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Change History

Version #	Date	Title	Description of Change
1.9	03/29/2016	Billing	Updated verbiage and clarified payment due for invoices less \$25.00
1.8	09/25/2015	Billing	Updated verbiage
1.7	09/11/2015	Billing	Updated EPF invoice posting information
1.6	08/27/2015	Billing	Changed minimum billing from 50.00 to 25.00
1.6	08/27/2015	Appendix C	Added
1.5	05/26/2015	Change Service Requested Option 2 (CSR2)	Added for for Bound Printed Matter Flats
1.5	05/26/2015	Change Service Requested Option 2 (CSR2)	Added for STANDARD MAIL / PARCEL SELECT LIGHTWEIGHT ANCILLARY SERVICES
1.5	05/26/2015	Fulfillment File Access	Removed EPF access information and added a link to the document containing the information
1.5	05/26/2015	ACS Notification File	Removed file formats and added a link to a document containing the information
1.4	06/13/2014	Billing	Added information regarding billing via CAPS and SingleSource ACS fulfillment
1.4	06/13/2014	Mailpiece Considerations	Removed references to the restriction of ACS use on mail with the Exceptional Address format.
1.4	06/13/2014	COA Coverage	Removed references to limited availability of PARS in Puerto Rico and the Virgin Islands. PARS has been installed in San Juan PR.
1.4	06/13/2014	Barcode Identifier	Updated description.
1.4	06/13/2014	Service Type ID	Updated all Service Type ID links to point to the STID page on RIBBS. https://ribbs.usps.gov/index.cfm?page=stids
1.4	06/13/2014	ACS Ancillary Service Endorsement Options	Added missing reference for Return Service Requested for Bound Printed Matter and modified content related to the ACS Mailer ID Profile maintained by the NCSC.
1.4	06/13/2014	ACS Fulfillment Files	Corrected placement of parsed header in file format description tables and removed references to COBOL programming language in the file format descriptions.
1.4	06/13/2014	Intelligent Mail package barcode (IMpb)	Updated and corrected description of values reported in ACS notification fulfillment files.
1.4	06/13/2014	Appendix – FAQ and Glossary	Removed the textual content for the FAQ and the Glossary and provided links to Appendix B - ACS Frequently Asked Questions and Appendix D - Glossary of Terms and Acronyms
1.2	06/13/2014	Automated Downloading	Removed sample programming code.
1.3	07/10/2013	Introduction	Added information regarding SingleSource ACS.
1.3	07/10/2013	Disclaimer	Updated with information regarding SingleSource ACS and Intelligent Mail package barcode

1.3	07/10/2013	ACS Ancillary Service Endorsement Options	Updated with new endorsements and options
1.3	07/10/2013	ACS Notification File	Added information regarding SingleSource ACS.
1.3	07/10/2013	ACS Notice COA Record	Updated with Intelligent Mail package barcode field (IMpb)
1.3	07/10/2013	IM Package Barcode	Added field definition for IMpb
1.2	03/05/2013	Enrollment Procedures	Removed reference to PS Form 3573 and replaced it with a link to the ACS Enrollment form
1.2	03/05/2013	NCSC Address	Updated NCSC address information.
1.1	07/2012	Change History	Added Change History
1.0		OneCode ACS Technical Guide	Original document

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ACS[™] : An Intelligent Solution

INTRODUCTION

Delivery information is only as good as the quality of the address data. Here at the United States Postal Service[®], our 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 OneCode ACS, Full Service ACS, IMpb ACS and Traditional ACS. There is also a special subset of Traditional ACS called Shipper Paid Forwarding. Technical information on all of these options can be found at http://ribbs.usps.gov/acs/documents/tech_guides.

Participation in OneCode ACS requires using the Intelligent Mail[®] barcode (see Exhibit 2) described below.

NOTE: This document may provide technical support for Full Service mailers who are interested in learning how to prepare mailpieces to create Full Service ACS notices. Full Service ACS notices are created in the same environment as described for OneCode ACS. Full Service ACS is distributed to *PostalOne!*[®] based on the Full Service Service Type ID in the Intelligent Mail[®] barcode. They are processed and fulfilled to mailers daily via *PostalOne!* and the Business Customer Gateway.

For mailing requirements and technical assistance regarding Full Service ACS, refer to the [Guide to Intelligent Mail for Letters and Flats](https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/user_access/user_access.htm) at this link: <https://ribbs.usps.gov/intelligentmail>

For information regarding access and format of Full Service ACS Reports, refer to the [User Access to Electronic Mailing Information & Reports Guide, Volumes I and II](https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/user_access/user_access.htm) at this link: https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/user_access/user_access.htm

If you are looking for a quick overview of the ACS products please review Publication 8, ACS Product Information Guide, which can be found at <http://about.usps.com/publications/pub8.pdf>.

IMPORTANT NOTE: USPS encourages new and current ACS participants to sign up for SingleSource ACS fulfillment service. SingleSource ACS fulfillment removes the need for handling different file formats when dealing with multiple ACS types, such as Full Service ACS, OneCode ACS, IMpb ACS and Traditional ACS. With SingleSource ACS, all of the ACS notices are combined into a single file format and are provided via Electronic Product Fulfillment (EPF). It also provides detailed shipping notice data files and invoice data files that will allow the customer to automate the reconciliation of fulfillment files. Participating in SingleSource ACS fulfillment is as easy as selecting SingleSource ACS on the enrollment form. Information regarding SingleSource ACS can be found at: https://ribbs.usps.gov/acs/documents/tech_guides/SingleSourceACSTechGuide.pdf

What is OneCode ACS?

OneCode ACS allows customers mailing First-Class Mail®, Standard Mail®, and Periodical flats or letters to receive electronic or automated address corrections using the Intelligent Mail® barcode. OneCode ACS is the basis for the creation of Full Service ACS notices that are provided to qualified Full Service mailers.

Exhibit 1 (below) contains the following lines of data in addition to the delivery address:

1. The *Return Address* identifies where undeliverable mail is to be returned and where hardcopy address corrections are sent. A domestic return address is required when ancillary services are requested.
2. *Ancillary Service Endorsement* provides the Postal Service™ with the sender's instructions on how to handle the mail if it is Undeliverable as Addressed (UAA).
3. The *Optional Endorsement Line (OEL)* contains the sortation level of the mailpiece.
4. The mailer *Keyline* identifies the recipient in the sender's mailing list and may also represent a specific mailpiece.
5. The POSTNET™ *barcode* in the lower right corner contains the ZIP Code® used to sort the mail to the recipient's address.

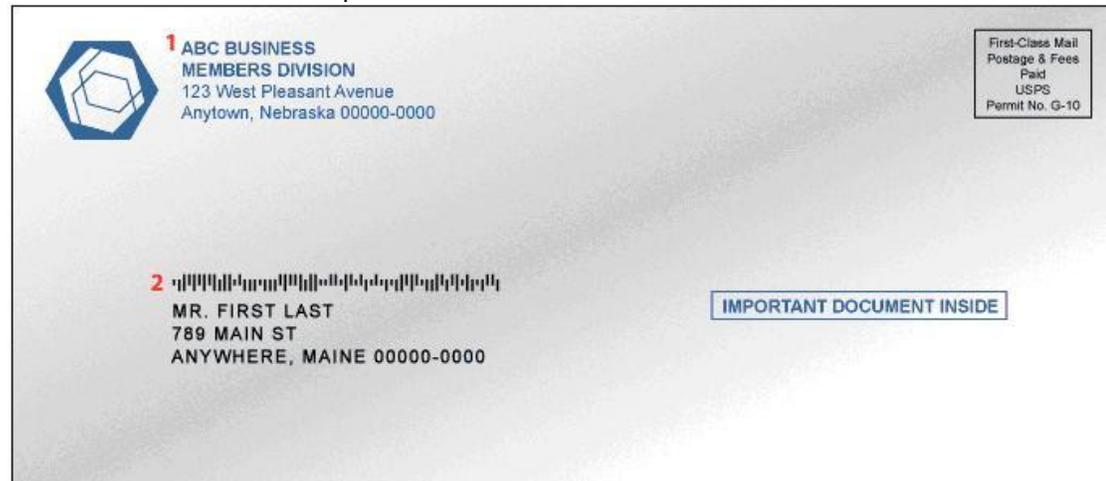
Exhibit 1: Mailpiece before ACS



Exhibit 2 (below) contains the following lines of data in addition to the delivery address:

The *Return Address* identifies where undeliverable mail is to be returned and where hardcopy address corrections are sent. A domestic return address is required when ancillary services are requested. The *Intelligent Mail barcode* represents the Ancillary Service Endorsement, OEL, and ZIP Code (Exhibit 2). The Serial Number in this barcode is assigned by the mailer and can be used to identify the addressee or the mailpiece and takes the place of the Keyline.

Exhibit 2: One Code ACS Mailpiece



NOTE: Standard Mail letters and flats still require a printed endorsement in addition to the Intelligent Mail barcode.

WHAT IS THE INTELLIGENT MAIL® BARCODE?

The Intelligent Mail barcode is the next generation of USPS® barcode technology used to sort and track letters and flats. Intelligent Mail barcode technology combines the capabilities of the POSTNET™ barcode and the PLANET Code® barcode into one unique barcode, while providing a greater range of tracking data. Customers can use the Intelligent Mail barcode to qualify for automation discounts and also to combine USPS services like IMb Tracing, OneCode ACS and Full Service ACS.

Technical information required to produce Intelligent Mail barcodes and other services can be found at <https://ribbs.usps.gov/index.cfm?page=intellmailmailpieces>.

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.

MAILPIECE CONSIDERATIONS

Window Envelopes

Position the contents of a window envelope so they do not slip and obscure the Intelligent Mail® barcode. The barcode must always be visible within the window, regardless of how the contents shift (see *DMM*® 507.4.2). When using a window envelope, maintain a clearance between the top line of the address block and the top edge of the address window of at least 1/25 inch. This clearance must be maintained during the contents range of movement in the envelope.

We strongly recommend a tap test be performed on the mailpiece, and that the piece is tapped on all sides (including the top) to test for shift. The Intelligent Mail barcode must be readable. Testing for top shift is not normal Postal Service™ procedure, but is solely for the benefit of ACS participants. If the tap test results in any portion of the IMb shifting out of the window, unexpected results may occur depending on the printed ancillary endorsement and other transaction attributes.

Address Labels and Preprinted Envelopes

When using address labels, maintain a clearance between the top line of the address block and the top edge of the address label of at least 1/25 inch as defined in *DMM* 507.4.2)

When a printed ancillary service endorsement is required, follow placement and physical standards as defined in *DMM* 102.4

Exceptional Address and Alternative Address Formats Prohibited

The exceptional address format (Or Current Occupant and Or Current Resident), is not valid on most ACS-modified mail. The only exception is for First-Class Mail with the ancillary endorsement Change Service Requested (Option 1 only) requesting ACS. If undeliverable, First-Class Mail requesting ACS and Change Service Requested is discarded. An ACS notice is provided with the reason it cannot be delivered.

Characters, Font and Text Size for Printed Endorsement

Use a non-narrow variant of Helvetica or Arial sans serif font whose alpha characters can be distinguished from its numeric characters. For example, in some fonts, the letters "O," "S," and "B" can be mistaken for the numbers "0," "5," and "8." It is also recommended that the numeric "0" be presented with a slash. Print all information in a non-narrow variant of Helvetica or Arial sans serif font with minimum of 8 point font size. **We strongly suggest that you print a font size range of 10 to 12 points.**

Return Address

A domestic return address is required when ancillary services are requested. First-Class Mail®, Standard Mail® letters and flats, and Bound Printed Matter require the return address to be on the address side of the mailpiece in the upper left corner of the envelope or in the upper left corner of the addressing area. Specific references regarding the return address can be found in the *DMM* 602.1.

How Does OneCode ACS Work?

The USPS® can 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™.

There are cases where the Postal Service knows the customer has moved but did not notify the USPS®, so the delivery employee submits a COA as “Moved, Left No Address” (MLNA - DNF Code: K) or “Box Closed No Order” (BCNO - DNF Code G). Hereafter, this process will be referred to as *USPS-Filed Actions*. These records are included in the COA database and therefore 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).

When a mailpiece is intercepted by the Postal Automated Redirection System (PARS) or identified by delivery personnel as Undeliverable as Addressed (UAA) due to customer relocation, the following occurs:

1. The mailpiece (depending on its class, size, and endorsement) is either processed by the PARS equipment or sent to the Computerized Forwarding System (CFS) responsible for processing mail destined to that delivery address.
2. An attempt is made to match the name and address to a COA.
3. If there is a match and the mailpiece bears a readable, valid Intelligent Mail barcode with the required fields properly completed, an electronic or automated OneCode ACS notice is generated.
4. The mail class (First-Class Mail®, Periodical, Standard Mail®, or Bound Printed Matter), the mailer's requested ancillary service, and the age or existence of a COA determines whether the mailpiece is forwarded, discarded, or returned to sender.
5. OneCode ACS notices are transmitted from the Postal mail processing facilities to the NCSC, where they are categorized by the participating Intelligent Mail® barcode Mailer Identifier (Mailer ID) and then distributed to the mailers daily via the Electronic Product Fulfillment (EPF) secure web-based fulfillment resource.

NOTE: Full Service ACS notices are created in the same environment as described for OneCode ACS. The NCSC distributes Full Service ACS notices to *PostalOne!*® based on the Full Service Service Type ID in the Intelligent Mail barcode. *PostalOne!* processes and fulfills the notices to the mailers daily via the Business Customer Gateway. For support and technical guidance regarding Full Service ACS reports, refer to the User Access to Electronic Information and Reports Guide, Volumes I and II.

MOVE-RELATED AND NON-MOVE-RELATED NOTICES

The primary objective of OneCode ACS 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. These are referred to as “NIXIE” notices.

COA COVERAGE

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

ACS™ provides change-of-address notices or undeliverable information for mail addressed to a domestic (United States) address. Change of address information for moves from a domestic address to a foreign new address will be provided if the addressee moves out of the U.S. or its territories. Once the party has left the U.S., we are no longer able to track or report address information.

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 are considered Domestic moves.

Features of OneCode 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

ACS mailers are charged the automated or electronic address correction fee for OneCode ACS notices fulfilled. The amount charged is based on the method used to provide the electronic notice. Undeliverable letter mail that requests OneCode ACS that can be processed on letter automation equipment will be charged the automated fee.

At the time of this document, the USPS does not have flats mail automated equipment that is capable of creating ACS notices automatically. Therefore, flats and nonmachineable letters, and automated letters that may lose their integrity or be damaged on letter automation will be charged the electronic fee.

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

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

Refund requests for incorrectly charged ACS records should be submitted via email to acs@usps.gov along with the 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.

With the exception for Periodical mail, address correction services will be provided for each piece of UAA mail that is undeliverable as addressed. Refunds for duplicate ACS notices will not be provided for multiple ACS notices generated from multiple mail pieces that request ACS and are mailed to the same addressee.

Refund requests for other services such as hardcopy (Forms 3547/3579) 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 to be refunded. Refunds are not provided when mailpieces are prepared incorrectly or a service was requested and provided. 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 if you receive unexpected returned mailpieces or PS Forms 3547. For BSN representatives in your area, visit the BSN lookup tool at: <https://ribbs.usps.gov/locators/find-bsn.cfm>. The Consumer Affairs lookup tool can be found at: <https://ribbs.usps.gov/locators/find-cam.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

OneCode ACS mailpieces must meet all of the addressing requirements found in *DMM 202* and *DMM 602*. See also *DMM Quick Service Guide 201B* for Commercial Letters and Postcards Using Tabs, Wafer Seals, and Glue Strips.

All OneCode ACS mailpieces must have the domestic return address properly appearing on the address side of the mailpiece.

INTERNET ACCESS

Customers must have the ability to retrieve ACS Fulfillments electronically from the USPS® Electronic Product Fulfillment (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® BARCODE



OneCode ACS requires using the Intelligent Mail barcode. Technical information required to produce the Intelligent Mail barcode can be found at <http://ribbs.usps.gov/onecodesolution>. The barcode must be properly constructed and include the fields in the following table to be properly processed as OneCode ACS:

Intelligent Mail Barcode Composition

The barcode consists of 65 bars made up of 4 possible bars types, Full, Ascending, Descending, and Tracker. The data fields of the barcode consist of two types of codes, Tracking and Routing, broken down into separate field identifiers totaling up to 31 numeric positions.

Table 1: Intelligent Mail Barcode Field Information

Type Code	Field Identifier	Field Length
Tracking Code	Barcode Identifier	2
	Service Type Identifier	3
	Mailer Identifier	6 or 9
	Serial Number	9 with a 6-digit Mailer ID 6 with a 9-digit Mailer ID
Routing Code	Delivery Point ZIP®	0, 5, 9, or 11

NOTE: There are specific rules regarding the allowed content of certain fields. Some fields are prohibited from being all zeroes. Technical information required to produce the Intelligent Mail barcode can be found at: <http://ribbs.usps.gov/onecodesolution>

NOTE: Intelligent Mail® barcode composition requirements must be followed to be eligible to receive Full Service ACS. For mailing requirements and technical assistance regarding Full Service and Full Service ACS, refer to the [Guide to Intelligent Mail for Letters and Flats](https://ribbs.usps.gov/intelligentmail) at this link: <https://ribbs.usps.gov/intelligentmail>

Barcode Identifier

This field is a 2-digit field that is reserved to encode the presort identification that is currently printed in human readable form on the optional endorsement line (OEL) as well as for future Postal Service use. Generally, this field should be left as "00" (zero-zero) if an OEL is not printed on the mailpiece. The exception is for automation-rate eligible flat mail with an optional endorsement line, where the Intelligent Mail barcode must contain OEL coding corresponding to the correct sortation level of each piece. The table below provides the OEL codes for use within the Intelligent Mail barcode:

Table 2: Barcode Identifier for Flats:

Barcode ID	Description	Example of Currently Applied OEL
10	Carrier Route (CR), Enhanced Carrier Route (ECR), and FIRM	***** FIRM 12345 ***** CAR-RT LOT**C-001 ***** CAR-RT WSH**C-001 ***** CAR-RT WSS**C-001 ***** CAR-RT SORT**C-001
20	5-Digit/Scheme	***** 5-DIGIT 12345 ***** SCH 5-DIGIT 12345
30	3-Digit/Scheme	***** 3-DIGIT 771 ***** SCH 3-DIGIT 006
40	Area Distribution Center (ADC)	***** ALL FOR ADC 105 ***** ALL FOR ADC 90197
50	Mixed Area Distribution Center (MADC), Origin Mixed ADC (OMX)	***** ORIGIN MIXED ADC 117 ***** MIXED ADC 640 ***** MIXED ADC 60821

Service Type Identifier

The 3-digit Service Type Identifier (STID) corresponds with the type of service or combination of services requested. For mail requesting ACS, the STID represents the Ancillary Service Endorsement, which provides the Postal Service with the sender’s instructions on how to handle the mail if it is undeliverable as addressed.

A complete and current list of Service Type Identifiers and the ancillary services they represent is published on RIBBS. This list and other current information can be found at: <https://ribbs.usps.gov/index.cfm?page=stids>

When a **printed** Ancillary Service Endorsement is required, it must correspond to the appropriate Service Type Identifier. The literal printed endorsement on the mail will take precedence over the Service Type ID contained in the Intelligent Mail barcode, so it is important that they match. The generic “Electronic Service Requested” endorsement can be printed to request reliance on the Service Type ID in the IMb. “Electronic Service Requested” must not be printed on mail unless the IMb contains a Service Type ID that requests electronic ACS.

NOTE: For a full description of the ancillary services available by mail class, see *DMM 507.1.5*.

NOTE: Mailers should review the published Service Type Identifier list periodically to identify any changes or additions to the endorsements and services available.

Mailer Identifier

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 barcode. The Mailer ID also identifies the mailer or mail service provider and is used to determine the fulfillment of the ACS™ notices.

Mailers may use an existing MID assigned by IMb Tracing (formerly known as “Confirm” or “OneCode Confirm”) or *PostalOne!*® or may apply for a new MID from Business Customer Gateway. More information on how to request a MID and for information regarding other services available with the Intelligent Mail barcode can be found at <http://ribbs.usps.gov/onecodesolution>.

Serial Number

The Serial Number is a unique mailpiece identifier assigned by the mailer and is used to identify and track the mailpiece and/or the addressee. Depending on the length of the MID, the serial number is either a six- or nine-digit number. Including the serial number in the address list database allows mailers to electronically match to and apply the address corrections to their mailing lists or account files.

Please be advised that a serial number containing all zeroes for OneCode ACS is not allowed.

NOTE: If you currently use Traditional ACS with a Keyline and your keyline length exceeds the available length in the Serial Number, or the keyline contains alphabetic characters, there are still viable alternatives available that will allow you to utilize the Serial Number field. If you are having difficulties transitioning or need assistance, contact the NCSC ACS Department.

Routing Code

A routing code is the 5, 9, or 11-digit ZIP Code™ for the address on the mailpiece.

A delivery point validated 11-digit ZIP Code is not required to receive OneCode ACS, however anything less than 11 digits is an indication that the address on the mail may not be accurate for the addressee or may be new construction that has not yet been reported to the Postal Service. It is recommended that these addresses be processed with Address Management products to enhance address standardization.

NOTE: If you are creating the IMb with a request for Full Service ACS on a Full Service qualified mailpiece, the IMb Serial Number field, in combination with the mail class and the MID, is used to make the IMb unique. Full-service IMbs should not be reused for a minimum of 45 days.

When creating the IMb for full-service option, you must include the CASS-certified delivery-point ZIP Code information, a USPS-assigned MID, the class of mail indicated in the full-service option STID, and the OEL information in the Barcode Identifier if an optional endorsement is printed on a flat-sized mailpiece.

For more information on Full Service mailing requirements, refer to The Guide to Intelligent Mail for Letters and Flats at <https://ribbs.usps.gov/index.cfm?page=intellmailguides>.

Exhibit 3: Intelligent Mail Barcode Break-down

Six-digit Mailer Identifier

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 ID [3N]			Mailer ID [6N]						Serial Number [9N]									Routing Code (ZIP) [none, 5, 9, or 11N]										

Nine-digit Mailer Identifier

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 ID [3N]			Mailer ID [9N]						Serial Number [6N]						Routing Code (ZIP) [none, 5, 9 or 11N]													

ACS™ Ancillary Service Endorsement Options

Mailers must choose which ancillary service provides the move update information and disposition that best meets their needs. The mailpiece'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.

Any *PS Form 3547* (manual notices) or returned mail will be sent to the return address provided on the front of the mailpiece. OneCode ACS for First-Class Mail®, Standard Mail®, and Bound Printed Matter mail requires that the return address be present on the front of the mailpiece, in the required position, font style and size.

If there is a conflict, the printed endorsement on the mail will take precedence over the OneCode ACS Service Type ID contained in the Intelligent Mail barcode. It is important to match them, or print the generic "Electronic Service Requested" endorsement to request reliance on the Service Type ID.

Table 3: One Code ACS Mail Class and Printed Endorsement Options

Class	Processing Category	Ancillary Service Endorsement
First-Class Mail®	Letters	No printed endorsement required
	Letters & Flats	Address Service Requested or Electronic Service Requested
		Change Service Requested or Electronic Service Requested
		Return Service Requested or Electronic Service Requested
Standard Mail®	Letters & Flats	Temp Return Service Requested or Electronic Service Requested
		Address Service Requested or Electronic Service Requested
		Change Service Requested or Electronic Service Requested
		Return Service Requested or Electronic Service Requested
Bound Printed Matter	Flats	Address Service Requested or Electronic Service Requested
		Change Service Requested or Electronic Service Requested
		Return Service Requested or Electronic Service Requested
Periodicals	Letters & Flats	No endorsement required
		Address Service Requested or Electronic Service Requested IMPORTANT NOTE: "Address Service Requested" for Periodicals is not common. It should only be used if return of undeliverable Periodicals is desired. Return postage will be charged. ACS notices are limited.

The printed endorsement "**Electronic Service Requested**" has no specific service request, other than to serve as a "proxy" for Address Service Requested, Change Service Requested, or Return Service Requested endorsements. Printing the generic "**Electronic Service Requested**" is encouraged where a printed on-piece endorsement is required or desired. It allows the flexibility to use the same envelope stock across classes and products but vary the ancillary service by changing the Service Type ID in the IMb.

IMPORTANT NOTES: The printed endorsement Electronic Service Requested may be used only on mail that requests ACS.

Printing a specific endorsement ("Address Service Requested", "Change Service Requested", or "Return Service Requested") could result in hardcopy notices or returned mail if the barcode cannot be read.

Although not required, OneCode ACS mailers may register their ancillary service choice in the mailer profile maintained by the NCSC ACS Department. It is recommended that you notify the ACS Department a minimum of seven days prior to mailing to verify that no adverse action will occur when a new STID is used.

FIRST-CLASS MAIL® ANCILLARY SERVICES

For each of the First-Class Mail ancillary services, there are two endorsement options. The desired service is encoded in the Intelligent Mail barcode. The term "Option 1" or "Option 2" is not to be printed on the mailpiece. The option is recorded in the Service Type ID used in the barcode.

Change Service Requested**Option 1 (CSR1)*****Forwardable Mailpieces:***

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.

Option 2 (CSR2)***Forwardable Mailpieces:***

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 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.

NOTE: A complete and current list of Service Type Identifiers and the ancillary services they represent is published on RIBBS. This list and other current information can be found at: <https://ribbs.usps.gov/index.cfm?page=stids>

First-Class Mail® Ancillary Services – continued

Address Service Requested

Option 1 (ASR1)

Forwardable Mailpieces:

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 address correction information affixed and **no ACS notice is generated.**

After month 18 the mailpiece is returned with reason for non-delivery affixed and **no ACS notice is generated.**

Undeliverable Mailpieces Matched to USPS®-Filed Actions:

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

Nixies (undeliverable for reasons other than a move):

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

Option 2 (ASR2)

Forwardable Mailpieces:

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 affixed and an ACS notice containing the new address is generated.

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

Undeliverable Mailpieces Matched to USPS-Filed Actions:

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

NOTE: A complete and current list of Service Type Identifiers and the ancillary services they represent is published on RIBBS. This list and other current information can be found at: <https://ribbs.usps.gov/index.cfm?page=stids>

First-Class Mail® Ancillary Services - continued

Return Service Requested

Option 1 (RSR1) *accessed only with the printed endorsement.* **No ACS notices generated.**

Option 2 (RSR2) *accessed by using the appropriate STID.* ACS notices generated.

Forwardable Mailpieces:

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

Undeliverable Mailpieces Matched to USPS®-Filed Actions:

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

NOTE: A complete and current list of Service Type Identifiers and the ancillary services they represent is published on RIBBS. This list and other current information can be found at: <https://ribbs.usps.gov/index.cfm?page=stids>

First-Class Mail[®] Ancillary Services - continued

Temp - Return Service Requested

Option 1 (TRSR1) *accessed only with the printed endorsement.* No ACS notices generated.

Option 2 (TRSR2) *accessed by using the appropriate STID.* ACS notices generated.

Forwardable Mailpieces:

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 affixed and an ACS notice containing the new address is generated.

Undeliverable Mailpieces Matched to USPS[®]-Filed Actions:

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

NOTE: A complete and current list of Service Type Identifiers and the ancillary services they represent is published on RIBBS. This list and other current information can be found at: <https://ribbs.usps.gov/index.cfm?page=stids>

PERIODICALS ACS AND FOLLOW-UP NOTICE OPTIONS

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 and types of COA follow-up notices generated:

Table 4: One Code ACS Periodical Options

<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 were discontinued.

Mailers must take note that multiple corrections for the same customer but different periodical mailpieces may produce two identical ACS notices on the same day. For example, if PARS or CFS processes an undeliverable periodical 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 stating 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.

NOTE: A complete and current list of Service Type Identifiers and the ancillary services they represent is published on RIBBS. This list and other current information can be found at: <https://ribbs.usps.gov/index.cfm?page=stids>

Periodical Ancillary Services - continued

IMPORTANT NOTE: ACS COA notices will be limited when using Address Service Requested on Periodicals. An ACS notice is generated only during the 60 day forwarding period 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 and no ACS notice is generated. Generally, selecting Follow-up Option 2 will nullify the ability to generate ACS on undeliverable Periodicals.

If Nixie, the piece is always returned as postage due with the reason for non-delivery attached and no ACS notice is generated.

If the optional *Address Service Requested* endorsement is used 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.

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.

Address Service Requested

Forwardable Mailpieces:

During months 1 and 2 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 4 – Traditional ACS Change-of-Address Follow-up Options for Periodicals](#). If option 2 is selected, mailpiece is forwarded, no ACS is provided.

During months 3 through 18 of the COA order the mailpiece is returned with address correction information affixed and **no ACS notice is generated.**

After month 18 the mailpiece is returned with reason for non-delivery affixed and **no ACS notice is generated.**

Undeliverable Mailpieces Matched to USPS®-Filed Actions:

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

Nixies (undeliverable for reasons other than a move):

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

STANDARD MAIL / PARCEL SELECT LIGHTWEIGHT ANCILLARY SERVICES

Standard Mail letters and flats still require a printed endorsement in addition to the Intelligent Mail barcode

Change Service Requested

Requires the printed endorsement

Option 1 (CSR1)***Forwardable Mailpieces:***

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 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.

Option 2 (CSR2)***Forwardable Mailpieces:***

During months 1 through 12 of the COA order the mailpiece is forwarded and an ACS notice containing the new address is generated. The mailer pays the appropriate Standard Mail Forwarded Fee and address correction fee via ACS.

During months 13 through 18 of the COA order the mailpiece is discarded and an ACS notice containing the new address is generated. The mailer pays only the electronic address correction fee via ACS.

After month 18, the mailpiece is discarded and an ACS notice containing the reason for non-delivery is generated. The mailer pays only the electronic address correction fee via ACS.

Undeliverable Mailpieces Matched to USPS-Filed Actions:

The mailpiece is discarded and an ACS notice with Deliverability Code "K" or "G" is generated. The mailer pays only the electronic address correction fee via ACS. 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. The mailer pays only the electronic address correction fee via ACS.

NOTE: A complete and current list of Service Type Identifiers and the ancillary services they represent is published on RIBBS. This list and other current information can be found at: <https://ribbs.usps.gov/index.cfm?page=stids>

Standard Mail / Parcel Select Lightweight Ancillary Services– continued

Address Service Requested

Requires the printed endorsement

Option 1 (ASR1)***Forwardable Mailpieces:***

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

After 12 months the mailpiece is returned at the weighted fee with address correction information affixed and **no ACS notice is generated.**

Undeliverable Mailpieces Matched to USPS-Filed Actions:

The mailpiece is returned at the ***weighted fee*** with non-delivery information affixed and **no ACS notice is generated.**

Nixies (undeliverable for reasons other than a move):

The mailpiece is returned at the ***weighted fee*** with non-delivery information affixed and **no ACS notice is generated.**

Option 2 (ASR2)***Forwardable Mailpieces:***

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

After 12 months the mailpiece is returned at the weighted fee with address correction information affixed and an ACS notice is generated.

Undeliverable Mailpieces Matched to USPS-Filed Actions:

The mailpiece is returned at the ***weighted fee*** with non-delivery information affixed 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.

Nixies (undeliverable for reasons other than a move):

The mailpiece is returned at the ***weighted fee*** with non-delivery information affixed and an ACS notice is generated containing the reason for non-delivery.

NOTE: Refer to *DMM* 507.1.5.3 for a description of the *weighted fees*.

NOTE: A complete and current list of Service Type Identifiers and the ancillary services they represent is published on RIBBS. This list and other current information can be found at: <https://ribbs.usps.gov/index.cfm?page=stids>

Standard Mail / Parcel Select Lightweight Ancillary Services– continued

Return Service Requested

Requires the printed endorsement

Option 1 (RSR1) *accessed only with the printed endorsement.* **No ACS notices generated.**

Option 2 (RSR2) *accessed by using the appropriate STID.* ACS notices generated.

Forwardable Mailpieces:

During the entire 18-month life of the COA order the mailpiece is returned at the single piece price with the new address affixed and an ACS notice containing the new address is generated.

Undeliverable Mailpieces Matched to USPS®-Filed Actions:

The mailpiece is returned at the single piece price with the reason for non-delivery affixed 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.

Nixies (undeliverable for reasons other than a move):

The mailpiece is returned at the single piece price with the new address affixed and an ACS notice containing the reason for non-delivery is generated.

NOTE: A complete and current list of Service Type Identifiers and the ancillary services they represent is published on RIBBS. This list and other current information can be found at: <https://ribbs.usps.gov/index.cfm?page=stids>

BOUND PRINTED MATTER ANCILLARY SERVICES

Please note: Bound Printed Matter (BPM) is the only Package Service product that can be mailed using the Intelligent Mail barcode for OneCode ACS. The BPM must be a flat (no parcels). The required printed ancillary service endorsement must match the Service Type Identifier (STID) embedded in the IM barcode, or “**Electronic Service Requested**” may be printed, provided the desired service has been recorded in the mailer profile maintained by the NCSC ACS department.

Change Service Requested

Requires the printed endorsement

Option 1 (CSR1)

Forwardable Mailpieces:

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 Fields “Deliverability Code” for a complete description.

Nixies (undeliverable for reasons other than a move):

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

Option 2 (CSR2) for Bound Printed Matter Flats

Forwardable Mailpieces:

During months 1 through 12 of the COA order the mailpiece is forwarded and an ACS notice containing the new address is generated. The mailer pays the appropriate Bound Printed Matter Forwarded Fee and address correction fee via ACS.

During months 13 through 18 of the COA order the mailpiece is discarded and an ACS notice containing the new address is generated. The mailer pays only the electronic address correction fee via ACS.

After month 18, the mailpiece is discarded and an ACS notice containing the reason for non-delivery is generated. The mailer pays only the electronic address correction fee via ACS.

Undeliverable Mailpieces Matched to USPS-Filed Actions:

The mailpiece is discarded and an ACS notice with Deliverability Code "K" or "G" is generated. The mailer pays only the electronic address correction fee via ACS. 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. The mailer pays only the electronic address correction fee via ACS.

NOTE: A complete and current list of Service Type Identifiers and the ancillary services they represent is published on RIBBS. This list and other current information can be found at:
<https://ribbs.usps.gov/index.cfm?page=stids>

Bound Printed Matter Ancillary Services – continued

Address Service Requested

Requires the printed endorsement

Option 1 (ASR1)***Forwardable Mailpieces:***

During months 1 through 12 of the COA order the mailpiece is forwarded at the appropriate single-piece price and an ACS notice containing the new address is generated.

After 12 months the mailpiece is returned at the appropriate single-piece price with address correction information affixed and **no ACS notice is generated**.

Undeliverable Mailpieces Matched to USPS-Filed Actions:

The mailpiece is returned at the appropriate single-piece price with non-delivery information affixed and **no ACS notice is generated**.

Nixies (undeliverable for reasons other than a move):

The mailpiece is returned at the appropriate single-piece price with non-delivery information affixed and **no ACS notice is generated**.

Option 2 (ASR2)***Forwardable Mailpieces:***

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

After 12 months the mailpiece is returned at the appropriate single-piece price with address correction information affixed and an ACS notice is generated.

Undeliverable Mailpieces Matched to USPS-Filed Actions:

The mailpiece is returned at the appropriate single-piece price with the reason for non-delivery information affixed 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 at the appropriate single-piece price with the reason for non-delivery information affixed and an ACS notice containing the reason for non-delivery is generated.

NOTE: ASR Options 1 and 2 (ASR1 & ASR2) are also available for Bound Printed Matter through the Traditional ACS Shipper Paid Forwarding ancillary service. For more information, please review the Traditional ACS Shipper Paid Forwarding Technical Guide available at the following link:

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

NOTE: A complete and current list of Service Type Identifiers and the ancillary services they represent is published on RIBBS. This list and other current information can be found at: <https://ribbs.usps.gov/index.cfm?page=stids>

Bound Printed Matter Ancillary Services – continued

Return Service Requested

Requires the printed endorsement

Option 1 (RSR1) *accessed only with the printed endorsement.* **No ACS notices generated.**

Option 2 (RSR2) *accessed by using the appropriate STID.* ACS notices generated.

Forwardable Mailpieces:

During the entire 18-month life of the COA order the mailpiece is returned at the single piece price with the new address affixed and an ACS notice containing the new address is generated.

Undeliverable Mailpieces Matched to USPS®-Filed Actions:

The mailpiece is returned at the single piece price with the reason for non-delivery affixed 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.

Nixies (undeliverable for reasons other than a move):

The mailpiece is returned at the single piece price with the new address affixed and an ACS notice containing the reason for non-delivery is generated.

NOTE: A complete and current list of Service Type Identifiers and the ancillary services they represent is published on RIBBS. This list and other current information can be found at: <https://ribbs.usps.gov/index.cfm?page=stids>

“ELECTRONIC SERVICE REQUESTED” AS A PRINTED ENDORSEMENT

“Electronic Service Requested” may be printed only on mail that requests ACS in the Intelligent Mail barcode. The actual “Address Service Requested”, “Change Service Requested” or “Return Service Requested” endorsement is identified within the STID used in the IMb.

Printing the optional proxy endorsement “Electronic Service Requested” allows mailers to vary their endorsement option by the choice of STID used in the IMb. 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 mail will vary depending on the mail class, the presence and age of a COA record, and which ancillary service is contained in the Service Type ID in the IMb. Under certain circumstances, an electronic notice cannot be created and the piece may be forwarded to the addressee, returned as undeliverable, or discarded without generating an electronic ACS notice.

IMPORTANT NOTE: Mailers that wish to use multiple endorsements and options on separate mail piece may do so by changing the Service Type ID in the IMb. When a printed ancillary service is required, as is for Standard Mail and Bound Printed Matter, this printed endorsement is the best option. However, if the mailer does not want ACS on all of this mail then this printed endorsement is NOT an option. The STID in the IMb MUST contain a request for ACS when this endorsement is printed. Failure to request ACS in the IMb will result in additional handling by the USPS and postage and fees assessed will be charged.

ACS Fulfillment Files

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 on a daily bases. 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

Each ACS fulfillment process produces an ACS Notification file and a shipping notice file. The Notification file contains the ACS notices and the shipping notice file contains record counts and other information regarding the specific ACS Notification file. Customers are encouraged to maintain records of the Shipping notice files to help in reconciling their ACS Invoices which are organized by Shipping Notice.

NOTE: The following content does not apply to Full Service ACS reports provided for undeliverable Full Service qualified mailpieces. For information regarding access to and format of Full Service ACS reports, refer to the [User Access to Electronic Mailing Information & Reports Guide, Volumes I and II](https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/user_access/user_access.htm) at this link:
https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/user_access/user_access.htm

DATA INTEGRITY

While the USPS® strives to provide OneCode 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 here:

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

NOTE: We encourage new and current ACS participants to sign up for SingleSource ACS fulfillment. SingleSource ACS fulfillment removes the need for handling different file formats when dealing with Full Service ACS, OneCode ACS, IMpb ACS and Traditional ACS. With SingleSource ACS, all of the ACS notices are combined into a single file format and are provided via Electronic Product Fulfillment (EPF). In addition, it also provides detailed shipping notice data files and invoice data files that allow the customer to automate the reconciliation of ACS fulfillment files. Participating in SingleSource ACS is as easy as selecting SingleSource ACS on the enrollment form. Information regarding SingleSource ACS can be found at:
https://ribbs.usps.gov/acs/documents/tech_guides/SingleSourceACSTechGuide.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.

Each ACS fulfillment process produces an ACS notice file and a shipping notice file. The notice file contains the ACS notices and the shipping notice file contains record counts and other information regarding the specific ACS notice file. Both files will be compressed/zipped into a single password protected file.

During the OneCode 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 OneCode ACS fulfillment file is formatted
- ✓ what the different flags mean

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

Once you have a good understanding of your existing database and the OneCode ACS file then you begin developing a method to update your file. The following questions were created to focus on certain aspects of the OneCode 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 OneCode ACS header record?*
3. *How are you going to handle the following notices contained in the OneCode 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 OneCode ACS notice?*
5. *How will you interpret the Address Types that are included in the OneCode ACS transactions and incorporate them in to your existing database?*
6. *How will you interpret the Deliverability Code provided in the OneCode 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? Possible values are included in.*
8. *What should I do if the names in the OneCode 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 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 field is empty or partially filled or does not match my database record? The Mailpiece Identifier contains the unique mailpiece identifier present in the Intelligent Mail 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.*

Other Considerations

1. Mailing lists may contain multiple named individuals, especially in the financial and insurance environment, and may be printed on the actual mailpiece. The multiple named individuals within a base record may or may not contain the same last name. It is the responsibility of the mail list owner to identify the primary target name for submission to the mail stream and develop processes to handle the required files returned from this process to update their files.
2. As referenced in Item 1 above, the mailpiece may have multiple individual names which could result in a change of address for only one of the individuals while the other individual remains at the address or moves to a different address. ACS™ transactions may not contain the same name information as on the mailpiece due to spelling issues or maiden names.
3. Determine the impact, if any, this system may have with existing COA processes such as direct customer contact, NCOA^{Link®}, and mailpiece endorsements.
4. Utilizing the Serial Number to uniquely identify the specific customer will greatly enhance the ability to update your files electronically. The Serial Number can contain an account number or other identifier for that specific customer. If you are currently utilizing Traditional ACS with a Keyline and the current Keyline exceeds the length in the Serial Number or the Keyline contains alphabetic characters, there are still viable alternatives available that will allow you to utilize the Serial Number field. If you are having difficulties transitioning or need assistance, contact the ACS Department at acs@usps.gov or by phone at (877) 640-0724.
5. It is recommended that electronic processes that utilize change of address systems use additional flags. These additional flags can help in the systemic decision making when processing electronic updates. Some of the flags may already be defined in the system such as, COA updated by which COA system (ACS, NCOA^{Link}, customer notice, manual correction) and the date of the update. Another flag that is strongly recommended is “prohibit electronic update”. If a customer complains about an address issue, this flag could be set to prevent electronic updates from any of your automated change of address processing sources. Flags could also be created to identify specific change of address sources. For instance, if a father and a son have the same name and the son files an individual move, then it is possible that an ACS transaction would be created and fulfilled to the company. The customer complains and research indicates the change came from ACS. The company could set the “prohibit electronic update” for that customer and correct the address as the customer requests.
6. Understand all of the components of the COA data, including the different styles of addresses, to ensure the base file is being properly updated. To learn more, reference the following:

Pub 28 - *Postal Addressing Standards* at: <http://pe.usps.gov/cpim/ftp/pubs/Pub28/pub28.pdf>

Address Information System Products Technical Guide at:
https://ribbs.usps.gov/addressing/documents/tech_guides/pubs/AIS.pdf
7. Utilize all of the tools that are available through CASS Certified™ systems. These systems can now identify if an address is a known deliverable address as well as vacant information. Contact the vendor of the CASS Certified system for additional information.
8. Download and examine an example of the OneCode ACS fulfillment file.
9. If you are new to OneCode ACS or if you are transitioning from Traditional ACS, as part of your implementation plan, you may want to consider limiting your initial usage/deployment to a certain segment of your address list. This will provide valuable experience and make sure all of your processes are working correctly before exposing your entire list.
10. 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 must interrogate each record and field according to the specifications contained in the file layouts/formats and descriptions. If any abnormal issue is found, the data should be written to an error file for manual review instead of terminating the program.

Enrollment Procedures

1. Review all the documentation regarding OneCode ACS® and the Intelligent Mail barcode. Additional information can be found at: <http://ribbs.usps.gov/onecodesolution>
2. Select the appropriate OneCode ACS options, ancillary service endorsement (if one will be used) and Service Type Identifier.
3. Provide the necessary technical requirements to the appropriate departments or third parties to confirm that the technical requirements can be accomplished to support the participation in OneCode ACS. This includes but is not limited to printing the Intelligent Mail barcode with the Serial Number (Unique Mailpiece Identifier) and downloading a test file to determine how to utilize ACS fulfillment records.
4. Complete ACS Enrollment Form to request *OneCode ACS*. The most current form can be found at: https://ribbs.usps.gov/acs/documents/tech_guides/eACS001.PDF
NOTE: The Mailer ID that will be used in the Intelligent Mail barcode that requests ACS must be assigned through the USPS Business Customer Gateway. Traditional ACS customers that wish to convert to OneCode ACS must obtain a Mailer ID prior to completing the enrollment procedures.
5. Complete PS Form 5116, [Electronic Product Fulfillment Web Access Request Form](https://epf.usps.gov). The most current form can be found at <https://epf.usps.gov>.
6. Use the following Check List to be sure to avoid delays in the OneCode ACS enrollment process:
 - Identify the Mail Class
 - Provided information for each field:
 - Contact
 - Shipping
 - Billing
 - The Federal Taxpayer ID is REQUIRED for the billing contact
 - Identify the ancillary service endorsement desired (this can be changed later if needed)
 - Provide a Mailpiece Title(s)
 - Sign and Date the Authorization Statement
 - Complete and submit the EPF Web Access Request PS Form 5116
 - A Centralized E-mail Address is REQUIRED
7. Make copies of the forms and retain a copy.
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
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.
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.
11. Review all of the information provided for accuracy and notify the ACS Department immediately if any information is incorrect.
12. Please be advised that the receipt of the information above *does not mean that the authorization or approval process is complete*. Please proceed to the recommended Sample Process.

SAMPLE PROCESS

The following procedures are voluntary and are not required for activation; however the Postal Service highly recommends that your Intelligent Mail barcode is tested prior to mailing. Before continuing with the Sample Process, please review the Disclaimer section found in this document. **Be advised that it is possible to obtain hardcopy address notices, and could include monetary obligations.** The Intelligent Mail® barcode must be readable and its contents must be correct, and the literal on-piece endorsement (if required) must be correct for that type of mailing.

Create sample mailpieces that contain the Intelligent Mail barcode. The barcodes must include, but is not limited to the Service Type Identifier requesting the desired ACS ancillary service, your USPS assigned Mailer ID, and a Serial Number serves as a Unique Mailpiece Identifier. **All ACS™ mail must contain a valid domestic return address on the address side of the mailpiece.** Contact a Postal Service Mailpiece Design Analyst (MDA) for assistance with mailpiece design, readability, analysis and Intelligent Mail Barcode testing.

1. Customers may contact the MDA Support Center by dialing 855-593-6093, or by sending a request via email to mda@usps.gov. The MDA Support Center hours of operation are Monday through Friday, 8 am – 5 pm, CST.
2. The following are the most common mistakes made when creating a OneCode ACS mailpiece:
 - A. There is not a return address as required on the addressing side of the mailpiece.
 - B. Missing or invalid endorsements, or the size, read direction and clearance of the endorsements do not meet specifications when applicable.
 - C. If the mailpiece is Standard Mail® or Bound Printed Matter there must be a human-readable endorsement present.
 - D. Required components of the IM® barcode are not correct:
 1. The Mailer ID embedded in the barcode is either not present or incorrect.
 2. Service Type ID is either not present or does not request ACS.
 3. The serial number is all zeroes or not unique for each mailpiece.
 4. The Routing Code does not contain valid ZIP or delivery point information.
 5. If OneCode ACS, the IM barcode is not in a valid location.
 6. The IM barcode does not have 65 bars.
 7. If a window envelope is used, the IM barcode is not visible or is obstructed. The window does not provide enough clearance to be processed correctly. A “Top” Tap Test is also recommended to verify content shift in any direction does not interfere with barcode readability.
 8. There is an exceptional address format used such as “Or Current Resident” on the ACS mailpiece.
3. Once a mailpiece has been finalized, create a minimum of 20 sample mailpieces that contain the Intelligent Mail Barcode. The barcode must include the appropriate Service Type Identifier, ACS-assigned Mailer ID, and mailer-determined Serial Number (Unique Mailpiece Identifier). ACS mail must contain a valid domestic return address on the address side of the mailpiece and a printed on-piece endorsement if required or desired.
4. Send the sample pieces to the Postal Service Mailpiece Design Analyst for a readability and barcode analysis. If discrepancies are found, the MDA will notify the customer and work with them to improve readability.
5. The MDA will notify the customer and ACS department when approval has been obtained.
6. Once approval is obtained from the Postal Service Mailpiece Design Analyst, a final internal verification by your company of all of the information used to create the Intelligent Mail® barcode and the printed ancillary endorsement (when required) should be performed. This information should be compared to documentation received from the ACS™ Department for accuracy, such as the Service Type Identifier, Mailer ID, ancillary endorsement (if used) and OneCode ACS options. Confirm that the Serial Number (Unique Mailpiece Identifier) is being populated correctly. You may contact the ACS Department to confirm the information as well.
7. Do not change the format or placement of the printed ancillary service endorsement (when required or desired) or change the Service Type Identifier or Mailer ID before notifying the ACS Department a minimum of seven days prior to making the change on the mail. The information collected by the ACS Department is used by USPS processing facilities to determine correct handling of the mail. Failure to coordinate changes with the ACS Department may produce unintended results.
8. Once a satisfactory internal review by your company has been performed, production of OneCode ACS mailpieces may begin.

Tips on How to Improve OneCode ACS Service

- There are specific rules regarding the allowed content of certain fields. Some fields are prohibited from being all zeroes. Technical information required to produce the Intelligent Mail® barcode can be found at <http://ribbs.usps.gov/onecodesolution>
- **A Serial Number containing all zeroes for OneCode ACS is not allowed.**
- Samples of the mailpiece must be sent to the local Postal Service Mailpiece Design Analyst for readability approval. Failure to obtain readability approval may cause unintended results.
- The 20 mailpiece examples sent to the MDA must be actual “production-ready” hardcopy mailpieces. No labels or facsimiles allowed.
- Do not change the format or placement of your ancillary service endorsement (if one is used) or change your Service Type Identifier before notifying the ACS Department a minimum of seven days prior to mailing and receiving written approval.
- Verify that the Intelligent Mail barcode is correct before mailing.
- If you have any questions, please contact the ACS Department via email at acs@usps.gov or by phone at (877) 640-0724 with any questions before mailing.

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 on your SingleSource ACS Shipping Notice and data file, and on the SingleSource ACS 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 and Full Service ACS. It can be accessed using the following link:

https://ribbs.usps.gov/acs/documents/tech_guides/AppendixD_GlossaryACSTERMSACRONYMS.PDF