Best Practices for ACS™

MTAC Work Group 177

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This document is designed to enhance mailer's understanding of the US Postal Service's ACS™ product.

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The primary purpose of this document is to disseminate information to anyone interested or responsible for address management of their organization's mailing list. 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).

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 ACS™ product. It does NOT contain all the technical information that is available in the ACS Technical Guides and documentation. Rather, it is intended to aid mailers in their decision-making for the use of the service and the application of the data.

1. Business Issues for Consideration

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 Service 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 a lower cost, 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 four versions:

1. OneCode ACS® uses the Intelligent Mail® barcode (IMb®)

2. Full-Service ACS is OneCode ACS for Full-Service mail

3. IMpb ACS uses the Intelligent Mail package barcode (IMpb)

4. Traditional ACS is the original form of ACS and is still available today.

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

Move Update Compliance

Move Update, the process for obtaining the current address for a mail recipient prior to mailing, is required if mailers want to qualify for discounted postage prices for First-Class Mail and Standard Mail. 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 action to meet this requirement.[1]

First-Class Mail and Standard Mail receiving postage discounts are required to undergo move update processing / validation using a method approved by the USPS within the 95 days prior to the submission of the mailing. Move Update services look at both the name and address in combination to identify a move.

There are four approved and two alternative Move Update methods. Details regarding these methods are available in the Guide to Move Update. High-level descriptions of these Move Update methods are as follows:

1. Ancillary Service Endorsements provide manual notifications from an undeliverable mail piece.
2. ACS provides electronic notifications from an undeliverable mail piece
3. NCOA^{Link} System provides COA information for a mailing list.
4. NCOA^{Link} MPE (Mail Processing Equipment) prints COA information on a mailpiece when processed on a Mail Service Providers Multi-Line Optical Character Reader (MLOCR) machine.
5. Alternative Move Update Methods available for First-Class Mail include:
   - Legal Restraint , the mailer must be pre-approved by the USPS
   - 99 Percent Accurate, requires testing and approval

A mailer wishing to enter mail at a discounted First-Class Mail and Standard Mail rates must certify on the

[1] ACS is available for First-Class Mail with the Exceptional Address format when the mailer wants to receive undeliverable information about the address. More information is available in the Ancillary Service Endorsement section of this document.

postage statement that the names and addresses on each mail piece have been updated within the previous 95 days.

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 may be identified as UAA for some other reason.

ACS does not qualify mail for meeting the Move Update requirement the first time it is used on a mailing, because 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 provided 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 mail with ACS requests at least once every 95 days, and update to the new addresses received from ACS.

ACS is not appropriate for use with rented lists with a one-time use. Some list brokers are not offering NCOA^{Link} on their lists – stating it is the responsibility of the mailer using the list to do the updating.

NCOALink®

NCOA^{Link} enables mailers to process mailing lists against the National Change of Address database to determine if any of those records match to a COA. In order to meet Move Update requirements, the mailer must apply the new addresses to their list prior to mailing. The use of the NCOA^{Link} Product is only available through licenses from the USPS. The NCOA data includes customer-provided COA orders received from individuals, families, and businesses within the past four years. These official records are updated and provided to NCOA^{Link} licensees' weekly or monthly (depending on their license level). There are four different levels of service provided by NCOA^{Link} service providers:

1. Full Service Provider has 4 years of COA data available and receives updates weekly
2. Limited Service Provider has 18 months of COA data that is updated weekly
3. End User has 18 months of COA data that is updated monthly
4. NCOA^{Link} MPE has 18 months of COA data that is updated weekly.

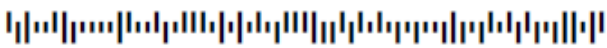
Name and address matching rules are strict when processing a mailing list through NCOA^{Link} so if the name or address on your list does not meet the strict rules defined, or if the COA was submitted after the most recent product update, it will not update the list. The match rate runs from 70 to 80% of the possible moves. The matching logic is controlled by USPS regulations and is designed to prevent mismatches.

The benefit to using NCOA^{Link} prior to the mailing is that the mail pieces 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.

The best practice is to use NCOA^{Link} prior to the mailing and ACS to pick up the additional moves and the reasons for nondelivery other than a move.

The USPS mail acceptance includes a process to test and validate a mailer's compliance with the Move Update requirement using MERLIN® (Mailing Evaluation Readability Lookup Instrument), which utilizes matching routines similar to NCOA^{Link} to test the submitted mail. The Census method of Move Update testing uses data from mail that is processed as UAA. Mailers are scored based on the number of mail pieces found to have been mailed to the old address of an addressee that has a COA that is 95 days or older.

Intelligent Mail® Barcode



Mailers apply the Intelligent Mail barcode (IMb) to their letter and flat mail to qualify for postage discounts and to request ACS electronic address corrections (OneCode ACS® and Full-Service ACS™) and mail tracing services (IMb Tracing™). The mail owner may choose to apply the IMb themselves or they may enlist the help of a Mail Service Provider or vendor to apply it for them. In either situation, it is important to understand the structure of the IMb and the purpose and importance of each of the IMb components.

Documentation, Encoder software and fonts, and technical specifications regarding the IMb is available on-line at: http://postalpro.usps.com/mailing/intelligent-mail-barcode

The IMb structure is fairly consistent when requesting ACS services, but the content of these fields will be different based on the type of ACS and ancillary service that is desired. There are 31 digits available in the IMb and 20 of them are required to create a barcode. Once created, each barcode will have 65 bars, regardless of the number of digits used to create it. The following illustrations are available to show you the structure of the IMb for letters and flats:

Barcode layout with a 6-Digit Mailer ID and 9-Digit Serial Number

1 2	3 4 5	6 7 8 9 10 11 12 13 14 15 16 17 18 19 20	21 22 23 24 25 26 27 28 29 30 31
Barcode ID [2N]	Service Type Identifier [3N]	Mailer ID [6N] / Serial Number [9N]	Routing Code (ZIP) [none,5,9, or 11N]

Barcode layout with a 9-Digit Mailer ID and 6-Digit Serial Number

1 2	3 4 5	6 7 8 9 10 11 12 13 14 15	16 17 18 19 20	21 22 23 24 25 26 27 28 29 30 31
Barcode ID [2N]	Service Type Identifier [3N]	Mailer ID [9N]	Serial Number [6N]	Routing Code (ZIP) [none,5,9, or 11N]

The **Barcode Identifier** (BI) is used to identify the source of the barcode (who printed it, the USPS or the mailer?) and is also used to identify the presort level for flats.

The "Tracking" portion of the IMb consists of the Service Type ID, Mailer ID, and the Serial Number. The tracking information MUST be populated to create an IMb.

The **Service Type ID** (STID) portion of the Intelligent Mail Barcode indicates which services are requested. It is very important to use the correct STID in the IMb when requesting ACS. The STID represents the following:

- Class of mail
- IM service option — Full-Service or Basic Option (also referred to as "nonautomation")
- The type of address correction desired: No corrections, manual corrections, OneCode ACS, Full-Service ACS, Traditional ACS
- Ancillary Service Endorsement and option: Address Service Requested, Change Service Requested, Return Service Requested, Temp-Return Service Requested
- IMb Tracing services.

Appendix A - Ancillary Services - Service Type IDentifier (STID) Detailed Explanation is designed to assist mailers with understanding what Service Type ID they need to use for the various ACS types, ancillary services and options. The link to this document can be found in Section 15 - Websites and Resource Links in this document.

The **Mailer ID** (MID) is assigned by the USPS to identify the mail owner or the mail service provider. New Mailer IDs are assigned through the Business Customer Gateway and are associated to a mailer's Customer Registration ID (CRID) that is unique for the address of the business. Instructions on how to obtain a CRID and a Mailer ID can be found in the CRID and MID Acquisition Fact Sheet at this link: https://ribbs.usps.gov/intelligentmail/documents/tech_guides/CRIDandMIDFactSheet.pdf

The Mailer ID may also be used to identify where the ACS data will be sent, especially for OneCode ACS and the Basic IMb. If you create your own IMb, then the MID will likely belong to your organization and will be associated to your business' CRID. When using a Mail Service Provider to apply the IMb to your mail, be sure to discuss which MID will be included in the barcode on your mail. You want to be sure that the ACS data will be distributed properly.

The **Serial Number** is used to identify the specific mail piece within a mailing. A mailer who needs to identify their customers by customer number or uniquely identify the mailing list used such as a house file or a purchased list, can do so by using the serial number. Full-Service and OneCode ACS mailers may use the

serial number information to identify specific records in their database, a specific mailpiece, or a particular mailing.

The **Routing Code** consists of the ZIP Code information for the address on the mail. A ZIP Code may be 5, 9, or 11-Digits long, but only the 11-Digit ZIP Code that is "Delivery Point Validated" to the address will allow you to claim the higher postage discounts available. The ZIP Code information in the Routing section of the barcode must NEVER be padded with zeros! Padding with zeros will cause the mail piece to be sorted improperly and delayed. If all you have is a 5 or 9 Digit ZIP Code, then use what you have; the IMb will always have 65 bars regardless.

When applying the IMb to your mail, you should be aware that there may be Full-Service and Basic option mail pieces within one mailing. The Full-Service option is available only for the Automation price categories. The Basic option may contain automation, single-piece, and Presort/Machinable categories that are only eligible for nonautomation services.

Mailers may have to assign the Service Type ID after mail sort. For many with mail going to a presort bureau, the mailer may not know that the address on the mail is not good enough for "automation" rates, and would not qualify for the Full-Service Option. Additionally, if a new IMb is applied by the presort bureau, they must be sure to use the proper STID and Mailer ID so that the desired services are provided.

Mailers wanting only the Free ACS available with the Full-Service option must accommodate a different solution for preparing their mail for nonautomation portion of the mailing. The "Free" ACS does not apply to basic or nonautomation mail except when the mailer qualifies under certain Full-Service mailing conditions.

In addition to cost differences between ACS for the Full-Service Option and for the Basic Service OneCode ACS option, the methods and formats of obtaining the ACS notices also differ, they must be prepared to handle the different fulfillment source and data file format provided with those records.. If the mailer does not wish to receive ACS from the Basic pieces, they must be sure to apply the proper No Corrections STID and make sure there is no ancillary service endorsement printed on those pieces. If the mailer wishes to receive ACS notices for the non-qualifying UAA mail, they would have to pay for those records and obtain them through the SingleSource ACS fulfillment method.

Traditional ACS mailers must be sure to use a Traditional ACS Service Type ID in the IMb. Failure to use the proper Traditional ACS STID may result in more costly manual notices or missed ACS notices.

Parcel shippers apply the Intelligent Mail package barcode (IMpb) to their packages to obtain commercial pricing and to request Tracking, Signature Confirmation, Insurance, and multiple combinations of services available for parcels. The IMpb structure includes components that are similar to the IMb for letters and flats; however requests for ACS and ancillary services are not contained in the Service Type Code (STC) in the IMpb. Parcel shippers that want to receive IMpb ACS must register the Mailer ID that is imbedded in the IMpb for ACS before electronic address correction services can be generated.

2. Product Overview – ACS

ACS helps meet the needs of business mailers by providing a cost-effective, efficient means of obtaining customer 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. ACS has many benefits over manual address correction methods and returned mail. With proper utilization of ACS, mailers can:

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

- Manage labor-intensive address change functions by reducing the handling of returned mail for address corrections.
- Select electronic, manual, or no address change information for specific mailings.
- Retrieve address change information electronically via a secure method.

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 approximately 15% of all notifications may be provided manually.

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 and Service Type IDs. A unique Serial Number, embedded in the IM® Barcode, is also required if the mailer participates in Full-Service.

or

- IMpb ACS with the use of the Intelligent Mail package barcode (IMpb) and the appropriate Mailer ID that has been registered with the ACS Department of the National Customer Support Center (NCSC). A unique Serial Number must be embedded in the IMpb and the package barcode must have been tested and certified for eVS and/or Confirm services.

or

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

OneCode ACS and Full-Service ACS data is provided 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 mailers to maintain up-to-date addresses for customers who have moved, and a provides method to meet the Move Update requirement to qualify for discount postage rates. The per-record price is less expensive than return postage costs (for other than First-Class) or USPS Form 3547 manual address correction notices.

With Traditional ACS, mailers may schedule the frequency of their address correction notifications— daily, weekly, biweekly, monthly, or bimonthly.

Depending on a mail piece class and endorsement, mailers may also receive information on addresses that are undeliverable for reasons other than a customer move, also known as 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 of mail on more records than is available through NCOA^{Link} processing. This is because ACS Nixies result from the delivery employee knowledge regarding the addressee and the address. These notifications include reasons like Attempted Not Known, Unable to Forward (Forwarding Order Expired), Deceased, Vacant, and No Mail Receptacle.

ACS and Alternative Addressing

Mailers often use Alternative Addressing on mail when they send their message to an individual, but it's also applicable to anyone at that address if the individual is no longer there. Ancillary services are not allowed on mail with Alternative Addressing; however there is an exception for First-Class Mail. Normally, undeliverable First-Class Mail with this type of addressing will be returned to the sender if it cannot be delivered as addressed (the address does not exist or the person at that address will not or cannot accept delivery of that mail piece). The First-Class mailer may request Change Service Requested Option 1 on mail with an Alternative Address, which will provide them with an electronic ACS notice with the reason it can't be delivered, and the mail piece will be discarded. For more information about ACS with Change Service Requested Option 1, refer to the OneCode ACS Technical Guide.

3. Types of Address Corrections

The types of address corrections depend on the method in which the data is captured and returned to the mailer; however, all address correction options begin with ancillary service endorsements, either printed on the mail, or

requested in the IMb.

Ancillary Service Endorsements

Each mail class has a “default” treatment for UAA mail.

- First-Class Mail that cannot be delivered will be either forwarded or returned to the sender at no additional cost.
- Periodicals are forwarded to the new address for the first 60 days following a customer’s move date. After 60 days and for all non-forwardable mail, the USPS discards the mail and send Form 3579 address correction notice to the address indicated in the ID Statement of the publication.
- Standard Mail and Bound Printed Matter is discarded and recycled with no notice to the mailer.
- Package Services and Parcel Select are forwarded or returned postage due.

Ancillary service endorsements instruct the Postal Service to modify the default treatment of their UAA mail. Endorsements are used to request forwarding, return-to-sender, or disposal of the mail piece and to obtain address correction services. They allow the mailer to meet Move Update requirements when address corrections are requested. Ancillary service endorsements are printed on a mail piece and recognized by the Postal Service when processing UAA mail. A full description of the authorized ancillary services is available in the Domestic Mail Manual (DMM 507.1.5) and also in the ACS Technical Guides.

Ancillary services used in conjunction with ACS provide mailers with additional options that are not available with manual address corrections. First-Class Mail mailers that request ACS can have the Postal Service dispose of UAA mail pieces instead of forwarding or returning it. They can also request Secure Destruction if their mail contains Personally Identifiable Information (PII). A Standard Mail mailer can indicate their desire to have their mail forwarded to the addressee’s new address and have all other UAA mail returned. There’s even a mailer-paid forwarding ACS option for Standard Mail letters and flats that will charge the forwarding postage to the mailer and does not require the non-forwardable mail to be returned at the weighted fee; Standard Mail that cannot be forwarded or delivered will be recycled. The same service is available for Bound Printed Matter flats, which would normally be forwarded Postage Due to the addressee.

It is important to fully understand the effect that the presence of a printed ancillary service endorsement has on the processing of UAA mail and how printed ancillary service endorsements affects the treatment of mail when used with a Service Type ID that does not request ACS.

When a mailer uses an ancillary service endorsement 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 piece 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.

Electronic Service Requested

Electronic Service Requested is a ‘proxy’ endorsement that requires the presence of another ancillary service endorsement value to have meaning. This printed endorsement serves as a notice to Post Office employees that are identifying UAA Mail that the mail piece must be directed to a Postal Automated Redirection System (PARS) or Computerized Forwarding System (CFS) site for UAA processing.

This endorsement can only be used in conjunction with Full-Service and OneCode ACS, IMpb ACS, or Traditional ACS. Electronic Service Requested cannot be used to acquire manual address corrections or for mail for which no address corrections are desired. If Electronic Service Requested is printed on mail that does not request ACS, it will cause unnecessary and costly additional workload for the Postal Service, and you will likely have to pay any postage or fees that are charged as a result of its improper use.

It is important to recognize that if the IMb cannot be read, and Electronic Service Requested is printed, then an address correction notice will not be provided. Using a specific endorsement (Address Service Requested, Change Service Requested) would result in hard copy (manual) notification if the barcode cannot be read.

Mailers should consider printing "Electronic Service Requested" to help minimize the potential for conflicts between the printed ancillary service endorsement and the one actually desired by the mailer for that mail piece. It also helps to reduce manual notices and returned mail and enhances the ability to receive ACS. 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. The ancillary service endorsement desired with ACS Address Service Requested, Change Service Requested, or Return Service Requested) handling instructions and options are identified in different ways, depending on the type of ACS requested:

- OneCode and Full-Service ACS mailers are required to insert an ACS Service Type ID for the desired ancillary service in the IMb. The Service Type ID in the Intelligent Mail barcode will take precedence over the instructions in the mailer account profile, if one exists (see below). If the barcode cannot be read, the mail piece is handled according to the default specified by the class of mail (listed previously in this section).
- IMbp ACS Mailers must determine the ancillary service endorsement and option desired before they mail. The Mailer ID that is used in the Intelligent Mail package barcode will have an "ACS Profile" that identifies their preference.
- Traditional ACS mailers that do not use the IMb on their mail must determine the ancillary service endorsement and option desired before they mail. The USPS-assigned Participant ID will have an "ACS Profile" that identifies their preference.

IMPORTANT NOTE: If Electronic Service Requested is printed on a mail piece, there MUST be a request for ACS and a specific ancillary service represented by the Service Type ID in the IMb (or by a Traditional ACS Participant ID in the address block). If no address corrections or manual address corrections are requested in the IMb, this endorsement will force additional handling of the mail piece and the mailer will be responsible for any fees or charges that result from the error.

The valid ancillary service endorsements that may be used to meet Move Update requirements are provided in the following table:

Table 1: Ancillary Service Endorsements with ACS

Ancillary Service Endorsement	Options Available	Offers COA Notices	Offers Nixie Notices	Offers Forwarding	Offers Returned Mail	Move Update Compliant	Offers Form 3547	Offers ACS Notice
Address Service Requested	Option 1	Yes	No	Yes	Yes	Yes	Yes	Yes
	Option 2	Yes	Yes	Yes	Yes	Yes	No	Yes
	Option 3 [2]	Yes	Yes	Yes	Yes	Yes	No	Yes
Change Service Requested	Option 1	Yes	Yes	No	No	Yes	Yes[3]	Yes

[2] This ACS option is not available for First-Class Mail. This is a "Shipper Paid Forwarding & Return" service currently offered only for Standard Mail Parcels, Parcel Select Lightweight and Package Services & Parcel Select. The shipper will pay forwarding and return postage charges through ACS Invoicing.

[3] This is true for all but First-Class Mail. Mailers must accept ACS when using Change Service Requested endorsement. This is because the USPS will not discard First-Class Mail unless an electronic notice is made available.

Ancillary Service Endorsement	Options Available	Offers COA Notices	Offers Nixie Notices	Offers Forwarding	Offers Returned Mail	Move Update Compliant	Offers Form 3547	Offers ACS Notice
	Option 2	Yes	Yes	Yes	No	Yes	No	Yes
Return Service Requested	Option 1	Yes	Yes	No	Yes	Yes	Yes	Yes
	Option 2	Yes	Yes	No	Yes	Yes	No	Yes
Temp-Return Service Requested (First-Class Mail Only)	Option 1	Yes[3]	Yes	Only if Temp COA	Yes	Yes	No	No
	Option 2	Yes[4]	Yes	Only If Temp COA	Yes	Yes	No	Yes
Forwarding Service Requested	None	No	Yes	Yes	Yes	NO	NO	NO
Electronic Service Requested	N/A	N/A	N/A	N/A	N/A	N/A	NO	YES

For further information on the handling of mail with Ancillary Service Endorsements, refer to the DMM section 507.

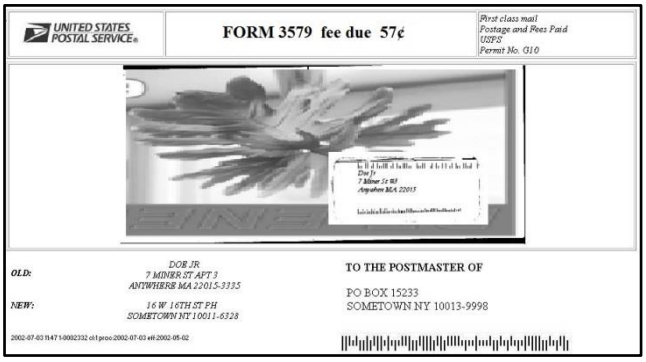
Manual Address Correction

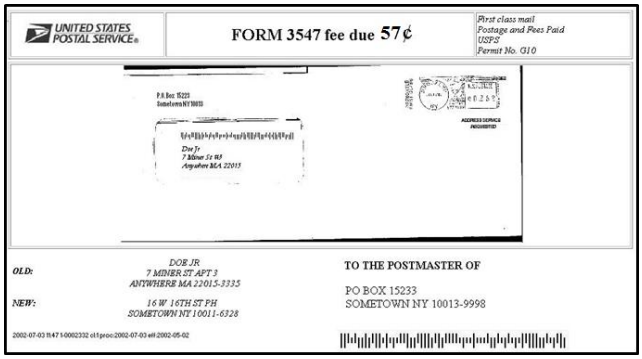
This method of address corrections is not technically part of ACS but may be part of your project. ACS encompasses only those methods that return data electronically.

Manual address corrections are generated solely upon the printing of the Ancillary Service Endorsement on the mail piece. Manual address corrections are hard copy notices – either the mail piece itself is returned with the new address or reason for nondelivery attached ("Return to Sender" label or a "Finger Stamp", or USPS Form 3547 with a photocopy of the mail piece with the COA information.

Figure 1: Manual address correction examples.

[4] This endorsement may be used ONLY on First-Class Mail. COA notices will be provided for Permanent COAs only. If temporary, the mail will be forwarded to the temporary address, and the mailer will not be notified.





OneCode ACS

The use of OneCode ACS allows mailers mailing First-Class, Standard, Bound Printed Matter, or Periodicals flats or letters to receive electronic address corrections through the use of the Basic Option Intelligent Mail Barcode (IMb) on the mail piece.

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 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 mail piece 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 address corrections through the use of the Full-Service Intelligent Mail Barcode on the mail piece.

Full-Service ACS offers similar returned data as OneCode ACS, but in a significantly different format. There are differences in what Service Type ID is used in the barcode and the address correction fees that are charged. The cost for Full-Service ACS is significantly less than other ACS options available; the differences are described in the Full-Service Benefits section of this document. 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 mail piece at the appropriate costs..

Traditional ACS

Mailers that elect to use the original ACS version, now referred to as “Traditional ACS”, are assigned a Participant ID (PID) when they enroll in this service. The PID assigned may only be used on the mail class for which it is assigned. If used on a mail piece of a different mail class, ACS will not be generated. Traditional ACS is available now and will continue to be available for as long as there are mailers that are interested in what it has to offer them. Traditional ACS mailers may decide to use this address correction option for the following reasons:

1. An Intelligent Mail barcode is not required for Traditional ACS; however, mailers may use the IMb to specify the ACS ancillary service and option desired. If a barcode is used, it must have a Traditional ACS STID in the IMb. Traditional is not dependent on the barcode,
2. The mailer-assigned keyline is returned to the mailer in the ACS data. This allows them to use it to easily identify the addressee on their mailing list. They don’t need to know the barcode data, nor do they have to try to match the name in their list to the one in the change-of-address data that is provided in the Traditional ACS record.
3. Those that have been using Traditional ACS prior to January 2014 are able to continue to receive the old Traditional ACS file format (referred to as the optional “Legacy” format). They have been using it for years, and they do not need to change their processes or procedures to update their mailing list with the new Version 2 layout that is also provided with their fulfillment.

4. Some Periodical mailers have been including both the Traditional ACS information and the IMb requesting Full Service or OneCode ACS on their publication address labels. This way, if the IMb cannot be read, they may still get an electronic notice via Traditional ACS instead of a hardcopy PS Form 3579, although they will be charged for the Traditional ACS notice.
5. There is a Shipper Paid Forwarding option available to parcel mailers that allow the shipper to pay the forwarding postage when the addressee has moved. This service was originally developed for catalog mailers, because when a customer moved, they would have to pay the forwarding postage cost from their old address to their new address for the annual Holiday Catalogs. The catalog was most often refused and returned to the sender, causing increased costs to the catalog mailer. This service was soon updated to also allow parcel shippers to have the same options.

Traditional ACS requires that 50 sample pieces are submitted to the ACS Department prior to activation and the ability to mail. The Traditional ACS Technical Guide can be found at:
https://ribbs.usps.gov/acs/documents/tech_guides/TraditionalACSTechnicalGuide.pdf

IMpb ACS

IMpb is the newest version of ACS. It utilizes the Intelligent Mail package barcode (IMpb) that is applied to parcels. It is available for all mail classes. IMpb ACS also meets Move Update requirements for First-Class Mail and Standard Mail packages. There are Shipper Paid Forwarding and Return options available that allow the shipper to pay the forwarding postage when their customer moves, and return postage costs when the parcel is undeliverable and cannot be forwarded.

4. Printing Requirements

Return Address

A domestic return address is required on the front of the mailpiece when ACS and ancillary services are requested. This is also true when ancillary services are requested in the barcode, but a printed endorsement is NOT required (see First-Class Mail letter requirements under Ancillary Service Endorsements below).

Ancillary Service Endorsements

When requesting ACS using the IMb, a printed endorsement is not required for First-Class Mail *letters*.

A printed endorsement is required on all First-Class Mail *flats*, all Standard Mail letters and flats, all Bound Printed Matter flats, all parcels when ACS ancillary services are requested, and on all mail requesting Traditional ACS regardless of mail class or shape.

It's important to remember that there are specific rules to follow when printing the ancillary service endorsement on your mail:

Positions allowed (regardless of the shape – letter, flat, or parcel):

1. Below the return address
2. Above the address block
3. Below the postage (indicia)
4. To the left of the postage (indicia).

Printing Requirements:

1. Font size must be no less than 8 points
2. Abbreviations are not allowed
3. The print direction must be the same as the recipients address information.
4. Must not be in reverse-print (white letters on a dark background).
5. There must be ¼ inch spacing surrounding the endorsement.
6. When printing on the insert for a window envelope, you must do a Tap Test on all sides to be sure the endorsement is always visible and maintains the required ¼ inch spacing.

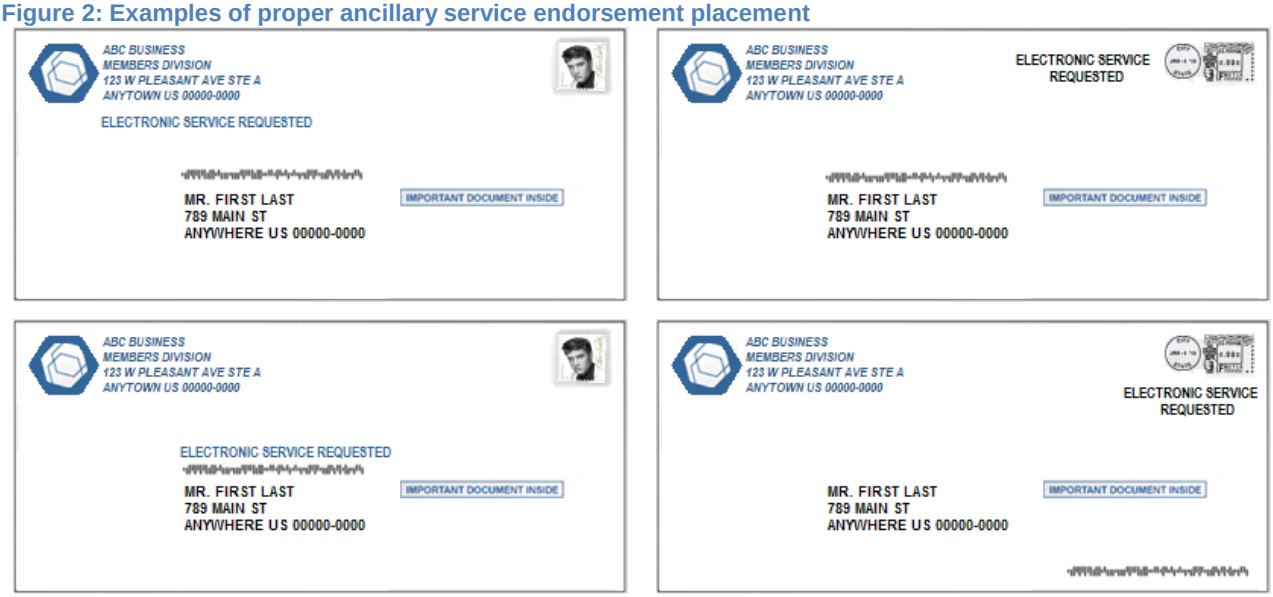
Other Printing Requirements:

- A domestic return address must be printed in the upper left corner of the address side of the mail piece or the upper left corner of the addressing area.

There are also some recommendations and best practices that will improve the ability of USPS equipment to 'see' the endorsement:

1. Print in ALL CAPS if possible.
2. Use a Sans Serif font type (Serif font vs Sans Serif font) with proper kerning to help prevent the letters and words from running together.
3. When printing below the return address or above the address block, left-justify the endorsement with the address.
4. When using a postage meter or mail sorting equipment to print the endorsement, be sure there is a sufficient ink supply. Red ink is allowed, but be sure it is dark enough to meet the contrast requirements so every word is clearly printed.

Figure 2: Examples of proper ancillary service endorsement placement



Mailers must determine if they should print the literal endorsement that matches the STID, or "Electronic Service Requested". The decision should be based on the following:

- Do you need to order your envelopes with the endorsement already printed?
- Will you always use an ACS STID in the IMb on ALL of your mail?
- Will you always request the same ancillary services on ALL of your mail?
- Are you concerned that you may miss address corrections if the IMb cannot be read?
- Do you have the ability to print the endorsement when creating your mailpiece? For example on the insert for a window envelope, or with a Meter or MLOCR.

If a printed endorsement is required (or desired), it must match the endorsement represented by the STID in the IMb so that there is no conflict. If a conflict exists, the printed endorsement will overrule the request in the barcode STID. To avoid a conflict, the proxy endorsement "Electronic Service Requested" is recommended, however it must be removed from print if no ancillary service is desired. Printing the generic "Electronic Service Requested" is encouraged where a printed on-piece endorsement is required. 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 in the IMb.

It is important to recognize that if the IMb cannot be read, and there is no printed ancillary endorsement, or if Electronic Service Requested is printed, then an address correction notice will not be provided. Using a specific endorsement (Address Service Requested, Change Service Requested) would result in hard copy (manual) notification if the barcode cannot be read.

Mailers that print the endorsement on the insert to show through a window on an envelope must enlarge the address block/window area so that the endorsement could be printed above the address or below the return

address (with the required 1/4" clear space around it). This enables the mailer to control which pieces will participate in ACS. The mailer may choose to request ACS for only specific mailing lists, pieces with specific inserts and messaging, only their known customers, etc. Mailers should perform a top tap test for any size mail pieces with the address block in a window. All elements must be clearly visible when the insert shifts in any direction. If the barcode or any ACS information shifts out of the window, the requested service will not be provided.

It's possible to print the text endorsement on only selected pieces during a separate print run, applying it during an MLOCR run, or applying it with a postage meter. The 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, as long as the endorsement is clear and legible. (Ref. DMM 202.4.4)

Figure 2: A printed Ancillary Service Endorsement is not required on First-Class Mail when either OneCode ACS or Full-Service ACS is requested in the IMb.

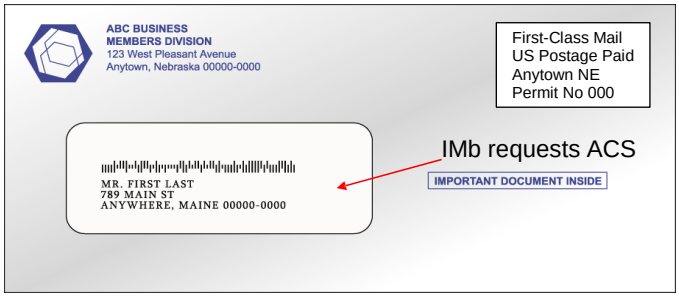
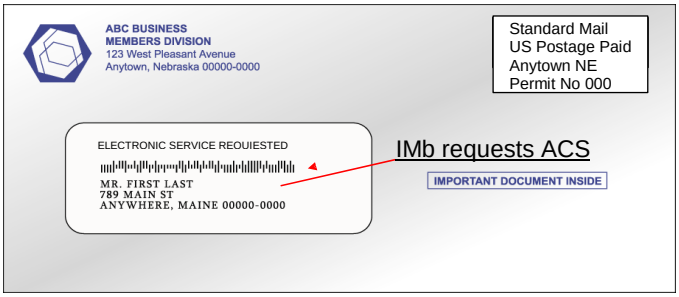


Figure 3: A printed Ancillary Service Endorsement is required on Standard Mail when requesting ACS.



Periodical mail does not require a printed endorsement, unless the publisher wants the piece to be returned after the 60 day forwarding period has expired, or if it's undeliverable. This is not a common request for most magazines and newspapers. If the publisher wants the entire piece returned if UAA, then the Address Service Requested endorsement and a domestic return address must be printed on the same side of the piece as the address label. ACS is limited for publications that are returned, and you will be required to pay return postage at the Post Office of the return address. Before deciding to use this endorsement, you should talk to the ACS Help Desk to learn more about this endorsement option and to get a list of the Service Type IDs for your IMb.

Traditional ACS Printing Requirements

The USPS-assigned Participant ID must be printed in ALL CAPITAL letters and must be preceded by the "#" pound sign or hashtag. It must be printed in the address block, above the name and address, of every mail piece that requests Traditional ACS. The PID is a 7 alpha-character identifier that always begins with the letter "B". The second letter of the PID identifies the mail class as follows:

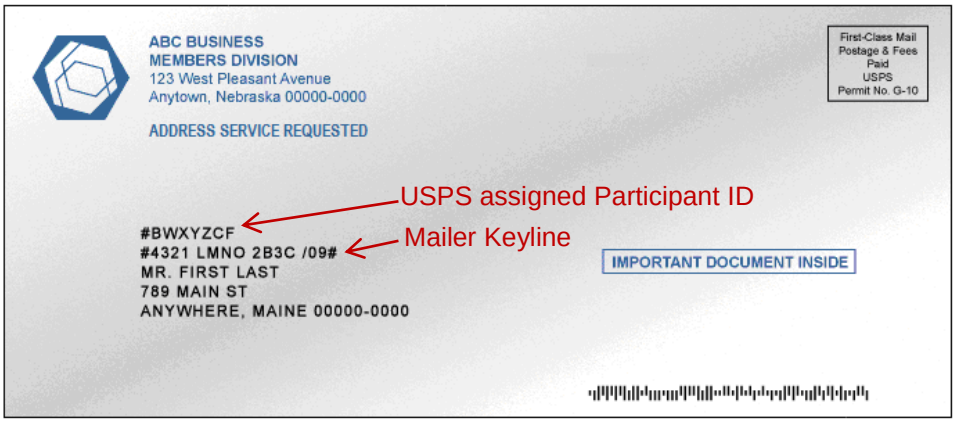
- #BW is for First-Class Mail only
- #BX is for Periodicals only
- #BY is for Standard Mail only
- #BZ is for Bound Printed Matter, Package Services, and Parcel Select only.

First-Class Mail and Standard Mail must have a printed endorsement on the piece as well. If the Traditional ACS mailer wishes to use a mailer-assigned keyline, or if they want to receive Nixie notices, a keyline is also required. The keyline is a unique alpha and/or numeric string of up to 16 characters that must follow very specific formatting. It is provided back to the mailer in the Traditional ACS data and helps them identify the addressee or the mail piece so that it can be used to match to the mailing list and/or mailing.

Traditional ACS mailers are charged the appropriate Electronic address correction fees, even when the mailer applies a Full-Service Traditional ACS IMb to their mail. As a result, there are very few mailers that are signing up for Traditional ACS for the first time. Most newly-assigned Participant IDs are created for existing customers, and some have been using Traditional ACS since it began in the 1980's!

For your information, here is an image of a mail piece that is prepared to generate Traditional ACS.

Figure 4: Traditional ACS mail piece example



Details about the Traditional ACS requirements, including the printing details and Mail Piece Sample requirements needed prior to approval, will not be repeated here; they are available in the Traditional ACS Technical Guide at this link:
https://ribbs.usps.gov/acs/documents/tech_guides/TraditionalACSTechnicalGuide.pdf

5. Address Correction Costs

It is important to note that when referring to the costs for ACS, the address correction fees are charged for the address correction data only. Any additional services and their costs, such as return-to-sender postage and fees for Standard Mail and Bound Printed Matter, will still be charged.

The fees and postage charges that are associated with ACS and address corrections are as follows:

Manual address correction fees are charged at the Post Office of the return address for the following:

- PS Forms 3547 generated from mail endorsed “Address Service Requested” or “Change Service Requested” when ACS is not requested or generated.
- PS Form 3579 generated from Periodicals when ACS is not requested or generated.

Electronic address correction fees are charged on the monthly ACS invoice for the following:

- OneCode ACS COA and Nixie notices generated from UAA flats
- OneCode ACS COA and Nixie notices generated from UAA letters that could not be processed on letter automation
- Full-Service ACS COA and Nixie notices generated from flats and non-automatable letters that did not qualify for full-service discounts, and were provided via SingleSource ACS (not associated to eDoc or ZIP in IMb was not an 11-Digit DPV routing code).
- Traditional ACS COA and Nixie notices
- IMpb ACS COA and Nixie notices

NOTE: Manual COA and Nixie notices provided on mail that was properly prepared to generate ACS, but a PS Form 3547 or 3579 was generated instead, are entitled to pay the Electronic address correction fees. A refund for the difference in fees charged must be requested at your local Post Office.

Automated address correction fees are charged on the monthly ACS invoice for the following:

- The first two COA notices provided via OneCode ACS will be charged the lower automated fee. If three or more notices are provided for the same COA, the higher automated fee is charged.
- OneCode ACS Nixie notices generated from UAA letters processed on letter automation are charged the lower automated fee.
- Full-Service ACS COA and Nixie notices generated from letters that did not qualify for full-service, and were provided via SingleSource ACS are charged the fees as described above.

Forwarding Postage is charged for the following:

- "Address Service Requested" (or "Forwarding Service Requested") Bound Printed Matter is charged to the addressee at their new address at the Commercial BPM Nonpresort Zone price.
- Parcel Select/Package Services parcels are charged to the addressee at their new address at the comparable Nonpresort Zone price for the specific mail class. *The Parcel Select Additional Service Fee is added to the forwarding postage when appropriate*.

The **Forwarded Fee** is charged on the monthly ACS invoice for the following:

- Standard Mail letters or flats that were forwarded when Change Service Requested Option 2 was requested in the IMb and OneCode ACS, Full-Service ACS, or Traditional ACS was generated.
- Bound Printed Matter flats that were forwarded when Change Service Requested Option 2 was requested in the IMb and OneCode ACS, Full-Service ACS, or Traditional ACS was generated.

Note: the Forwarded Fee is only charged for mail that generates an ACS notice and received forwarding service when using this ACS endorsement option. An ACS COA or "Temporarily Away" notice will also be provided and the appropriate Automated or Electronic address correction fee will be charged on the monthly ACS invoice.

Return Postage is charged for the following:

- "Return Service Requested" endorsed mail is charged as follows:
    - UAA Standard Mail will be returned and the First-Class single-piece or Priority Mail price is charged at the Post Office of the return address.
    - UAA Bound Printed Matter will be returned and charged the Commercial BPM Nonpresort Zone price at the Post Office of the return address.
    - UAA Parcel Select parcels will be returned and charged the Parcel Select Nonpresort Zone price, plus the Additional Service Fee at the Post Office of the return address.
- Address Service Requested endorsed mail is charged as follows:
    - UAA Bound Printed Matter that cannot be forwarded and must be returned is charged the Commercial BPM Nonpresort Zone price at the Post Office of the return address.
    - UAA Parcel Select parcels that cannot be forwarded are charged the Parcel Select Nonpresort Zone price, plus the Additional Service Fee at the Post Office of the return address. If the mailer uses this endorsement with ACS and Shipper Paid services, the lower ACS Additional Service Fee is charged with the forwarding or return postage on their monthly ACS invoice.
    - UAA Periodical mail that cannot be forwarded (COA is over 60 days old) is returned and charged the First-Class single piece or Priority Mail price at the Post Office of the return address.

The **Weighted Fee** is charged at the Post Office of the return address for the following:

- "Address Service Requested" or "Forwarding Service Requested" endorsement on UAA Standard Mail that cannot be forwarded and must be returned.

Note: The weighted fee is applied when Standard Mail and Nonprofit mail is endorsed with an ancillary service that includes a request for forwarding. The weighted fee is equal to the First-Class single-piece or Priority Mail price, plus any non-machinable surcharge and then multiplied by 2.472. (Example: 47¢ + 21¢ = 68¢ x 2.472 = $1.68)

6. Full Service Benefits - ACS

Full-Service ACS benefits are only available for letters and flats with an Intelligent Mail barcode within a Full-Service mailing. Benefits include:

- First-Class Mail
    - Free Full-Service ACS notices provided through the Business Customer Gateway and SingleSource ACS as long as the mailpiece qualified for Full-Service discounts and benefits, and the IMb is represented in the electronic documentation (eDOC) provided with the mailing.
- Standard Mail and Bound Printed Matter
    - Free Full-Service ACS notices provided through the Business Customer Gateway and SingleSource ACS as long as the mailpiece qualified for Full-Service discounts and benefits, and the IMb is represented in the electronic documentation (eDOC) provided with the mailing.
- Periodicals

- Free Full-Service ACS notices provided through the Business Customer Gateway and SingleSource ACS as long as the mailpiece qualified for Full-Service discounts and benefits, and the IMb is represented in the electronic documentation (eDOC) provided with the mailing. Follow-up ACS notices, when requested, are also provided at no charge.

If the mail meets the following Full-Service qualifications, additional ACS benefits will be provided:

- The mailer enters at least 95% of their mail as Full-Service within a calendar month.
- The Basic mailpieces in their mailing(s) have:
- A Unique IMb
- A Full-Service ACS or OneCode ACS STID in the IMb
- The Unique IMb is included in eDoc
- Accurate mail owner identification in eDoc

The following additional ACS benefits are:

- First-Class Mail
  - Free Full-Service and OneCode ACS notices provided through the Business Customer Gateway and SingleSource ACS as long as the mailpiece qualified for Full-Service discounts and benefits, and the IMb is represented in the electronic documentation (eDOC) provided with the mailing.
- Standard Mail and Bound Printed Matter
  - Free Full-Service and OneCode ACS notices provided through the Business Customer Gateway and SingleSource ACS as long as the mailpiece qualified for Full-Service discounts and benefits, and the IMb is represented in the electronic documentation (eDOC) provided with the mailing.
- Periodicals
  - Free Full-Service ACS notices provided through the Business Customer Gateway and SingleSource ACS as long as the mailpiece qualified for Full-Service discounts and benefits, and the IMb is represented in the electronic documentation (eDOC) provided with the mailing. Follow-up ACS notices, when requested, are also provided at no charge. Hardcopy PS Form 3579 address correction notices will be provided at no charge.

7. ACS Data Access and Distribution

The distribution and format of the ACS data depends on the type of ACS requested (Full-Service, OneCode ACS, Traditional ACS, and IMpb ACS) and how the mailer has set up their Mailer ID in the Business Customer Gateway or the ACS account managed through the National Customer Support Center (NCSC).

The following table details the methods in which mailers will receive their ACS data from the USPS:

Data Delivery Method	IMpb ACS & Traditional ACS	OneCode ACS (Basic IMb),	Full-Service ACS (Full Service IMb)
Download from USPS Secure Web service: epf@usps.gov	Yes	Yes	Only with a SingleSource ACS fulfillment account
Mailing Reports download Business Customer Gateway https://gateway.usps.com/	No	Only when specific requirements are met	Yes
Mail.XML Pull (USPS Web Service subscription)	No	Only when specific requirements are met	Yes
Mail.XML Push subscription	No	Only when specific requirements are met	Yes

OneCode ACS, **IMpb ACS**, **Traditional ACS**, and **SingleSource ACS** fulfillment for Full-Service ACS is fulfilled through the Electronic Product Fulfillment (EPF) secure web service.

https://epf.usps.gov/

Each person that needs access to the ACS data must complete and submit the EPF Web Access Request Form to the ACS Department. The form is available at:
https://ribbs.usps.gov/acs/documents/tech_guides/ACSEPFFulfillmentFileAccess.pdf

When setting up the ACS account with the NCSC, you will have an option to select up to 3 login ID's that will have access to the ACS fulfillment files through the EPF secure web service. Each user will use their email address as the login ID and will create their own password to access the ACS fulfillment files.

It is the responsibility of the ACS account owner to notify the ACS Department if any changes need to be made to those with access to the data. To remove an existing user's access, you can notify the ACS Department with an email message. To add someone, the new user must complete the EPF Enrollment Form and send it to the ACS Department. (acs@usps.gov)

Each day, a single password protected and encrypted zipped file is posted to the EPF account that includes all of the ACS COA and Nixie detail records that were transmitted to the NCSC the previous day. The password to open the zipped file will be provided when the ACS account is set up. Along with a fulfillment file, there is also a shipping notice file that provides details of the count and type of ACS notices that were provided in the fulfillment file. The shipping notice will also show the ACS fees and charges that will be included on the next ACS Monthly Invoice.

The detailed COA and Nixie notices are provided in a text file that has fixed-length fields for each of the data points provided in the record. ACS customers may also elect to receive the same COA and Nixie detail records in another optional file format, including a Comma Delimited CSV and/or a spreadsheet-friendly XML format, depending on their needs. All optional formats may be selected if desired.

The fulfillment files are available for 95 days from the original posting date. After that, they will 'roll off' and are no longer available to download. If you have a need to access historical ACS files, you should save them to your local hard drive or server.

The ACS File Format Technical Guide has a detailed description of each of the files types and formats that are provided in the daily zipped file. This document is available at:
https://ribbs.usps.gov/acs/newACSformat/ACSFileFormatTechnicalGuide.pdf

A sample zipped data file is also available at:
https://ribbs.usps.gov/acs/newACSformat/P999999_999999_15116.zip

Full-Service ACS is made available through the ACS COA and Nixie Reports in the Business Customer Gateway.

https://gateway.usps.com/

The user must be a registered USPS Business Customer with access to the Mailing Reports. Access must be approved by the Business Administrator of the account established for your organization (if one has already been set up). The Gateway accounts are set up based on the address of the organization or business. It must be the same address that was used by the Business Administrator when it was first set up, otherwise the account you set up in the Gateway may not be linked to the Mailer IDs or Mailing Reports. Each address is assigned a Customer Registration ID (CRID), so it is important to use the USPS validated address for your location.

The Full-Service ACS COA Report and the Full-Service ACS Nixie Report may be accessed by querying for notices based on a Mailing Group ID or a Job ID which is assigned at the time of the mailing and is included in the electronic documentation (eDoc) for that mailing. You may also search for data using a date range that is no more than seven days at a time.

The reports are available in either Coma Delimited CSV or spreadsheet-friendly XML formats. There is also an option to subscribe to the Full-Service *PostalOne!* Push Data which allows you to schedule regular delivery or notification of ACS that is available. You need to have a Web Service and URL available to be able to subscribe to this service.

ACS COA and Nixie data is available to query for 45 days. If you have a need to access historical ACS records, you should save the ACS COA and Nixie Reports to your local hard drive or server.

Mail Owners and Mail Preparers may allow other parties access to their full-service feedback by setting up a MID profile and creating an Address Book in the Mailer ID system. It allows a mailer to engage a third-party data recipient to manage the ACS data for a specific Mailer ID. To add a new or potential ACS data recipient to the Address Book, you will need to have a Mailer ID that is associated to their business name and address (CRID). When they have been added to your Address Book, you will be able to add a Data Distribution Profile for the MID(s) used on your mail.

There are five types of MID profiles available:

1. No data dissemination is needed. If selected, the ACS data will be made available only to those that have access to the CRID in their gateway account, as long as Mailing Reports were selected as a service.
2. Mailing Preparer: This allows the ACS data to be sent to the Mail Service Provider that does your mailing. They may be identified by the eDoc that they provide with your mailing or, if you use several, different service providers, you should include them in your Address Book so you can select them for the MID that is on the mail they manage for you.
3. Mailer ID Holder: The ACS data will be provided only to the business for the CRID that 'owns' the Mailer ID. This distribution selection will work as long as the mail owner is the same as the one identified for the CRID.
4. Other: This selection allows you to pick an ACS data recipient from your Address Book.

Each MID profile will also allow you to grant authorization to another party to receive other feedback data, including IMb Tracing data, Start the Clock/Container visibility, or Bundle/Tray Visibility from a mailing using those services.

Refer to "A Guide to Full Service" and "User Access to Electronic Mailing Information and Reports Guide" for complete and current information. These documents can be found at the following links:

https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/GuidetoIntelligentMailLettersandFlats.pdf

https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/user_access/ElectronicMailingInfoReportsGuide2.pdf

Special Notes on ACS Data

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.

Because of back-dated COA, it is rare, but 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. 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, be sure to read the footnotes in the Guide noted above 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.

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-Services ACS, but not supported in the current implementation.

Table 2: Special Scenarios in ACS Data fields

Field	Special Notes	Suggestions
Customer Name	Blank on Nixie notices	
	The name on a COA notice may not match the name on the mail piece.	Do not use the name alone to match to your customer record. Once a match is made, mailers should consider and compare to determine if additional research or alternate processes are needed before applying the update.
Old Address	Blank on Nixie Notices provided via EPF. Full-Service ACS Nixie Report details provide a 'reverse-lookup' of the ZIP Code from the IMb. It may not match the address on the mail.	When using a Mail Service Provider to print the IMb, they may be able to apply an 11-Digit ZIP Code that does not match your records. Work with your MSP, they may be able to provide the corrected ZIP so you can update your record with a validated address.
New Address	Blank on Nixies	
Address Type	Provided for both Old and New address when available.	Use these address type indicators to identify alternate formats when updating. Example: "F" is for a foreign new address, which is not parsed; it's provided in a single 60 character field in the COA details. Address Types "P", "R", and "H" indicate PO Box, Rural Route, and Highway Contract Route addresses that are represented in the file with the PO Box number or route number in the Primary Number field and the route type or "PO Box" indicator in the Street Name field. These addresses must be re-formatted when addressing the mail. For Example: 296 PO Box needs to be mailed to PO Box 296 2 RR becomes RR 2 Codes "V" and "X" indicate a Rural Route or Highway Contract Route that also contains "Box" information. In these cases, the box information is provided in the secondary field. You will need to include the word "Box" when you mail. 2 RR 1423 becomes RR 2 Box 1423
PMB (Private Mail Box)	May be included when the new address served through a Commercial Mail Receiving Agency (CMRA)	Make sure it is included when mailing to the CMRA address. For Example: 1234 S Main St 300 432 Becomes: 1234 S Main St STE 300 PMB 432 or: PMB 432 1234 S Main St STE 300

Keyline	Traditional ACS - the keyline information is obtained from the mail piece. Full-Service ACS - the keyline information is obtained from the detail eDoc Keyline field for that mailpiece/IMb.	Traditional ACS mailers may generate and print a keyline to match to their database. The keyline would be required for Nixie notices, since there is no name or address provided in the ACS record. Full-Service mailers may include keyline information that they need to be able to match to a customer record in their mailing list may include that information in the KEYLINE field of the eDoc submitted for that mailing. When present, it will be provided in the Full-Service notice if that mailpiece is determined to be UAA.
Action Code	Available in ACS provided through EPF and in Full-Service ACS Nixie Reports	The Action Code identifies what happened to the mail. For ACS COA Notices via EPF, you may see F – Forward, R- Returned, or W-Waste. Use this information to determine if you need to re-mail to the new address. For Nixie notices via EPF, you may see R- Returned or W-Waste. In Full-Service ACS Nixie Reports you may see R-Returned or W-Waste.
Processing Type	Only available in ACS provided via EPF. Indicates the method of processing that processed the UAA mailpiece and generated the ACS notice.	C = Computerized Forwarding System (CFS) P = Postal Automated Redirection System (PARS), R = Remote Forwarding System; F = Flats PARS; Blank = Unknown.
Capture Type	Only available in ACS provided via EPF. Indicates the method used to identify the reason for UAA	C = Carrier Identified I = Intercepted by PARS (letters only) F = Carrier Identified as Nixie but COA found Blank = unknown or Nixie
Deliverability Code	This code identifies the reason the mail was UAA	Details regarding Deliverability Codes are provided in Table 3

The following table reviews the various ACS Deliverability codes and:

- If code is considered a Change of Address (COA) or Nixie notice
- If the code is related to the Person, Address, or Quality of the physical mailpiece
- USPS Description (mailers can find the latest description in DMM 507)
- Additional Details and comments about the meaning of the code, occurrence of the code, and what actions mailers may want to consider.

Table 3: ACS Deliverability / DNF Codes and descriptions

Value	COA or Nixie	Related to **P**erson, **A**ddress, or mail piece **Q**uality	Action required for Move Update	Description	Additional Details / Suggestions
Space or Blank	C	P	Yes	New address information is present	
G	C	P	No	PO Box was closed, no new address present	Not required to meet Move Update but mail is not deliverable

K	C	P	No	Addressee Moved but left no new address (MLNA)	Not required to meet Move Update but mail is not deliverable
W	C	P	No	Temporary COA. No new address present.	Addressee filed a temporary COA or period for temporarily holding mail is expired.
A	N	P	No	Attempted Not Known Delivery attempted, addressee not known at place of address	
E	N	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 better right to mail	
I	N	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.	Often provided when an address requires Apt or Suite information, but there is none. Identify these before mailing by processing the addresses in CASS.
L	N	Q	No	Illegible Address not readable.	Could be due to an insert shift in a window envelope, or contents inserted incorrectly (backward).
M	N	A	No	No Mail Receptacle Addressee failed to provide a receptacle for receipt of mail	This could be temporary, (damaged mailbox not replaced) or may be used when delivery has not been established for the address.
N	N	A	No	No Such Number Addressed to nonexistent number and correct number not known	This could be due to an incorrect primary or secondary (apt/ste) number.

P	N	P	No	Deceased Used only when known that addressee is deceased and mail is not properly deliverable to Another person. This endorsement must be made personally by delivery employee and under no circumstance may it be rubber-stamped. Mail addressed in care of another is marked to show which person is deceased.	Although available with ACS, you should also expect to receive manual notices when the addressee is deceased.
Q	N	P	No	Not Deliverable as Addressed – Unable to Forward Mail undeliverable at address given; no change-of-address order on file; forwarding order expired.	
R	N	P	No	Refused Addressee refused to accept mail or pay postage charges on it	Addressee must convey this refusal to the delivery employee.
S	N	A	No	No Such Street Addressed to nonexistent street and correct street not known	Identify these before mailing by processing the addresses in CASS.
U	N	P	No	Unclaimed Addressee abandoned or failed to call for mail	May have occurred if addressed to General Delivery, or if the mail piece required a signature or needed to be picked up at the Post Office (too large for their mail box or no secure location for delivery was available).
V	N	A	No	Vacant House, apartment, office, or building not occupied. (Use only if mail addressed "Occupant.")	The USPS DPV product has a Vacant indicator when an address has been vacant for over 90 days. Those identified in ACS may be only a short-term or temporary vacancy.

The Mailing Industry Experience - Best Practices section of this document provides a table with suggested actions to take when receiving these codes in ACS.

It should be noted that there are other, less common reasons that mail cannot be delivered as addressed, but these UAA reasons cannot be provided through electronic ACS notices. Mailers should expect to receive manual notices or returned mail for these UAA reasons:

- No Such Office
- Outside Delivery Limits

- Returned for Better Address
- Mailpiece Contains Nonmailable Contents
- Delivery Suspended to Commercial Mail Receiving Agency
- Undeliverable at CMRA - Missing PMB or # Sign
- Returned to Sender Due to Addressee's Violation of Postal Lottery Law or False Representation Law

8. Looking at the Whole Picture

Steps to follow when planning for the ACS service

Mailers need to review the ancillary service options and their consequences when making a decision to use ACS. If you are already using ancillary service endorsements, you should use the ACS Technical Guides to learn if that ancillary service is available with ACS, and if so, what additional options are available to you.

Review Appendix A: Ancillary Services – Service Type Identifier (STID) Detailed Explanation to determine which ancillary service and STID should be used in your Intelligent Mail barcode. Be sure to include your Mail Service Provider in this decision process. Appendix A includes step-by-step instructions that may help you to choose the best option for your mail. The link to this document can be found in the Websites and Resources section of this document.

ACS Participation Considerations

Mailers can choose to participate in this optional but valuable service. In order to determine if a mailer should utilize the ACS, and which configuration, the mailer must decide:

NOTE: Mailers using 3rd Party Service providers should consult with their vendors when planning for ACS.

- If my mail cannot be delivered as addressed, how do I want the mail piece treated?
- Forwarded when there is a COA on file
- Returned to sender in any case where it cannot be delivered as addressed
- Discarded (recycled) by USPS
- Secure Destruction for undeliverable First-Class Mail that contains Personally Identifiable Information (PII)
- If I want the new address or reason it can't be delivered, how do I want to receive it?
- Receive COA information only
- Receive both COA and Nixie notices
- Receive Full-Service ACS notices only from the ACS Reports provided through the Business Customer Gateway
- Receive all COA and Nixie notices for OneCode ACS, IMpb ACS, and/or Traditional ACS via the EPF secure website
- Receive all Full-Service ACS and OneCode ACS provided together in one fulfillment file through the SingleSource ACS fulfillment method via EPF
- How much do I want to pay for corrections?
- I only want the free ACS provided through Full-Service and the Business Customer Gateway ACS Reports
- I am expecting only to pay for the ACS generated from the Basic IMb for OneCode ACS, for IMpb ACS notices, and Traditional ACS notices provided via EPF
- I am willing to pay for the Full-Service ACS notices that are generated but that will not be available through Full-Service Business Customer Gateway ACS Reports (a SingleSource ACS and EPF account is required for fulfillment and billing)
- Are there any additional fees for the return or forwarding of the mail based on the ancillary service endorsement and class of mail?
- See the Address Correction Costs section of this document and Notice 123 – Domestic – Other Services for the current prices of address correction Manual Notices, Electronic Notices, Automated Notices and special pricing associated with Full-Service and Basic Service implementation of the Intelligent Mail barcode
- When should ancillary endorsements and ACS be used?

- ACS does not need to be requested on every mailing as long as all addresses being mailed within 95 days have had an authorized Move Update method used. For instance, ACS data gathered from one mailing may be used on future mailings of different mail classes, or the addresses were processed through NCOA^{Link} within the past 95 days
- How is my mail produced today and what would it take to implement the desired ACS configuration?
- Preparing to mail with requests for ACS can have impacts on IT, production, receiving, and outsourced services. It may also impact the supply of envelopes and stationary used to create your mail. It's important to include the decision makers the impacted areas while planning for ACS.

Cost Considerations

- Be sure to understand the varying costs of the ACS data and services.
- With ACS, manual notices may be generated. Manual notices are provided (and charged when appropriate) to the return address on the mail piece.
- Postage and fees, especially for returned Standard Mail, as indicated by specific Ancillary Service Endorsements may be costly because of the weighted fee charge. If you want your Standard Mail forwarded when possible, consider Change Service Requested Option 2 that charges the Forwarded Fee only when the piece has been forwarded.
- For pieces with request for ACS in the IM barcode, if the barcode is unreadable, the handling of UAA mail pieces may result in the physical return of the mail piece and/or other types of notices. These returns and notices may result in additional fees.
- Review the Constraints and Notes for your chosen ancillary service and address correction notice type listed in Appendix A - Ancillary Services - Service Type IDentifier (STID) Detailed Explanation
- If multiple pieces of First-Class or Standard Mail are sent to the same name and address within a mailing, and if each piece has a request for ancillary services and ACS or manual address corrections, a notice will be provided for every piece. This is not considered a duplication of address correction notices.
- 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.

ACS Data Considerations

- The name and old address information provided in an ACS COA notice comes from the change-of-address request submitted by the customer and may not be an exact match the name and address that was on the mail.
- The Full Service ACS Nixie Report provided through the Business Customer Gateway includes 'Old Address' information that is provided from a reverse look-up of the routing information in the IMb. It may not be an exact match to the address that was on the undeliverable mail piece.
- ACS Nixie Notices provided through the Electronic Product Fulfillment (EPF) method do not have Old Address information in the notices at all.
- In addition to logical matches within the USPS COA database, carriers can make corrections to a mail piece so that it will be able to match to the customer's change-of-address record. This may result in mismatches between the name or old address on the COA and the name or address on the mailpiece
- The USPS uses CASS™, DPV®, and LACS$^{Link®}$ to process the addresses in all change-of-address records provided by the moving customer, but it is still possible to receive ACS notices with old or new addresses that have not been DPV confirmed with an 11-Digit ZIP Code. It is recommended that mailers run their mailing list, including those records that were updated by ACS, through CASS and DPV and review their own business rules for implementing addresses that do not result in an 11-Digit DPV confirmed ZIP Code. Mailing to addresses that do not have a valid DPV 11-Digit ZIP Code will require higher postage and has a higher risk of being returned as undeliverable.

Printed Endorsement Considerations

- A 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.
- When a printed ancillary service endorsement conflicts with the Service Type ID in the IMb, the mailer will be responsible for all appropriate fees associated with the handling provided based on the printed endorsement. Refer to Appendix A - Ancillary Services - Service Type IDentifier (STID) Detailed Explanation for details.
- If the barcode is unreadable, the handling of UAA mail pieces will be determined by the printed endorsement on the mail piece and may result in the physical return of the mail piece and/or other types of notices. These returns and notices may result in additional fees.
- Refer to Appendix A - Ancillary Services - Service Type IDentifier (STID) Detailed Explanation for details on how mail will be treated if the IMb cannot be read.
- Mailers that print the endorsement on the insert to show through a window on an envelope must be sure the address block/window area is large enough to prevent it from shifting out of the window.
    - When included on the insert shown through the window, the endorsement must be printed above the address and still maintain the required 1/4" clear space around it.
    - If there is a window for the return address, and the endorsement will be printed on the insert, it must be below the return address on the insert and must maintain the required 1/4" clear space around it.
    - Mailers should perform a tap test on all sides of the mail piece, including the top, for any mail pieces with the address or return address in a window. All elements must be clearly visible when the insert shifts in any direction. If the endorsement shifts out of the window, the ancillary service may be mis-read or not read and the requested service may not be provided.

9. 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.

This is not correct. While the change-of-address information provided by the moving customer is the core data used for both ACS and NCOA^{Link}, each Move Update method may provide different results. 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 for managing Move Update standards suggest the use of multiple Move Update processes, namely, a combination of Pre- and Post-Mailing Move Update Methods.

Pre-Mailing solutions like NCOA^{Link} primarily return new address information only for Permanent Change Of Address records – and may include feedback regarding "possible COA matches" that the name or address matching logic restricted a match. An example could be that a name on your mailing list matches to a COA, but the new address is foreign, in which case you will get feedback that says "Found COA: Foreign Move" but you will not get the new address information. On the other hand, ACS would give you the new foreign address information.

ACS could provide a "Temporarily Away" notice for temporary change-of-address records, but NCOA^{Link} will only provide a "Code 19", so the mailer may not recognize that they didn't receive an updated address because it was due to a Temporary COA.

There are even differences in the data returned in the ACS notices provided through Full Service, and those through OneCode ACS and SingleSource ACS fulfillment methods. 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 and NCOA.
- Each Move Update method utilizes different rules to identify a change of address, such as name matching logic. The licensed vendor can enable limited variations on how matching logic works for

customer names with NCOA^{Link}. ACS uses PARS name matching logic and there are different levels of that logic depending on how the mail is identified as UAA.

- The file formats provided for Full-Service ACS and those fulfilled through EPF are different for both the COA and Nixie files.
- The timing of receiving the data affects which data is available in the different Move Update methods.
- The address information provided through ACS and ancillary endorsements may not have validated through CASS or DPV or LACS^{Link}.
- ACS and Ancillary Service Endorsements provide additional reasons for nondelivery besides permanent COAs.
- ACS can provide the foreign address, but NCOA^{Link} cannot because NCOA^{Link} provides only delivery point valid (DPV) addresses.

Misconception: The timing of when I apply the ACS data does not matter as long as I have received it within the specified timeframe.

This is not correct. If you are using the ACS data to meet the Move Update requirement, then the ACS data must be used to update your mailing list for that addressee within the current specified timeframe of 95 days prior to your next mailing. If you do not mail within 95 days of the last time you used ACS, you will need to use another Move Update method, like NCOA^{Link}, prior to mailing.

Misconception: If I use ACS on a mail piece, I meet the USPS Move Update requirement to qualify for postage discounts.

This is not necessarily correct. The Move Update regulation is to validate and/or update the address prior to submission of the mail pieces to the USPS. Therefore, using ACS on a mail piece 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 the addresses via NCOA^{Link} within the required frequency.

Misconception: If you get an ACS notice with a new address, the physical mail piece was forwarded.

This is not necessarily correct. This will depend on the ancillary service option you requested with ACS. That service, and the Move Effective date of the change-of-address, will determine how the mail piece will be treated. The ACS data provided will include an “Action Code” that tells you if the piece was forwarded, returned to the sender, or discarded by the USPS.

TIP: mailers should design their processes to use the Move Effective Date and the Action Code as part of determining what process / actions to take. For example, if the ACS data tells you that the customer is “Temporarily Away”, you can use the move effective date to determine when that temporary COA may expire (Temporary COAs are limited to 6 months with an option to extend forwarding up to one year). You may need to reach out to the customer to obtain an updated address and/or begin to suppress that mail.

Misconception: If I use ACS, I will only receive electronic ACS information.

This is very unlikely. With OneCode ACS, Full-Service ACS, and Traditional 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 mail pieces 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 than manual corrections. This practice is not encouraged by the USPS, but there are no restrictions against it.

ACS Does NOT Provide

The USPS does not accept and, therefore, cannot provide COA records for the following: colleges and universities, individuals within a business, and other single point deliveries including, but not limited to, commercial mail receiving agencies (CMRA), prisons, hospitals, nursing homes, and fraternity houses. 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 that are

no longer 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 provide corrections to address elements such as north instead of south, missing apartment or suite numbers, or provide corrected ZIP Codes. Mailers should refer to the USPS Address Element Correction (AEC) and Address Element Correction II (AECII®) service offerings.

Customers whose addresses have been changed by local municipalities or for Emergency 911 Services are not supposed to submit a change-of-address request. The USPS Address Management System database contains Locatable Address Coding Service which 'links' the two versions of the address together. This allows the USPS to provide one year of unobstructed delivery to the address regardless of which version is on the mail piece. Change of address notices that were formerly going to the old version of the address will be updated to the new version whenever possible, so when the new address has been updated on a COA, that version of the address will be provided in the ACS COA notice. Mailers that maintain their addresses using CASS Certified software and NCOA^{Link} will receive those updates if they have the old version on their mailing list.

10. USPS Handling of Undeliverable As Addressed (UAA) Mail

UAA mail is mail that the USPS cannot deliver as addressed and must be forwarded to the addressee, returned to the sender, or discarded depending on the authorized treatment for that mail class and/or specific instructions provided by the mailer through ancillary service requests. The U.S. Postal Service handles UAA mail through three basic systems: Postal Automation Redirection System (PARS) or the Computerized Forwarding System (CFS) responsible for processing mail destined to that delivery address, or through the Remote Forwarding System used at select local Post Offices for undeliverable parcels.

UAA mail requires additional handling and processing to get it to a final disposition. Causes and results include:

- The customer moved from the address on the mail.
- The address does not exist, is incomplete, or incorrect for the name on the mail piece. The mail is undeliverable for reasons other than a move (also referred to as "Nixie" or "Return to Sender" mail)
- Mail that is incorrectly addressed, but may be delivered due to Delivery Force Knowledge is also considered UAA. It is the duty of the carrier to deliver incorrectly addressed mail if they know where it goes – but this does not provide the mailer with the proper address information through ACS. This can lead to inconsistent handling of UAA mail. For example, Letter Carrier A has the knowledge to complete the delivery of a particular mail piece that has an incorrect primary number or street name 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. New Carrier B determines this mail to be UAA and identifies it as a Nixie because there is No Such Number or No Such Street.

A UAA Mail Flow diagram is included in this document. It describes the way the undeliverable mail is captured, identified, and processed. It includes information on the generation address corrections and the flow of the data associated to them. We suggest referring to this graphical representation while going through the rest of this section.

Reference DMM Exhibit 507.1.4.1 for the complete list of endorsements used by the USPS for UAA mail.

Postal Automated Redirection System (PARS)

PARS and Flats PARS (FPARS) will generate ACS data for First-Class, Periodical, Standard Mail, and Bound Printed Matter/Package Services automation compatible mail. Delivery Barcode Sorters and Automated Flat Sorting Machines have been modified with optical character reading and label application modules to allow them to automate the processing of Undeliverable As Addressed (UAA) letter and flat mail. PARS and FPARS can:

- Extract the pertinent data from the Intelligent Mail barcode to retrieve change-of-address information and ancillary service requests
- Read Traditional ACS Participant ID and keyline data.
- Read the postage to determine the mail class
- Read ancillary endorsements to provide the services that are requested

- Read and match the delivery name and address to verify that it matches to a COA on file
- Read the return address and use it to apply a barcode that will sort return to sender mail to that address.
- React appropriately to the age of a Change of Address record or Nixie reason and respond with the correct mail piece disposition and address correction type.

There are 3 PARS modes of operation:

Intercept (INT) – is available only for automation compatible letters. Letter automation has the ability to capture letter mail that is addressed to the OLD address of a COA, validate that the name on the mail matches the name on the COA, and redirect it without having to go to the carrier of the old address first. Mail that is intercepted in this manner is only matched once it passes some very strict name and address matching rules. If a match is confirmed, the mail piece is directed to a PARS CIOSS (Combined Input Output Sub-System) that has image capture and character reading capability and has been retrofitted with a label applicator and printer so the mail can be redirected as needed. The information captured from the mail piece is used to determine how the mail piece will be handled. It uses the age of the COA (if present) and the information contained within the Intelligent Mail barcode and/or endorsement printed on the mail piece.

Carrier Identified Forward (CIF) – is the processing mode for automation-compatible flats and letters that were not intercepted and were sorted to the delivery unit. The Carrier (or current resident) can identify the mail piece as UAA. The mail will be sent for PARS processing in the CIF operation. The name and address matching rules are more relaxed because of the added confidence and information provided by the Carrier. In the case of a COA, the carrier may even provide additional or corrected information that allows for the match to a COA record.

Return to Sender (RTS) – is the processing mode used for automation-compatible letter and flat mail that is undeliverable for reasons other than a COA. This mail is also referred to as “Nixie” mail and is used for mail that is “Attempted Not Known”, “Unable to Forward” (forwarding order expired), “No Such Number”, etc. PARS RTS will also look for a COA on file from mail originally identified by the delivery employee as “ANK” or “UTF”. This capability was added to assist in situations where there may be a new delivery employee that is not aware of a COA that is still active.

PARS for Automation Letters and Flats will provide four possible results:

- Mail piece is forwarded to the new address and a separate manual or electronic notice is generated with the new address information.
- Mail piece is returned to the sender with the new address or reason for non-delivery attached. An electronic ACS COA or Nixie notice may also be generated.
- Mail piece is discarded and recycled and a separate manual or electronic ACS COA or Nixie notice is generated with the new address or reason for non-delivery.
- A First-Class Mail piece is sorted for Secure Destruction and the mail piece is shredded. A separate electronic ACS notice is generated with the new address or reason for non-delivery. An electronic Secure Destruction notice is also generated that indicates the mail was sorted to a special bin on the machine for shredding by the USPS.

Computerized Forwarding System (CFS)

For OneCode ACS, Full-Service ACS, Traditional, ACS, and IMpb ACS CFS will generate ACS data and manual address correction notices for parcels and non-automation compatible letters and flats that cannot be processed by PARS or CFS.

The CFS software is very sophisticated and complex and is used by CFS operators on Flats Forwarding Terminals (FFTs) with hand-held barcode scanners. CFS operators scan the barcode when available, are prompted to select or enter name and address information from the mail. They also identify the mail class and ancillary service endorsement when present and type in Traditional ACS Participant ID and keyline when prompted and available. A label is generated based on the information entered by the CFS operator and is applied to redirect the parcel or mail piece to either the new address, the return address, or to be discarded. Mail that requires a manual address correction will have a PS Form 3547/3579 indicator printed on the label. The mail is then sorted by the operator based on the mail piece label disposition and the mail is transported to the Mail Processing and Distribution Center (P&DC) that serves that area. Manual address corrections are sorted to another operation within the CFS unit where the hardcopy notices are generated, either at a photocopy machine (PS Form 3547) or for address corrections provided to publishers (PS Form 3579). Once

the manual correction is created, the mail will be either sent to the P&DC for forwarding to the new address, or discarded at the CFS unit.

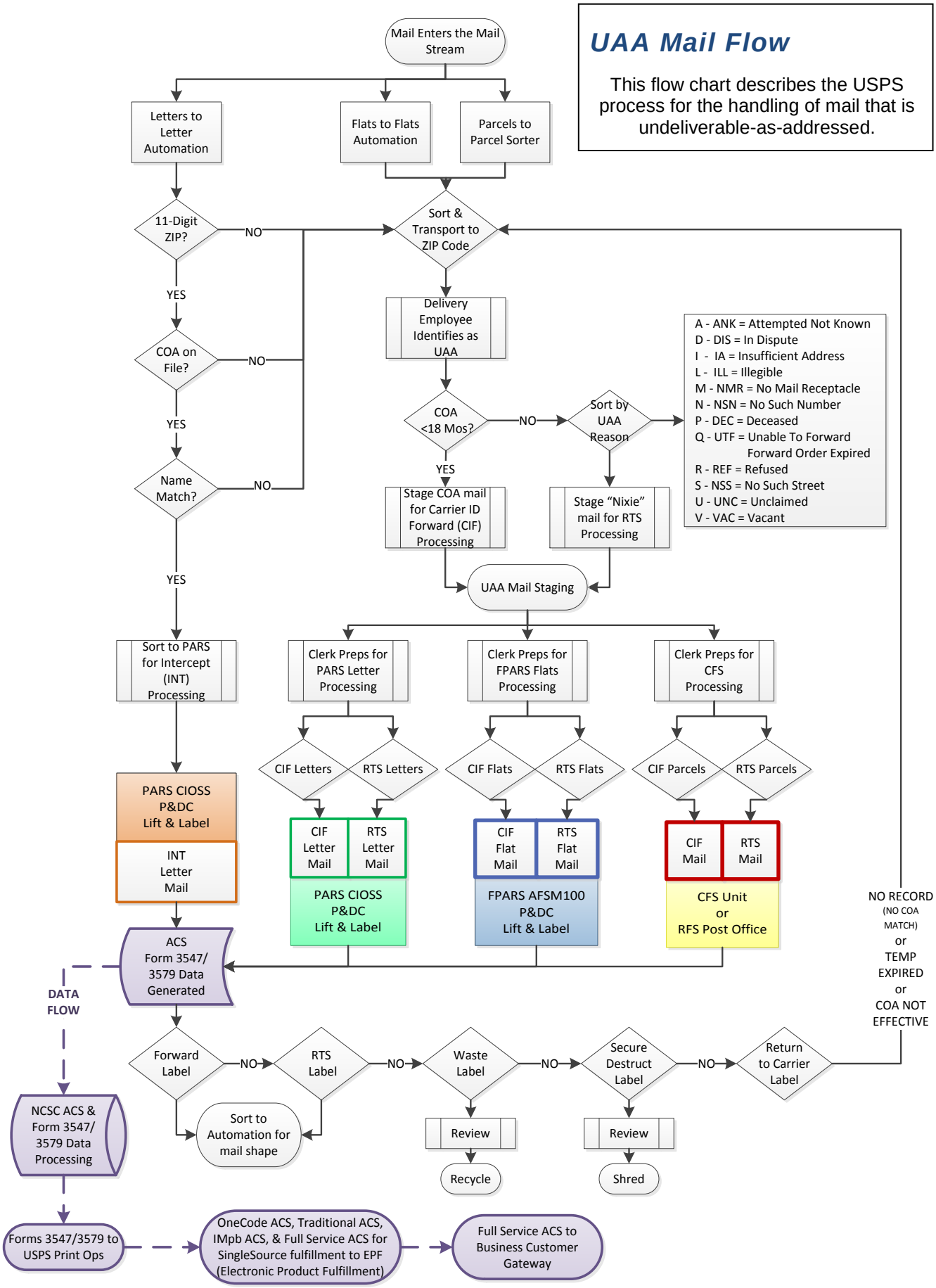
Remote Forwarding System (RFS)

RFS is an internal USPS application that is available to Post Offices for the processing of UAA parcels. The application is similar to the software used in CFS. A hand held scanner is available to scan the IMpb and the user is prompted for information available on the parcel, including the specific mail class, printed ancillary service endorsements and the Participant ID assigned for Traditional ACS mailers. ACS data, when created, is transmitted through the USPS network and is collected and processed along with ACS data collected from PARS and CFS. RFS will generate a forwarding or return-to-sender label that is applied to the parcel before it is returned to the mail stream for redirection. If a manual address correction notice is required, the Post Office sends the parcel to CFS for PS Form 3547/3579 creation.

The following diagram provides a description of how UAA mail is identified and how it flows through Postal Service UAA Mail processing operations.

UAA Mail Flow

This flow chart describes the USPS process for the handling of mail that is undeliverable-as-addressed.



11. Mailing Industry Experience - Best Practices

ACS has been around for over four decades and mailers have adapted their mailing habits and data management around the feedback provided in the ACS data. The following information has been provided so that you may also take advantage of their experiences. Of course these are only suggestions; you must consider your company policy about updating address records with information from the USPS.

When modifying these suggestions for your own use, it is important to recognize that:

- Change-of-addresses are provided to the USPS by the addressee or the addressee's authorized agent.
- While over 34 million COAs are processed every year, less than .1% (that's 1/10 of 1 percent) has been found to be fraudulent. This is due to the security methods in place to validate COA information with the customer and the US Postal Inspection Service's success in identifying and resolving COA disputes that may occur due to domestic issues (i.e. divorce, business dissolution, etc).
- There are instances when the USPS may submit a COA for an addressee that has not requested the forwarding of their mail when they move. These ACS notices are identified as COA notices and will not contain a new address. The new address field will instead contain the following UAA reason text that was submitted by the delivery employee:
- Moved Left No Address
- PO Box Closed No Order.

The best practices and solutions can be associated to the data provided in the ACS COA and Nixie notices. The following tables and information is a guide to you to review and modify.

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 four 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 (this is a Nixie notice).

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 field.

You must match the record on your mailing list to the ACS data before you can consider updating the record. 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. It may be important to recognize the following nuances regarding COA information:

- The USPS performs "chaining" of change-of-address information whenever possible. Chaining occurs when a customer moves and files COA #1 from address "A" to address "B". The customer moves again from the previous NEW address to another address and files COA #2. For example: Customer moves from address "A" to address "B" in January, and moves again to another address "C" in August. When the proper conditions exist, the USPS will chain COA #2 to COA #1 so that the new address of COA#1 reflects address "C". This helps prevent mail from having to 'bounce' between addresses A to B and then to C. Keep in mind that COA #1's move effective date in January will not change when the records are chained. Chaining is not possible when the move type changes (Family vs Individual or Permanent vs Temporary).

- The USPS allows consumers and businesses to backdate a COA form, for up to one year after a move occurred. ACS notifications include the move effective date, but not the date the COA form was submitted.
- The delivery employee may use Delivery Force Knowledge to correct a name or address on a mail piece so that it will match to the COA filed by the customer. For example: if you mail to someone without a required apartment or Suite information, the carrier has to write that information so the mail can be matched. If someone has a recent name change, they may have forgotten to submit a COA with the old version of their name. The delivery employee must write the name that was provided on the COA on the mail piece so it can be matched. You may need to investigate these issues when you are unable to match to your records.

The following tables provide recommendations and options to consider when updating your records:

Table 4: ACS Move Types and matching options

Code	Description	Recommendations
B	Business move	➢ Compare the COA name field to the company name on your database. Consider the variations for that business name and if they do not match, then do not update the database. ➢ 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. ➢ 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.
F	Family move	➢ Compare the COA last name to the last name on your database. Do not update if the last names do not match. ➢ Depending on business or legal rules it may be necessary for you to compare the COA first name to the first name on your database. If they do not match, then your business rules may prevent you from updating the database. ➢ 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. ➢ 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. 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.
I	Individual move	➢ Compare the COA first name to the first name on your database. If they do not match, then do not update the database. ➢ Compare the COA last name to the last name on your database. If they do not match, then do not update the database. ➢ 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. ➢ 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.

Table 5: ACS Codes and Suggested Action Chart

Code	Description	Suggested Action(s)
Space or Blank	COA with new address	➢ 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. ➢ Suppress until new address provided via NCOA Link processing or from the recipient. ➢ If you continue to mail to these addresses after 95 days, MERLIN would catch this in the Move Update sampling and verification. ➢ 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.
G	PO Box Closed No Order	➢ 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. ➢ Suppress until new address provided via NCOA Link processing or from the recipient. ➢ 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.
K	Moved, Left No Address	➢ 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. ➢ Suppress until new address provided via NCOA Link processing or from the recipient ➢ If you continue to mail to these addresses after 95 days, MERLIN would catch this in the Move Update sampling and verification. ➢ 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.
W	Temporarily Away	➢ There is no indication of when the temporary COA 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).
A	Attempted Not Known	➢ Investigate address. ➢ If a correction is determined – mail to corrected address. ➢ 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. ➢ Attempt to obtain address confirmation / correction from the recipient via an alternate communication method.
E	In Dispute	➢ No way to know when dispute is resolved. ➢ Consider a temporary suppression of mail to this name/address. ➢ Attempt to contact recipient via an alternate communication method for when to resume mailing (or an alternate address to use).
I	Insufficient Address	➢ Investigate address probably missing a secondary (apt, ste, etc). ➢ If a correction is determined – mail to corrected address. ➢ If all indication is that address is valid (or is now valid) continue to mail to this address. ➢ Attempt to obtain address confirmation / correction from the recipient via an alternate communication method. ➢ Consider using AEC to resolve incomplete or incorrect addresses

L	Illegible	➢ Investigate what in the production process caused the mailpiece to be illegible – and resolve
M	No Mail Receptacle	➢ Suppress mail to this address. ➢ Attempt to contact recipient via an alternate communication method for when to resume mailing (or a deliverable mailing address to use).
N	No Such Number	➢ Investigate address. ➢ If a correction is determined – mail to corrected address. ➢ If all indication is that address is valid (or is now valid) continue to mail to this address. ➢ Attempt to obtain address confirmation / correction from the recipient via an alternate communication method. ➢ Consider using AEC to resolve incomplete or incorrect addresses
P	Deceased	➢ Your response will be determined by your company policy.
Q	Not Deliverable As Addressed – Unable to Forward – Forwarding Order Expired	➢ Process against NCOA Link with 48 month data to obtain Change of Address information for addresses with expired COA records. If no COA new address found: ➢ Investigate address. ➢ If a correction is determined – mail to corrected address. ➢ If all indication is that address is valid (or is now valid) continue to mail to this address. ➢ Attempt to obtain address confirmation / correction from the recipient via an alternate communication method.
R	Refused	➢ Suppress ➢ Attempt to contact recipient via an alternate communication method for an alternate address to use. ➢ Process against NCOA Link to look for a COA that may have been filed.
S	No Such Street	➢ Investigate address. ➢ If a correction is determined – mail to corrected address. ➢ If all indication is that address is valid (or is now valid) continue to mail to this address. ➢ Attempt to obtain address confirmation / correction from the recipient via an alternate communication method.
U	Unclaimed	➢ Suppress ➢ Attempt to contact recipient via an alternate communication method for an alternate address to use. ➢ Process against NCOA Link to look for a COA that may be filed in the future.
V	Vacant	➢ Suppress ➢ Attempt to contact recipient via an alternate communication method for an alternate address to use. ➢ Process against NCOA Link to look for a COA that may be filed in the future.

12. Application and Activation Process Simplified Summary

OneCode ACS

1. Refer to the OneCode ACS Technical Guide for complete details.
2. If you do not already have a Mailer ID, follow the instructions here to get one: https://postalpro.usps.com/mailing/mailer-id
3. Apply for an ACS account using the ACS Enrollment Form
4. Apply for access to the Electronic Product Fulfillment secure web fulfillment site using the EPF Web Access Request Form (Both the ACS and EPF forms are available at this link: https://ribbs.usps.gov/acs/documents/tech_guides/)
5. Although not required, work with a Mail piece Design Analyst when creating your barcodes, especially if you're new to the IMb. You can locate a MDA here: https://ribbs.usps.gov/bmasupport

6. If you use a Mail Service Provider that will apply the (Basic) IMb to your mail, be sure they are aware of the ancillary services you have chosen. This also applies when you apply your own IMb, and the Mail Service Provider may apply another IMb with a better routing (ZIP) code for the address so you can pay lower postage prices.
7. Obtain approval from the ACS Help Desk

Full-Service ACS

Refer to the following documentation for guidance on Full-Service mail and reports:

1. Overview to Intelligent Mail – Full-Service (PDF)
2. Guide to Full-Service (PDF)
3. Intelligent Mail for Small Business Mailers (IMsb) IMsb User Guide (PDF)
4. Program Registration Online Enrollment User Guide (PDF)
5. If you use a Mail Service Provider that will apply a Full-Service IMb to your mail, be sure they are aware of the ancillary services you have chosen. This also applies when you apply your own IMb, and the Mail Service Provider may apply another IMb with a better routing (ZIP) code for the address so you can pay lower postage prices.

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.

Traditional ACS

1. Refer to the Traditional ACS Technical Guide for complete details.
2. Decide if you want to include the optional Keyline on your mail and if so, what keyline characteristics will be used (length, Alpha/Numeric, check digit computation, etc). The keyline is required for certain ancillary services and also if you wish to receive Nixie notifications.
3. Apply for an ACS account using the ACS Enrollment Form
4. Apply for access to the Electronic Product Fulfillment secure web fulfillment site using the EPF Web Access Request Form (Both the ACS and EPF forms are available at this link: https://ribbs.usps.gov/acs/documents/tech_guides/)
5. Obtain the Participant ID from the ACS Department
6. Although not required, work with a Mail piece Design Analyst when creating your mail piece and barcodes, especially if you're new to the IMb. You can locate a MDA here: https://ribbs.usps.gov/bmasupport
7. Follow the instructions in the Technical Guide to submit samples of your mail prepared with the Participant ID, optional Keyline, and the IMb with the proper Traditional ACS STID.
8. If you use a Mail Service Provider that will apply a Full-Service or Basic IMb to your mail, be sure they are aware of the ancillary services you have chosen and that you are requesting Traditional ACS. This also applies when you apply your own IMb, and the Mail Service Provider may apply another IMb with a better routing (ZIP) code for the address so you can pay lower postage prices.
9. Receive approval to mail from the ACS Help Desk

Note: 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 additional samples if required. Traditional ACS Mailers must wait until the ACS Help Desk has provided approval before mailing with Traditional ACS requests.

13. Documentation Provided With and About ACS Notices

The following documentation is provided for ACS that is fulfilled via EPF. This includes OneCode ACS, IMpb ACS, Traditional ACS, and Full-Service ACS provided via a SingleSource ACS Fulfillment account. Each of the files described below are provided in an encrypted and password protected "zip" file. The password to open this file is provided to you when you sign up for ACS notice fulfillment via EPF. Those files are:

1. ACS Notification File (Fulfillment Files: COA and Nixie notice details)
2. ACS Shipping Notice
3. Full-Service Chargeback Report (for SingleSource ACS fulfillment only)

4. Invoice
5. 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 1st, 2nd, and 3rd notifications. For those Mailer's using an IMb, the summary of notifications for both COA's and Nixies are linked to the Mailer ID. For those Mailers receiving Traditional ACS, the summary of notifications will be linked to the Traditional ACS Participant Code. Receipt of Nixie notifications is optional. The fees to be charged are also included in this report.

The Shipping Notice file is provided in two different formats: a text file that can be opened and viewed, and a data file provided in a format that can be imported into a spreadsheet. This data file allows the mailer to reconcile their monthly invoice against the shipping notices for that billing period easily.

All OneCode ACS files and SingleSource ACS fulfillment files are posted to EPF daily, including holidays. Traditional ACS mailers are allowed to define the fulfillment schedule (weekly, bi-weekly, monthly), but if they receive OneCode ACS notices in the same account, they will be fulfilled daily.

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 EPF secure web site using the email address as the login ID and a password of their choosing when they first gain access to EPF. .

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 1st, 2nd, and 3rd + Notices. The SN also displays the Bill To: and Ship To: information. SN (Shipping Notice) Date is the date associated to the SN File.

The **Full-Service Chargeback Report** is only provided to customers that have a SingleSource ACS fulfillment account so they can receive their Full-Service and Basic OneCode ACS notices through EPF. The chargeback report is a data file that is used only when it is later determined that a Full-Service ACS notice previously provided at no charge did not qualify for the discounts and benefits of full-service mail. The Chargeback Report will provide the IMb of the ACS Notice reported, the Shipment Number and date it was originally fulfilled, and the charges for that record that will be included in the next invoice.

Invoice is the monthly cumulative total that lists the date(s) 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.

There are two different types of invoices available to mailers. Those that set up their ACS account prior to 2015 receive an invoice through the mail that is payable to the USPS Accounting Services office in either Eagan MN or San Mateo CA. Those with an account opened in 2015 or later receive their invoice electronically by downloading it from EPF. The invoices are payable to the NCSC Accounting Services department in Memphis TN. The NCSC invoice file includes the invoice in two different formats: a .pdf that includes the payment coupon to include with your payment to Memphis TN, and also a data file in a format that can be imported into a spreadsheet. The invoice file is similar in format to the Shipping Notice data file and allows the mailer to reconcile their monthly invoice against the shipping notices for that billing period.

The Invoice contains the quantity and fees of the ACS COA records and Nixie notifications. These records are linked back to the Shipment number and the date it was provided in the ACS Shipping Notice File. An Invoice is payable only if the total amount due is $50.00 or more. Payment is due within 30 days of the invoice date when charges are $50.00 or more. Unpaid balances more than 30 days old will be charged an annual interest rate of 10 percent.

The **Billing Statement** shows the list of account activity: unpaid invoices and payments made on the account, credit memos, and the outstanding balance. For those billed through the NCSC Accounting Services in Memphis, the statement is provided on the reverse side of the payment coupon (page 1) of the invoice downloaded from EPF. The statement will show up to 12 months of invoice history, and allows you to anticipate when you may reach $50.00 in ACS charges.

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 1st, 2nd and 3rd day corrections for both the Nixies and the Move orders for analysis.

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.

Full-Service ACS Documentation is provided through the Business Customer Gateway to those that have access to the mailing information and reports. The ACS COA and Nixie Reports will include information from the electronic documentation (eDoc) provided with the mailing. Each of the detail records provides the following additional information:

- User License Code
- Mail.dat Job ID
- Customer Group ID
- Mailing Group ID
- Fee Notification
- Keyline (if provided in the detail record of eDoc for that mailpiece/IMb)

14. 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 address corrections through the use of the Intelligent Mail Barcode. Traditional ACS requires the specific features presented on the physical mail piece – refer to the Printing Section of this document and USPS Publication 8.

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). For more information, refer to the UAA Mail Flow diagram provided later in this document.

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 mail piece 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 mail pieces 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/ mail piece: 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 ***mail piece*** that requests the ancillary service, even though it is the same customer. Records can be returned by the USPS to indicate separate mail pieces/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 mail piece/account?

A: The USPS obtains COA information via two methods. (1) A postal customer moves and files a change of address order either online at usps.com or with PS Form 3575, 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 mail 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: 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: 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 - Ancillary Services - Service Type IDentifier (STID) Detailed Explanation

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.

15. Acronyms

Those identified with an asterisk (*) are defined further in the Glossary that follows

Acronyms:	Descriptions:
ACS *	Address Change Service
AEC *	Address Element Correction
AIS	Address Information System
AMS *	Address Management System
BCG *	Business Customer Gateway
BSN *	Business Service Network
CASS *	Coding Accuracy Support System (CASS)
CFS *	Computerized Forwarding System
CMRA *	Commercial Mail Receiving Agency
COA *	Change-of-address
CRID *	Customer Registration IDentifier
CRID	Carrier Route Identifier
DMM *	Domestic Mail Manual
DPS	Delivery Point Sequencing
DPV	Delivery Point Validation
DSF	Delivery Sequence File
IMb *	Intelligent Mail barcode
IMpb *	Intelligent Mail package barcode
LACS	Locatable Address Conversion System
MASS *	Multiline Accuracy Support System (MASS)
MDA *	Mailpiece Design Analyst
MLOCR *	Multi Line Optical Character Reader
NCOA *	National Change of Address
NCSC *	National Customer Support Center
OCR	Optical Character Reader
PARS	Postal Address Redirection System
PMB	Private Mail Box
RIBBS	Rapid Information Bulletin Board System
UAA *	Undeliverable-as-addressed
USPS	United States Postal Service

16. Glossary

ACS - Electronic ACS, originally created in the mid-1980's for Periodical mailers and later expanded to include all mail classes. The mailer was assigned a mail-class specific Participant ID and was provided an option to include a mailer-assigned keyline on the mailpiece. The original version is now known as "Traditional ACS". ACS was again expanded in 2006 to include OneCode ACS which was initiated via the use of the Intelligent Mail barcode (previously referred to as the "Four-State Barcode"). In 2009, OneCode ACS was expanded to support Full-Service ACS by implanting a parallel set of Service Type ID's that identified the mail piece discount level and provided ACS as a benefit for the work-share involved with Full-Service mailing qualifications.

ACS PROFILE – Historically used to identify the mailers preferred ancillary service and ACS option by associating it to their Traditional ACS Participant ID or OneCode ACS Mailer ID. Since the Intelligent Mail barcode has become commonly used for postage discounts, ancillary services and ACS options are now dictated by the Service Type ID in the barcode. The ACS Profile is only required for Traditional ACS mailers that do not apply an IMpb on their mail, and for IMpb ACS mailers that use the Intelligent Mail package barcode on their parcels.

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, sortation level (OEL - Optional Endorsement Line), 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 not be abbreviated unless an alternate street name has been assigned for that address.

AEC & AECII - Address Element Correction and Address Element Correction II (two). An address quality process that focuses on inaccurate addresses that cannot be matched to a USPS ZIP + 4 code. After an address has been processed using CASS Certified address-matching software, and the address is not resolved, it becomes a candidate for AEC. AEC uses an enhanced address matching logic to attempt to resolve the address. If still not resolved, AEC II uses an electronic process to correct address records once delivery unit personnel have reviewed the address.

ALTERNATIVE ADDRESSING FORMAT - An authorized option to the standard delivery address format such as a simplified address, occupant address, or exceptional address.

ANCILLARY SERVICE ENDORSEMENT – Specific wording applied to a mailpiece by a mailer that provides the USPS with instructions for the forwarding, return, or address correction service that is different from the 'default' handling for that mail within a mail class.

BARCODE - A series of printed parallel bars on a mail piece, used to facilitate automated sortation.

BASIC OPTION - Mailpieces that carry an IMb and receive automation pricing, but do not receive Full-Service discounts. To qualify for automation pricing the mail must include CASS Certified Delivery Point validated ZIP Code information, a Mailer ID assigned bky the USPS, and a Basic Service Type ID. If mailing flats, the IMb must also contain the appropriate Barcode ID that reflects the pre-sort level.

BUSINESS CUSTOMER GATEWAY (BCG) - The BCG gives you a single entry point for Postal Service online business services, including Products and services, business mailing activity and reports, shipping services, and others.

BUSINESS SERVICE NETWORK (BSN) - Business Service Network locations offer business mailers personalized service and help with unique mailing needs.

CARRIER IDENTIFICATON – is the process by which a deliver employee recognizes that a mail piece is undeliverable because the addressee has filed a change-of-address request, or because they moved, and left no address.

CODING ACCURACY SUPPORT SYSTEM (CASS) – A USPS certification process and service offered to mailers, service bureaus, and software vendors that improves the accuracy of matching to delivery point codes, ZIP+4 codes, 5-digit ZIP Codes, and carrier route codes on mailpieces. CASS provides a common platform to measure the quality of address matching software and to diagnose and correct software problems. An Overview of the CASS Program and list of CASS certified vendors are available on RIBBS.gov.

CHANGE OF ADDRESS (COA) - A customer move from one mailing address to another. This also includes Moved Left No Address and Box Closed No Order generated by postal employees.

COMMERCIAL MAIL RECEIVING AGENCY (CMRA) – A private business that provides mail delivery service to individuals or business that rent Private Mail Boxes (PMB) through them. The USPS delivers mail sent to the CMRA address, the CMRA sorts and delivers the mail to the PMB.

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) – A centralized, computerized address label-generating operation that 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 equipment.

DELIVERY BARCODE SORTER (DBCS) – Letter automation that allows the USPS to sort mail using the barcode that was applied, either by the mailer or by USPS mail processing equipment.

DELIVERY FORCE KNOWLEDGE (DFK) - Knowledge of the carrier responsible for delivering the mail.

DELIVERY POINT VALIDATION (DPV®) - An 11-Digit ZIP Code that uniquely identifies a single address. A DPV consists of the original 5-Digit ZIP Code, the 4-Digit +4, and 2 additional digits. The DPV product identifies

whether an address is currently represented in the USPS delivery file as a known address record. It allows users to confirm known USPS addresses as well as identify potential addressing issues that may hinder delivery. The DPV Product does not append any missing data or correct any address elements. 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.

DOMESTIC MAIL MANUAL (DMM) – The documentation that contains information about products and services offered by the United States Postal Service and provides official prices and mailing standards for all domestic mailing services. Mailers find it helpful to reference these standards as they prepare and enter mailings. The DMM is available in PDF and HTML formats and can be accessed on the Postal Explorer web site at http://pe.usps.gov/

ENDORSEMENT - An authorized marking on a mailpiece that shows handling instructions, a service, or a request for an ancillary service.

ELECTRONIC PRODUCT FULFILLMENT (EPF) – A secure web-based application managed by the National Customer Support Center in Memphis TN that is used to post and receive Address Management and Address Information System products, including ACS fulfillment files.

EXCEPTIONAL ADDRESS - An alternative addressing format that indicates that the mailpiece should be delivered to the current resident if the addressee has moved. See also: Alternative Address Format

FLATS FORWARDING TERMINAL (FFT) – Equipment used in CFS to process undeliverable mail that could not be processed by PARS or RFS. It consists of a computer terminal with a special CFS keyboard, a label printer and applicator, and equipment that is designed to hold trays and tubs that the operator uses to sort the the mail once the label has been applied.

FULL-SERVICE MAIL - Full-Service Intelligent Mail offers mailers elimination of permit fees, address correction and visibility and tracking of mailings. See the Full-Service Intelligent Mail Fact Sheet for more information.

FULL-SERVICE ACS - A USPS address correction product, offered under the Full-Service Mail option, using the Intelligent Mail Barcode.

HARD COPY NOTICE (HCN) – An address correction notice that is provided on PS Form 3547 or PS Form 3579 (for Periodicals) when a mail piece is undeliverable as address. The mail piece associated to the notice may have been forwarded to a new address, or discarded, depending on the mail class and ancillary service requested. HCNs are associated with First-Class Mail, Standard Mail, and Package Services/Parcel Select mail that is endorsed Address Service Requested or Change Service Requested when electronic ACS is not desired or available.

IMb TRACING™ – A service available for mail with the Intelligent Mail barcode that provides real-time tracking information for automation compatible letters and flats. Destination IMb Tracing is for outgoing mail that gives you advanced information about when you mail will reach its destination. Origin IMb Tracing for incoming mail lets you anticipate when customers' checks, replies, or orders are on the way back to you.

INTELLIGENT MAIL BARCODE (IMB®) - The Intelligent Mail barcode (formerly known as the 4-State Customer Barcode) is 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.

KEYLINE - Optional mailer information printed in or above the address on a mail piece that is specific to the either the mailpiece or to the addressee. When delimited by # signs before and after, it is used by the Traditional ACS program to enhance the identification of the specific name and/or address in a mailers list and aid in updating databases.

LOCATABLE ADDRESS CONVERSION SYSTEM LINKAGE (LACS$^{LINK®}$) – A secure dataset of converted addresses that primarily arise from the implementation of the 911 emergency location services system which commonly involves changing rural-style addresses to city-style addresses. The product also contains existing addresses that have been renamed or renumbered.

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.

MAIL OWNER – The business mailer that may either prepare and present mail for themselves, or enlist the help of a Mail Service Provider to do either all or some of the work involved with preparing and presenting mail to the USPS.

MAIL PIECE DESIGN ANALYST (MDA) - Postal employees specially trained to answer your questions regarding mail piece design. These employees provide advice and issue rulings regarding acceptability for automated rates. MDAs provide technical assistance on mail piece design to envelope manufacturers, printers, advertising agencies, and graphic designers.

MAIL SERVICE PROVIDER (MSP) – Businesses that offer a wide variety of services for Mail Owners. A Mail Service Provider may also be licensed or certified to provide Address Management products and services such as CASS/MASS and NCOA^{Link}.

MAILERS' TECHINCAL 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.

MULTILINE CODING ACCURACY SUPPORT SYSTEM (MASS) – A USPS certification process that is used to evaluate the accuracy of address-matching software offered by MLOCR (Multiline Optical Character Reader) vendors and licensees. MASS improves the accuracy of the ZIP Code included in the barcodes applied by the MLOCR equipment.

MAILING EVALUATION READABILITY LOOKUP INSTRUMENT (MERLIN®) -. Used in Business Mail Entry Units as a tool to assist with the acceptance of discount-rate mailings. MERLIN will measure mail for the readability and placement of the barcode, proper make-up (presort) of the mail, improper use of "9999" or "0000" ZIP+4 codes, proper number of pieces in a permit imprint mailing, and for Move Update compliance.

MULTILINE OPTICAL CHARACTER READER MLOCR) -. Equipment used by mail service providers that applies a barcode and presorts mail, enabling the mail owner to take advantage of automation discounts.

MOVE UPDATE - The process for updating names and addresses so that mailers will qualify for discounted postage prices for First-Class Mail or Standard Mail service.

MAILERS TECHNICAL ADVISORY COMMITTEE (MTAC) – A

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.

NATIONAL CUSTOMER SUPPORT CENTER (NCSC) -

NATIONAL CHANGE OF ADDRESS LINKAGE SYSTEM (NCOA^{Link}) - An address correction service that the USPS provides to mailers through USPS licensees. The licensees match mailing lists submitted to them on tape or disk against change-of-address information for the entire country from all Computerized Forwarding System units. If a match is made, NCOALink can correct the address before it is printed on a mailpiece. Additional information and a list of Vendors and Licensees that have been certified through CASS and MASS address matching software is available online.

NIXIE – Mail that is not deliverable as addressed for reasons other than a move (COA)..

NONAUTOMATION MAIL - Mail that is prepared that cannot be processed on automation equipment. If the IMb is applied to nonautomation mail, a Basic STID is used.

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

OPTICAL CHARACTER READER (OCR) - An automated mail sorting machine that interprets the address information on a mailpiece and sprays the corresponding ZIP Code information onto the piece as a barcode.

OPTIONAL ENDORSEMENT LINE (OEL) - A series of specific printed characters on the top line of the address block that identifies the sortation level of a bundle and may contain an ACS participant code. The OEL is used in place of bundle labels.

PARS CARRIER IDENTIFIED (CIF) - 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 mail piece as UAA and initiate processing with the PARS system in Carrier Identified

mode when there is a COA on file for the addressee. Mail processed in PARS CIF will be forwarded, returned, or discarded, and ACS and manual address corrections are generated when the proper mail class, IMb, and endorsement conditions exist.

PARS INTERCEPT (INT) – Undeliverable letter mail (only) that is able to be captured on letter automation and processed as undeliverable due to a COA on file for the addressee. Intercepted letter mail will not be sorted to the old delivery address. It can be identified and finalized at the point of interception and either forwarded to the new address, returned to the sender with the new address information attached, or discarded when the mail class and endorsement allows. ACS and manual address corrections are also generated when the proper mail class, IMb, and endorsement conditions exist.

PARS RETURN TO SENDER (RTS) - Undeliverable mail that is determined to be UAA for reasons other than a COA on file (Nixies) are identified and the UAA reason is assigned by the delivery employee. The mail is then sent to the Mail Processing facility that has PARS equipment so the mail can be processed in the RTS program. Mail processed in PARS RTS will be returned or discarded and ACS and manual address corrections are generated when the proper mail class, IMb, and endorsement conditions exist.

PARTICIPANT ID (PID) – Alpha 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 mail piece and information is handled based on the information contained within the Intelligent Mail® barcode and/or endorsement printed on the piece.

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.

RETURN-TO-SENDER (RTS) - Mail that Delivery personnel has determined to be undeliverable for reasons other than a move. It is processed based on the same mail piece 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 - An electronic source of postal information generally related to address management products with links to important mailing requirements such as Intelligent Mail service, publications such as the Domestic Mail Manual and Federal Register, price calculators, and business forms, as well as customer organizations such as the Mailers' Technical Advisory Committee. 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.

ROUTING CODE – The portion of the Intelligent Mail barcode that contains the ZIP Code for the address on the mail piece. To qualify for full-service automation postage discounts, the routing code must be the 11-Digit Delivery Point Validated ZIP Code for the address.

SECURED DESTRUCTION (SD) - Destruction of a First-Class mail piece in a secured manner. Secure Destruction service is available with ACS for First-Class Mail containing Personally Identifiable Information (PII) using the ACS ancillary service Change Service Requested Options 1 or Option 2.

SERIAL NUMBER (SN) – The portion of the Intelligent Mail barcode that identifies a single piece of mail. To qualify for full-service automation postage discounts, the serial number, used in combination with the MID and STID, must remain unique for a period no less than 45 days.

SERVICE TYPE CODE (STC) – The 3 digit code used in the Intelligent Mail package barcode (IMpb) that identifies the parcels mail class and any special services desired, such as USPS Tracking, Signature, Adult Signature, etc.

SERVICE TYPE IDentifier (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.

SHAPE - A physical characteristic of a mailpiece such as letter or flat as defined by its mail processing category.

SHIPPER PAID FORWARD\RETURN (SPF\SPR) - A service available with ACS that enables shippers of Standard Mail, Package Services, and Parcel Select parcels to pay forwarding and/or return charges through ACS.

SIMPLIFIED ADDRESS - An alternative addressing format used when delivery of identical mail is requested to every customer on a rural route or highway contract route, or to all Post Office Box customers at a Post office without city carrier service. Instead of listing the addressee's name and address, the mailer may use "Postal Customer." The format may also be used for certain types of mailpieces on a city route and to Post Office Boxes in offices with city delivery service when a complete distribution is made to each active residential delivery or each active delivery on the route or to the box section. Government agencies may also use this format for official mail sent to all stops on city routes and Post Office Boxes at Post Offices with city delivery service. In such cases, these formats may be used: "Postal Customer," "Residential Customer," and "Business Customer," depending on the coverage type requested.

TAP TEST - When an insert showing through the window is moved to any of its limits inside the envelope, the entire address block information, including the barcode, must be visible within the window. A barcode clear space must be maintained that is at least 1/8 inch between the barcode and the left and right edges of the window, at least 1/25 inch between the barcode and the top edge of the window, and at least 3/16 inch between the barcode and the bottom edge of the mailpiece.

TRADITIONAL ACS - The original ACS version that was developed for Periodical mail that enabled publishers to receive address correction information in an electronic data format. Participants are assigned a Participant ID (PID) when they enroll in this service and the mailer has the option to include a 'keyline' that helps them identify the addressee and/or the mailpiece that was determined to be undeliverable. Developed to provide change-of-address information to publishers, it was later expanded to include the other non-COA related undeliverable-as-addressed reasons (also referred to as "Nixies"). Traditional ACS is still available and used by mailers.

UNDELIVERABLE AS ADDRESSED (UAA) - Mail that the USPS cannot deliver as addressed and must be forwarded to the addressee, returned to the sender, or discarded, depending on treatment authorized for that mail class and/or specific instructions provided by the mailer through ancillary service requests.

VENDOR – A business that have successfully tested and certified their software, service or product with the USPS and are licensed or certified to offer USPS products and services, such as CASS/MASS, NCOALink, and Full-Service mailings.

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.

17. Websites and Resource Links

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

The Postal Services RIBBS website, **http://RIBBS.USPS.gov** is transitioning to the PostalPro website, **http://postalpro.usps.com/** at the time this version of the document was created. The link for the information and resource at each of these sites has been provided whenever possible.

Table 6: USPS ACS Online Resources

Information / Resource	Link	Content
Postal Explorer	http://pe.usps.gov/	Online publications, including the DMM, Quick Service Guides, and other mailing and service information.
ACS™	**https://ribbs.usps.gov/acs** **http://postalpro.usps.com/address-quality/ACS**	**The landing page where all resources for ACS can be accessed.**
OneCode ACS	https://ribbs.usps.gov/acs/documents/tech_guides/OneCodeACSTechnicalGuide.pdf http://postalpro.magainteractive.com/node/1009	
Full-Service ACS	https://ribbs.usps.gov/acs/documents/tech_guides/OneCodeACSTechnicalGuide.pdf http://postalpro.usps.com/node/106	The OneCode ACS Technical Guide provides information to Full Service mailers that want to request Full-Service ACS.
SingleSource ACS	https://ribbs.usps.gov/acs/documents/tech_guides/SingleSourceACSTechGuide.pdf http://postalpro.usps.com/node/1011	
IMpb ACS	https://ribbs.usps.gov/acs/documents/tech_guides/IMpbACSTechnicalGuide.pdf http://postalpro.magainteractive.com/node/444	
Traditional ACS	https://ribbs.usps.gov/acs/documents/tech_guides/TraditionalACSTechnicalGuide.pdf http://postalpro.magainteractive.com/node/1010	
Full-Service and Intelligent Mail Services	**http://postalpro.usps.com/mailing#cat-subsection-1** **https://ribbs.usps.gov/index.cfm?page=intelligentmail**	**Landing page that contains resources for Full-Service mail resources.**
Business Customer Gateway	https://gateway.usps.com/	USPS web portal for Mailers, Shippers, and Businesses.
Intelligent Mail Full-Service Guides and Specifications	https://ribbs.usps.gov/index.cfm?page=intellmailguides http://postalpro.usps.com/resources	Information, documentation, and guidance regarding the requirements to participate in Full Service.
User Access to Electronic Mailing Information and Reports Guide	https://ribbs.usps.gov/intelligentmail_guides/...guides/user_access/ ElectronicMailingInfoReportsGuide2.pdf	Information regarding Intelligent Mail Full-Service mailing reports, including the ACS and Nixie Reports provided via the Business Customer Gateway.

	Postal Service Mail.dat and Postal Service Mail.XML Technical Specification	https://ribbs.usps.gov/intelligentmail_schedule2016/releases/jan2016/techspecs.cfm	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 *PostalOne!* system. Technical Specification Outlines the specifications to send and receive data via P*ostalOne!.*
	Intelligent Mail Education	https://ribbs.usps.gov/index.cfm?page=intellmailpresentations http://postalpro.usps.com/pcc-portal/node/87/view	
	Business Customer Gateway	https://gateway.usps.com/	USPS web portal for Mailers, Shippers, and Businesses.
	Intelligent Mail Full-Service Guides and Specifications	https://ribbs.usps.gov/index.cfm?page=intellmailguides http://postalpro.usps.com/resources	Information, documentation, and guidance regarding the requirements to participate in Full Service.
	User Access to Electronic Mailing Information and Reports Guide	https://ribbs.usps.gov/intelligentmail_guides/...guides/user_access/ ElectronicMailingInfoReportsGuide2.pdf	Information regarding Intelligent Mail Full-Service mailing reports, including the ACS and Nixie Reports provided via the Business Customer Gateway.
	Postal Service Mail.dat and Postal Service Mail.XML Technical Specification	https://ribbs.usps.gov/intelligentmail_schedule2016/releases/jan2016/techspecs.cfm	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 *PostalOne!* system. Technical Specification Outlines the specifications to send and receive data via P*ostalOne!.*
	Intelligent Mail Education	https://ribbs.usps.gov/index.cfm?page=intellmailpresentations http://postalpro.usps.com/pcc-portal/node/87/view	
	Intelligent Mail barcode (IMb) for Letters & Flats	http://postalpro.usps.com/mailing/intelligent-mail-barcode https://ribbs.usps.gov/index.cfm?page=intellmailmailpieces	Resources and software to help you create the IMb for letters and flats
	Intelligent Mail Package barcode (IMpb) for parcels	http://postalpro.usps.com/node/104 https://ribbs.usps.gov/index.cfm?page=intellmailpackage	Resources and specifications for the IMpb for parcesls.
	IMb Tracing	http://postalpro.usps.com/mailing-and-shipping-services/intelligent-mail-barcode-tracing https://ribbs.usps.gov/index.cfm?page=confirm	IMb Tracing is for mailers who need tracking information for automation-compatible letters and flats.
	Service Type IDs (STID)	http://postalpro.usps.com/mailing/service-type-identifiers https://ribbs.usps.gov/stids	The STID is used in the IMb to identify mail class, mailing category, IMb Tracing, and ACS.

	Appendix A: STID Detailed Explanation	https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/AncillaryServices_STID_Detailed_Explanation.pdf	Type IDentifier (STID) Detailed Explanation of how mail will be handled for each STID, ancillary service endorsement, and ACS option.
	Online Encoder/Decoder	http://postalpro.usps.com/node/216 https://ribbs.usps.gov/index.cfm?page=encodertool	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.
	Mailer ID	https://ribbs.usps.gov/index.cfm?page=intellmailmailidapp http://postalpro.usps.com/mailing/mailer-id	The Mailer ID can be used within the family of Intelligent Mail barcodes to identify Mail Owners and/or Mailing Agents.
	Intelligent Mail Education	(not yet available on PostalPro) https://ribbs.usps.gov/index.cfm?page=intellmailpresentations	Presentations and training information for mailers.
Move Update Compliance		**http://postalpro.usps.com/address-quality#cat-subsection-3** **https://ribbs.usps.gov/moveupdate**	**Access to Move Update standards, documentation, and resources.**
	NCOA^{Link}	http://postalpro.usps.com/mailing-and-shipping-services/NCOALink https://ribbs.usps.gov/ncoalink	Information and resources regarding the NCOA^{Link} product, including lists of NCOA^{Link} Service Providers
	Ancillary Service Endorsements	http://postalpro.usps.com/address-quality/ancillary-service-endorsements https://ribbs.usps.gov/ancillary_endorsements	High-level information regarding endorsements. DMM 507.1.5 provides detailed information.
	ACS	https://ribbs.usps.gov/acs http://postalpro.usps.com/address-quality/ACS	The landing page where all resources for ACS can be accessed.
	UAA Mail Statistics	http://postalpro.usps.com/resources-groups/?topic=2089 https://ribbs.usps.gov/uaamail	Historical undeliverable as addressed mail volume statistics, including UAA volume by UAA Reason and by mailing industry.
RIBBS will be running in parallel to PostalPro during 2017. Eventually the USPS will transition all Address Management and Full Service information to PostalPro.			