not available with Traditional ACS or OneCode ACS. Most notably, Full-Service ACS has the ability to return both the IMb code and Keyline Information (that was supplied via the e-documentation). Additionally, for Nixie notices, the on-piece barcode will be attempted to be decoded back into an address and returned. This can facilitate a mailers ability to match Nixie notices to records in their databases.

SPECIAL NOTE: as of the time of the creation of this document, several future changes are expected related to Full-Service ACS data formats and field contents. Mailers should monitor USPS announcements and updates to the documents noted above

### Summary of the fields: Subtleties and Nuances

In both the OneCode ACS file and Full-Service ACS, there are separate locations for the Six Digit Mailer ID and the Nine Digit Mailer ID. This also affects what data is in the Serial Number field (nine or six digits respectively).

OneCode ACS:  
 Position 10 -15      Six Digit Mailer ID  
 Position 459 - 467      Nine Digit Mailer ID

Full-Service ACS:  
 OriginalMailerID6  
 OriginalMailerID9

To avoid potential confusion and issues in matching OneCode ACS records to a mailer's data, the recommendation is to utilize this data directly from the Intelligent Mail Barcode field:

OneCode ACS: Position 428-459.  
 Full-Service ACS: Original IMb

NOTE: Remember because of back-dated COA, it is possible for ACS notices to be generated even a year after a mailpiece was submitted to the USPS. Therefore, mailers need to factor this as part of their ACS program – how they assign and reuse serial numbers and how they match ACS notices back to records in their database - specifically, how often are serial numbers reused. Upon receiving an ACS notice, mailers must determine which data is used to match up the ACS notice to the record in the mailers database. For example, the DPBC portion of the IMb can be used.

Regarding Full-Service ACS, in the Guide noted above, be sure to read the footnotes regarding the data in the fields being returned and look at the sample files. The Guide describes the various data formats with footnotes that communicate important information that can affect how mailers utilize the data (NOTE: this information may change with future release).

For example, one of the Nixie fields is “ParsedAddressOnPiece”. This is not necessarily reflective of the actual address printed on the piece. It is determined from the barcode on the mailpiece that is used in a reverse lookup procedure to generate the address. If the reverse lookup does not resolve to a single, unique address, data may not be able to be returned in this field. Additionally, as of the time of the creation of this document, the parsing of the data elements within this field (i.e. having the data in the same fixed locations for every record) is not predictable.

Additionally, fields exist for potential future support. The “ReturnToAddress” and “ReturnToCityStateZIP” are new and unique to Full-Service ACS, but not supported in the initial implementation.

## Return Codes and What They Mean: Traditional versus OneCode and Full-Service

The complete list and description of the return codes and field values can be found in the documents listed above.

However, there are some differences between Traditional and OneCode ACS. Additionally, mailers need to be aware of special scenarios that impact the data returned in some of the fields. The USPS does not validate the quality of the return codes.

The complete list of USPS Endorsements for Mail Undeliverable as Addressed and the Reasons for Nondelivery can be found in the DMM 507.1.4.1 (exhibit) USPS endorsements for Mail and Deliverable as addresses. The most current version of the DMM can be found at [pe.USPS.com](http://pe.USPS.com). Return codes for these reasons can be found in Pub 8A and 8B.

The following table details some special scenarios regarding the data returned of which mailers need to be aware.

### Special Notes for Name and Address Chart

Field	Special Notes
Customer Name	Blank on Nixie Notices
Customer Name	<p>On a COA notice, may not match the name that was on the actual mailpiece.</p> <p>SUGGESTION: Mailers should not use this information alone to match up records. However, once a match to a record is determined, mailers should consider this situation and perform a comparison of the returned name to the matched record information to determine if additional or alternate processes should be performed prior to applying any updates.</p> <p><i>Example 1:</i> John Smith is deceased. Jane Smith kept the phone service in John Smith’s name. When Jane Smith moves, files an individual COA.</p>

	<p>Mail to John Smith is matched to the COA for Jane Smith. So, the name returned on the COA match is Jane Smith.</p> <p>Example 2: Family moved and COA has only one first name listed. The COA will return the first name as on the COA, her name as the head of household. All COA records will have Mary Brown listed for the name.</p>
Old Address	<p>Blank on Nixie Notices for Traditional and OneCode ACS. For Full-Service ACS, if a single address can be determined by the information in the Barcode on the mailpiece, this information will be returned.</p> <p>The address is from this reverse lookup – not the mailpiece.</p>
New Address	Blank on Nixie Notices
Address Type, Both Old and New Address	<p>For Traditional and OneCode, it is very important that mailers scan this field to identify records for which the data is provided in an alternate format – and, therefore, must be handled differently.</p> <p>With a code of “F”. This indicates that the address is a foreign address. In this case, the address is not parsed among the various parsed fields. Instead, it is treated as a single 60 character field.</p> <p>NOTE: support for flagging and returning new address information for matches to Foreign Moves was not supported in the initial release of Full-Service ACS. Mailers should check the latest information on Full-Service ACS for information on when and how support for matches to Foreign Moves will be implemented.</p> <p>Codes of “P”, “R”, and “H” indicate P.O. Box™, Rural Route, and Highway Contract addresses where the route numbers or P.O. Box Numbers are in the Primary Number Field.</p> <p><b>NOTE:</b> per the USPS samples at the time of the creation of this document, with Full-Service Nixie notices, no Address Type code is provided and the “Parsed Address On Piece” field may contain the address information parsed (“296 P.O. BOX”) or not parsed (“P.O. BOX 5363”). Mailers should monitor the latest information on Full-Service ACS for changes.</p> <p>Codes of “V” and “X” indicate Rural Route, and Highway Contract addresses that also contain “BOX” information. In these cases, the Actual Box numbers are in the Secondary Number field (the text “BOX” does not appear in any field. <b>NOTE:</b> these codes are not supported by Full-Service ACS. Mailers should monitor the latest information on Full-Service ACS for changes.</p> <p>There are no codes to identify military addresses.</p>

The following table reviews the various ACS return codes and:

- If code is considered a Change of Address (COA) or Nixie notices
- Potential source of the codes (PARS Intercept or Carrier identified)
- If the code is related to the Person, Address, or Quality of the physical mailpiece
- USPS Description (mailers can look for the latest description in the DMM)
- Additional Details and comments about the meaning of the code, occurrence of the code, and what actions mailers may want to consider.



## ACS Return Code Chart

Value	COA Or Nixie	Potential Source I- Intercept C-Carrier	Related to P- Person A- Address Q- Mailpiece Quality	Action Expected for Move Update Compliance	Description	Additional Details
Space or Blank	C	I,C	P	*Yes	New address information is present	
G	C	I,C	P	Yes	Post Office Box™ has been closed – created from a USPS filed COA – no new address present	
K	C	I,C	P	Yes	Customer has Moved and Left No forwarding Address - created from a USPS filed COA - no new address present	
W	*C	I,C	P	No	Temporary COA – no new address present – Temporarily Away is provided in the Parsed New Address field	Addressee temporarily away and period for holding mail expired (W)
A	N	C	P	No	Attempted, not known	Delivery attempted, addressee not known by the carrier, not the current resident at place of address.
B	N	C	A	No	Returned for better address	Mail of local origin incompletely addressed for distribution or delivery. For Example: put only city (no state or ZIP).
D	N	C	A	No	Outside delivery limits	Addressed to location outside delivery limits of Post Office of address. USPS holds mail for out- of-bounds customers in general delivery for specified period unless addressee filed a change of address order. Depends on how far from post office - if there is a route or not. Mailers should rarely get this. Recipient needs to set up an alternate delivery address (such as a P.O. Box).
E	N	C	P	No	In dispute	Mail returned to sender by order of chief field counsel because of dispute about right to delivery of mail and cannot be determined which disputing party has

Value	COA Or Nixie	Potential Source I- Intercept C-Carrier	Related to P- Person A- Address Q- Mailpiece Quality	Action Expected for Move Update Compliance	Description	Additional Details
						<p>better right to mail. Example: Divorce and both filed a full COA. Therefore, a conflict until dispute is settled. Handled by a mediator until dispute is settled.</p> <p>Suggestion: Marketing - do not mail or limit frequency of mailing. Continue to check in the future. First-Class, consider suspending until get a new address from the recipient.</p>
I	N	C	A	No	Insufficient address	Mail without number, street, box number, route number, or geographical section of city or city and state omitted and correct address not known. This includes missing secondary address information.
L	N	C	Q	No	Illegible	Address not readable. Issue could be due to an insert shifting within the envelope such that address is not visible via the window.
M	N	C	A	No	No mail receptacle	Addressee failed to provide a receptacle for receipt of mail. Note: this may be temporary. Example: Pulled mailbox due to a hurricane and gets put back in afterwards. Or, based on person living at an address - new residents may install a mail receptacle.
N	N	C	A	No	No such number	Addressed to nonexistent number and correct number not known. The Primary number is not known and the carrier does not know the correct number. It is the carrier that decides if the issue is an N (No Such Number) or I (Insufficient Address).

Value	COA Or Nixie	Potential Source I- Intercept C-Carrier	Related to P- Person A- Address Q- Mailpiece Quality	Action Expected for Move Update Compliance	Description	Additional Details
P	N	C	P	No	Deceased - available with Traditional ACS Only	Technically, not in OneCode or Full-Service ACS because cannot be done by an automated process (i.e. PARS) - must go thru to a human. Therefore, pieces that do go to a CFS for processing could result in the generation of this notice.
Q	N	C	P	No	Not deliverable as addressed/unable to forward	Mail undeliverable at address given; no change-of-address order on file; forwarding order expired. PARS only looks for moves within 18 months. Therefore these are carrier identified.
R	N	C	P	No	Refused	Addressee refused to accept mail or pay postage charges on it. Recipient does not want this - refused. Recipient must convey refusal statement to the carrier. A lot of this comes from pieces forwarded with postage due. Fulfillment companies get a lot of these.
S	N	C	A	No	No such street	Addressed to nonexistent street and correct street not known. NOTE: these records should also be failing CASS.
U	N	C	P	No	Unclaimed	Addressee abandoned or failed to call for mail. Mail is going to general delivery and/or was never picked up. Could be on registered mailpiece or COD - there is time limit for the recipient to pick up the mailpiece before it is sent back.
V	N	C	P	No	Vacant	House, apartment, office, or building not occupied. (Use only if mail addressed "Occupant.") Only possible when using an alternative address like "Or Current Resident". If

Value	COA Or Nixie	Potential Source I- Intercept C-Carrier	Related to P- Person A- Address Q- Mailpiece Quality	Action Expected for Move Update Compliance	Description	Additional Details
						have a name - other Nixie codes take precedent. The DPV vacant indicator is from the same information source, but only marked in DPV when location has been vacant over 90 days.
X	N	C	A	No	No such office	Addressed to nonexistent Post Office; City does not exist within that state. Note: these records should also be failing CASS.

\* NOTE: while these notices are considered Change Of Address notices, COA matches to a Foreign Move are not included in the Performance Based Validation testing performed by the USPS at the time of mail acceptance.

## 18. ACS Daily Fulfillment Status

### Traditional and OneCode

A file will be created with a name of ACS Daily RIBBS Fulfillment Status and posted at <http://RIBBS.USPS.gov/files/ACS/>.

The intent of this file is to provide the status of the daily ACS fulfillment process for fulfillment files posted to RIBBS. The file could be accessed via automation processes as well as visiting <http://RIBBS.USPS.gov/files/ACS/> and selecting it.

The records are sequentially organized by USPS-assigned codes and distributed to each participating mailer. The MEM 6-digit number is an umbrella account number that gathers all the data for each Mailer Participant Code for a specified customer. The files are sorted sequentially by the Mailer Participant Code.

It will contain the following information below:

This file Create Date: mm/dd/ccyy  
 This file Create Time: hh:mm:ss  
 Last ACS RIBBS Fulfillment Process: Date mm/dd/ccyy  
 Last ACS RIBBS Fulfillment Process: Time hh:mm:ss  
 ACS RIBBS Fulfillment Operational Status: Up/Down/Delayed Message:

1. Up and Operational
2. Down – Unexpected Operational Issues – Unknown Resolution Time
3. Down – Expected resolution Date Time (Central)
4. Fulfillment Delayed – Expected Completion Date Time.

## Full-Service

For the Mail.XML Push data, the USPS invokes a Customer's Web Services. Through the Push Subscription Profile, a customer can register with the Business Customer Gateway as a subscriber of detail data (Delivery messages). **The customer can register to automatically receive either the detail data or the notifications as they pertain to Start-the-Clock, Container Visibility Scans, Full-Service ACS, COA, and Nixie data.**

It allows you to enter your login and password to a Web Service URL where the data or notification will be "pushed". Reference: User Access to Electronic Mailing Information and Reports Guide: Business Customer Gateway Information, On-line Services, and Full-Service Tools, Section 3.3.3 Mail.XML Push Data, on <http://RIBBS.USPS.gov>.

## 19. Data Distribution

The distribution of the data to various entities or companies depends on how the mailer has set up their Mailer Profile of how it is indicated in the Intelligent Mail system.

### Traditional ACS and OneCode ACS

The Postal Service provides the participant with a login and password to access their records posted on RIBBS.

### Full-Service ACS

Mail Owners and Mail Preparers may allow other parties access to their full-service feedback by setting up a MID profile and submitting a Cast of Characters file. It allows a mailer to engage a third-party data recipient to manage only a portion of the data for a specific Mailer ID and service.

The mailer must submit a Cast of Characters message to identify the data recipient and mailing-specific information.

Please note, a dynamic MID profile must be set up through the *PostalOne!*® System before a Cast of Characters message can be sent.

There are five types of MID profiles available:

1. Delegated: The owner of the MID authorized another party to make all data distribution
2. Complete: All data for a MID goes to another party
3. Partial – Preparer: All data for a MID, when the mail is prepared by a specific preparer, goes to the preparer
4. Partial – MID on Piece: All data for a MID will be distributed to the MID on the mailpiece
5. Dynamic: Pre-authorization for a Cast of Characters message

Profiles are associated with Full-Service ACS™, OneCode ACS® and OneCode Confirm® services. They are used by the owner of a Mailer ID associated with these services to grant authorization to another party to receive the feedback data from a mailing using one or both of those services. Profiles must be set up using the Mailer ID system within the Business Customer Gateway.

Users can set up either Static profile or a Dynamic profile. A Static profile authorizes a third party to receive feedback data associated with a specific Mailer ID. A Dynamic profile authorizes a third party to receive feedback *associated with a single mailing* associated with a Mailer ID.

ACS™ can only have one recipient (per mailing) for feedback data. Confirm® may be set up to allow multiple recipients to receive feedback data.

There are three types of Static Profiles.

1. A "Complete" Static profile allows all data for a service type that is associated with a Mailer ID to go to the party identified in the profile.
2. A "Partial" Static profile authorizes data to go to another party under specific circumstances. For example, "Partial – Mail Preparer" would authorize data to go to a third party only when that third party is the Mail Preparer. "Partial – MID on Piece" applies to ACS™ data only and would authorize feedback data to go to a third party only when their Mailer ID is used on the mailpiece.
3. A "Delegated" Static profile is used when a Mail Owner chooses to delegate control of their profile to a Mail Preparer or a third party.

Dynamic profiles are used to authorize partial access to feedback data. For example, the owner of the Mailer ID associated with ACS or Confirm service may want feedback data to go to a third party only for a specific mailing project. In that case, a Dynamic profile would be required to grant this partial access.

When a Dynamic profile is set up a Cast of Characters file must also be submitted indicating who the parties are and what their roles are in a particular mailing. The Cast of Characters is used in conjunction with the Mailer ID system. You can designate one or more specific data recipients for a specific mailing in the Cast of Characters

Refer to "A Guide to Intelligent Mail for Letters and Flats" and "User Access to Electronic Mailing Information and Reports Guide" for complete and current information.

## **20. Recommendations**

### **Mailer's Options**

#### **Multiple Methods**

It is recommended that NCOA<sup>Link</sup> be the first choice for meeting the Move Update requirement and ACS be used in support, where appropriate. etc. NCOA<sup>Link</sup> offers tighter name matching logic and returns only addresses which are delivery point valid. Both the old and the new addresses must be delivery point valid to be in the file. These features support mailers' goals of updating the appropriate customer and reducing postage costs by have complete, current addresses. NCOA<sup>Link</sup> can also be processed prior to a mailing, so that addresses within a mailing are current and avoid delays associated with forwarding mail. ACS supplements NCOA<sup>Link</sup> details with moves identified after the mailing and reason for return codes. With NCOA, only permanent change of addresses are provided. All new addresses are delivery point validated. No temporary move information is provided. With ACS, temporary change of address records are flagged, but no new address information is provided.

#### **ACS Options to Consider**

One of the key actions for mailers to consider is the final disposition of the mailpiece. There are three general groupings:

1. Dispose of all UAA pieces.
2. Forwarding or return of UAA pieces.
3. Forwarding the possible pieces, and disposing the pieces that would have been returned.

The fees and electronic notification make OneCode ACS very attractive. For Standard Mail, the costs of having the mailpiece returned can be expensive, depending on the Ancillary Service Endorsement used.

## Recommendations for ACS Options

### What to do with the ACS Data

The Deliverability Code return field is one of the key fields that mailers should utilize to determine what actions should be performed in regard to the data returned. The following table lists those codes and some suggested actions.

### ACS Codes and Suggested Actions Chart

Code	Description	Suggested Action(s)
K	Customer has moved and left no forwarding address.	<ul style="list-style-type: none"> <li>Base your action on the Move Effective Date. If recent, the odds are still good that recipient will file a COA form. The older the Move Effective Date, the less likely that a COA form will be filed.</li> <li>Suppress until new address provided via NCOA<sup>Link</sup> processing or from the recipient.</li> <li>If you continue to mail to these addresses after 95 days, MERLIN would catch this in the Move Update sampling and verification.</li> <li>If you cannot make the change (due to legal or company policies) this address would have to be mailed at the full single piece First-Class rate. The mailpiece may not be deliverable.</li> </ul>
G	Customer's Post Office box has been closed, and no forwarding address was filed.	<ul style="list-style-type: none"> <li>Base your action on the Move Effective Date. If recent (effective in the current or prior month), the odds are still good that recipient will or has just filed a COA form. The older the Move Effective Date, the less likely that a COA form will be filed.</li> <li>Suppress until new address provided via NCOA<sup>Link</sup> processing or from the recipient.</li> <li>If you cannot make the change (due to legal or company policies) this address would have to be mailed at the full single piece First-Class rate. The mailpiece may not be deliverable.</li> </ul>
W	Matched with a COA order for a temporary change of address	<ul style="list-style-type: none"> <li>There is no indication of when the temporary COA was filed nor when it is set to expire. Therefore, mailers will need to base their decision of when to mail again based on their own knowledge and prior experience with the same customers and tracked information (when was the first Temp-Away notice received, what is the typical Temp-Away effective time).</li> </ul>
A	Attempted, not known	<ul style="list-style-type: none"> <li>Investigate address.</li> <li>If a correction is determined – mail to corrected address.</li> <li>If all indication is that address is valid (or is now valid) continue to mail to this address, but perhaps change to an “or current resident” address format if appropriate.</li> <li>Attempt to obtain address confirmation / correction from the recipient via an alternate communication method.</li> </ul>
B	Returned for better address	<ul style="list-style-type: none"> <li>Investigate address.</li> <li>If a correction is determined – mail to corrected address.</li> <li>If all indication is that address is valid (or is now valid) continue to mail to this address.</li> <li>Attempt to obtain address confirmation / correction from the recipient via an alternate communication method.</li> <li>Consider using AEC to resolve incomplete or incorrect addresses</li> </ul>
D	Outside delivery limits	<ul style="list-style-type: none"> <li>Contact the customer to obtain a correct mailing address.</li> </ul>
E	In dispute	<ul style="list-style-type: none"> <li>No way to know when dispute is resolved.</li> <li>Consider a temporary suppression of mail to this name/address.</li> <li>Attempt to contact recipient via an alternate communication method for when to resume mailing (or an alternate address to use).</li> </ul>
I	Insufficient address	<ul style="list-style-type: none"> <li>Investigate address probably missing a secondary (apt, ste, etc).</li> </ul>

Code	Description	Suggested Action(s)
		<ul style="list-style-type: none"> <li>• If a correction is determined – mail to corrected address.</li> <li>• If all indication is that address is valid (or is now valid) continue to mail to this address.</li> <li>• Attempt to obtain address confirmation / correction from the recipient via an alternate communication method.</li> <li>• Consider using AEC to resolve incomplete or incorrect addresses</li> </ul>
L	Illegible	<ul style="list-style-type: none"> <li>• Investigate what in the production process caused the mailpiece to be illegible – and resolve</li> </ul>
M	No mail receptacle	<ul style="list-style-type: none"> <li>• Suppress mail to this address.</li> <li>• Attempt to contact recipient via an alternate communication method for when to resume mailing (or a deliverable mailing address to use).</li> </ul>
N	No such number	<ul style="list-style-type: none"> <li>• Investigate address.</li> <li>• If a correction is determined – mail to corrected address.</li> <li>• If all indication is that address is valid (or is now valid) continue to mail to this address.</li> <li>• Attempt to obtain address confirmation / correction from the recipient via an alternate communication method.</li> <li>• Consider using AEC to resolve incomplete or incorrect addresses</li> </ul>
P	Deceased	
Q	Not deliverable as addressed/unable to forward	<ul style="list-style-type: none"> <li>• Process against NCOA<sup>Link</sup> with 48 month data to obtain Change of Address information for addresses with expired COA records. If no COA new address found: <ul style="list-style-type: none"> <li>○ Investigate address.</li> <li>○ If a correction is determined – mail to corrected address.</li> <li>○ If all indication is that address is valid (or is now valid) continue to mail to this address.</li> <li>○ Attempt to obtain address confirmation / correction from the recipient via an alternate communication method.</li> </ul> </li> </ul>
R	Refused	<ul style="list-style-type: none"> <li>• Suppress</li> <li>• Attempt to contact recipient via an alternate communication method for an alternate address to use.</li> <li>• Process against NCOA<sup>Link</sup> to look for a COA that may have been filed.</li> </ul>
S	No such street	<ul style="list-style-type: none"> <li>• Investigate address.</li> <li>• If a correction is determined – mail to corrected address.</li> <li>• If all indication is that address is valid (or is now valid) continue to mail to this address.</li> <li>• Attempt to obtain address confirmation / correction from the recipient via an alternate communication method.</li> </ul>
U	Unclaimed	<ul style="list-style-type: none"> <li>• Suppress</li> <li>• Attempt to contact recipient via an alternate communication method for an alternate address to use.</li> <li>• Process against NCOA<sup>Link</sup> to look for a COA that may be filed in the future.</li> </ul>
V	Vacant	<ul style="list-style-type: none"> <li>• Suppress</li> <li>• Attempt to contact recipient via an alternate communication method for an alternate address to use.</li> <li>• Process against NCOA<sup>Link</sup> to look for a COA that may be filed in the future.</li> </ul>
X	No such office	<ul style="list-style-type: none"> <li>• Investigate address.</li> <li>• If a correction is determined – mail to corrected address.</li> <li>• Attempt to obtain address confirmation / correction from the recipient via an alternate communication method.</li> </ul>



## Reporting and Tracking

Develop a custom reporting process for tracking first, second, third, etc. updates provided on the ACS shipping notice. Associate and store IMb data elements for each mailpiece to data unique to a customer account on the originating mailpiece. Use the data elements – Mailer ID and unique Serial number provided in the ACS Fulfillment File (ACS Notification File) to link back to the originating mailpiece. Developing and using a tool to identify the number of notifications for those customer's with a COA on file in your mailing list will assist in monitoring the timing of meeting the move update requirement of updating your mailing list within the 95 day window.

## 21. Best Practices

### Company Business Rules

All mailers should have the appropriate safeguards in place to ensure customer address accuracy when utilizing services that impact customer addressing. The below section offers examples of business rules or guidelines assist in understanding what you may want to do with the ACS information. Your company may have business rules that supersede these guidelines. These business rules should be similar to how you handle your National Change of Address (NCOA) data.

### Data Verification

The return file contains several fields which can be used to validate the file is yours before updating your database.

1. The first record for the Traditional and OneCode ACS file format is a header record. The Customer ID, in positions 2-7, must contain the 6-digit MEM number assigned to your account by the USPS. The MEM number can be found on the invoice (MEM123456). The value "MEM" will not be part of the Customer ID.
  - a. Do not use the file to update your database if the MEM number is not yours. Contact the USPS ACS group so they can investigate the problem.
2. Each record, except the header record, contains a unique identifier that is assigned by the USPS.
  - a. Traditional ACS – the unique identifier is the 7 character Participant Code assigned by the USPS, positions 10-16.
  - b. OneCode ACS – the unique identifier is the 6-digit Mailer ID, positions 10-15, or the 9-digit Mailer ID, positions 459-467, assigned by the USPS.
  - c. Do not update a record if the 7 character Participant Code, 6-digit Mailer ID, or the 9-digit Mailer ID is not your assigned value.

### Database Matching

#### Move Update Compliance

When developing your business rules for updating your database, be aware of possible consequences if you are using ACS as your primary method of meeting the Move Update requirements.

#### Process through CASS

The new address information received through ACS may not be CASS/DPV confirmed. Address information may have come from new developments where the assignment of the ZIP+4 delivery point has not been completed. Addresses may be incomplete on the COA forms submitted. It is advisable to run the ACS file through CASS prior to using the file for updating your database. Use the return codes from CASS/DPV to develop business rules for using or not using the data. For

example, if the primary house number is missing, or the street name is unknown, it would not be advisable to use that data.

Refer to the CASS Coding information found on  
[http://RIBBS.USPS.gov/cassmass/documents/tech\\_guides/TECHNICAL\\_GUIDES](http://RIBBS.USPS.gov/cassmass/documents/tech_guides/TECHNICAL_GUIDES)

### **Matching Logic**

In order to update your database with the new address information, you need to use the Keyline or IMb unique serial number which was assigned. These two fields are on the return file so you can find the appropriate records on your database. If a new address needs to be applied to your database, use the Keyline or IMb unique serial number to find the record in your database. Matching may include using all or parts of the Old Address and customer name also.

### **Traditional ACS**

The best practice is to use a unique keyline for database matching. The Keyline is a unique value that is assigned during mail preparation. The Keyline is in positions 17-32 of the return file. The keyline attributes for the Participant code must be selected during the ACS Application process, otherwise the Keyline will contain spaces. In order to receive Nixie codes, a mailer's keyline must be used.

### **OneCode ACS and Full-Service ACS**

The IMb unique Serial number must be assigned. The unique Serial number is in positions 17-25 of the return file. For Full-Service Intelligent Mail® option, the Serial number when combined with the Mailer ID, must be unique for 45 days. If purchasing OneCode ACS with Basic IMb, mailers should also plan a period of uniqueness to avoid overlap in record data. In reality, the period for uniqueness needs to be greater than the USPS minimum of 45 days to prevent duplication of identification.

### **Move Types**

Which records from the return file contain new address data? Don't I update every record with a new address? The answer is No. This section contains details on which return records contain new address data and recommendations on how to apply the updates.

The Move Type indicates the type of move on the address change order. There are 4 valid values for Move Type:

1. B – business move
2. F – family move (this includes everyone with the same last name)
3. I – individual move (this includes only the individual)
4. Blanks/spaces – the record does not contain a new address.

Records that contain a blank move type do not have a new address on the record. Do not attempt to update the addresses on your database in this situation. These records will have a value in the Deliverability Code. See section 19, Recommendations, sub section "What to do with the ACS Data." There are action items listed for each Deliverability Code.

If a 100% match is made, then follow your company procedures for processing the updates correctly. This may include contacting the customer for verification or other business policies.

Each move type has specific business rule recommendations. Use these recommendations to create or modify your business rules. Determine how these business rules would affect Move Update compliance for your company.

## ACS Move Types Chart

Code	Description	Recommendations
B	Business move	<ul style="list-style-type: none"> <li>• Compare the COA name field to the company name on your database. If they do not match, then do not update the database.</li> <li>• Compare the address on your database to the old address in the COA record. If they do not match, then do not update the database.</li> <li>• Optional – compare the new address with the address on your database. If they match, then your database has already been updated. There is no need to update the address.</li> </ul>
F	Family move	<ul style="list-style-type: none"> <li>• Compare the COA last name to the last name on your database. Do not update if the last names do not match.</li> <li>• Depending on business or legal rules it is recommended you compare the COA first name to the first name on your database. If they do not match, then do not update the database.</li> <li>• Compare the address on your database to the old address in the COA record. If they do not match, then do not update the database.</li> <li>• Optional – compare the new address with the address on your database. If they match, then your database has already been updated. There is no need to update the address.</li> <li>• A caveat – the first name on a family move record is the name of the person who filled out the move request form. The family move record indicates that all members with the same last name have also moved to the new address.</li> </ul>
I	Individual move	<ul style="list-style-type: none"> <li>• Compare the COA first name to the first name on your database. If they do not match, then do not update the database.</li> <li>• Compare the COA last name to the last name on your database. If they do not match, then do not update the database.</li> <li>• Compare the address on your database to the old address in the COA record. If they do not match, then do not update the database.</li> <li>• Optional – compare the new address with the address on your database. If they match, then your database has already been updated. There is no need to update the address.</li> </ul>

## Move Effective Date Option

It is recommended that your database contains some type of customer activity date, so that date could be used to refine the update logic. If a record passes the appropriate move type business rules, you can compare the ACS move effective date to your activity date. If your activity date is more recent than the move effective date, you may choose not to update the address since your customer contact is more recent than the ACS information.

Note – a change of address card can be filled out, but it does not mean the person did in fact move. Should a customer contact you to report their address has not changed, advise the customer to contact their local Post Office to correct the Change of Address or call 1-800-ASK-USPS.

## Mailer Documentation

Mailers are responsible for developing and maintaining written documentation on their business rules for the use of ACS data, especially if it is being used to meet the Move Update requirements. In addition, mailers need written Standard Operating Procedures for the file processing and subsequent use.

## 22. Mailpiece Security

The USPS offers a service to dispose of Undeliverable As Addressed (UAA) mail – when utilizing specific Ancillary Service Endorsements with Traditional ACS, OneCode ACS or Full-Service ACS with specific service requests.

The USPS does not currently offer secured destruction of Undeliverable As Addressed (UAA) mail. All USPS plants are either part of a national recycling contract or have a local one. Mailers should use caution to ensure that contents of mail using this service do not contain customer proprietary or sensitive information.

## 23. USPS Documentation

There are four types of documentation for Traditional ACS and OneCode ACS. Documentation for Full-Service ACS billing has not yet been developed at the time of this document.

1. ACS Notification File (Fulfillment Files: COA and Nixie files)
2. ACS Shipping Notice File
3. Invoice
4. Billing Statement

These files are available daily, semiweekly, semimonthly, or monthly depending on the mailer's requirements at the USPS RIBBS secure website for mailer's subscribing to OneCode ACS or Traditional ACS service.

The **ACS Notification File** provides mailers with COA data related to their customer files and depending on mailer's requirements, Nixie notifications are also available, as well. The COA data provided in the file is linked uniquely to the data (Mailer's ID and Service Type ID) provided in the mailer's IMb and account information, which is recorded at the time of subscription to the service. The COA data provides the mailer with the data components of the IMb, the Old and the New address, the move effective date, and the type of move.

The **ACS Shipping Notice File** is provided in conjunction with the ACS Notification File. The ACS Shipping Notice File is a line item summary of the number of notices provided to the Mailer for 1<sup>st</sup>, 2<sup>nd</sup>, and 3<sup>rd</sup> notifications. For those Mailer's using an IMb, the summary of notifications for both COA's and Nixies, if requested, are linked to the Mailer ID. For those Mailer's receiving notifications electronically and using Traditional ACS, the summary of notifications for COA's will be linked to the Mailer's Participant Code. Receipt of Nixie notifications is optional. These are linked to an approved keyline algorithm. Fees and Electronic Notices, if applicable, are captured in this report.

A summary notification of charges from the ACS file is available daily, semiweekly, semimonthly, or monthly depending on the mailer's requirements at the USPS RIBBS site for mailers who subscribe to OneCode ACS service. All OneCode ACS files are posted to RIBBS daily, including holidays. This includes Traditional records where the mailer receives both OneCode and Traditional ACS records under the same MEM number.

### ***Shipping Notice Example:***

ACS747P1	UNITED STATES POSTAL SERVICE	RIBB TRANSMISSION
	ADDRESS CHANGE SERVICE	PAGE: 1
SHIPMENT NO: 10428911		CUST: 190822
		DATE: 10/29/2007
BILL TO:	SHIP TO:	
CHARLES ARNETTE	CHARLES ARNETTE	
USPS	USPS	

6060 PRIMACY PKWY STE 201  
MEMPHIS TN 38188-0001

6060 PRIMACY PKWY STE 201  
MEMPHIS TN 38188-0001

	1ST NOTICE	2ND NOTICE	3RD + AUTO NOTICE	FEE	ELECTR NOTICE	ELECTR FEE	TOTAL
*****							
190259 1ST CLASS LETTER COA(S) 81	21	12		\$0.60	1	\$0.06	\$0.66
Nixies(S)	21	0	0	\$0.00	0	\$0.00	\$0.00
*****							
TOTAL	102	21	12	\$0.60	1	\$0.06	\$0.66
*****							
GRAND TOTAL	102	21	12	\$0.60	1	\$0.06	\$0.66
*****							
***** * >>>>>>>>							
THIS IS NOT AN INVOICE <<<<<<< *							
* PLEASE DO NOT REMIT PAYMENT UNTIL INVOICE IS RECEIVED *							
*****							

To gain access to the File list that contains the COA (Change of Address) Date, COA File Name, SN (Shipping Notice) Date, and SN File Name requires accessing the secure web using the password the USPS provides the user when subscribing to ACS service.

The File list displays the following categories for access to the COA information:

COA Date is the date of the change of address data was posted to the subscriber based on the mailer's requirements – daily, semi-weekly, semi-monthly, or monthly.

COA File Name is the data file of the notification the USPS provides with the change of address data associated to the MID (Mailer ID), which the USPS uniquely assigns to a mailer. The USPS uses the mailer's MID of the IMb (Intelligent Mail Barcode) to provide the COA data matched to the mailer's mailing. Nixie notices are also available in this file depending on mailer's requirements.

The Shipping Notice tracks the COA (Change of Addresses) and Nixie(s) notices by MID (Mailer ID) and contains the number and fees (Auto & Electronic) for 1<sup>st</sup>, 2<sup>nd</sup>, and 3<sup>rd</sup> + Notices. The SN also displays the Bill To: and Ship To: information. SN (Shipping Notice) Date is the date associated to the SN File.

**Invoice** is the monthly cumulative total that lists the date(s) daily, semi-weekly, semi-monthly, or monthly depending on the mailer's requirements and quantity and fees associated to the Shipping Notice. The Invoice Description lists the type – Change of Address Records and if applicable, the Nixie(s) associated to the Shipment Number of the Shipping Notice by date.

**Statement** shows the list of account activity: unpaid invoices and payments made on the account, credit memos, and the outstanding balance.

The difference between Traditional ACS PID and OneCode ACS MID is the USPS does not present the MID (Mailer ID), which are associated to the Intelligent Mail Barcode, in the Shipping Notice. The Change of Address and Nixie notifications file is available via the RIBBS secure web and requires a password to access the data. The number of records received on a daily basis can be tracked and compared to the monthly invoice for verification.

For Full-Service ACS, the billing features have not yet been developed. Refer to the "A Guide to Intelligent Mail for Letters and Flats."

## **Fees:**

**Automated Fee** – Charges for records that come from automation-compatible letters processed in PARS or CFS and utilize the IMb.

**Electronic Fee** – Transactions generated from the USPS CFS (Computerized Forwarding System) for Traditional ACS or for OneCode ACS letters or flats.

**Manual Fee** – When a mailer requests manual corrections outside of ACS, or when the ACS mailpiece cannot be processed as ACS, this fee is charged.

It is recommended to compare the raw ACS file (above) with the summary page data, which is what is physically received back as undeliverable. Develop a process to incorporate an emulation to compare each ACS Nixie to the physical return (if applicable) and verify that the USPS charges are valid. Keep each day's totals of 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> day corrections for both the Nixies and the Move orders for analysis.

**Invoice** – An Invoice is sent to the mailer along with a billing statement monthly only if the balance is more than \$50 – balances less than \$50 will be sent out bi-annually. The Invoice contains the quantity and fees of the ACS COA records and depending on mailer requirements, the Nixie notifications. These records are linked back to the Shipment number and the date it was provided in the ACS Shipping Notice File. A copy of the invoice must be submitted and payment is due within 30 days of the invoice date. Unpaid balances more than 30 days old will be charged an annual interest rate of 10 percent.

The Billing Statement is sent to the mailer monthly only if the balance is more than \$50 – balances less than \$50 will be sent out bi-annually. The billing statement contains the list of transactions by date and the amount due and if applicable, finance charges. The billing statement is not used for payment of fees and charges.

The same rules and process applies for both OneCode and Traditional ACS in regard to Invoicing and payment. The Fees associated to the number and how – electronically or manually a mailer has received the ACS notifications are different. Refer to the DMM for information on Fees related to ACS.

## **24. Reference**

### **Frequently Asked Questions**

***Q: What are the differences between OneCode ACS, Full-Service ACS, and Traditional ACS?***

A: OneCode and Full-Service ACS allows customers mailing First-Class™, Standard Mail®, or Periodicals flats or letters to receive electronic or automated address corrections through the use of the Intelligent Mail® Barcode. Traditional ACS requires the specific features presented on the physical mailpiece – refer to the Printing Section of this document and USPS Publication 8a.

***Q: How does ACS work?***

A: ACS provides electronic notification for two different types of Undeliverable As Addressed (UAA) mail situations; either there is a COA on file, or the mail is determined to be UAA for a reason other than a move (i.e. Attempted Not Known, No Such Number, Unable To Forward/Forwarding Time Expired). When a mailpiece is determined to be UAA the following occurs:

For mail that is identified as having a COA on file:

- Mail for which there is a COA on file may be either intercepted by the Postal Automation Redirection System (PARS) or identified by delivery personnel as UAA due to customer relocation.
- The mailpiece (depending on its class, size, and endorsement) is either processed in real time by the PARS automation equipment or sent to the Computerized Forwarding System (CFS) responsible for processing mail destined to that delivery address.
- An attempt is made to match the name and address to a COA.
- If there is a match and the mailpiece bears a readable, valid Intelligent Mail barcode with the required fields properly completed, an electronic or automated notification will be generated.
- Depending on the mail class, the mailer's requested ancillary service option, and the age or existence of a COA; the mailpiece is forwarded, discarded, or returned to sender.

For mail that is identified as UAA for reasons other than a COA:

- The reason for UAA is determined by the delivery employee and the mailpiece is sorted with other mail that is UAA for the same reason.
- Depending on its class, size, and endorsement, the mail is sent to the PARS automated equipment or to the CFS unit responsible for processing UAA mail for that Post Office.
- PARS or CFS will capture the information from the IMb or from the Traditional ACS information on the mailpiece and will create an electronic "Nixie" notice that indicates the reason for UAA identified by the delivery unit.
- Depending on the mail class and the mailer's requested ancillary service option, the mailpiece is discarded or returned to sender.

Traditional ACS notifications are transmitted to the NCSC where they are categorized by the participating ACS Participant Code. The notices are distributed to the mailers based on the mailer profile as submitted on form PS 3572.

OneCode ACS notifications are transmitted to the NCSC where they are categorized by the participating Intelligent Mail barcode mailer identifier. The notices are distributed to the mailers based on the mailer profile as submitted on form PS 3573.

Full-Service ACS notifications are transmitted to NCSC and then to the PostalOne! System for matching to the Electronic Documentation. The notices are distributed to the mailers based on the mailer profile in the Business Customer Gateway or the electronic documentation.

## **Move-Related and Non-Move-Related Notifications**

The primary objective of ACS is to provide COA information electronically. However, it may also provide non-move-related electronic or automated notifications. If a mailpiece qualifies as UAA for a reason other than a move, the mailer can also be notified electronically.

### ***Q: Do I need Postal Service approval before I begin using Traditional ACS?***

A: Yes. Written approval is required from the Postal Service ACS Department that your ACS participant code has been activated and your mailpiece has been approved by NCSC in Memphis for readability.

### ***Q: Do I need Postal Service approval before I begin using OneCode ACS or Full-Service ACS?***

A: No. Your Mailer ID (MID) must be assigned to the service you requested. Submitting samples to your local Mailpiece Design Analyst is strongly recommended.

**Q: Does the USPS accept or process COA records for colleges and universities, military bases, individuals with a business, and other single point deliveries including, but not limited to, commercial mail receiving agencies (CMRA), prisons, hospitals, nursing homes, fraternity houses, and APO/FPO?**

A: No. Responsibility for forwarding or returning undeliverable mail from these locations lies with those institutions. Pieces returned as undeliverable by these institutions are not eligible to produce ACS records.

**Q: What classes of mail and services available are eligible to use OneCode ACS and Full-Service using the Intelligent Mail Barcode?**

A: Refer to the USPS. "A Guide to Intelligent Mail for Letters and Flats" on <http://RIBBS.USPS.gov>.

**Q: Explain the date of the COA as it relates to a first, second, or third notice...**

A: The date of the COA is not related to the notifications. Rather, the notices relates to the frequency of mailing prior to update. It can also apply to multiple mailpieces to a family or a business with a COA on file. For instance, if mailing separate pieces to John Smith, Jane Smith and Joe Smith at the same address and there is a Family COA for "Smith" at the address, this would result in three notices one for each addressee/mailpiece: John, Jane, and Joe.

**Q: When a customer has multiple mailings with several accounts set up with a company and files a COA with the USPS, does the USPS charge the mailer for each time a COA is matched?**

A: Yes. The USPS will charge the mailer for each mailpiece that requests the ancillary service, even though it is the same customer. Records can be returned by the USPS to indicate separate mailpieces/accounts when there are several accounts for the same customer within your mailing.

**Q: How does the USPS obtain the change-of-address information for each mailpiece/account?**

A: The USPS obtains COA updates via two methods. (1) A postal customer moves and files a change of address order, or (2) a customer's letter carrier discovers that the customer no longer receives mail at a particular address and no change of address has been filed.

**Q: How old is the date we get in the fulfillment file?**

A: The date of file is the date that all of the data that has been processed since your previous fulfillment is compiled and posted to your RIBBS page. If you receive daily fulfillments, today's file contains everything that was processed through PARS or CFS in the 24 hours since the USPS's last processing run.

**Q: (1) Once I use a pre-mailing Move Update method for all addresses I am mailing to for the first time, can I use ancillary service endorsements or ACS/OneCode ACS for subsequent mailings? (2) Can I use any ancillary service endorsement on my mailpieces to meet the Move Update requirement for those mailings?**

A: (1) Yes (2)No. There are certain endorsements that can be used as a "stand-alone" method for meeting the Move Update requirement. Only the endorsements: "Address Service Requested," "Return Service Requested," "Temp-Return Service Requested" (First-Class Mail only), and "Change Service Requested" meet the requirement as a "stand-alone" method. "Electronic Service Requested" must be used in conjunction with ACS/OneCode ACS and the mailer profile/Service Type ID must indicate an ACS handling. Note, the endorsement, "Forwarding Service Requested" does not meet the Move Update requirement.



**Q: What is a Computerized Forwarding System ZIP Coverage File? What is the benefit? Who is eligible to receive this file? How is it accessed?**

A: The Computerized Forwarding System ZIP Coverage File is available to ACS participants at no additional charge. The file can be queried to determine if UAA mail for a particular 5-digit ZIP Code™ is processed by a CFS unit. Each record contains a 5-digit ZIP Code, its associated city and state, and a status flag that indicates the type of UAA processing in that zone. The status flag can have one of the following values:

<b>F (Full)</b>	All UAA mail from this ZIP Code is fully processed.
<b>P (Partial)</b>	Some UAA mail from this ZIP Code is processed
<b>M (Manual)</b>	No UAA mail from this ZIP Code is processed. The mail is forwarded manually at the originating station.
<b>I (International Military)</b>	No UAA mail from this ZIP Code is processed. This is a military APO/FPO ZIP.

This file is only available online at <http://RIBBS.USPS.gov/files/ACS>.

**Q: Is any Move Update documentation required at the time of mailing?**

A: The mailer's signature on postage statements submitted in hard copy or in electronic format, such as *PostalOne!* or Mail.dat, certifies that the mailing complies with all relevant standards, including Move Update, and that the mailing qualifies for the prices and fees claimed. Mailers are required to check the "Move Update Method" boxes on the postage statement to indicate which they used.

**Q: Are Nixie notifications available to the mailer for both Traditional and OneCode ACS electronically?**

A: Yes.

**Q What type of notification does the USPS provide to the mailer if an IMb cannot be read and the COA cannot be provided in the ACS Fulfillment File?**

A: See Appendix A of the Guide to Intelligent Mail Letters and flats on <http://RIBBS.USPS.gov>.

**Q: What steps does a mailer take if the USPS provides incomplete data in the ACS Fulfillment File?**

A: Notify USPS via BSN or Account Manager. For Full-Service, notify the *PostalOne!* Help Desk. For Traditional and OneCode, call your ACS representative.

## Websites

### Postal Explorer

[pe.USPS.com](http://pe.USPS.com)

The USPS Regulations for the printing can be found in the Domestic Mail Manual (DMM) sections 202.4, 302.4 and 402.3 available on the website.

The DMM, section 507.1, contains the information on the Ancillary Service Endorsements: how the mailpiece is handled and the address correction fee category.

### RIBBS

The Postal Services RIBBS website, <http://RIBBS.USPS.gov> Contains the information listed below.

Item	RIBBS Link	Content
<b>OneCode ACS</b>	OneCode ACS	<b>OneCode ACS™</b> Learn how the process works, the features available, and mailer requirements to receive electronic address corrections using the Intelligent Mail® barcode. Downloadable OneCode ACS application and fulfillment access forms. <b>USPS Publication 8b – OneCode ACS Technical Guide</b>
<b>Traditional ACS</b>	ACS	<b>USPS Publication 8a - Address Change Service Traditional</b> ACS Application Form
<b>Intelligent Mail Barcodes</b>	Intelligent Mail Barcodes	<b>Intelligent Mail Barcode Specification</b> Learn about the data content to be encoded, encoding rules to produce bars from data fields, physical dimensions of printed barcodes, and physical limitations on printing. The specification document (USPS-B-3200) also covers how the encoding and decoding algorithms work and provides code snippets written in C.  <b>Mailer ID Guidelines</b> Read how the Mailer ID can be used within the family of Intelligent Mail® barcodes to identify Mail Owners and/or Mailing Agents. The document presents guidelines for assigning Mailer IDs and defines Mailer IDs as 6 or 9 digits fields assigned by the USPS to each Mail Owner and/or Mailing Agent based upon the selected service and mail volume of the mailer. A second document shows an example of a Mailer ID in the context of the Intelligent Mail barcode construct.  <b>OneCode Confirm™</b> Learn about the Intelligent Mail® barcode format for OneCode Confirm by reviewing the Confirm Service Featuring OneCode Confirm User Guide (Pub. 197).  <b>Online Encoder/Decoder</b> Use this online tool to quickly Decode (convert a sequence of bars into meaningful tracking and delivery point ZIP information) or Encode (generate a barcode based on tracking and delivery point ZIP information) the Intelligent Mail® barcode.

<b>Intelligent Mail Barcodes</b>	Intelligent Mail Full-Service Guides and Specs	<p><b>A Guide to Intelligent Mail for Letters and Flats</b> Provides guidance on how to prepare your mail and electronic documentation and identifies the data that will be provided at no additional charge for Full-Service option compliance. In addition, the Guide also describes what will be available in the first release of Intelligent Mail services.</p> <p><b>User Access to Electronic Mailing Information and Reports Guide</b> The purpose of this Guide is to provide information regarding Intelligent Mail Full-Service option reports and a walk through of the new Business Customer Gateway webpage, which will be accessible through the USPS.com® home page.</p> <p><b>Postal Service Mail.dat Technical Specification</b> Provides detailed specifications for how to populate your Mail.dat 09.1 files to comply with the requirements for the Full-Service option. This technical specification explains the eDoc, postage, and induction requirements on how to use Mail.dat with the <i>PostalOne!</i> system</p> <p><b>Postal Service Mail.XML Technical Specification</b> Outlines the specifications for the messages used to send and receive data from <i>PostalOne!</i>. This technical specification explains FAST appointment scheduling, Full-Service Data Distribution (Change of Address (COA), Nixie, Start-The-Clock, and Container Visibility), eDoc postage and electronic induction status management through Mail.XML messaging.</p> <p><b>Wizard Web Service Software Development Reference Guide (pdf)</b> The Wizard Web Service (WWS) application enables secure electronic submission of mailing information to the Postal Service using eXtensible Markup Language (XML) messaging technology. Learn more about using WWS for communicating with the <i>PostalOne!</i> system for full-service.</p> <p><b>Test Environment for Mailers (TEM) Checklist &amp; Troubleshooting</b> Provides clear guidance on how to transition to Intelligent Mail services using either the Basic or Full-Service options. It also describes how to migrate from existing electronic documentation options to the new Full-Service option capabilities.</p>
<b>Move Update</b>	Move Update	<p><b>USPS Pub 363</b> A guide to the purpose and requirements for Move Updates.</p> <p><b>Move Update Advisement Policy</b> Defines the compliance requirements for the Move Update regulations.</p> <p><b>Guide to Accessing Move Update Reports</b> Provides the information for accessing and downloading Full-Service ACS data.</p>

## **Glossary**

### **ADDRESS BLOCK**

All elements of an address and information needed by the U.S. Postal Service for sorting and delivery of the mail. This includes optional lines such as the keyline, Package type (OEL), Carrier Route information, and the optional barcode.

### **ADDRESS FORMAT**

The address should have a uniform left margin and be legible. To conserve character spaces, punctuation is not required in the address read area. The state should be abbreviated using the two-character abbreviation. Street names should never be abbreviated.

### **ADDRESS CHANGE SERVICE (ACS™)**

An automated process that provides electronic data notices of change-of-address and Nixie information to participating mailers who maintain computerized mailing lists

### **ANCILLARY SERVICE ENDORSEMENTS (ASE)**

A marking used by a mailer on the mailpiece that provides the USPS with instructions for the forwarding, return, or address correction service within a mail class.

### **BARCODE**

A series of printed parallel bars on a mailpiece, used to facilitate automated sortation. Fixed barcode copy can be obtained from the Post Office. Outgoing address barcoding can be applied to address lists through CASS certified software.

### **BUSINESS SERVICE NETWORK (BSN)**

Business Service Network locations offer business mailers personalized service and help with unique mailing needs. The Business Service Network representatives offer current information and friendly services.

### **CHANGE OF ADDRESS (COA)**

A customer move from one mailing address to another. This also includes Moved Left no Forwarding Address and Box closed No Order generated by postal employees.

### **COMBINED INPUT OUTPUT SUB SYSTEM (CIOSS)**

Modified Delivery Barcode Sorter (DBCS) that processed confirmed UAA mail, applies the yellow label, and sorts for distribution.

### **COMPUTERIZED FORWARDING SYSTEM (CFS)**

The Computerized Forwarding System (CFS) processes mail determined to be undeliverable as addressed (UAA) due to a customer's change of address (COA) request, or for reasons other than a move. It consists of a network of specialized sites, each serving a defined geographical area. CFS processes mostly UAA flats, parcels, and letter mail that cannot be processed on PARS letter mail equipment.

### **DELIVERY FORCE KNOWLEDGE (DFK)**

Knowledge of the carrier responsible for delivering the mail.

### **DELIVERY POINT VALIDATION (DPV®)**

The DPV Product identifies whether a ZIP + 4® coded address is currently represented in the USPS® delivery file as a known address record. The DPV Product allows users to confirm known USPS addresses as well as identify potential addressing issues that may hinder delivery. The DPV Product confirms that:

- The known address has verifiable primary and secondary data.

- The known address has verifiable primary but not secondary data.
- The address cannot be verified as a known address.

The DPV Product does not append any missing data or correct any address elements.

### **FULL-SERVICE ACS**

A USPS address correction product, offered under the OneCode® Vision, using the Intelligent Mail Barcode and the Full-Service option.

### **INTELLIGENT MAIL BARCODE (IMB®)**

The Intelligent Mail barcode (formerly known as the 4-State Customer Barcode) is the next generation of USPS barcode technology used to sort and track letters and flats. Intelligent Mail barcode technology, among other things, combines the capabilities of the POSTNET barcode and the Planet Code barcode into one unique barcode. This barcode is unique to the U.S. Postal Service.

### **MAILER ID (MID)**

The Mailer Identifier (Mailer ID or MID) field is a 6-digit or 9-digit number assigned by the USPS that identifies a specific agent in the mailing supply chain. Mail owners and mail preparers will be assigned 6-digit or 9-digit Mailer IDs based upon their annual mail volume as verified by the Postal Service.

### **MAILER'S KEYLINE**

Mailer's data that is printed on a mailpiece that is specific to the addressee. When delimited by # signs before and after, it is used by the ACS program to enhance the identification of the specific mover and aid in updating databases.

### **MAILPIECE DESIGN ANALYST (MDA)**

Postal employees specially trained to answer your questions regarding mailpiece design. These employees provide advice and issue rulings regarding acceptability for automated rates. MDAs provide technical assistance on mailpiece design to envelope manufacturers, printers, advertising agencies, and graphic designers.

### **MAILERS' TECHNICAL ADVISORY COMMITTEE (MTAC)**

A group of mailing industry representatives and USPS officials that provides technical information, advice, and recommendations about postal services, programs, regulations, and requirements. The members represent associations of large and small commercial mailing organizations, related mailing services, and various industry groups.

### **MEM NUMBER**

The ACS Memphis account number. It is an umbrella number for all Participant IDs or Mailer IDs for one company's billing.

### **MOVE UPDATE**

Move Update, the process for updating names and addresses, is required if mailers want to get discounted rates for First-Class Mail or Standard Mail service.

### **MTAC INFORMATION TRACKING SYSTEM (MITS)**

On-line tracking system for members of MTAC and MTAC workgroups to track the progress of each workgroup. It is posted under MTAC on RIBBS with login access only for MTAC workgroup members.

### **NIXIE**

Nondelivery of a mailpiece for reasons other than a move.

**ONECODE ACS**

A USPS address correction product, offered under the OneCode® Vision, using the Intelligent Mail Barcode and the Basic or nonautomation option.

**ONECODE VISION**

The vision of the U.S. Postal Service to have one barcode per mailpiece that contains intelligent information regarding the mailpiece. The barcode may replace multiple barcodes and other printed information.

**PARTICIPANT ID CODE (PID)**

Code assigned by the U.S. Postal Service for participation in a specific service offering. This is used for Traditional ACS.

**POSTAL AUTOMATED REDIRECTION SYSTEM (PARS)**

Delivery Barcode Sorters were modified with reading and labeling modules to allow them to be used to automate the processing of Undeliverable As Addressed (UAA) letter mail. If a COA match is found, the mailpiece and information is handled based on the information contained within the Intelligent Mail® barcode and/or endorsement printed on the piece.

**PARS CARRIER IDENTIFIED**

Undeliverable letter mail that cannot be intercepted by PARS through the very strict matching rules is sorted normally to the carrier/box section of the address on the piece. The delivery employee can identify the mailpiece as UAA and initiate processing with the PARS system in Carrier Identified mode when there is a COA on file for the addressee.

**POSTAL EXPLORER (PE)**

Virtual library of postal information designed for business mailers in an easy-to-use format. The search feature quickly finds information in a single publication or across a range of publications. You can also view a publication by clicking on the publication title.

**POSTNET BARCODE**

POSTal Numeric Encoding Technique. The barcode used to encode the ZIP Code or ZIP+4 Code; located in the lower right portion of the mailpiece, or in the address block. This barcode is unique to the U.S. Postal Service.

**RETURN-TO-SENDER (RTS)**

Mail that Delivery operations has determined to be undeliverable for reasons other than a move. It is processed based on the same mailpiece attributes used for forwarding. It is at this stage that Nixies are identified.

**RECOMMENDATION INFORMATION TRACKING SYSTEM (RITS).**

On-line tacking system for the recommendations from the MTAC workgroups. It is posted under MTAC on RIBBS with access only for MTAC workgroup members.

**RIBBS®**

Postal Address Management communication web site. Contains site indexes that are searchable from A-Z or by topic. Provides easy access to the Postal Service's many products and services that can help business mailers standardize, validate, and update their address data.

**SECURED DESTRUCTION**

Destruction of a mailpiece in a secured manner. This service is not yet available from the USPS.

**SERVICE TYPE CODE (STID)**

The Service Type Identifier is a 3-digit field that indicates the level of participation in various postal services. Each 3-digit value corresponds to a particular class of mail and/or a particular combination of services. It also represents the Intelligent Mail® service option; Basic or Full-Service.

### **UNDELIVERABLE AS ADDRESSED (UAA)**

Mail that the USPS cannot deliver as addressed and must forward to the addressee, return to the sender, or dispose of (depending on treatment authorized for that mail class and/or specific instructions provided by the mailer through ancillary service requests).

### **ZIP CODE**

(ZONING IMPROVEMENT PLAN) Established in 1963, a system of five-digit codes identifying the individual Post Office or metropolitan area delivery station associated with the address.

### **ZIP+4 CODE**

The nine-digit code, established in 1981, composed of:

- The Initial ZIP Code, the first five digits identifying the Post Office
- The Expanded Code, or +4,, including the four additional digits.
  - The first two additional digits designate the sector, a zone, a portion of a rural route, several city blocks or a large building, part of a box section, or official designation.
  - The last two designate the segment, a block, bank of boxes, apartment house, a floor in a large building, or specific location.

The following trademarks are owned by the United States Postal Service®: ACS™, AECII®, CASS™, Delivery Force Knowledge™, DMM®, DPV®, FASTforward®, First-Class Mail®, First-Class™, IMb™, IM™ barcode, Intelligent Mail®, LACS<sup>Link</sup>®, MERLIN®, NCOA<sup>Link</sup>®, OneCode ACS®, OneCode Confirm®, PLANETCODE®, P.O. Box™, Post Office™, Postal Service™, POSTNET™, RIBBS™, Standard Mail®, Suite<sup>Link</sup>™, The Postal Service®, The Postal Service™, U.S. Postal Service®, ZIP Code™, ZIP+4®, and USPS®

## **25. Appendixes**

### **Changes**

In 2009, MTAC WG#121 completed a review of the Traditional and OneCode ACS processes. One of the outcomes was the generation of several requests for potential changes to the current ACS processes. While all of the requests have some relationship to ACS usage, in many cases, the alterations would require the involvement for more than just the ACS department.

The USPS has developed an MTAC workgroup Recommendation Information Tracking System (RITS). It is posted under MTAC on RIBBS with access only for MTAC workgroup members.

You should sign up for notification of changes on RIBBS. Under ACS™, choose to *Sign up for Email Updates* for Traditional and OneCode ACS. For Full-Service ACS updates, and all Full-Service updates, sign up under Intelligent Mail.

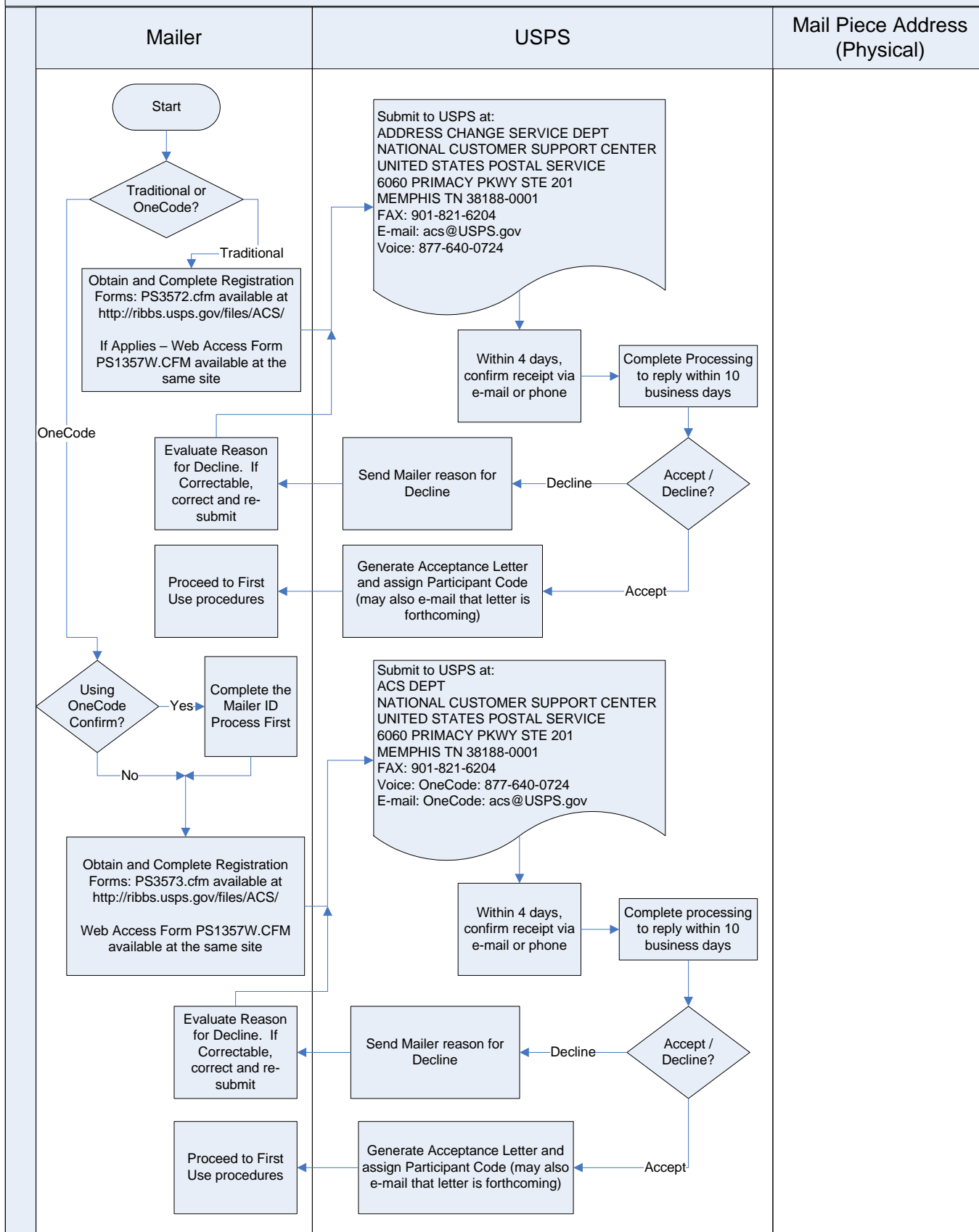
Be sure to provide your ACS representative with your email information so that you may be made aware of changes.

### **Process Maps**

The following process maps were created to graphical depict the various processes relates to Traditional and OneCode ACS. NOTE: they do not fully reflect all that happens with Full-Service ACS or OneCode ACS.

# Registration:

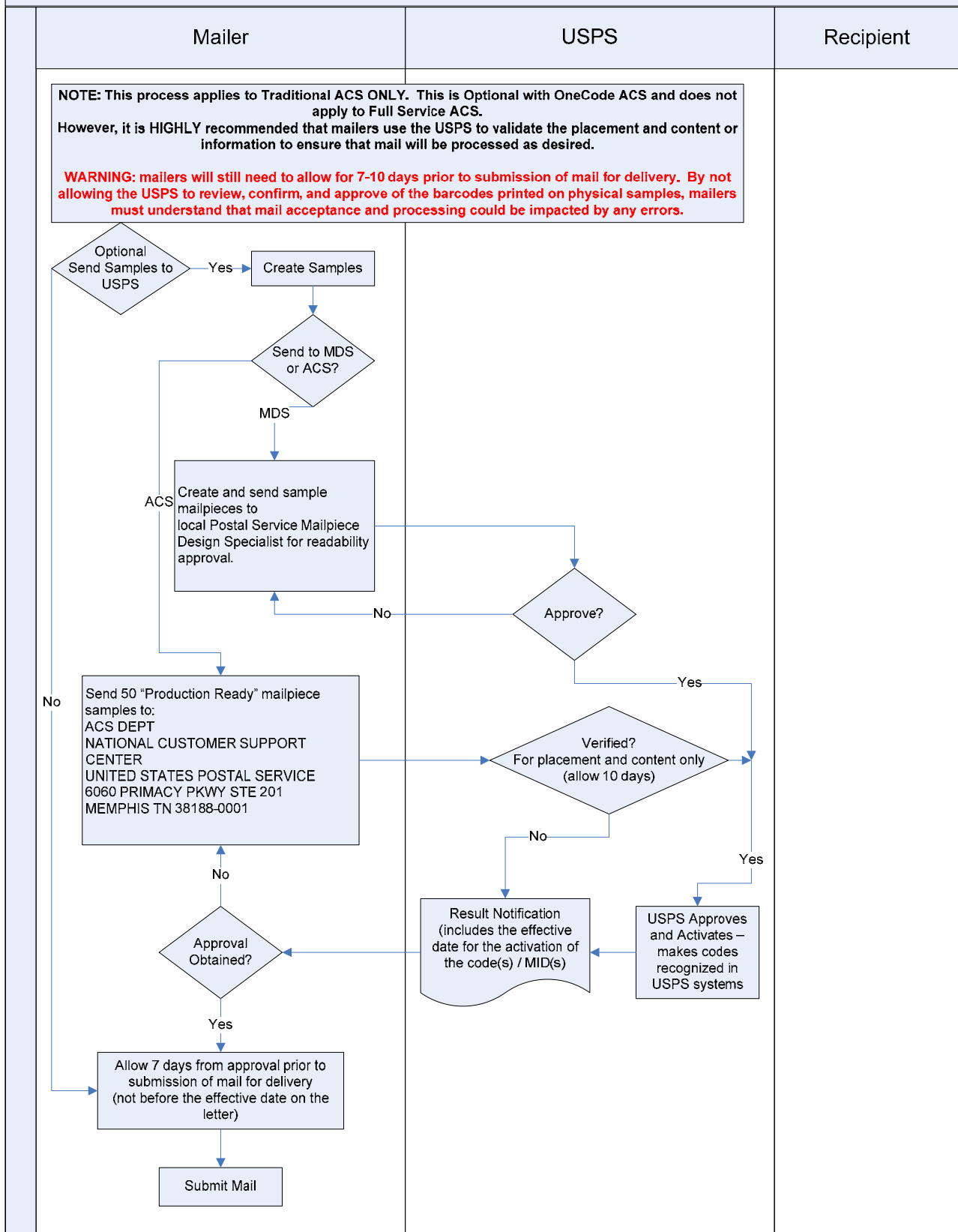
## ACS Registration - Current



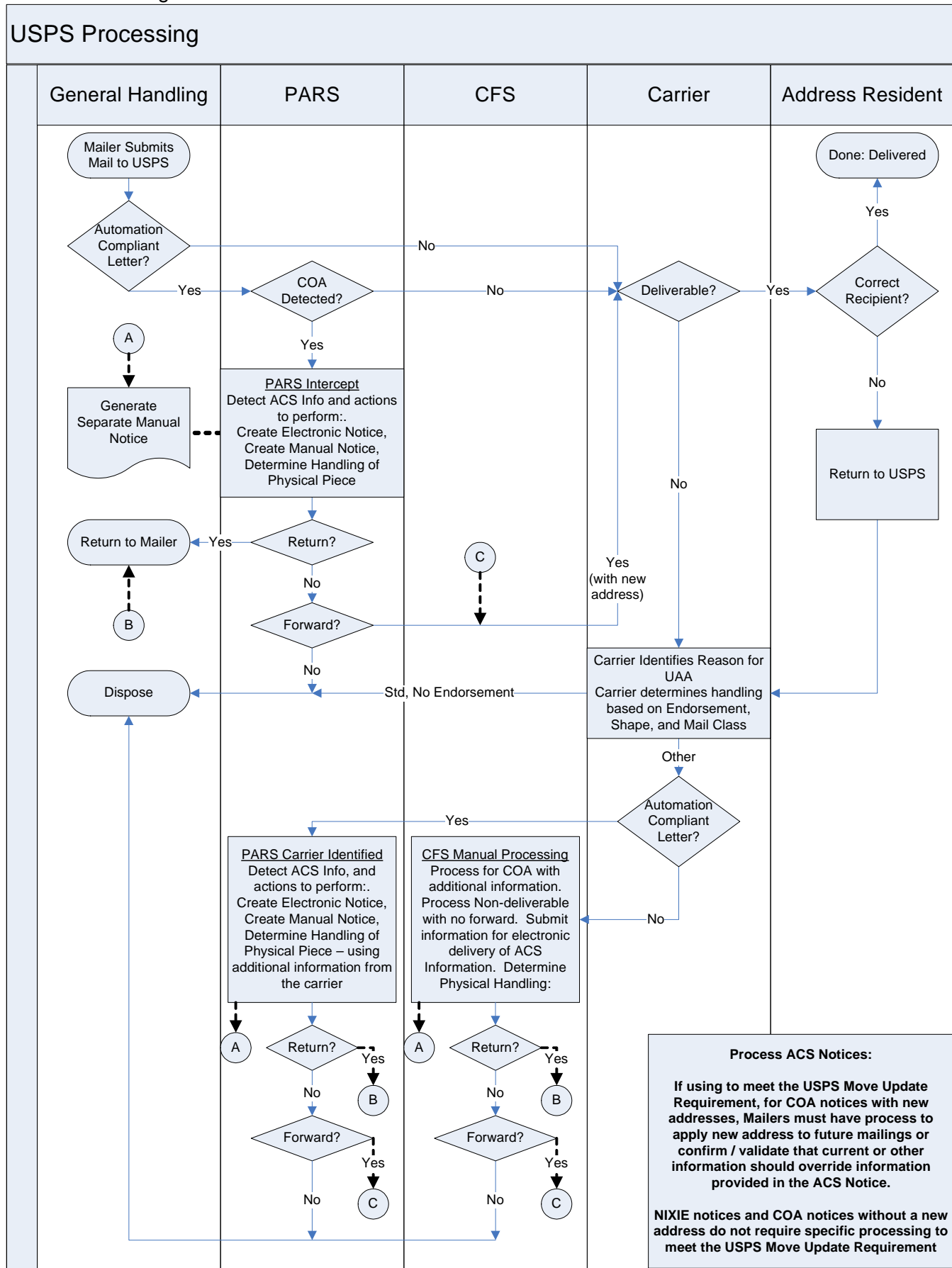


First Use: The activation process is for Traditional ACS only. It is strongly recommended that mailers supply samples for OneCode ACS and Full-Service ACS to their local MDA for review prior to production.

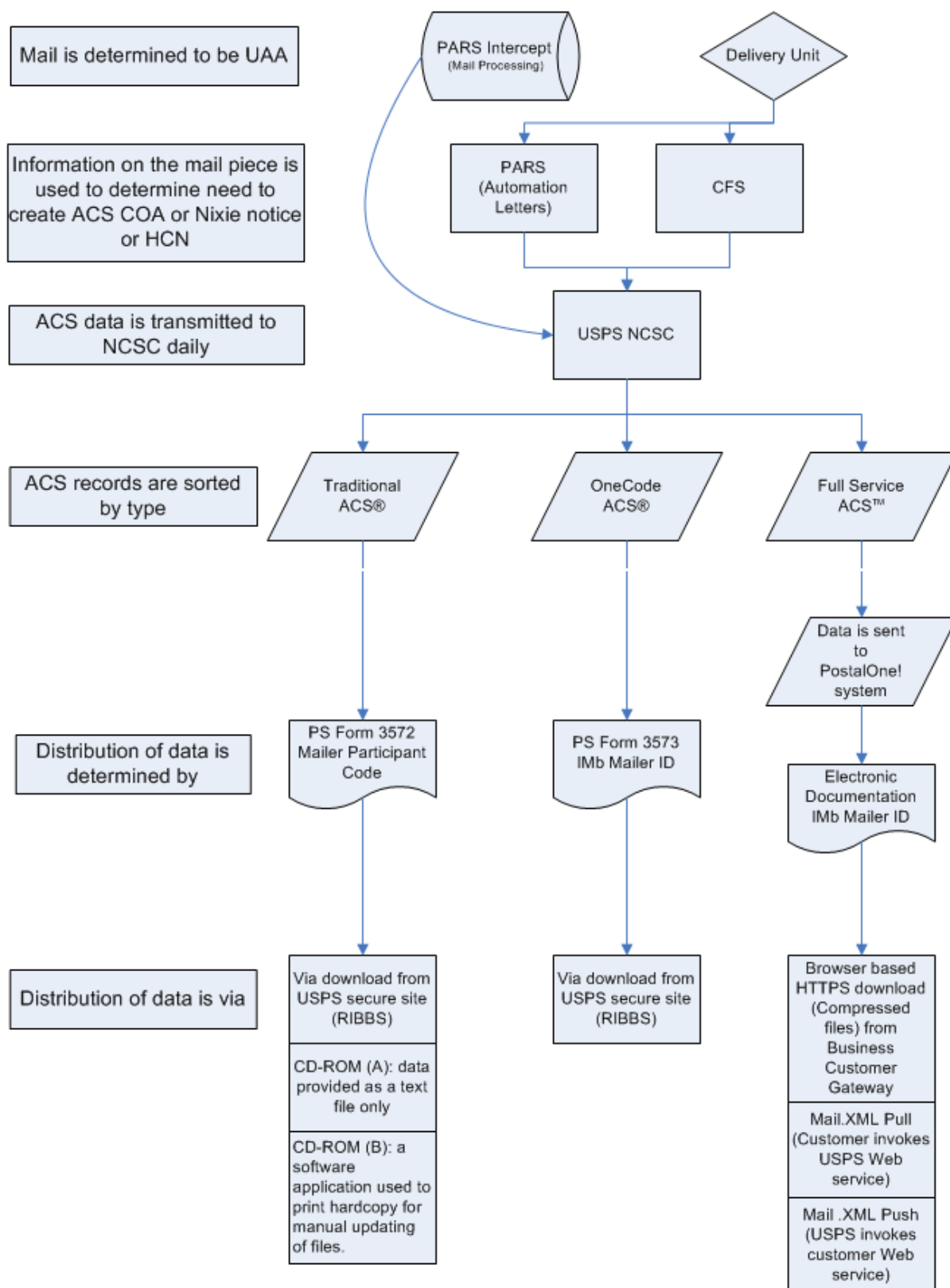
### ACS First Time Usage – Activation Process (current)



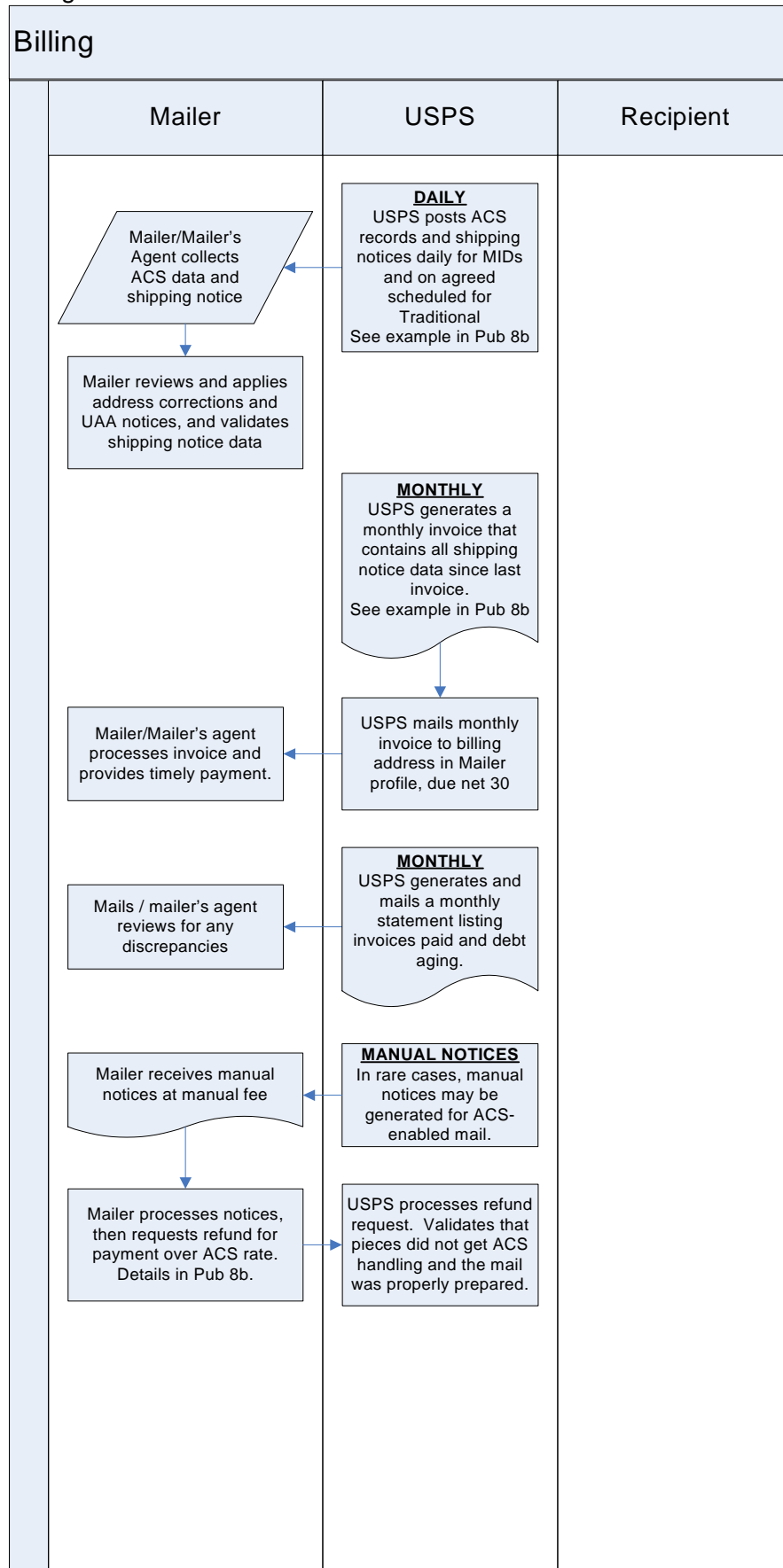
# USPS Processing of Mail:



## Data Distribution to the Mailers



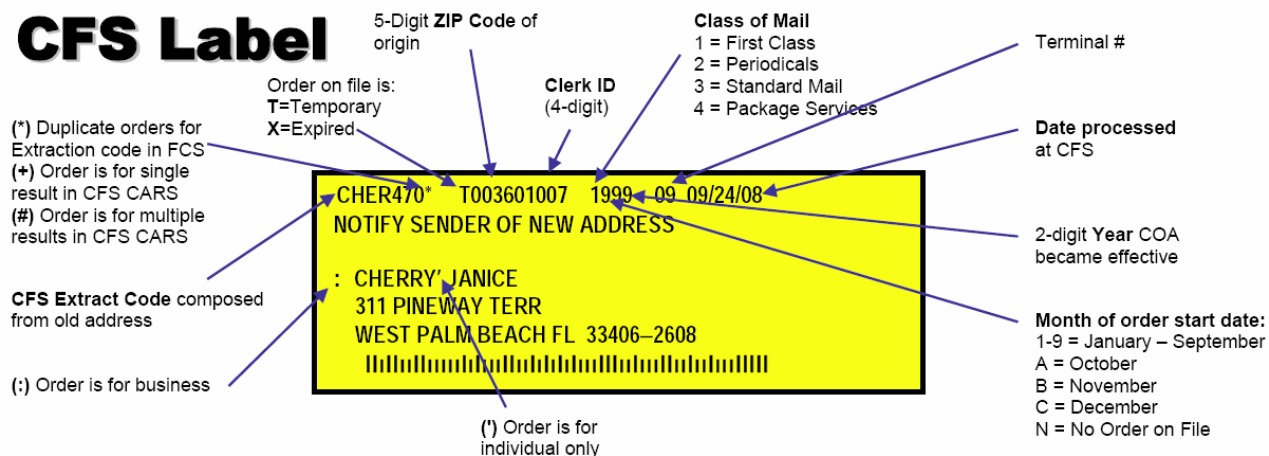
# Billing:



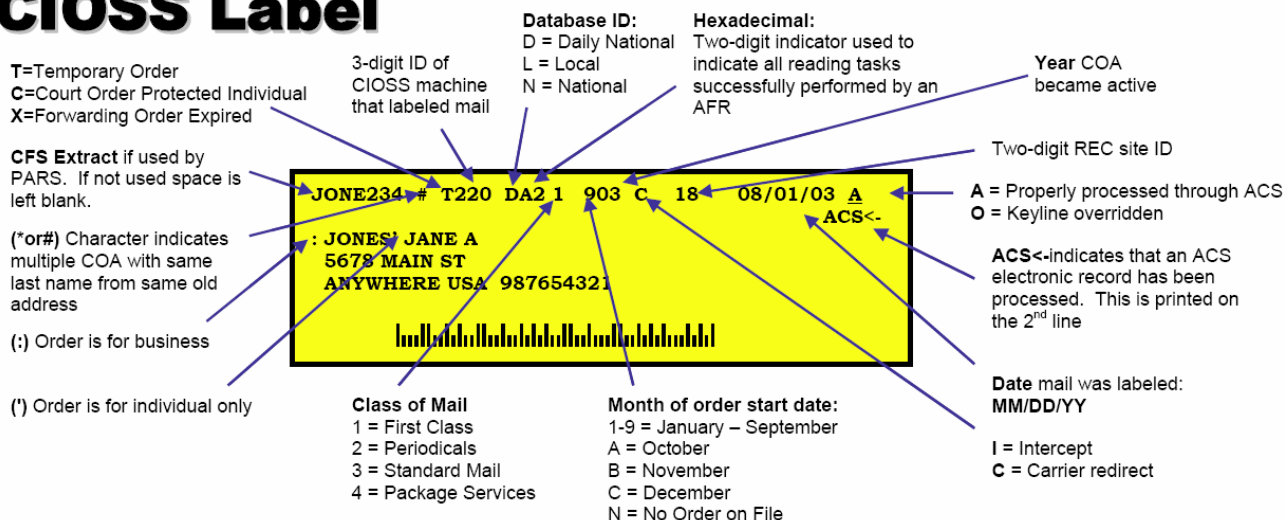
## CFS and CIOSS Label Information



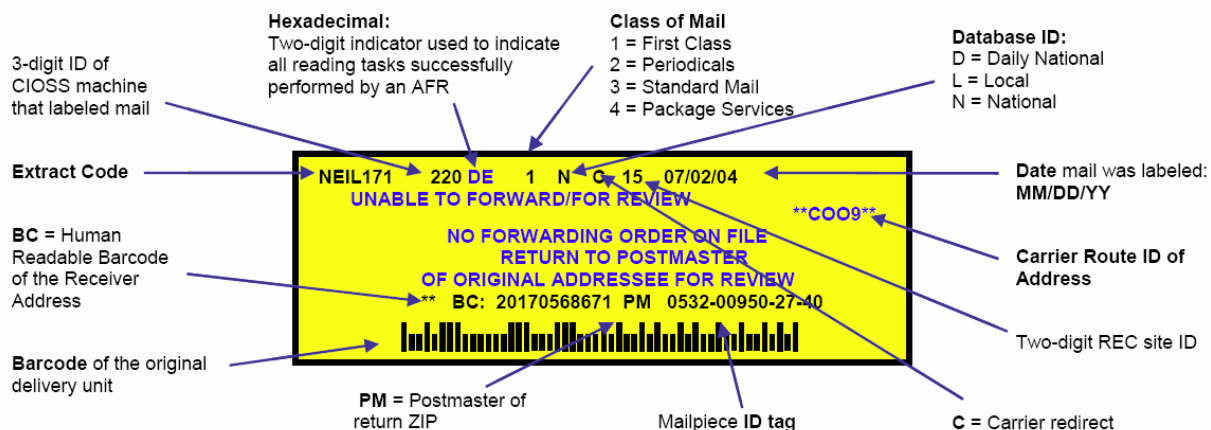
### CFS Label



### CIOSS Label



### CIOSS No Record Label



## 26. ACS File Formats Mapped

### General

This document is meant to serve as a guide to matching the data between Traditional ACS™, OneCode ACS® and Full-Service ACS™. Detailed record layouts and file explanations should be referred to.

Record formats are found on <http://RIBBS.USPS.gov>

- Traditional ACS: Publication 8A,
- OneCode ACS: Publication 8B. Record format
- Full-Service ACS: IMB Full-Service User Access Report Guide.

Sample data files of each of these data layouts can be found:

Traditional ACS: [http://RIBBS.USPS.gov/acs/documents/tech\\_guides/](http://RIBBS.USPS.gov/acs/documents/tech_guides/)

OneCode ACS [http://RIBBS.USPS.gov/acs/documents/tech\\_guides/](http://RIBBS.USPS.gov/acs/documents/tech_guides/)

Full-Service ACS -

[http://RIBBS.USPS.gov/intelligentmail\\_guides/documents/tech\\_guides/fullservicedata/fullservicedata.htm](http://RIBBS.USPS.gov/intelligentmail_guides/documents/tech_guides/fullservicedata/fullservicedata.htm)

Traditional and OneCode ACS are flat file formats.

Full-Service ACS has Excel, csv, and XML formats with variable length data fields.

Full-Service ACS will be identified by the sequence of the data element and the maximum character length.

### ACS Header Record

#### Traditional ACS

Consists of 427 characters of pertinent address information nixie records.

#### OneCode ACS

Record consists of 561 characters of the same address information as traditional nixie plus additional fields.

#### Full-Service ACS

Does not have a header record.

#### ACS Header Record File Chart

TRADITIONAL			ONECODE			
Position	Length	Field ID	Position	Length	FIELD NAME	DATA TYPE
1	1	Hdr-Indication	1	1	RECORD TYPE (VALUE = H to denote Header record)	ALPHA
2	6	Hdr-Customer-ID	2	6	CUSTOMER IDENTIFICATION	NUM
8	8	Hdr-Date	8	8	CREATE DATE	NUM
16	9	Hdr-Total-Cnt	16	9	TOTAL ACS RECORD COUNT	NUM
25	9	Hdr-COA-Cnt	25	9	TOTAL COA COUNT	NUM
34	9	Hdr-Nixie-Cnt	34	9	TOTAL NIXIE COUNT	NUM
43	8	Hdr-Ship-No	43	8	SHIPMENT NUMBER	NUM
51	1	Hdr-Class	51	1	CLASS	NUM
52	1	Hdr-Media-Type	52	1	MEDIA TYPE	ALPHA
53	375	Filler	53	507	FILLER	SPACES
			560	2	CARRIAGE RETURN LINE FEED	CRLF

# ACS Fulfillment File Nixie Record Format

## Traditional ACS Nixie Report

Consists of 427 characters of pertinent address information nixie records

## OneCode ACS Nixie Report

Record consists of 561 characters of the same address information as traditional nixie plus additional fields.

## Full-Service ACS Nixie Report

Full-Service ACS is an Excel, csv, or XML format with variable length data fields that are identified by the sequence of the data elements and the maximum character length.

## ACS Nixie File Format Chart

TRADITIONAL ACS			ONECODE ACS				FULL-SERVICE ACS		
Position	Length	Field ID	Position	Length	FIELD NAME	DATA TYPE	Column Location	Maximum Length	Element
1	1	Record Type ID	1	1	RECORD TYPE	NUM			
2	8	Sequence Number	2	8	SEQUENCE NUMBER	NUM			
10	7	Participant Code	10	6	SIX DIGIT MAILER ID	NUM	1	6	OriginalMailerID6
			16	1	FILLER	SPACE			
17	16	Keyline	17	9	MAILPIECE IDENTIFIER	ALPHA/NUM	15	50	KeylineFromEDoc
33	7	Filler	26	14	FILLER	SPACES			
40	1	Deliverability Code	40	1	DELIVERABILITY CODE	ALPHA	14	1	ReasonCode
41	3	USPS Site ID	41	3	POSTAL SERVICE SITE ID	NUM			
44	166	Filler	44	166	FILLER	SPACES			
210	5	Old ZIP Code	210	5	FIVE DIGIT ZIP CODE OLD	NUM			
215	212	Filler	215	198	FILLER	SPACES			
			413	1	FEE NOTIFICATION	ALPHA/NUM			
			414	1	FILLER	SPACES			
			415	4	POSTAGE DUE	NUM			
			419	8	FILLER	SPACES			
427	1	Class/Notification Type	427	1	NOTIFICATION TYPE	NUMERIC	16	1	ClassNotificationType
			428	31	INTELLIGENT MAIL BARCODE	NUM	7	34	OriginalIMB
			459	1	FILLER	FILLER			
			460	9	NINE DIGIT MAILER ID	NUM	2	9	OriginalMailerID9
			469	91	FILLER	SPACES			
			560	2	CARRIAGE RETURN LINE FEED	CRLF			
							3	4	UserLicenseCode
							4	8	MaidatJobID
							5	25	CustomerGroupID
							6	6	MailingGroupID
							8	8	RecordCreationDate
							9	1	ActionCode
							10	100	ParsedAddressOnPiece
							11	100	OnPieceCityStateZip
							12	100	ReturnedToAddress
							13	100	ReturnedToCityStateZip
							17	3	FeeNotification

## ACS Fulfillment File COA Record Format

<b>Traditional ACS COA Report</b>	Consists of 427 characters of pertinent address information nixie records
<b>OneCode ACS COA Report</b>	Record consists of 561 characters of the same address information as traditional nixie plus additional fields.
<b>Full-Service ACS COA Report</b>	Full-Service ACS is an Excel, csv, or XML format with variable length data fields that are identified by the sequence of the data elements and the maximum character length.

### ACS COA File Format Chart

TRADITIONAL ACS			ONECODE ACS				FULL-SERVICE ACS		
Position	Length	Field ID	Positio n	Length	FIELD NAME	DATA TYPE	Column location	Column Type and size	Report Column Name
1	1	Record Type ID	1	1	RECORD TYPE	NUM			
2	8	Sequence Number	2	8	SEQUENCE NUMBER	NUM			
10	7	Participant Code	10	6	SIX DIGIT MAILER ID	NUM	5	6	OriginalMailerID6
			16	1	FILLER	SPACE			
17	16	Keyline	17	9	MAILPIECE IDENTIFIER	ALPHA/NUM	16	50	KeylineFromEDoc
			26	7	FILLER	SPACES			
33	6	Move Effective Date	33	6	MOVE EFFECTIVE DATE	NUM	9	mm/dd/yyyy 00:00:00	MoveEffectiveDate
39	1	Move Type	39	1	MOVE TYPE	ALPHA	10	1	MoveType
40	1	Deliverability Code	40	1	DELIVERABILITY CODE	ALPHA	11	1	DeliverabilityCodeType
41	3	USPS Site ID	41	3	POSTAL SERVICE SITE ID	NUM			
44	20	Surname	44	20	SURNAME/LAST NAME	ALPHA/NUM	12	50	LastName
64	15	First Name, Middle Initial, etc.	64	15	FIRST NAME-MIDDLE NAME- INITIALS	ALPHA/NUM	13	15	FirstNameMiddleName
79	6	Prefix	79	6	PREFIX	ALPHA/NUM	14	15	prefix
85	6	Suffix	85	6	SUFFIX	ALPHA/NUM	15	15	suffix
91	1	Old Address Type	91	1	ADDRESS TYPE OLD	ALPHA/NUM	17	1	OldAddressType
92	28	Old Urbanization Name	92	28	UBANIZATION NAME OLD	ALPHA/NUM	18	100	OldUrbanizationName
120	10	Primary Number	120	10	PRIMAY NUMBER OLD	ALPHA/NUM	19	10	OldPrimaryNumber
130	2	Pre-Directional	130	2	PRE-DIRECTIONAL OLD	ALPHA/NUM	20	2	OldPreDirectional
132	28	Street Name	132	28	STREET NAME OLD	ALPHA/NUM	21	28	OldStreetName
160	4	Street Suffix	160	4	STREET SUFFIX OLD	ALPHA/NUM	22	4	OldStreetSuffix
164	2	Post-Directional	164	2	POST-DIRECTIONAL OLD	ALPHA/NUM	23	2	OldPostDirectional
166	4	Unit Designator	166	4	UNIT DESIGNATOR OLD	ALPHA/NUM	24	4	OldUnitDesignator
170	10	Secondary Number	170	10	SECONDARY NUMBER OLD	ALPHA/NUM	25	10	OldSecondaryNumber
180	28	City	180	28	CITY OLD	ALPHA	26	28	OldCity
208	2	State	208	2	STATE OLD	ALPHA	27	2	OldState
210	5	5-Digit ZIP Code	210	5	FIVE DIGIT ZIP CODE OLD	NUM	28	5	OldZipCode
215	1	New Address Type	215	1	ADDRESS TYPE NEW	ALPHA	30	1	NewAddressType
216	28	New Urbanization Name	216	28	UBANIZATION NAME NEW	ALPHA/NUM	31	100	NewUrbanizationName
244	10	Primary Number	244	10	PRIMAY NUMBER NEW	ALPHA/NUM	32	10	NewPrimaryNumber
254	2	Pre-Directional	254	2	PRE-DIRECTIONAL NEW	ALPHA/NUM	33	2	NewPreDirectional
256	28	Street Name	256	28	STREET NAME NEW	ALPHA/NUM	34	28	NewStreetName
284	4	Street Suffix	284	4	STREET SUFFIX NEW	ALPHA/NUM	35	4	NewStreetSuffix



TRADITIONAL ACS			ONECODE ACS				FULL-SERVICE ACS		
Position	Length	Field ID	Position	Length	FIELD NAME	DATA TYPE	Column location	Column Type and size	Report Column Name
288	2	Post-Directional	288	2	POST-DIRECTIONAL NEW	ALPHA/NUM	36	2	NewPostDirectional
290	4	Unit Designator	290	4	UNIT DESIGNATOR NEW	ALPHA/NUM	37	4	NewUnitDesignator
294	10	Secondary Number	294	10	SECONDARY NUMBER NEW	ALPHA/NUM	38	10	NewSecondaryNumber
304	28	City		28	CITY NEW	ALPHA	39	28	NewCity
332	2	State	332	2	STATE NEW	ALPHA	40	2	NewState
334	5	5-Digit ZIP Code	334	5	FIVE DIGIT ZIP CODE NEW	NUM	41	5	NewZipCode
339	1	Hyphen	339	1	HYPHEN	HYPHEN			
340	4	ZIP+4 Add-On Code	340	4	PLUS 4 CODE NEW	NUM	42	4	NewZipCodePlus4
344	3	DPBC Info	344	3	DPBC NEW	NUM			
347	66	Label Format New Address	347	66	LABEL FORMAT NEW ADDRESS	ALPHA/NUM			
413	2	Filler	413	1	FEE NOTIFICATION	ALPHA/NUM	45	3	FeeNotification
			414	1	FILLER	SPACES			
415	4	Postage Due	415	4	POSTAGE DUE	NUM			
419	8	PMB Info	419	8	PMB	ALPHA/NUM	43	37	PrivateMailBox
427	1	Class/Notification Type	427	1	NOTIFICATION TYPE	ALPHA	44	1	ClassNotificationType
			428	31	INTELLIGENT MAIL BARCODE	NUM	7	34	OriginalIMB
			459	1	FILLER	FILLER			
			460	9	NINE DIGIT MAILER ID	NUM	6	9	OriginalMailerID9
			469	91	FILLER	SPACES			
			560	2	CARRIAGE RETURN LINE FEED	CRLF			
							1	4	UserLicenseCode
							2	8	MaildatJobID
							3	25	CustomerGroupID
							4	Number	MailingGroupID
							8	mm/dd/yyyy 00:00:00	RecordCreationDate
							29	4	OldZipCodePlus4
							46	50	BusinessName

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