



IMPB ACS™

**INTELLIGENT MAIL PACKAGE BARCODE
TECHNICAL GUIDE**



The following trademarks are among the many trademarks owned by the United States Postal Service and may be included in this document: ACS™, CASS™, CASS Certified™, Delivery Confirmation™, Intelligent Mail®, Media Mail®, Mover's Guide®, NCOA^{Link}®, OneCode ACS®, OneCode Solution®, OneCode Vision®, Parcel Post®, Parcel Select®, Parcel Select Lightweight®, PO Box™, Post Office™, Postal Explorer®, *PostalOne!*®, Postal Service™, Priority Mail®, Priority Mail Express®, RIBBS®, Signature Confirmation™, Standard Mail®, The Postal Service®, United States Post Office®, United States Postal Service®, USPS®, USPS Change of Address®, USPS Tracking®, USPS.COM®, ZIP®, ZIP Code™, ZIP + 4® and ZIP+4™.

Change History

Version	Date	Reference Title	Description of Change
1.5	12/12/2016	Administration	Added
1.5	12/12/2016	Disclaimer	Added
1.5	11/29/2016	Shipper Paid Forwarding/Return	Added description and requirements throughout the document for Shipper Paid Forwarding/Return using the IMpb.
1.5	03/29/2016	Billing	Updated verbiage and clarified payment due for invoices less \$25.00
1.4	09/11/2015	Appendix C	Updated verbiage
1.4	09/11/2015	ACS Fulfillment Files	Updated
1.4	09/11/2015	Billing	Updated verbiage
1.3	05/26/2015	Fulfillment File Access	Added
1.3	05/26/2015	IMpb ACS NOTIFICATION FILE	Changed to ACS Notification File
1.3	05/26/2015	IMpb ACS Fulfillment Files	Changed to ACS Fulfillment Files
1.3	05/26/2015	Billing	Added reference to improved monthly ACS billing process
1.2	06/13/2014	What is IMpb ACS?	Update and clarified description of IMpb ACS regarding the flexibility of ancillary service options.
1.2	06/13/2014	Mailpiece Considerations	Revised information regarding the use of the Exceptional Address format on ACS mail.
1.2	06/13/2014	Billing	Added information for billing via CAPS and provided link to SingleSource ACS Technical Guide for detailed information.
1.2	06/13/2014	ACS Ancillary Service Endorsement Options	Added reference and link to Traditional ACS Shipper Paid Service Technical Guide for information regarding Change Service Requested and Address Service Requested with Shipper Paid Services for Standard Mail parcels / Parcel Select Lightweight and Package Services / BPM / Parcel Select / Standard Post .
1.2	06/13/2014	Periodicals Ancillary Services	Added information regarding Periodical Follow-up ACS notice options and clarified information regarding the use of "Address Service Requested" on Periodicals.
1.2	06/13/2014	IMpb ACS Fulfillment Files	Removed references to COBOL programming language in the file format descriptions.
1.2	06/13/2014	IMpb ACS Notification File	Updated and corrected IMpb data format information in Tables 4 & 5 and in the field description. Corrected Service Type "ID" to the proper Service Type "Code".
1.2	06/13/2014	Appendix – FAQ, ACS Product Codes, and Glossary	Removed the textual content for the FAQ and the Glossary and provided links to Appendix B - ACS Frequently Asked Questions ; Appendix C – ACS Product Code Information and Details ; and Appendix D - Glossary of Terms and Acronyms
1.1	07/22/2013	COVER	UPDATED
1.0.	07/02/2013	IMpb Technical Guide	Original document

Table of Contents

CHANGE HISTORY	I
TABLE OF CONTENTS	IV
IMPB® ACS - AN INTELLIGENT SOLUTION	1
INTRODUCTION.....	1
ADMINISTRATION.....	1
DISCLAIMER.....	1
WHAT IS IMPB® ACS?	2
WHAT IS IMPB® ACS WITH SHIPPER PAID FORWARDING / RETURN?	3
HOW DOES IMPB® ACS WORK?	4
MOVE-RELATED AND NON-MOVE-RELATED NOTICES	4
COA COVERAGE.....	4
FEATURES OF IMPB® ACS	5
FEES	5
FORWARDING & RETURN POSTAGE RATES FOR SHIPPER PAID SERVICES PARCELS:	5
SHIPPER PAID SERVICE FEES:	5
BILLING.....	6
REFUNDS.....	6
PARTICIPATION REQUIREMENTS	7
ADDRESSING	7
ANCILLARY SERVICE ENDORSEMENT	7
INTERNET ACCESS.....	7
EMAIL AND CONTACT INFORMATION	7
INTELLIGENT MAIL PACKAGE BARCODE	7
MAILER IDENTIFIER (MID) FOR IMPB ACS	7
MID REGISTERED FOR IMPB ACS	8
MID REGISTERED FOR IMPB ACS WITH SHIPPER PAID SERVICES	8
ADDITIONAL REQUIREMENTS FOR SHIPPER PAID FORWARDING / RETURN SERVICES	9
SHIPPING SERVICES FILE 1.7 OR HIGHER DATA REQUIREMENTS FOR SPF/R	9
IMPB® ACS ANCILLARY SERVICE ENDORSEMENT OPTIONS.....	10
FIRST-CLASS MAIL® ANCILLARY SERVICES	11
<i>Change Service Requested</i>	11
<i>Address Service Requested</i>	12
<i>Return Service Requested</i>	13
<i>Temp - Return Service Requested</i>	13
PERIODICAL ANCILLARY SERVICES.....	14
<i>Periodical Change-of-Address Notices</i>	14
<i>Periodicals Nixie Notices</i>	14
<i>Address Service Requested</i>	15
STANDARD MAIL® ANCILLARY SERVICES / PARCEL SELECT LIGHTWEIGHT ANCILLARY SERVICES	16
<i>Change Service Requested</i>	16
<i>Address Service Requested</i>	17
<i>Return Service Requested</i>	20
PACKAGE SERVICES / BPM / PARCEL SELECT ANCILLARY SERVICES	21
<i>Change Service Requested</i>	21
<i>Address Service Requested</i>	22
<i>Return Service Requested</i>	25
<i>“Electronic Service Requested” as a Printed Endorsement</i>	26
ACS FULFILLMENT FILES	27

DATA INTEGRITY	27
ACS NOTIFICATION FILE	27
FULFILLMENT FILE ACCESS.....	27
DEVELOPING METHODS TO UTILIZE ACS™ DATA.....	28
IMPB ACS ENROLLMENT PROCEDURES.....	30
APPENDIX B - ACS FREQUENTLY ASKED QUESTIONS	31
APPENDIX C – ACS PRODUCT CODE INFORMATION AND DETAILS	31
APPENDIX D - GLOSSARY OF TERMS AND ACRONYMS.....	31

IMpb® ACS - An Intelligent Solution

Introduction

Delivery information is only as good as the quality of the address data. The United States Postal Service® goal is to help customers send their mail to the correct address every time. To help meet this objective, ACS™ is designed to substantially reduce the number of manual address correction notices sent to mailers and replace them with electronic notices.

ACS has four distinct implementation methods which offer several different options for mailpiece disposition: OneCode ACS® (includes Full-Service ACS), Traditional ACS™, and IMpb® ACS. Technical information on all can be found at http://ribbs.usps.gov/acs/documents/tech_guides.

Participation in IMpb ACS requires using the Intelligent Mail package barcode. Information regarding the IMpb can be found at the following links:

https://ribbs.usps.gov/intelligentmail_package/documents/tech_guides/BarcodePackageIMSpec.pdf

https://ribbs.usps.gov/intelligentmail_package/documents/tech_guides/PUB199IMPBImpGuide.pdf

Administration

The United States Postal Service® (USPS®) provides support for ACS through the National Customer Support Center (NCSC) in Memphis TN. Information regarding this service can be found at <https://ribbs.usps.gov/index.cfm?page=intellmailmailpieces> and <https://ribbs.usps.gov/index.cfm?page=acs>.

If you have questions after reviewing the documentation contact the NCSC ACS Department via email at acs@usps.gov or by phone at (877) 640-0724.

Disclaimer

ACS is designed to substantially reduce the number of manual address correction notices provided to mailers and replace them with electronic notices. ACS is not a guaranteed service. Manual notices may still be received, although reduced in volume.

The USPS makes no warranty or representation, either expressed or implied, with respect to the technology, data and/or the computer system in which it is contained, including its correctness, quality, performance, merchantability, or fitness for any particular purpose.

The USPS will not be liable for direct, indirect, special, incidental, consequential, or other similar damages arising out of use of, or inability to use, ACS™, Traditional ACS, OneCode ACS, SingleSource ACS, IMpb ACS, IMb Tracing, PostalOne!, Intelligent Mail barcode and Intelligent Mail package barcode technology and/or computer system, even if advised of the possibility of such damages.

If any discrepancy exists between this document (OneCode Technical Guide) and the *DMM® Mailing Standards of the United States Postal Service*, the *DMM* always takes precedence. For the most current *DMM*, go to the Postal Explorer Web site, (<http://pe.usps.gov>) and click on *Domestic Mail Manual*. Any procedure in this publication can be amended or rescinded by notices in the *Postal Bulletin*, *Federal Register*, or the *DMM*. If more information is required, refer to the *DMM*. After reviewing the documentation, please feel free to contact our ACS Department.

The fact that the mailpiece is mailed at an automated letter rate does not guarantee that the ACS fee will reflect the automated address correction fee as well. The address correction fees charged reflect the work required to process the address correction notice. The piece must maintain its integrity as it is processed on the equipment. If there is any chance that mail will be torn or jam on automated equipment, or if it is rejected because critical information falls outside of the read area, the piece is redirected to the non-automated process. When an ACS notice is created in this environment, the Electronic address correction fee will be charged.

Delivery conditions may affect the timeliness of ACS records:

- If mail is addressed to a P.O. Box™, the customer may not retrieve their mail for several weeks or even months. The USPS must continue to deliver the mail to the P.O. Box for as long as the P.O. Box rent has been paid. The mail can only be declared undeliverable if the customer submits a change-of-address request or if the P.O. Box rent is due and the rental renewal fee has not been paid.

- If an address is vacant and if the addressee moves without first notifying the U.S. Postal Service®, the mail may continue to be delivered via a door slot or another irretrievable delivery method. The mail may accumulate at the residence or business until accessed or a new occupant moves in and returns the mail to the Post Office. If mail accumulates in an accessible mailbox the delivery employee places the mail in a “Hold for COA” status for a limited period of time and will initiate an Employee Generated change of address as “Moved, Left No Address.”

The Intelligent Mail Barcode data will be returned in the fulfillment record when available.
ALL NIXIE Records will contain zeroes in the field named “FIVE DIGIT ZIP CODE OLD.”

The U.S. Postal Service makes a concerted effort to provide standardized and delivery point validated address information whenever possible, however we cannot guarantee the availability of this information at the time ACS records are created. It is recommended that these addresses be processed with Address Management products to enhance address standardization.

Note: It is strongly suggested that you not rely solely on the IMb data or serial number when performing updates from ACS. There are situations that occur in which the ACS transaction name will not match your original mailpiece name. There are also situations that occur where the old address on an ACS transaction will not match the address on your original mailpiece.

NOTE: If you also use the Traditional version of ACS and plan to leave the Traditional ACS Participant Code and optional keyline data on the mailpiece, duplicate ACS notices for the same change-of-address record may result. Please contact the ACS Department at acs@usps.gov or by phone at (877) 640-0724 for additional information.

What is IMpb® ACS?

ACS provides mailers of all mail classes and processing categories with electronic address correction information for undeliverable as addressed (UAA) mail. The Intelligent Mail® package barcode (IMpb) applied to parcels allows shippers to obtain postage discounts and identify product and service combinations such as tracking and confirmation services. The IMpb helps to increase the visibility of a parcel as it moves through the USPS mail stream. Now parcel shippers have the ability to use the IMpb to obtain electronic change-of-address and undeliverable information from parcels that cannot be delivered as addressed.

IMpb ACS allows parcel mailers who print the Intelligent Mail package barcode to receive an electronic address correction using that barcode. When a parcel shipper registers the Mailer ID for IMpb ACS, certain printed ancillary service endorsements will trigger the creation of an electronic ACS notice. IMpb ACS allows the parcel shipper to either vary their ancillary service and parcel disposition, or specify when only a specific ancillary service and disposition is desired.

IMpb ACS is available for use on parcels:

- First-Class Mail® and Priority Mail® parcels
- Periodicals mailed as parcels
- Parcel Select
- Package Services (including Library Mail, Media Mail)
- Standard Post
- Standard Mail® and Parcel Select Lightweight parcels
- Bound Printed Matter (including Bound Printed Matter *flats*)

What is IMpb® ACS with Shipper Paid Forwarding / Return?

Shipper Paid Forwarding / Return (SPF/R) service is an IMpb ACS fulfillment option that allows parcel shippers to receive an electronic address correction notice and pay forwarding or return postage for their undeliverable parcels via their ACS account. Shipper Paid service is available for use on parcels mailed at the following prices:

- Parcel Select®
- Parcel Select Lightweight
- Package Services (including *Library Mail*, *Media Mail*, or *USPS Retail Ground™*)
- Bound Printed Matter
- Standard Mail® parcels

Package and Shipping Services parcels and Bound Printed Matter parcels that must be forwarded will arrive as “Postage Due” at the new address. If the addressee refuses to pay the forwarding postage, the parcel is returned to the mailer, and both the forwarding and return postage is charged. IMpb ACS with Shipper Paid Forwarding provides an option for the shipper to pay the forwarding postage via the ACS account, minimizing the chance that the parcel will be refused. They may also pay for any return postage via Shipper Paid Return services if desired.

In addition to the postage charges, Parcel Select shippers also pay an Additional Service Fee for every parcel that must be forwarded or returned. Those parcels that are forwarded or returned using IMpb ACS with SPF/R will be charged the reduced ACS Shipper Paid Additional Service Fee on their ACS invoice when shipper paid services and electronic address corrections have been provided.

When forwarding is requested on Standard Mail parcels or Parcel Select Lightweight, the forwarding postage is collected in the ‘weighted fee’ that is charged for the undeliverable returns. The parcel that cannot be forwarded (Refused, Insufficient Address, Attempted Not Known, etc.) is charged the single-piece First-Class Mail® (up to 13 oz.) or Priority Mail® (over 13 oz.) price *multiplied by 2.472*. This “weighted fee” is charged to cover costs incurred to forward those UAA parcels that *could* be forwarded to the new address. However, the weighted fee does not apply to parcels that use IMpb ACS with Shipper Paid Forwarding because the forwarding postage is paid via ACS. If the piece is returned at all, the participating shipper pays the single-piece postage price instead. The Standard Mail/Parcel Select Lightweight IMpb ACS with Shipper Paid Return mailer may also choose to pay that return postage through their ACS account as well.

There is a Shipper Paid Services option that allows for the forwarding of the parcel when a change of address is available, but the parcels will not be returned if undeliverable for reasons other than a move. This helps shippers to reduce return to sender postage charges and also reshipping expenses when notified via the IMpb ACS that the customer has moved.

How Does IMpb® ACS Work?

The USPS® will forward mail or notify mailers of a Change-of-Address (COA) only if the customer submits a change-of-address request with the Postal Service™, either through Mover's Guide on-line, available at usps.com, or by completing a PS Form 3575 change-of-address request.

If the customer has moved but did not notify the USPS® the delivery employee submits a COA as "Moved, Left No Address" or "Box Closed No Order". Hereafter, this process will be referred to as *USPS-Filed Actions*. These records are included in the COA database and are fulfilled as COA Notices that do not contain a new address. These notices contain the original (old) address information from the COA and a DNF Code (Do Not Forward = MLNA - DNF Code: K or BCNO - DNF Code G).

A parcel may be identified by delivery personnel as Undeliverable as Addressed (UAA) due to an addressing problem or an incorrect address for the addressee. This process results in an UAA action and will hereafter be referred to as a Nixie notice. These notices do not contain address information, they only contain a DNF Code that specifies the reason the parcel cannot be delivered.

When a parcel is determined to be undeliverable, regardless of the reason, the following occurs:

- Step 1:** The undeliverable parcel is sent to the Computerized Forwarding System (CFS) or is processed in the Remote Forwarding System (RFS) responsible for processing undeliverable parcels destined to that delivery address.
- Step 2:** An attempt is made to match the name and address to a COA.
- Step 3:** If there is a match and the mailpiece has been properly prepared to generate IMpb ACS, an electronic ACS COA notice is generated. If there is no COA on file the Nixie reason identified by the delivery employee is used and an ACS Nixie notice generated.
- Step 4:** The mail class (First-Class Mail®, Periodical, Standard Mail®, or Package Services/Parcel Select), the mailer's requested ACS ancillary service, and the age or existence of a COA determines whether the parcel is forwarded, discarded, or returned to sender.
- Step 5:** The appropriate forwarding, return, or waste label is printed and applied to the parcel. If forwarded the barcode on the label will contain the ZIP Code of the new address. If returned to sender, the ZIP Code will be for the return address on the parcel. Depending on the mail class, and the presence of an ancillary service endorsement, the label applied to the parcel may indicate "Postage Due" or "Fee Due" that must be paid at the new address or at the return address. If Shipper Paid Forwarding or Return has been requested and provided, the label will indicate "Postage Paid by Mailer". The parcel is returned to the mail stream. If disposal is indicated, the parcel and its contents are discarded or recycled (when possible).
- Step 6:** ACS notices created from the IMpb are transmitted from CFS/RFS to the NCSC, where they are categorized by the 6- or 9-digit Mailer ID contained in the IMpb. If Shipper Paid Forwarding or Return was requested and provided, the information in the ACS data is matched to the detail record of the Shipping Services File (version 1.7 or higher) and is used to calculate the forwarding/return postage that will be reported in the ACS notice and will be charged in the next scheduled ACS invoice.
- Step 7:** All ACS notices are processed and fulfilled daily via the Electronic Product Fulfillment (EPF) secure web-based fulfillment resource. A "Forwarding Processed" or "Return Processed" event is reported in the Product Tracking and Reporting (PTR) system that identifies when the parcel was processed as UAA in CFS or RFS.

Move-Related and Non-Move-Related Notices

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

COA Coverage

The USPS can only provide ACS notices for the US and its territories when the USPS provides those types of services.

COA records from colleges and universities, individuals within a business, or other single-point deliveries including, but not limited to, commercial mail receiving agencies (CMRA), prisons, hospitals, nursing homes, campus dormitories, and sorority or fraternity houses are not accepted or processed by the USPS. The

responsibility for forwarding or returning mail that is no longer deliverable at these locations lie with the institution. Pieces returned as undeliverable by these institutions are not eligible to produce ACS records.

ACS notices may be provided for change-of-address notices when the OLD or NEW address is for Military or Department of State personnel moving from or to an APO, FPO, or DPO address. These moves are considered Domestic and are presented as street-style addresses in most instances.

Features of IMpb® ACS

Participation in ACS allows the mailer additional combinations of ACS notification and undeliverable mailpiece disposition than what is available with manual address corrections. Detailed information regarding these additional options is provided in the Ancillary Service Endorsement section of this document.

Fees

The **Electronic Address Correction Fee** is charged on your monthly ACS invoice for each ACS COA or Nixie notice provided.

Please refer to the [DMM Notice 123](http://pe.usps.com/text/DMM300/Notice123.htm): Domestic Other Service, for all related Address Correction Service fees at: <http://pe.usps.com/text/DMM300/Notice123.htm>

Forwarding & Return Postage Rates for Shipper Paid Services Parcels:

When a parcel is forwarded or returned, the postage is calculated using the following:

If forwarded, the Zone is determined by the ZIP Code of the OLD address and the ZIP of the NEW address in the COA. The weight and mail class of the parcel is determined by the detail record of the Shipping Services File (SSF - version 1.7 or higher).

If returned to sender, the Zone is determined by the ZIP Code of the addressee and the RETURN address on the parcel, or the ZIP Code of the return address reported in the SSF (version 1.7 or higher). The weight and mail class of the parcel provided in the detail record of the Shipping Services File (SSF) version 1.7 or higher).

The following tables identify the price reported in Notice 123 that will be charged to your ACS account:

Table 1: Forwarding/Return Postage for Standard Mail Parcels and Parcel Select Lightweight Parcels

Standard Mail Parcels:
Up to 13 oz. = First-Class Mail, Retail-Single Piece, Parcels Price
Over 13 oz. = Priority Mail, Retail-Parcels Zone Price
Parcel Select Lightweight:
Up to 13 oz. = First-Class Mail, Retail-Single Piece, Parcels Price
Over 13 oz. = Priority Mail, Retail-Parcels Zone Price

Table 2: Forwarding/Return Postage for Parcel Select and Package Services Parcels

Parcel Select
Parcel Select-Ground, Zone Price, plus the ACS SPF/SPR Additional Service Fee
Retail Ground:
USPS Retail Ground™, Zone Price
Media Mail® & Library Mail:
Media/Library Mail-Retail Large Envelope & Parcel Single-Piece Price
Bound Printed Matter Parcels:
Commercial Parcels–Nonpresorted, Zone Price

Shipper Paid Service Fees:

In addition to the [Electronic Address Correction Fee](#) Parcel Select parcels that request Shipper Paid Forwarding are charged a reduced [ACS SPF/SPR Additional Service Fee](#) on the monthly ACS invoice for each forwarded Parcel Select parcel. If Shipper Paid forwarding is not requested or provided, the addressee is charged the forwarding postage, plus the [Additional Service Fee](#).

When Shipper Paid Return services are requested, Parcel Select parcels that are not forwardable and must be returned to the sender are charged the reduced [ACS SPF/SPR Additional Service Fee](#). If the ancillary service does not include Shipper Paid Return services, the Parcel Select [Additional Service Fee](#) will be charged at the Post Office where the parcel is returned.

For information regarding the price of the Additional Service Fee, refer to [Notice 123 Price List](#) under [Business Mailing Fees](#).

Billing

The ACS billing cycle is from the 25th of the month to the 24th of the next month.

Payment must be submitted with a copy of the invoice remittance slip within 30 days of the invoice date. Unpaid balances more than 30 days old will be charged an annual interest rate of 10 percent. Delinquent accounts may cause the interruption of ACS fulfillment and may result in manual address correction notices or returned mail.

NOTE: To reconcile your monthly invoice, you must include the counts on each of the Shipping Notice files received during the billing period.

Older ACS accounts are invoiced through the San Mateo Accounting Service Center and have “MEM” as a prefix to their account number. Invoices provided by San Mateo Accounting Service Center are not posted to EPF in an electronic file format. ACS accounts invoiced by San Mateo Accounting Service Center will receive a **mailed invoice and statement monthly** if the balance is more than \$25. ACS customers whose balance remains less than \$25 will be sent an annual invoice on September 24 of each year. Any outstanding balance is due and payable. Account balances less than \$25.00 will not reflect a finance charge until the delinquent balance is equal to or greater than \$25.00. The mailed invoice only provides summary information from the shipping notice and does not reflect the detailed information provided by the shipping notice.

Customers receiving mailed invoices but would prefer to have electronic billing may request a switch to that service by emailing acs@usps.gov with their current account number(s) and request “NCSC Billing” for future invoices.

New ACS accounts are invoiced through the NCSC Accounting and have “SS” as a prefix to their account number. Invoices provided by NCSC Accounting are in an electronic file format and are posted to the customers EPF account. Within 6 days after the end of the ACS billing cycle, an additional zipped file will be posted to the EPF account that contains a CSV data file and a PDF version of your invoice. It is the responsibility of the account owner or service provider to retrieve the monthly invoices from the EPF account. The invoice will include the very detailed information provided on the Shipping Notice files for the fulfillments provided during the ACS billing cycle. Information regarding file formats, NCSC Billing and invoice files can be found in the [ACS File Format Technical Guide](#) which can be found at: <https://ribbs.usps.gov/acs>.

ACS NCSC accounting customers have the option of paying the ACS account balance less than \$25.00 or wait until the balance reaches \$25.00. Any outstanding balance and/or balance reflected on the Fiscal year end invoice produced on September 24 of each year become due and payable. Each PDF version of your invoice contains a statement that lists outstanding balances for the last 12 months.

For CAPS, Credit Card and ACH Credit payment options available to NCSC Accounting customers please contact the NCSC Accounts Receivable Department at 901-681-4658 for information.

NOTE: A CAPS account may not be set up solely for the payment of ACS invoices.

Refunds

Refunds are not provided when mailpieces are prepared incorrectly or a service was requested and provided.

Refund requests for disputed Impb ACS records must be investigated before a refund can be provided. Provide the following information to the ACS Help Desk to initiate the investigation:

- Impb information from the ACS notice(s)
- A detailed description outlining the disputed charges.

Disputed charges should be submitted via email to acs@usps.gov along with the Impb ACS records you believe were incorrectly charged. Requests must be received within 45 days of receipt of the invoice. The USPS will investigate and provide a response.

Refund requests for other issues such as hardcopy (Forms 3547 or 3579) or unexpected returned mailpieces must be addressed at the local level. *PS Form 3533* must be completed and submitted to the Post Office™ where your postage due or CAPS account was charged. Provide the returned mail or hardcopy notices as documentation. The escalation process for this type of refund is to the District Manager of Business Mail Entry.

In addition, please email example images to your local Business Service Network (BSN) representative or Business Mail Entry Unit if you receive unexpected returned mailpieces or PS Forms 3547. For BSN representatives that serve your area, visit the BSN lookup tool at: <https://ribbs.usps.gov/locators/find-bsn.cfm>.

NOTE: ACS is designed to substantially reduce the number of manual address correction notices provided to mailers and replace them with electronic notices. ACS is not a guaranteed service. Manual notices may still be received, although reduced in volume.

Participation Requirements

Addressing

IMpb ACS mailpieces must meet all of the addressing requirements found in DMM400.

All IMpb ACS parcels must have the domestic return address properly appearing on the address side of the mailpiece.

Ancillary Service Endorsement

A printed ancillary service endorsement is required for IMpb ACS. Details regarding the authorized ancillary endorsements are listed later in this document. The authorized placement of the printed endorsement on the shipping/address label are found in DMM 202.4.3b.

Internet Access

Customers must have the ability to retrieve ACS™ Fulfillments electronically from the USPS® EPF website.

Email and Contact Information

ACS customers are required to provide a dedicated email address to receive communications regarding ACS. If your company or organization does not currently have a dedicated email for this purpose, we request that you establish one, preferably using the following format: ncscinfo@<yourcompany.com>. All appropriate parties should be designated as users of this email account. It is the responsibility of your company to monitor and control dissemination of this information to your internal ACS decision makers.

Intelligent Mail package barcode

IMpb ACS requires using the Intelligent Mail package barcode. Technical information can be found at https://ribbs.usps.gov/intelligentmail_package/documents/tech_guides/BarcodePackageIMSpec.pdf https://ribbs.usps.gov/intelligentmail_package/documents/tech_guides/PUB199IMPBImpGuide.pdf

Mailer Identifier (MID) for IMpb ACS

The Mailer ID (MID) consists of either six or nine numeric characters and will be placed in the *Mailer Identifier* field of the Intelligent Mail package barcode. The Mailer ID also identifies the mailer or mail service provider and is used to determine the fulfillment of the ACS™ notices.

A nine-digit MID will support most customers, however, at certain volume levels a six-digit MID will be required to ensure the serial number remains unique for 180 days. High volume customers and customers who require longer serial numbers may request a six-digit MID. PC Postage or Online customers whose volume is 100,000 pieces or more within a six-month period must use a six-digit MID.

All mailers utilizing the Intelligent Mail package barcode are required to use a conforming MID. A conforming MID is defined as follows:

- A six-digit MID must begin with 0–8.
- A nine-digit MID must begin with 9.

Mailers may use an existing MID assigned *PostalOne!*® and set up for *Confirmation Services for Package Service Products and Extra Services* or for the *Electronic Verification System (eVS) for Package Products*.

If you do not already have a MID, you may apply for a new MID from Business Customer Gateway. Go to <https://gateway.usps.com/eAdmin/view/knowledge?id=MID> and logon as an existing user or register for a business account. Follow the instructions to apply for a Mailer Identifier and be sure to select *Confirmation Services for Package Service Products and Extra Services* or for the *Electronic Verification System (eVS) for Package Products*, whichever is appropriate for your business needs.

MID Registered for IMpb ACS

The MID that is registered for IMpb ACS will also provide IMpb ACS endorsement “Option 1” service used in the IMpb of parcels of different mail class and with a printed (and ACS capable) ancillary service endorsement. For example:

- MID 901901901 is registered for **Parcel Select** and **Change Service Requested Opt 1**
 - If used in the IMpb on a **Parcel Select or Parcel Select LTWT** parcel endorsed **Address Service Requested**, they will receive **IMpb ACS** and the piece will be treated as **Address Service Requested Opt 1**.
 - If used in the IMpb on a **First-Class** parcel endorsed **Electronic Service Requested or Change Service Requested**, they will receive **IMpb ACS** and the piece will be treated as **Change Service Requested Opt 1** *and the piece will be discarded*.

If the registered MID is used in the IMpb on a parcel of any mail class that has no printed ancillary endorsement, IMpb ACS will not be provided.

MID Registered for IMpb ACS with Shipper Paid Services

When Shipper Paid services are desired, the mailer must register the Mailer ID that will be encoded in the Intelligent Mail Package Barcode that is applied to their parcels. Be sure to check with your service provider before reporting the MID, as they may be using a different MID in the IMpb from what is reported in the Shipping Services File.

The mailer must also specify the Shipper Paid ancillary service that is desired. The corresponding ancillary service endorsement must be printed on the parcel, or you may print “Electronic Service Requested”. The selection of ancillary services and their Shipper Paid Forward and/or Return options are provided in the Ancillary Service section of this document.

When requesting Shipper Paid services, the MID that is registered will also provide IMpb ACS endorsement “Option 1” service without SPF/R if used in the IMpb on parcels of a different mail class and with a printed (and ACS capable) ancillary service endorsement. Shipper Paid Forwarding or Return services will only be available for those parcels that match the mail class and the endorsement that has been registered. For example:

- MID 901901901 is registered for **Parcel Select** and **Change Service Requested Opt 2**
 - If used in the IMpb on a **Parcel Select or Parcel Select LTWT** parcel endorsed **Address Service Requested**, they will receive **IMpb ACS** and the piece will be treated as **Address Service Requested Opt 1** *without Shipper Paid service*.
 - If used in the IMpb on a **First-Class** parcel endorsed **Electronic Service Requested or Change Service Requested**, they will receive **IMpb ACS** and the piece will be treated as **Change Service Requested Opt 1** *and the piece will be discarded*.

If the registered MID is used in the IMpb on a parcel of any mail class that has no printed ancillary endorsement, neither IMpb ACS nor Shipper Paid services will be provided.

If IMpb ACS with SPF/R service is desired on ALL parcels regardless of the mail class and endorsement, the mailer will need to register a different MID for each mail class and/or endorsement desired.

For example, if the mailer ships both Parcel Select and Parcel Select Lightweight with the same ancillary service and Shipper Paid service, they will need to register two MIDs, one for each mail class.

MID #1 for Parcel Select – Change Service Requested Opt 2 with SPF

MID #2 for Parcel Select LTWT – Change Service Requested Opt 2 with SPF/R

If the shipper mails multiple classes, and they desire 2 or more different ancillary services and shipper paid options for one or both of those mail classes, they will need to register up to 4 MIDs:

MID #1 for Parcel Select – Change Service Requested Opt 2 with SPF

MID #2 for Parcel Select – Address Service Requested Opt 3 with SPF

MID #3 for Parcel Select LTWT – Change Service Requested Opt 2 with SPF

MID #4 for Parcel Select LTWT – Address Service Requested Opt 3 with SPF/R

Additional Requirements for Shipper Paid Forwarding / Return Services

For those parcels that request Shipper Paid services, Shipping Services File version 1.7 or higher is required. If you or your service provider currently use Shipping Services File version 1.6, you must convert to 1.7 or higher before Shipper Paid Forwarding / Return services can be provided.

The detail records in your Shipping Services File must include certain information, even if those details are not required for the SSF. The required fields for IMpb ACS with SPF/R are provided in the Shipping Services File Requirements in the next section of this document.

Shipping Services File 1.7 or Higher Data Requirements for SPF/R

The ancillary service endorsement field of the detail record must also be populated with the appropriate Shipper Paid code of either “K” or “J”. Additionally, when requesting Shipper Paid Return service (Address Service Requested Option 3) you must populate the Return Address ZIP Code in the detail records of each parcel.

NOTE: The positions for these fields listed below are from SSF Version 1.7 and are not defined in SSF v2.0, which has variable length fields and is pipe-delimited. The Field Names are the same in both versions. Refer to [Publication 199: Intelligent Mail Package Barcode](#) Implementation Guide, Appendix B and C for information on the field requirements for Detail Records.

The following Detail Record fields are specific to IMpb ACS with SPF/R services (ancillary service endorsements **Address Service Requested Options 1, 2, and 3, and Change Service Requested Option 2**). The required information for those fields is listed in the following table:

Field Name	Position (SSF v1.7)	Content	Required / Optional
Destination ZIP Code	047–051	5 Digit ZIP Code of address	Required
Unit of Measure Code	362	“1” – LBS; “2” – OZ; “3” – Kilos	Required
Weight	363–371	Parcel weight in unit of measure and to 4 decimal positions. Ex: 14.3 lbs. is entered as “000143250”	Required
Ancillary Service Endorsement	675–677	“K” (IMpb ACS with SPF – CSR2, ASR1, ASR2) or “J” (IMpb ACS with SPF/R – ASR3)	Required
Keyline	687–702	16 character customer identifier. Alpha-Numeric characters allowed, and may include the “\” (back-slash) character. This information may be used to identify the addressee (or a specific shipper if you are a Mail Service Provider)	Optional - If populated, will be reported the IMpb ACS notice for the undeliverable parcel.

Additional fields required for Shipper Paid Forward and Return (ancillary service endorsement **Address Service Requested Option 3**):

Field Name	Position (SSF v1.7)	Content	Required / Optional
Return Address	703–750	enter the return address that is on the parcel	Optional for ASR3
Return Address City	751–778	[enter the city of the return address on the parcel]	Optional for ASR3
Return Address State	779–780	[enter the state of the return address on the parcel]	Optional for ASR3
Return Address ZIP Code	781–785	[enter the ZIP Code of the return address on the parcel]	Required for ASR3

IMpb® ACS Ancillary Service Endorsement Options

Mailers must select the ancillary service that provides the move update information and disposition that best meets their needs. This selection will be maintained in the ACS profile for the Mailer ID that will be used in the IMpb. The mail piece's proper handling will vary depending on which ancillary service is chosen, the mail class, and for mailpieces that are undeliverable because of a move, whether the pieces can be forwarded. Under certain circumstances manual notices or returned mail may be provided instead of electronic ACS notices.

A printed Ancillary Service Endorsement is required on all parcels that request IMpb ACS and IMpb ACS with SPF/R services.

Some classes of mail may have multiple ancillary service endorsement options. **The literal "Option" and the associated number must not be printed on the mailpiece.** IMpb ACS and IMpb ACS with SPF/R mailers must register their ancillary service option choice in the mailer profile maintained by the NCSC ACS Department.

IMpb ACS parcel shippers are able to vary the selected ACS profile ancillary service request and undeliverable parcel disposition by printing a different ACS-capable ancillary service endorsement on the piece. However if a specific ancillary OPTION is available, as is for First-Class Mail (ASR Options 1 or 2 and CSR Options 1 or 2) and Standard Mail (ASR Options 1 or 2), then the OPTION may not transfer to the other printed endorsement. If the Mailer ID is registered for Shipper Paid Forwarding or Return, then certain ancillary service options will provide those services and forwarding or return postage will be charged when appropriate.

If a mailer will be using multiple endorsements and/or mail multiple classes of parcels, they may require a separate MID for each endorsement and/or mailing.

A printed Ancillary Service Endorsement is *required on all parcels that request IMpb ACS and IMpb ACS with SPF/R services.

Table 1: IMpb ACS Ancillary Service Printed Endorsement Options

Class	Processing Category	Ancillary Service
First-Class Mail®	Parcels	Address Service Requested or Electronic Service Requested
		Change Service Requested or Electronic Service Requested
		Return Service Requested or Electronic Service Requested
		Temp Return Service Requested or Electronic Service Requested
Standard Mail®	Parcels	Address Service Requested or Electronic Service Requested
		Change Service Requested or Electronic Service Requested
		Return Service Requested or Electronic Service Requested
Bound Printed Matter	Parcels	Address Service Requested or Electronic Service Requested
		Change Service Requested or Electronic Service Requested
		Return Service Requested or Electronic Service Requested
Package Services (includes Media Mail & Library Mail) / Parcel Select & Standard Post	Parcels	Address Service Requested or Electronic Service Requested
		Change Service Requested or Electronic Service Requested
		Return Service Requested or Electronic Service Requested
Periodicals	Parcels	*No endorsement required ("Address Service Requested" is optional but should be used if return of undeliverable Periodicals is desired. Return postage will be charged and ACS notices are limited when this printed endorsement is used.)
		*No endorsement required ("Electronic Service Requested" may be printed only when "Address Service Requested" is represented by the IMpb ACS Profile maintained by the NCSC.)

First-Class Mail® Ancillary Services

Ancillary services for First-Class Mail parcels have two or more ancillary service endorsement options. The desired service option is identified within the Mailer ID that is included in the Intelligent Mail package barcode. The term "Option 1" or "Option 2" is not to be printed on the mailpiece. The ancillary service and the preferred option are recorded in the mailer profile for the Mailer ID that is registered for use for IMpb ACS and is maintained by the NCSC ACS Department.

Change Service Requested

Option 1 (CSR1)

Undeliverable Parcels Matched to a change-of-address:

During the entire 18-month life of the COA order the mailpiece is discarded and an ACS notice containing the new address is generated.

Undeliverable Mailpieces Matched to USPS®-Filed Actions:

The mailpiece is discarded and an ACS notice with Deliverability Code "K" or "G" is generated. See the ACS Fulfillment Record Field "Deliverability Code" for a complete description.

Nixies (undeliverable for reasons other than a move):

The mailpiece is discarded and an ACS notice is generated containing the reason for non-delivery.

Change Service Requested

Option 2 (CSR2)

Undeliverable Parcels Matched to a change-of-address:

During months 1 through 12 of the COA order the mailpiece is forwarded and an ACS notice containing the new address is generated.

During months 13 through 18 of the COA order the mailpiece is discarded and an ACS notice containing the new address is generated.

After month 18, the mailpiece is discarded and an ACS notice containing the reason for non-delivery is generated.

Undeliverable Parcels Matched to USPS-Filed Actions:

The mailpiece is discarded and an ACS notice with Deliverability Code "K" or "G" is generated. See the ACS Fulfillment Record Field "Deliverability Code" for a complete description.

Nixies (undeliverable for reasons other than a move):

The mailpiece is discarded and an ACS notice is generated containing the reason for non-delivery.

FIRST-CLASS MAIL® ANCILLARY SERVICES – CONTINUED

Address Service Requested

Option 1 (ASR1)

Undeliverable Parcels Matched to a change-of-address:

<p>During months 1 through 12 of the COA order the mailpiece is forwarded and an ACS notice containing the new address is generated.</p>

<p>During months 12 through 18 the mailpiece is returned with the new address information attached and <u>no ACS notice is generated.</u></p>

Undeliverable Parcels Matched to USPS®-Filed Actions:

The mailpiece is returned with the reason for the reason for non-delivery attached and **no ACS notice is generated.**

Nixies (undeliverable for reasons other than a move):

The mailpiece is returned with the reason for the reason for non-delivery attached and **no ACS notice is generated.**

Address Service Requested

Option 2 (ASR2)

Undeliverable Parcels Matched to a change-of-address:

During months 1 through 12 of the COA order the mailpiece is forwarded and an ACS notice containing the new address is generated.

During months 13 through 18 of the COA order the mailpiece is returned with new address attached and an ACS notice containing the new address is generated.

After month 18 the mailpiece is returned with reason for non-delivery attached and an ACS notice containing the reason for non-delivery is generated.

Undeliverable Parcels Matched to USPS-Filed Actions:

The mailpiece is returned with the reason for the reason for non-delivery attached and an ACS notice with Deliverability Code "K" or "G" is generated. See the ACS Fulfillment Record Field "Deliverability Code" for a complete description.

Nixies (undeliverable for reasons other than a move):

The mailpiece is returned with the reason for the reason for non-delivery attached and an ACS notice containing the reason for non-delivery is generated.

FIRST-CLASS MAIL® ANCILLARY SERVICES – CONTINUED

Return Service Requested

Option 2 (RSR2)***Undeliverable Parcels Matched to a change-of-address:***

During the entire 18-month life of the COA order the mailpiece is returned with the new address attached and an ACS notice containing the new address is generated.

Undeliverable Parcels Matched to USPS®-Filed Actions:

The mailpiece is returned with the reason for non-delivery attached and an ACS notice with Deliverability Code "K" or "G" is generated. See the ACS Fulfillment Record Field "Deliverability Code" for a complete description.

Nixies (undeliverable for reasons other than a move):

The mailpiece is returned with the reason for non-delivery attached and an ACS notice containing the reason for non-delivery is generated.

Temp - Return Service Requested

Option 2 (TRSR2)***Undeliverable Parcels Matched to a change-of-address:***

The mailpiece is forwarded for a Temporary COA with no separate notice to the mailer. If there is a Permanent COA the mailpiece is returned with the new address attached and an ACS notice containing the new address is generated.

Undeliverable Parcels Matched to USPS®-Filed Actions:

The mailpiece is returned with the reason for non-delivery attached and an ACS notice with Deliverability Code "K" or "G" is generated. See the ACS Fulfillment Record Field "Deliverability Code" for a complete description.

Nixies (undeliverable for reasons other than a move):

The mailpiece is returned with the reason for non-delivery attached and an ACS notice is generated containing the reason for non-delivery.

Periodical Ancillary Services

Periodicals ACS and Follow-up Notice Options

No Ancillary Service Endorsement is required for Periodicals

Periodical Change-of-Address Notices

Periodicals that are matched to COA orders are forwarded for 60 days following the move effective date. The following options are available for forwardable mailpieces and undeliverable mailpieces matched to USPS-filed actions. These ACS options govern the frequency of ACS COA follow-up notices generated:

Table 2 – IMPb ACS Change-of-Address Follow-up Options for Periodicals

<i>Option 2</i>	No address correction information is generated during the 60-day forwarding period. The first appearance of a mailpiece sent to the old address after the 60-day forwarding period generates an ACS notice. There are no additional notices sent and all undeliverable pieces are disposed as waste after 60 days
<i>Option 4</i>	An immediate ACS notice is generated on the mailpieces first appearance. There are no additional notices sent and all undeliverable pieces are disposed as waste
<i>Option 5</i>	An immediate ACS notice is generated for the mailpieces first appearance during the 60-day forwarding period. A mailpiece sent to the old address after expiration of the 60-day forwarding period causes an ACS follow-up notice to be generated. There are no additional notices sent and all undeliverable pieces are disposed as waste
<i>Option 6</i>	Immediate ACS notice is generated for the mailpieces first appearance during the 60-day forwarding period. A mailpiece sent to the old address 60 or more days after expiration of the forwarding period (120 days after the customer's move-effective date) causes an ACS follow-up notice to be generated. There are no additional notices sent and all undeliverable pieces are disposed as waste

NOTE: The appropriate fee will be charged for all notices. Options 1 & 3 do not exist.

Mailers must take note that multiple corrections for the same customer but different periodical mailpieces may produce two identical ACS transactions. For example, if an undeliverable Periodical is identified as undeliverable for the first time and it is AFTER the 60 day forwarding period, an ACS notice will be generated. If another periodical is processed on the same day and it is addressed to the same customer an ACS notice will be generated. This applies to mailers using Periodical Options 5 and 6.

Periodicals Nixie Notices

Each time a mailpiece is undeliverable for reasons other than a move is sent for processing, an ACS nixie notice with the reason for non-delivery will be generated and the mailpiece is discarded.

A manual nixie notice may be generated when the Intelligent Mail® barcode cannot be scanned or when the reason for non-delivery is identified by the business or representative at the address on the mailpiece.

PERIODICAL ANCILLARY SERVICES - CONTINUED

IMPORTANT NOTE: If the optional *Address Service Requested* endorsement is desired there are specific items that must appear on the face of the mailpiece, such as the ancillary service endorsement and the return address. When *Address Service Requested* is used, the sender guarantees to pay return postage at the First-Class Mail® single-piece price.

ACS COA notices will be limited with this ancillary endorsement option. An ACS notice is generated only during the 60 day forwarding period and only if the publisher has chosen an option that provides an immediate ACS notice and the mailpiece is processed within that forwarding period. Those processed after the 60 day forwarding period will be returned to the publisher as postage due.

If Nixie, the piece is always returned as postage due with the reason for non-delivery attached.

Address Service Requested

Undeliverable Parcels Matched to a change-of-address:

During the first 60 days of the COA order the mailpiece is forwarded. An ACS notice containing the new address is generated ONLY when the publisher has selected Periodical options 4, 5 or 6 as described in [Table 2 – Impb ACS Change-of-Address Follow-up Options for Periodicals](#). If option 2 is selected, mailpiece is forwarded, no ACS is provided.

Beginning Day 61 and through month 18 of the COA order the mailpiece is returned with address correction information attached **and no ACS notice is generated**.

After month 18 the mailpiece is returned with reason for non-delivery attached **and no ACS notice is generated**. Return postage is charged at the First-Class Mail or Priority Mail price for the weight of the piece.

Undeliverable Parcels Matched to USPS®-Filed Actions:

The mailpiece is returned with the reason for the reason for non-delivery attached and **no ACS notice is generated**. Return postage is charged at the First-Class Mail or Priority Mail price for the weight of the piece.

Nixies (undeliverable for reasons other than a move):

The mailpiece is returned with the reason for the reason for non-delivery attached and **no ACS notice is generated**. Return postage is charged at the First-Class Mail or Priority Mail price for the weight of the piece.

NOTE: This option is used only when the Publisher has determined that undeliverable Periodicals must be returned to the sender, the ancillary service endorsement “Address Service Requested” and the return address are printed in the proper position on the address side of the Periodical mailpiece, and they have agreed to pay the appropriate postage upon the return of the mailpiece.

Standard Mail® Ancillary Services / Parcel Select Lightweight Ancillary Services

Change Service Requested

Option 1 (CSR1) – available only for IMpb ACS

Undeliverable Parcels Matched to a change-of-address:

During the entire 18-month life of the COA order the mailpiece is discarded and an ACS notice containing the new address is generated.

Undeliverable Parcels Matched to USPS-Filed Actions:

The mailpiece is discarded and an ACS notice with Deliverability Code "K" or "G" is generated. See the ACS Fulfillment Record Fields "Deliverability Code" for a complete description.

Nixies (undeliverable for reasons other than a move):

The mailpiece is discarded and an ACS notice containing the reason for non-delivery is generated.

Change Service Requested

Option 2 (CSR2) – available only with Shipper Paid Forwarding

Undeliverable Parcels Matched to a change-of-address:

During months 1 through 12 of the COA order with Shipper Paid Forwarding, the mailpiece is returned with the reason for non-delivery attached and no ACS notice is generated. The return postage charged at the return address will be equal to the First-Class or Priority Mail zone price for the weight of the parcel. The weighted fee is not charged.

After 12 months, the mailpiece is discarded and an ACS notice with the new address information is generated.

Undeliverable Mailpieces Matched to USPS-Filed Actions:

The mailpiece is discarded and an ACS notice with Deliverability Code "K" or "G" is generated.

Nixies (undeliverable for reasons other than a move):

The mailpiece is discarded and an ACS notice with the reason for non-delivery is generated.

STANDARD MAIL® ANCILLARY SERVICES / PARCEL SELECT LIGHTWEIGHT - CONTINUED

Address Service Requested

Option 1 (ASR1) – available with or without Shipper Paid Forwarding

Undeliverable Parcels Matched to a change-of-address:

IMpb ACS	IMpb ACS wSPF/R
<p>During months 1 through 12 of the COA order the mailpiece is forwarded and an ACS notice containing the new address is generated.</p>	<p>During months 1 through 12 of the COA order with Shipper Paid Forwarding the mailpiece is forwarded and an ACS notice containing the new address is generated. The shipper will be invoiced for the forwarding postage which is equal to the First-Class or Priority Mail zone price for the weight of the parcel.</p>
<p>After 12 months the mailpiece is returned at the <i>weighted fee</i>¹ with the new address information attached and <u>no ACS notice is generated.</u></p>	<p>After 12 months, the mailpiece is returned with the new address information attached and no ACS notice is generated. The return postage charged at the return address will be equal to the First-Class or Priority Mail zone price for the weight of the parcel. The weighted fee is not charged.</p>

Undeliverable Parcels Matched to USPS-Filed Actions:

<p>The mailpiece is returned at the <i>weighted fee</i>¹ with the reason for non-delivery attached and <u>no ACS notice is generated.</u></p>	<p>The mailpiece is returned with the reason for non-delivery attached and no ACS notice is generated. The return postage charged at the return address will be equal to the First-Class or Priority Mail zone price for the weight of the parcel. The weighted fee is not charged.</p>
--	---

Nixies (undeliverable for reasons other than a move):

<p>The mailpiece is returned at the <i>weighted fee</i>¹ with the reason for non-delivery attached and <u>no ACS notice is generated.</u></p>	<p>The mailpiece is returned with the reason for non-delivery attached and no ACS notice is generated. The return postage charged at the return address will be equal to the First-Class or Priority Mail zone price for the weight of the parcel. The weighted fee is not charged.</p>
--	---

STANDARD MAIL® ANCILLARY SERVICES / PARCEL SELECT LIGHTWEIGHT - CONTINUED

Address Service Requested

Option 2 (ASR2) – available with or without Shipper Paid Forwarding

Undeliverable Parcels Matched to a change-of-address:

IMpb ACS	IMpb ACS wSPF/R
<p>During months 1 through 12 of the COA order the mailpiece is forwarded and an <u>ACS notice is generated</u> containing the new address.</p>	<p>During months 1 through 12 of the COA order with Shipper Paid Forwarding the mailpiece is forwarded and an ACS notice containing the new address is generated. The shipper will be invoiced for the forwarding postage which is equal to the First-Class or Priority Mail zone price for the weight of the parcel.</p>
<p>After 12 months the mailpiece is returned at the <i>weighted fee</i>¹ with new address information attached and an <u>ACS notice is generated.</u></p>	<p>After 12 months, the mailpiece is returned with the new address information attached and an <u>ACS notice with is generated.</u> The return postage charged at the return address will be equal to the First-Class or Priority Mail zone price for the weight of the parcel. The weighted fee is not charged.</p>

Undeliverable Parcels Matched to USPS-Filed Actions:

<p>The mailpiece is returned at the <i>weighted fee</i>¹ with the reason for non-delivery attached and an <u>ACS notice is generated.</u></p>	<p>The mailpiece is returned with the reason for non-delivery attached and an <u>ACS notice with Deliverability Code "K" or "G" is generated.</u> The return postage charged at the return address will be equal to the First-Class or Priority Mail zone price for the weight of the parcel. The weighted fee is not charged.</p>
--	---

Nixies (undeliverable for reasons other than a move):

<p>The mailpiece is returned at the <i>weighted fee</i>¹ with the reason for non-delivery attached and an <u>ACS notice is generated.</u></p>	<p>The mailpiece is returned with the reason for non-delivery attached and an <u>ACS notice with the reason for non-delivery is generated.</u> The return postage charged at the return address will be equal to the First-Class or Priority Mail zone price for the weight of the parcel. The weighted fee is not charged.</p>
--	--

STANDARD MAIL® ANCILLARY SERVICES / PARCEL SELECT LIGHTWEIGHT – CONTINUED

Address Service Requested

Option 3 (ASR2) – available only with Shipper Paid Forwarding and Return

Undeliverable Parcels Matched to a change-of-address:

During months 1 through 12 of the COA order with Shipper Paid Forwarding the mailpiece is forwarded and an ACS notice containing the new address is generated. The shipper will be invoiced for the forwarding postage which is equal to the First-Class or Priority Mail zone price for the weight of the parcel.

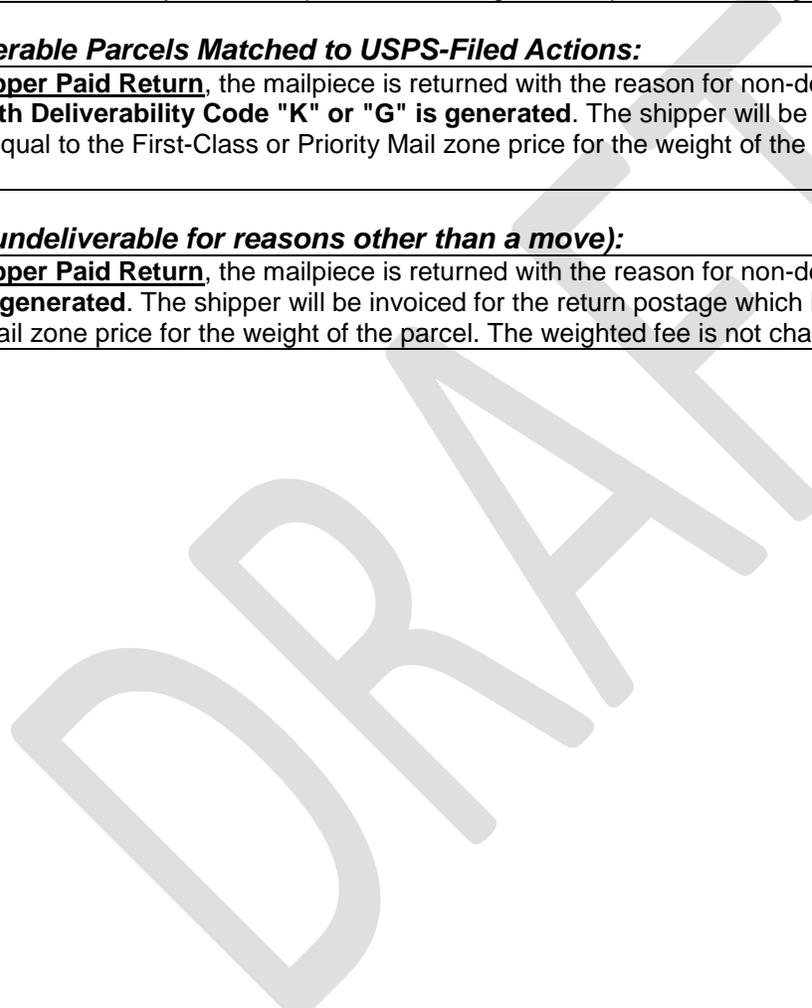
After 12 months with Shipper Paid Forwarding, the mailpiece is returned with the new address information attached and **an ACS notice is generated**. The shipper will be invoiced for the return postage which is equal to the First-Class or Priority Mail zone price for the weight of the parcel. The weighted fee is not charged.

Undeliverable Parcels Matched to USPS-Filed Actions:

With Shipper Paid Return, the mailpiece is returned with the reason for non-delivery attached and **an ACS notice with Deliverability Code "K" or "G" is generated**. The shipper will be invoiced for the return postage which is equal to the First-Class or Priority Mail zone price for the weight of the parcel. The weighted fee is not charged.

Nixies (undeliverable for reasons other than a move):

With Shipper Paid Return, the mailpiece is returned with the reason for non-delivery attached and **an ACS notice is generated**. The shipper will be invoiced for the return postage which is equal to the First-Class or Priority Mail zone price for the weight of the parcel. The weighted fee is not charged.



STANDARD MAIL® ANCILLARY SERVICES / PARCEL SELECT LIGHTWEIGHT – CONTINUED

Return Service Requested

Option 2 (RSR2) – available only for IMPb ACS

Undeliverable Parcels Matched to a change-of-address:

During the entire 18-month life of the COA order the mailpiece is returned at the First-Class Mail or Priority Mail single-piece price with the new address attached and an **ACS notice with the new address is generated.**

Undeliverable Parcels Matched to USPS®-Filed Actions:

The mailpiece is returned at the First-Class Mail or Priority Mail single piece price with the reason for non-delivery attached and an **ACS notice** with the Deliverability Code "K" or "G" **is generated.**

Nixies (undeliverable for reasons other than a move):

The mailpiece is returned at the First-Class Mail or Priority Mail single piece price with the new address attached and an **ACS notice with** the reason for non-delivery **is generated.**

DRAFT

Package Services / BPM / Parcel Select Ancillary Services

A printed ancillary service endorsement is required for Package Services/BPM/Parcel Select IMpb ACS.

Change Service Requested

Option 1 (CSR1) – available only for IMpb ACS

Undeliverable Parcels Matched to a change-of-address:

During the entire 18-month life of the COA order, the mailpiece is discarded and an **ACS notice is generated** containing the new address.

Undeliverable Parcels Matched to USPS-Filed Actions:

The mailpiece is discarded and an **ACS notice is generated** with Deliverability Code "K" or "G". See the ACS Fulfillment Record Fields "Deliverability Code" for a complete description.

Nixies (undeliverable for reasons other than a move):

The mailpiece is discarded and an **ACS notice is generated** providing the reason for non-delivery.

Change Service Requested

Option 2 (CSR2) – available only with IMpb ACS with Shipper Paid Forwarding

Undeliverable Parcels Matched to a change-of-address:

During months 1 through 12 of the COA order the mailpiece is forwarded and an ACS notice containing the new address is generated. The shipper will be invoiced for the forwarding postage which is equal to the comparable zone price for the specific mail class and weight of the parcel. The ACS Shipper Paid Forwarding Additional Service Fee will be charged for Parcel Select parcels.

After 12 months the mailpiece is discarded and the new address information is provided.

Undeliverable Parcels Matched to USPS-Filed Actions:

The mailpiece is discarded and an ACS notice with Deliverability Code "K" or "G" is generated. See the ACS Fulfillment Record Fields "Deliverability Code" for a complete description.

Nixies (undeliverable for reasons other than a move):

The mailpiece is discarded and an ACS notice containing the reason for non-delivery is generated.

PACKAGE SERVICES / BPM / PARCEL SELECT - CONTINUED

Address Service Requested

Option 1 (ASR1) – available with or without IMpb ACS with Shipper Paid Forwarding

Undeliverable Parcels Matched to a change-of-address:

IMpb ACS	IMpb ACS wSPF/R
<p><u>After 12 months</u> the mailpiece is returned at the <i>weighted fee</i>¹ with the new address information attached and <u>no ACS notice is generated.</u></p>	<p><u>After 12 months,</u> the mailpiece is returned with the new address information attached and <u>no ACS notice is generated.</u> The return postage charged at the return address will be equal to the comparable single-piece or non-presort zone price for the specific mail class and weight of the parcel. The Additional Service Fee will also be charged for Parcel Select parcels.</p>

Undeliverable Parcels Matched to USPS-Filed Actions:

<p>The mailpiece is returned at the <i>weighted fee</i>¹ with the reason for non-delivery attached and <u>no ACS notice is generated.</u></p>	<p>The mailpiece is returned with the reason for non-delivery attached and <u>no ACS notice is generated.</u> The return postage charged at the return address will be equal to the comparable single-piece or non-presort zone price for the specific mail class and weight of the parcel. The Additional Service Fee will also be charged for Parcel Select parcels.</p>
--	---

Nixies (undeliverable for reasons other than a move):

<p>The mailpiece is returned at the <i>weighted fee</i>¹ with the reason for non-delivery attached and <u>no ACS notice is generated.</u></p>	<p>The mailpiece is returned with the reason for non-delivery attached and <u>no ACS notice is generated.</u> The return postage charged at the return address will be equal to the comparable single-piece or non-presort zone price for the specific mail class and weight of the parcel. The Additional Service Fee will also be charged for Parcel Select parcels.</p>
--	---

PACKAGE SERVICES / BPM / PARCEL SELECT - CONTINUED

Address Service Requested

Option 2 (ASR2) – available with or without IMpb ACS with Shipper Paid Forwarding

Undeliverable Parcels Matched to a change-of-address:

IMpb ACS	IMpb ACS wSPF/R
<p>After 12 months the mailpiece is returned at the <i>weighted fee</i>¹ with new address information attached and an <u>ACS notice is generated.</u></p>	<p><u>After 12 months,</u> the mailpiece is returned with the new address information attached and <u>an ACS notice containing the new address is generated.</u> The return postage charged at the return address will be equal to the comparable single-piece or non-presort zone price for the specific mail class and weight of the parcel. The Additional Service Fee will also be charged for Parcel Select parcels.</p>

Undeliverable Parcels Matched to USPS-Filed Actions:

<p>The mailpiece is returned at the <i>weighted fee</i>¹ with the reason for non-delivery attached and an <u>ACS notice is generated.</u></p>	<p>The mailpiece is returned with the reason for non-delivery attached and <u>an ACS notice with Deliverability Code "K" or "G" is generated.</u> The return postage charged at the return address will be equal to the comparable single-piece or non-presort zone price for the specific mail class and weight of the parcel. The Additional Service Fee will also be charged for Parcel Select parcels.</p>
--	---

Nixies (undeliverable for reasons other than a move):

<p>The mailpiece is returned at the <i>weighted fee</i>¹ with the reason for non-delivery attached and an <u>ACS notice is generated.</u></p>	<p>The mailpiece is returned with the reason for non-delivery attached and <u>an ACS notice is generated.</u> The return postage charged at the return address will be equal to the comparable single-piece or non-presort zone price for the specific mail class and weight of the parcel. The Additional Service Fee will also be charged for Parcel Select parcels.</p>
--	---

PACKAGE SERVICES / BPM / PARCEL SELECT - CONTINUED

Address Service Requested

Option 3 (ASR3) – available only with IMpb ACS with Shipper Paid Forwarding and Return

Undeliverable Parcels Matched to a change-of-address:

During months 1 through 12 of the COA order with Shipper Paid Forwarding the mailpiece is forwarded and **an ACS notice containing the new address is generated**. The shipper will be invoiced for the forwarding postage which is equal to the comparable single-piece or non-presort zone price for the specific mail class and weight of the parcel. The ACS Shipper Paid Forwarding Additional Service Fee will also be charged for Parcel Select parcels.

After 12 months with Shipper Paid Return, the mailpiece is returned with the new address information attached and **an ACS notice containing the new address is generated**. The shipper will be invoiced for the return postage which is equal to the comparable single-piece or non-presort zone price for the specific mail class and weight of the parcel. The ACS Shipper Paid Return Additional Service Fee will also be charged for Parcel Select parcels.

Undeliverable Parcels Matched to USPS-Filed Actions:

With Shipper Paid Return, the mailpiece is returned with the reason for non-delivery attached and **an ACS notice with Deliverability Code "K" or "G" is generated**. The shipper will be invoiced for the return postage which is equal to the comparable single-piece or non-presort zone price for the specific mail class and weight of the parcel. The ACS Shipper Paid Return Additional Service Fee will also be charged for Parcel Select parcels.

Nixies (undeliverable for reasons other than a move):

With Shipper Paid Return, the mailpiece is returned with the reason for non-delivery attached and **an ACS notice is generated**. The shipper will be invoiced for the return postage which is equal to the comparable single-piece or non-presort zone price for the specific mail class and weight of the parcel. The ACS Shipper Paid Return Additional Service Fee will also be charged for Parcel Select parcels.

PACKAGE SERVICES / BPM / PARCEL SELECT - CONTINUED

Return Service Requested

Option 2 (RSR2) – available only with IMpb ACS

Undeliverable Parcels Matched to a change-of-address:

During the entire 18-month life of the COA order the mailpiece is returned with the new address attached and an ACS notice containing the new address is generated. The return postage charged at the return address will be equal to the comparable single-piece or non-presort zone price for the specific mail class and weight of the parcel. The Additional Service Fee will also be charged for Parcel Select parcels.

Undeliverable Parcels Matched to USPS®-Filed Actions:

The mailpiece is returned with the reason for non-delivery attached and an ACS notice with the Deliverability Code "K" or "G" is generated. See the ACS Fulfillment Record Field "Deliverability Code" for a complete description. The return postage charged at the return address will be equal to the comparable single-piece or non-presort zone price for the specific mail class and weight of the parcel. The Additional Service Fee will also be charged for Parcel Select parcels.

Nixies (undeliverable for reasons other than a move):

The mailpiece is returned with the new address attached and an ACS notice containing the reason for non-delivery is generated. The return postage charged at the return address will be equal to the comparable single-piece or non-presort zone price for the specific mail class and weight of the parcel. The Additional Service Fee will also be charged for Parcel Select parcels.

“Electronic Service Requested” as a Printed Endorsement

“Electronic Service Requested” may be printed only on parcels requesting IMpb ACS or IMpb ACS with SPF/R. The “Address Service Requested”, “Change Service Requested” or “Return Service Requested” endorsement is identified within the ACS Profile for the Mailer ID used in the IMpb. The ACS Profile is maintained and managed by the ACS Department of the National Customer Support Center in Memphis TN.

IMPORTANT NOTE: *Before making any modifications to your printed ancillary service endorsement, you must notify the ACS Department at the NCSC. Failure to do so could result in the elimination of any ACS electronic corrections, and all address corrections might be provided manually.*

Printing the optional proxy endorsement “Electronic Service Requested” allows shippers to vary their endorsement option by the choice of Mailer ID used in the IMpb on the parcel. It also serves to instruct Post Offices to send undeliverable parcels to their CFS unit for processing.

NOTE: Mailers that wish to use multiple endorsement options on separate parcels may do so, but the printed endorsement “Electronic Service Requested” will be a limited option. If this printed endorsement is desired, a separate Mailer ID will be required for each ancillary service endorsement and option desired.

If the Intelligent Mail package barcode cannot be scanned, and “Electronic Service Requested” is printed, the parcel will be treated as unendorsed for the specific mail class:

- **Standard Mail/Parcel Select Lightweight:** UAA Mail piece discarded. No ACS notice provided.
- **Bound Printed Matter:** UAA Mail piece discarded. No ACS notice provided.
- **Package Services/Parcel Select/Retail Ground:** (Ref: DMM 507.1.5.4)

If no change-of-address order on file:

Piece returned with reason for nondelivery attached; return postage charged as follows at the applicable USPS Retail Ground or Package Services single-piece price or the Parcel Select Ground price plus the additional service fee.

If change-of-address order on file:

- Months 1 through 12: USPS Retail Ground or Package Services forwarded postage due at the single-piece price for the class of mail. Parcel Select forwarded as postage due to addressee at the Parcel Select Ground price plus the additional service fee. If addressee refuses to pay postage due, piece is returned with reason for nondelivery attached; postage charged as follows: at the applicable USPS Retail Ground or Package Services single-piece price or the Parcel Select Ground price plus the additional service fee.
- Months 13 through 18: Piece returned with new address attached (postage charged as noted under “Months 1 through 12.”)
- After month 18: Piece returned with reason for nondelivery attached (postage charged as noted under “If no change-of-address order on file.”)

NOTE: Mailers must choose which printed ancillary service endorsement provides the handling and disposition that best meets their needs. The printed endorsement “Electronic Service Requested” on the mail is a generic endorsement that instructs Post Offices to send UAA mail to a CFS or PARS operation so an electronic ACS notice can be generated. The disposition of the parcel will vary depending on the mail class, age of the COA record, which ancillary service is contained in the shipper’s ACS Mailer Profile, and forwarding for mailpieces that are undeliverable because of a move. Under certain circumstances, an electronic notice cannot be created and the piece may be forwarded 'Postage Due' to the addressee or returned as undeliverable without generating an electronic ACS notice.

ACS Fulfillment Files

New ACS customers are setup with the **improved monthly ACS billing** or customers can select a SingleSource ACS account and are invoiced through NCSC Accounting Services. Invoices are delivered monthly through EPF and a statement is included on each invoice. Information regarding file formats, NCSC Billing and invoice files can be found in the [ACS File Format Technical Guide](#) which can be found at: <https://ribbs.usps.gov/acs>

ACS Fulfillment files are created as fixed length ASCII text files which are Zipped (compressed) and password protected with an 18 character password which is comprised of alpha, numeric and special characters using PKWARE® software and posted to our secure Electronic Product Fulfillment (EPF) web site daily. You will need to obtain the appropriate software to retrieve the fulfillment files from our EPF web site (most current internet browsers are supported). You will need to obtain the appropriate software package that will decompress the data back into a normal ASCII text file. Additional software will be required if you intend to automate the updating of your database utilizing the ACS Notification File. Additional software will be required if you intend to print out the ACS Notification File for manual updating

Data Integrity

While the USPS® strives to provide IMpb ACS data in the manner described in this document there will be occasions when the data field may not contain the expected data. When customers submit a COA it is possible that some of the data provided may not be accurate or may be incomplete. In rare instances when our systems are unable to make corrections to the COA data submitted by the customer the USPS has no choice but to utilize the data exactly how it was provided by the customer. Additionally, in other rare instances it is possible that other data fields, not directly related to the data fields provided by the customer, may be missing. We strongly suggest that all automated systems utilizing ACS data perform validity checks on all fields.

In any data processing environment sometimes it is possible to receive data or partial data that may not be anticipated by the software which in turn could lead to unexpected results. For this reason the software developed to process ACS transactions must interrogate each record and field according to the specifications contained in the file layouts/formats and descriptions. If any abnormal issue is found it is suggested that the information be written to an error file for manual review instead of terminating the program.

ACS Notification File

All ACS file formats may be found in the [ACS File Format Technical Guide](#) at this link:

<https://ribbs.usps.gov/acs/newACSformat/ACSFileFormatTechnicalGuide.pdf>

Fulfillment File Access

Fulfillment files are posted to our secure Electronic Product Fulfillment (EPF) web site. The files are provided to participating mailers daily. ACS fulfillment files are provided in a ZIP file format, created by PKWARE®. The files are compressed to save space and download time. The files are password protected with an 18 character password which is comprised of alpha, numeric and special characters. You will need to obtain the appropriate software package to decompress the data back into a normal ASCII text file.

During the ACS Enrollment process you are required to complete and submit a PS Form 5116, *Electronic Product Fulfillment Web Access Request Form* which can be obtained from <https://epf.usps.gov>.

Once this form is processed you will receive EPF email confirmation containing additional information on setting up the EPF password and accessing the data.

All files over 95 days old will be deleted.

EPF downloading procedures can be obtained from

https://ribbs.usps.gov/acs/documents/tech_guides/ACSEPFfulfillmentFileAccess.pdf

Developing Methods to Utilize ACS™ Data

In order to develop a manual updating process or an automated updating process, it is imperative that you understand:

- ✓ how your database is formatted
- ✓ how different types of address are stored or represented in the database
- ✓ how the IMpb ACS fulfillment file is formatted
- ✓ what the different flags mean
- ✓ how the different types of addresses are stored or represented

This document provides an in depth explanation of each field, flag, and address representation in the ACS Fulfillment file.

Once you have a good understanding of your existing database and the IMpb ACS file then you begin developing a method to update your file. The following questions were created to focus on certain aspects of the IMpb ACS Fulfillment file to aid in the understanding of the record and implementation decisions. Whether you print the data for manual entry or perform automated processing, it is important that you consider the following questions.

1. *What types of reports, statistics, history, archives and accounting do you need to implement in this process?*
2. *What are you going to do with the IMpb ACS header record?*
3. *How are you going to handle the following notices contained in the IMpb ACS file?*

Notices generated from a forwardable COA: ACS notices with a space in the Deliverability Code field and provide the mailer with a customer's name, old address, and new address as reflected on the COA. If a temporary move has been filed, a "W" will be in the Deliverability Code field and no new address information will be provided.

Notices generated from non-forwardable USPS-filed actions: ("Moved Left No Address" or "P.O. Box Closed") ACS notices that contain either a "K" or "G" in the Deliverability Code field.

Nixie (undeliverable for reasons other than a move) notices: ACS notices that contain one of 15 nixie codes in the Deliverability Code field, which identify the reason for non-delivery.

4. *How are you going to handle the move types codes contained in the IMpb ACS notice?*
5. *How will you interpret the Address Types that are included in the IMpb ACS transactions and incorporate them in to your existing database?*
6. *How will you interpret the Deliverability Code provided in the IMpb ACS transactions and incorporate them in to your existing database? The Deliverability Code indicates the deliverability status of the mailpiece that generated the notice.*
7. *Should I create a report with the information provided in the Fee Notification field?*

8. *What should I do if the names in the IMPb ACS notice do not match the names on the database record?*
NOTE: This name may not match the customer's name as it appears on the mailing list.

First Name – Middle Name – Initials: The contents of this field could possibly contain the first name, middle name or initials. The names in this field may not match the names on the mailpiece.

Surname Last Name: Contains the last name. The name in this field may not match the name on the mailpiece.

Parsed COA Name: Contains the name of the customer. If the move type is "B" (Business), then the entire Name field is treated as a single 47-character Business Name field.

9. *What should I do if the OLD Five Digit ZIP does not match my database record?*

Five-Digit ZIP Code: Five-Digit ZIP OLD or Five-Digit ZIP NEW contains the five digit ZIP code for the old or new address depending on which field is being referenced.

NOTE: For NIXIE Records, the field Five Digit ZIP OLD will contain all zeroes.

10. *What should I do if the Intelligent Mail package barcode field is empty or partially filled or does not match my database record?*

11. *What should I do if this field does not agree with how I think the address should be formatted?*

Label Format New Address: A single 66 character field contains that contains the new address components concatenated into a label format with extra spaces removed.

12. *What should I do if the Mailpiece Identifier/Serial Number field is empty or partially filled or does not match my database record? The Mailpiece Identifier contains the unique serial number present in the Intelligent Mail package barcode.*

13. *How should I interpret the Parsed Old and New Address fields? The Parsed Old and New Address fields contain the old address or new address. The fields related to the parsed address may or may not contain data depending on the value contained in the Old or New Address Type.*

14. *What should I do if the Six-Digit Mailer ID field does not match my mailer ID? The Six-Digit Mailer ID field contains the assigned Six-Digit Mailer ID from the Intelligent Mail barcode.*

IMpb ACS Enrollment Procedures

Step 1: Review all documentation regarding the creation and certification required for Intelligent Mail package barcodes. Information can be found at: <https://ribbs.usps.gov/index.cfm?page=intellmailpackage>.

Step 2: Required Mailer IDs (MIDs) must be certified for IMpb prior to enrolling for IMpb ACS. Customers who currently use Confirmation Services or Extra Services barcodes and who submit an electronic file to USPS for payment and/or tracking are required to re-certify their barcodes and files. Information may be found at: <https://ribbs.usps.gov/index.cfm?page=barcodecert>

If you will be requesting Shipper Paid Forwarding or Return services, verify that you are using Shipping Services File version 1.7 or higher.

Step 3: Determine your preferred [ACS ancillary service](#) and option, and the printed ancillary service endorsement desired.

Step 4: Provide the necessary technical requirements to the appropriate departments or third parties to confirm that support for IMpb ACS is available. This includes but is not limited to printing the IMpb with the Serial Number (Unique Mailpiece Identifier) and downloading a test file to determine how to utilize IMpb ACS fulfillment records. A test file is available at the following link:
https://ribbs.usps.gov/acs/newACSformat/P999999_999999_15116.zip

[Shipper Paid Forwarding or Return service customers must make the necessary arrangement to include either “K” or “J” in the ancillary service endorsement field in their shipping services file for each parcel mailed.](#)

Step 5: Complete ACS Enrollment Form to request IMpb ACS. The most current form can be found at: https://ribbs.usps.gov/acs/documents/tech_guides/ACS001.PDF. Be sure to read and follow the instructions provided in the [Mailer ID section](#) of this document. Use the following Check List to be sure to avoid delays in the IMpb ACS enrollment process:

Provide information for each field on page 1:

- Contact (If this is a new account the ACS Account Number will be provided later)
- Shipping
- Billing
- A Federal Taxpayer ID is REQUIRED for the billing contact
- A Company Distribution Email Address is REQUIRED in the Communications section.

On page 2 of the enrollment form:

- In the ACS Mailer Options section, check the box for “IMpb ACS”.
- Check the box for “SingleSource ACS” in the Alternative Fulfillment Method if you want to receive Full Service ACS delivered with the other ACS types you will be requesting.
- Select an Optional Fulfillment File if desired (refer to the [ACS File Format Technical Guide](#))
- Enter the Mailer ID that will be encoded in the IMpb and a Mailpiece Title(s). This information will be included in the daily fulfillment shipping notice that is provided with your ACS data.
- Identify the Mail Class column and enter the code for the ancillary service endorsement & option desired (this can be changed later if needed).
- If Shipper Paid Forwarding or Return service is desired for the Mailer ID reported, be sure to check the “Yes” box. Otherwise, select “No”.
- Sign and Date the Authorization Statement

Step 6: Complete PS Form 5116, [Electronic Product Fulfillment Web Access Request Form](#). The most current form can be found at <https://epf.usps.gov>.

Step 7: Make copies of the forms and retain a copy.

Step 8: Submit a copy of the forms via email, fax or mail to:

ACS DEPT
NATIONAL CUSTOMER SUPPORT CENTER
UNITED STATES POSTAL SERVICE
225 N HUMPHREYS BLVD STE 501
MEMPHIS TN 38188-1009

FAX: 901-821-6204

EMAIL: acs@usps.gov

PHONE: (877) 640-0724 Option 1

- Step 9:** Within 4 days of receiving the completed ACS Enrollment Form and EPF Web Access Request PS Form 5116 the ACS Department will send customers a notice of receipt confirmation via email or by phone.
- Step 10:** Within 10 days of receiving the completed ACS Enrollment Form and EPF Web Access Request PS Form 5116, the ACS Department will respond with an email containing your ACS Account information and related information.
- Step 11:** Review all of the information provided for accuracy and notify the ACS Department immediately if any information is incorrect

Appendix B - ACS Frequently Asked Questions

This document has been created to provide OneCode and Full Service ACS mailers with answers to the most commonly asked questions. It can be accessed using the following link:

https://ribbs.usps.gov/acs/documents/tech_guides/AppendixB_ACSFAQ.pdf

Appendix C – ACS Product Code Information and Details

This document provides a list of the ACS Product Codes that can be found in your Shipping Notice and data file and corresponding Invoice and data file.

https://ribbs.usps.gov/acs/documents/tech_guides/AppendixC_ACSProductCodeInfoandDetails.pdf

Appendix D - Glossary of Terms and Acronyms

This document has been created to provide definitions of terms and acronyms that are often used when defining OneCode® ACS and Full Service ACS. It can be accessed using the following link:

https://ribbs.usps.gov/acs/documents/tech_guides/AppendixD_GlossaryACSTermsAcronyms.pdf