



SINGLESOURCE ACS™

TECHNICAL GUIDE



SINGLESOURCE ACS™ TECHNICAL GUIDE

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Change History

Version #	Date	Title	Description of Change
1.10	03/29/2016	Billing	Updated verbiage and clarified payment due for invoices less \$25.00
1.9	09/30/2015	Billing	Additional changes
1.8	09/11/2015	Billing	Additional changes
1.7	08/26/2015	Billing	Changed minimum billing from 50.00 to 25.00
1.6	06/01/2015	ACS Monthly Invoice	Added additional information regarding who receives Invoice files from EPF
1.5	05/26/2015	SingleSource ACS Fulfillment File Access	Changed to Fulfillment File Access and added a link to another document
1.5	05/26/2015	SingleSource ACS Fulfillment Files	Changed heading to ACS Fulfillment Files and added link to another document
1.4	06/13/2014	Billing	Added information for payment via CAPS.
1.4	06/13/2014	Service Type ID (STID)	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	SingleSource ACS Fulfillment Files	Removed references to COBOL programming language in the file format descriptions.
1.4	06/13/2014	Exhibit 3: SingleSource Shipping Notice Example	Updated example to match Exhibit 4: SingleSource ACS Invoice PDF Sample .
1.4	06/13/2014	Intelligent Mail Barcode	Corrected the IMb value description
1.4	06/13/2014	Helpful Tips	Revised verbiage regarding ACS restrictions on mail with alternate address formats.
1.3	06/14/2013	Disclaimer	Updated to include IMpb
1.3	06/14/2013	SingleSource ACS Product Information Overview	Updated to include IMpb
1.3	06/14/2013	Billing	Updated payment information
1.3	06/14/2013	Table 6: SingleSource ACS Invoice Data File Detail Record Format	Updated layout to be consistent with other documents
1.3	06/14/2013	Table 1: SingleSource ACS Invoice Data File Header Record Format	Updated layout to be consistent with other documents
1.3	06/14/2013	Table 4: SingleSource Shipping Notice Data File Detail Record Format	Updated layout to be consistent with other documents
1.3	06/14/2013	Table 3: SingleSource Shipping Notice Data File Header Record Format	Updated layout to be consistent with other documents
1.3	06/14/2013	Exhibit 3: SingleSource Shipping Notice Example	Corrected
1.3	06/14/2013	Table 2 Full Service Chargeback Data File Data Record Format	Updated layout to be consistent with other documents.
1.3	06/14/2013		Updated layout to be consistent with other documents. Corrected the total amount in the header and added fields showing commas.

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1.2	02/14/2013		Updated layout to reflect a fixed field length comma delimited fixed record length file.
1.2	02/14/2013	Table 3: SingleSource Shipping Notice Data File Header Record Format	Updated layout to reflect a fixed field length comma delimited fixed record length file
1.2	02/14/2013	Full Service Chargeback ACS Data File	Removed all references to a “text” file. This report will be provided in a .csv format only.
1.1	01/16/2013	Statements	Corrected information that statements (when appropriate) will be mailed to the billing contact (statements will not be posted to EPF).
1.1	01/16/2013	Refund Requests	Added instructions for Full Service Unassociated ACS refund requests.
1.1	01/16/2013	Participation Requirements	Added a STID section to clarify requirements.
1.1	01/16/2013	IMPORTANT NOTE FOR SERVICE PROVIDERS	Added notes throughout the document specific to mail service providers that receive ACS fulfillments for the mail owners.
1.1	01/16/2013	Full Service Chargeback ACS Report	Updated the file details and format information and file naming conventions
1.1	01/16/2013	SingleSource ACS Monthly Invoice	Added the file format details and an example of the monthly invoice as Exhibit 4: SingleSource ACS Monthly Invoice Example
1.1	01/16/2013	SingleSource ACS Shipping Notice File	Added the file format details and corrected information in the Shipping Notice example provided in Exhibit 3: SingleSource ACS Shipping Notice Example
1.1	01/16/2013	SingleSource ACS Monthly Invoice	Added the file format details and an example of the monthly invoice as Exhibit 4: SingleSource ACS Monthly Invoice Example
1.1	01/16/2013	Helpful Tips	Added and clarified helpful tips
1.1	01/16/2013	Version Date	Corrected the year
1.0	12/17/2012	SingleSource Technical Guide	Original Document

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SingleSource ACS Product Information Overview

SingleSource ACS 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).

SingleSource ACS does not replace the Full Service ACS fulfillment process and method. Full Service ACS notices that were created from undeliverable as addressed Full Service qualified mail will continue to be reported in the ACS and Nixie Reports provided through *PostalOne*® via the Business Customer Gateway.

Full Service ACS provides mailers with electronic address correction information for undeliverable as addressed (UAA) mail that qualifies for Full Service discounts. If a Full Service - Service Type ID (STID) was used in the Intelligent Mail® barcode (IMb™) on a non-compliant mail piece and that piece was determined to be UAA, the ACS notice that is generated is not fulfilled via the Business Customer Gateway. The mailer never receives the move update or Nixie notice.

In order to receive ACS notices for both Full Service qualified and those generated from non-compliant mail pieces a mailer would need to change to a Basic/Non-auto STID in the IMb on non-qualifying mail and must have a OneCode ACS account established to receive and pay for those records. The mailer must develop either one or multiple processes to utilize the two different ACS notification file formats to update their mailing list. Mailers that historically used the OneCode ACS file format needed to develop new processes to retrieve and use the Full Service ACS and Nixie Reports provided through the Business Customer Gateway and some have added additional processes to combine the two file formats before applying the changes to their mailing list.

While intended and designed primarily for Full Service qualified mailers, SingleSource ACS is available to ALL mailers that desire to receive all of their ACS notices in a single file format and from a single fulfillment source.

The use of SingleSource ACS can:

- Resolve the requirement to change the STID on non-qualifying mail included in a Full Service mailing. All ACS notices that are generated for mail requesting ACS are provided, regardless of whether it contains a Full Service ACS or a Basic/Non-auto ACS STID.
- Eliminate the need to wait for the Full Service electronic documentation (eDoc) to clear before the Full Service ACS reports for a mailing are made available. SingleSource ACS notices are fulfilled within 24 hours of its receipt at the United States Postal Service® National Customer Support Center (NCSC).
- Resolve the concern that Full Service ACS notices will not be provided when a container, a mailpiece, or an entire mailing is disqualified for Full Service discounts and benefits. These Full Service ACS notice are provided regardless of the disqualification at the appropriate fee.
- Eliminate the need to retrieve multiple Full Service ACS reports that require multiple queries and processing before all of the ACS data is retrieved and available for use.
- Work around the “35-Day” retention period for eDoc data which can result in missing Full Service ACS notices that are created after the retention period is over.
- Eliminate the need to utilize different file formats. ACS notices for Full Service, OneCode, Traditional and IMpb are fulfilled in a single OneCode ACS fulfillment file format.
- Provide Full Service qualifying ACS notices free of charge. With SingleSource ACS you will only be charged for the OneCode, Traditional, IMpb and Full Service non-qualifying ACS notices provided. The appropriate automated or electronic fee are applied to all ACS notices.

SingleSource ACS provides a detailed “shipping notice file” with each fulfillment regarding the notices provided, as well as a count of those provided for free and which will be charged.

Administration

The United States Postal Service® provides support for SingleSource 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=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. Due to expected high call volume, we recommend submitting questions via email.

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, OneCode ACS®, Full Service ACS, Single Source ACS, IMpb ACS, IMb Tracing®, Electronic Product Fulfillment (EPF), *PostalOne!*® and Intelligent Mail® barcode technology and/or computer system, even if advised of the possibility of such damages.

If any discrepancy exists between this document (SingleSource ACS 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. 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. 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 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 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 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 the name on the mailpiece. There are also situations that occur where the old address on an ACS transaction will not match the address on your mail piece.

How Does 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 and a COA for Move, Left No Address (MLNA - DNF Code: K) or Box Closed No Order (BCNO - DNF Code G) is created. 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 with 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:

- Step 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 undeliverable mail 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 Full Service, OneCode, IMpb, or Traditional ACS, an electronic or automated ACS notice is generated by PARS or CFS.
- Step 4:** The mail class (First-Class Mail®, Periodical, Standard Mail®, or Package Services/Parcel Select), 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.
- Step 5:** ACS notices created from the IMb, IMpb, or Traditional Participant ID are transmitted from the postal mail processing facilities to the NCSC, where they are categorized by the 6- or 9-digit Mailer ID or Traditional Participant ID.
- Step 6:** All Full Service, OneCode, IMpb, and Traditional ACS notices with a MAILER ID or Traditional Participant ID that is associated to a SingleSource ACS account are processed and fulfilled daily via the Electronic Product Fulfillment (EPF) secure web-based fulfillment resource.
- Step 7:** Those Full Service ACS notices with a Full Service STID are also sent to Full Service, where the IMb is checked for Full Service compliance and attempts are made to match the IMb data to Full Service eDoc submissions. Full Service ACS notices that pass are fulfilled to the mailers daily via the Business Customer Gateway.
- Step 8:** Full Service provides feedback to the NCSC regarding Full Service ACS notices that do not qualify for Full Service discounts and benefits. NCSC provides the IMb information regarding these records to the SingleSource ACS participant, including the fees that will be charged.

NOTE: 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](#) available at the following link: <https://ribbs.usps.gov/index.cfm?page=intellmailguides>

Components of SingleSource ACS

Fees

ACS mailers are charged the automated or electronic address correction fee for ACS notices fulfilled. The amount charged is based on the method used to provide the ACS notice.

The automated address correction fee is charged when undeliverable letter mail that requests ACS that can be processed on our Postal Automated Redirection System (PARS).

The electronic address correction fee is charged when the mailpiece cannot be processed on PARS.

Flats, non-machinable letters, and automated letters that may lose their integrity or be damaged on letter automation are charged the electronic fee.

Traditional ACS notices are charged the electronic fee.

ACS notices that contain a Basic/Non-auto STID in the barcode are charged the automated or electronic fee.

Full Service ACS notices that contain an 11-Digit Delivery Point Validated ZIP Code™ in the routing fields are provided at no charge.

Full Service ACS notices that contain less than an 11-Digit Delivery Point Validated ZIP Code in the routing fields are charged the automated or electronic fee.

Full Service Chargeback Fees

Additional fees can be assessed on Full Service ACS Notices that were provided in previously fulfilled ACS Notification files for free. When *PostalOne!*® provides feedback that the mailpiece did not qualify for Full Service benefits, the additional fees are reported in the Chargeback ACS data file.

The following are examples of why a Full Service mailpiece may receive a subsequent charge:

- The IMb in the ACS notice could not be matched to an eDoc (charges are applied when feedback is provided by *PostalOne!*).
- The IMb has not maintained uniqueness for the required 45 days (charges are applied when feedback is provided by *PostalOne!*).
- An eDoc deficiency has been identified that disqualified the mailing or mail pieces within the mailing (charges are applied when feedback is provided by *PostalOne!*).
- A container or the entire mailing was disqualified for Full Service discounts and benefits (charges are applied when feedback is provided by *PostalOne!*).

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>

NOTE: Full Service pieces that lose the Full Service discount due to a container / handling unit error will still receive Full Service ACS, provisioned by the Mailer ID, CRID, or Permit in the eDoc, if the uniqueness requirement is met. The ACS notices are provided at no charge.

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.

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](https://ribbs.usps.gov/acs) 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 must be received within 45 days of receipt of the invoice.

Refund requests for disputed Full Service unassociated ACS records must be investigated and approved by *PostalOne!*® before a refund can be provided. Contact the *PostalOne!* Help Desk at postalone@usps.gov to open a ticket to initiate the investigation. Provide the following information to initiate the investigation:

- If the *PostalOne!* Help Desk had been contacted previously regarding this mailing, provide the original Ticket #
- IMb information from the ACS notice(s)
- Full Service Job ID or Mailing ID from the Full Service mailing
- Who submitted the Full Service documentation to *PostalOne!*?
- When was the job finalized?
- Where was the Full Service mailing verified/accepted?

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. Provide documentation and approval from the *PostalOne!* Help Desk as appropriate. The USPS® will investigate and provide a response.

Refund requests for other issues such as hardcopy (PS Form 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 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 send 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. To find 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

Full Service Qualification

Participants in SingleSource ACS may be qualified for Full Service discounts and benefits, including Full Service ACS. Full Service option mailing requirements include (but are not limited to) the following:

Include the same CASS Certified™ delivery-point ZIP Code information in the IMb, a USPS-assigned MAILER ID, the appropriate Service Type ID for the class of mail indicated, and the OEL information in the Barcode Identifier if an optional endorsement is printed on a flat-sized mailpiece.

Maintain a unique IMb on each mailpiece for a minimum of 45 days, which is determined by the full-service IMb Serial Number field, in combination with the mail class and the Mailer ID. A Full Service IMb must not be reused for a minimum of 45 days.

Use an approved electronic method to transmit mailing documentation to the USPS®.

Use FAST to schedule appointments or drop ship mail and for origin-entered mail verified at a DMU and transported to the USPS plant by the mailer.

Details and instruction on how to qualify for Full Service discounts and benefits are available in [A Guide to Intelligent Mail for Letters and Flats](#) available at the following link:

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

Addressing

Mail requesting ACS must meet all of the addressing requirements found in *DMM 602*.

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

Printed Ancillary Service Endorsement

A printed ancillary service endorsement, when required, must match the ancillary service represented by the STID in the barcode. When a conflict exists, the printed endorsement takes precedence and may result in manual address corrections or returned mail. The printed ancillary service endorsement must meet all the requirements outlined in *DMM 507*.

The printed endorsement “Electronic Service Requested” may only be used when the preferred ancillary service is identified by the STID in the IMb.

“Electronic Service Requested” must NOT be printed on mail that does not request ACS.

More information regarding ancillary service endorsements and options available for both Full Service ACS and OneCode ACS can be found in the [OneCode ACS Technical Guide](#) available at the following link:

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

Mailer ID

The Mailer ID used in the IMb must be assigned to an ACS account that is designated as a SingleSource ACS account. Please complete and submit the [ACS™ Enrollment Form](https://ribbs.usps.gov/acs/documents/tech_guides/ACS001.PDF) available at the following link: https://ribbs.usps.gov/acs/documents/tech_guides/ACS001.PDF.

The Mailer ID and associated information must be recorded on the enrollment form.

Ancillary Service Endorsements							
First-Class Mail®: Change Service Requested (CSR) Option 1 or 2				Standard Mail®: CSR or ASR			
First-Class Mail: Address Service Requested (ASR) Option 1 or 2				PKG SVS/ Parcel Select: CSR or ASR			
Periodicals Follow-up Notice Options:							
(2) 1st Notice after 60 days (no follow-up)		(4) Immediate Notice (no follow-up)		(5) Follow-up after 60 days		(6) Follow-up after 120 Days	
MID and/or Participant Code	Mailpiece Title/ List Name	First-Class Mail	Standard Mail	Periodicals	PKG SVS/ Parcel Select	Shipper Paid Forwarding	Keyline
<i>Example:</i> 999999999 BWXYZXX	Mailers Today Magazine	CSR2	ASR	Option 6	CSR	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
						<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
						<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
						<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

The SingleSource option is identified on page 2 of the ACS Enrollment Form under “ACS Options” and “Alternative Methods”.

ACS Mailer Options <i>(Select all that apply)</i>
<input type="checkbox"/> Traditional ACS — A seven alpha-character Participant ID (PID) will be assigned after submitting this ACS Enrollment Form.
<input type="checkbox"/> OneCode ACS® — Requires a Mailer ID (MID) obtained from the USPS® Business Customer Gateway (see below).
<input type="checkbox"/> Full Service ACS — Full Service ACS — Selection indicates the mailer is or will be a Full Service mailer requesting Full Service ACS. Full Service discounts and Full Service ACS require specific mailing and mail preparation using a Mailer ID (MID) obtained from the USPS Business Customer Gateway (see below). For more information go to https://ribbs.usps.gov/index.cfm?page=intelligentmail and refer to <i>A Guide to Intelligent Mail for Letters and Flats</i> .
If you do not have a Mailer ID, you may request one through the Business Customer Gateway at https://gateway.usps.com/bcg/login.htm . Local support from your Business Mail Entry Unit (BMEU) or Mailpiece Design Analyst (MDA) is available. The USPS BMEU locator tool can be found at https://ribbs.usps.gov/locators/find-bme.cfm . The USPS MDA Locator tool can be found at http://pe.usps.com/mpdesign/mpdfn_mda_lookup.asp .
Alternative Methods:
<input type="checkbox"/> SingleSource ACS: Receive all Full Service ACS, OneCode ACS, and Traditional ACS notices in one fulfillment file (a completed EPF Web Access Form is required).

An existing Traditional ACS or OneCode ACS account may be changed to a SingleSource account or you may request a new SingleSource account.

IMPORTANT NOTE: *Existing Traditional ACS accounts that are changed to a SingleSource account must have a MID added to the account before it can be changed.* To add a MID or Participant Code to the SingleSource ACS account, identify them in the MID and/or Participant Code fields in the “Ancillary Service Endorsements” section of the ACS Enrollment Form.

To change an existing ACS account to a SingleSource account, complete the ACS Enrollment form and include your existing ACS account number in the fields provided. If you do not know your existing ACS Account number, you can find it on the current ACS Invoices, identified as the “MEM” number.

IMPORTANT NOTE FOR SERVICE PROVIDERS: If you would like to receive SingleSource ACS data for your customers, and they already have an ACS account containing Mailer ID(s) and/or Participant ID(s), their account must be flagged as a SingleSource ACS account. **Your customer must also have an EPF account so they can retrieve their SingleSource ACS invoice each month.** Authorization to modify an ACS account is needed from the account owner. Advise your customer to complete the ACS Enrollment Form to request SingleSource ACS and complete *PS Form 5116, Electronic Product Fulfillment Web Access Request Form*. The most current forms can be found at: <https://epf.usps.gov>.

Service Type ID (STID)

When using the IMb, the STID in the IMb must request the Ancillary Service desired. Information regarding ancillary service endorsements and options available for both Full Service ACS and OneCode ACS can be found in the [OneCode ACS Technical Guide](https://ribbs.usps.gov/acs/documents/tech_guides/OneCode_ACS_Technical_Guide) available at the following link: https://ribbs.usps.gov/acs/documents/tech_guides/

There are no STIDs specifically assigned for SingleSource ACS. The existing ACS STIDs should be used. A complete table of Service Type Identifiers is available at the following link: <https://ribbs.usps.gov/index.cfm?page=stids>

Internet Access

Customers must have the ability to retrieve ACS Fulfillments and invoices electronically from the USPS® EPF website. The EPF Enrollment Form must be completed and submitted prior to activation of your SingleSource ACS account. The EPF Enrollment Form can be found at the following link: <https://epf.usps.gov/>. Up to three login identifiers (email addresses) are allowed for each EPF account and a separate form must be completed for each login ID requested. Some customers have established a single email account specifically for EPF. This allows the customer to control access on a single account internally rather than having to manage access for multiple individual email accounts.

Unzip Utility

SingleSource ACS Fulfillment files are created as fixed length ASCII text files which are zipped (compressed) and password protected using PKWARE® software. You will need to obtain the appropriate software package that will decompress the data back into a normal ASCII text file.

Email and Contact Information

SingleSource 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.

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 that 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 is required if you intend to automate the updating of your database utilizing the ACS Notification File. Additional software is required if you intend to print out the ACS Notification File for manual updating.

The SingleSource fulfillment process produces a single zipped file which may contain the following files:

File Reference Name	Type	Included when zero data record count
ACS Notification File*	Fixed format data file	Yes – contains zero count header record
Shipping Notice Report File	Formatted text file	No
Shipping Notice Data File	CSV	No
Full Service Chargeback Data File	CSV	Yes – contains zero count header record

*The Notification file contains the ACS COA and Nixie notices.

The Shipping Notice Report and Data files contain ACS COA and Nixie notice record counts and other information regarding the contents of the 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.

The Full Service Chargeback ACS Report and Data files contain information about previously fulfilled ACS COA and Nixie notices that were provided at no charge due to a Full Service ACS STID, but *PostalOne!*® feedback reports indicate the records did not qualify for Full Service ACS benefits. Customers are encouraged to maintain records of the Chargeback information to help reconcile their ACS Invoice each month, since charges for those records are included in the next available billing cycle.

IMPORTANT NOTE FOR SERVICE PROVIDERS: The NCSC ACS account that contains the Mailer ID(s) and Participant ID(s) that are used on the mail requesting ACS, must be flagged as a SingleSource ACS account in order to receive the SingleSource ACS fulfillment files and invoice. If you are the vendor that receives the ACS fulfillment files for the SingleSource ACS account, you must be prepared to receive the additional files that are included in the fulfillment.

Data Integrity

While the USPS® strives to provide ACS data in the manner described in this document there are 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 Files

All ACS file formats may be found here:

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

ACS Monthly Invoice

Within 6 days after the end of the ACS billing cycle, an additional zipped file is posted to the EPF account that will contain a CSV data file and a PDF version of your SingleSource invoice. The invoice will include the information provided on the Shipping Notice files and Chargeback Files for the fulfillments provided during the ACS billing cycle.

NOTE: To reconcile your monthly SingleSource invoice, you must include the counts on both the SingleSource Shipping Notice files and the Full Service Chargeback files.

IMPORTANT NOTE FOR SERVICE PROVIDERS: The monthly ACS invoice is posted to the EPF account that is associated with the ACS account flagged as a SingleSource account. Since the Shipping Notice Files and the Full Service Chargeback files are posted with the ACS Fulfillment file, you may need to provide a copy of them to the SingleSource ACS account owner so they can reconcile their monthly SingleSource invoice

NOTE: When the Invoice files are posted to EPF, an email is sent to the contacts that have access to the EPF account, and to the billing contacts identified in the PRIMARY ACS account.

The Invoice File will only be available to the EPF accounts associated with the Primary ACS Accounts.

If customers or service providers have multiple primary ACS accounts going to a single ACS fulfillment account and wish to receive the Invoice file(s) in that Single Fulfillment account then the PRIMARY ACS ACCOUNT must have the same corresponding EPF accounts associated to the Single ACS Fulfillment account.

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.

The SingleSource fulfillment process produces a single zipped file which may contain the following files:

File Reference Name	Type	Included when zero data record count
ACS Notification File	Fixed format data file	Yes – contains zero count header record
Shipping Notice Report File	Formatted text file	No
Shipping Notice Data File	CSV	No
Full Service Chargeback Data File	CSV	Yes – contains zero count header record

The ACS Notification file contains the ACS notices. The Shipping Notice files contain record counts and other information regarding the contents of the ACS Notification file. The Full Service Chargeback files contains a list of IMb data from ACS notices that were previously provided at no charge, but feedback from Full Service indicates that they could not be associated to an eDoc and therefore must be charged the OneCode ACS fees. All five files are 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/ACSEPFulfillmentFileAccess.pdf

NOTE: The SingleSource ACS Invoice is only posted to the EPF account that is associated with the SingleSource ACS account.

SingleSource ACS Enrollment Procedures

1. Review all the documentation regarding Full Service qualification requirements, OneCode ACS® and the Intelligent Mail® barcode (and Traditional ACS if applicable). Additional information can be found at: <http://ribbs.usps.gov/onecodesolution>
2. Select the appropriate ACS ancillary service options (information is available in the [OneCode ACS Technical Guide](#)), the printed ancillary service endorsement (if one is required) and STID. A complete list of STIDs can be found at: <https://ribbs.usps.gov/index.cfm?page=stids>
3. Provide the necessary technical requirements to the appropriate departments or third parties to confirm that the requirements can be accomplished to support the participation in SingleSource ACS. This includes but is not limited to downloading a test file to determine how to utilize ACS fulfillment records.
4. Complete ACS Enrollment Form to request SingleSource 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.
5. Complete *PS Form 5116, Electronic Product Fulfillment Web Access Request Form*. 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	FAX: 901-821-6204
NATIONAL CUSTOMER SUPPORT CENTER	EMAIL: acs@usps.gov
UNITED STATES POSTAL SERVICE	PHONE: (877) 640-0724
225 N HUMPHREYS BLVD STE 501	
MEMPHIS TN 38188-1009	
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.

NOTE: If you are converting an existing ACS account to a SingleSource account, be sure that the account includes all the Mailer IDs that are used in the IMb printed on your Full Service and Basic/Non-auto mailpieces. Provide the MID(s) and your ACS account number to the ACS Department at acs@usps.gov to add them to your account.

Helpful Tips

The following are the most common issues that can interfere with the creation, fulfillment, and use of ACS:

- A. There is not a return address on the addressing side of the mailpiece as required when ancillary services are requested.
- 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®, there must be a human-readable endorsement present.
- D. Required components of the IM barcode are not correct. Use the following to quality-check your IM barcode:
 - ✓ The Mailer ID embedded in the barcode (or Participant ID) is either not present or incorrect.
 - ✓ The Mailer ID embedded in the barcode (or Participant ID) is not associated to your SingleSource ACS account.
 - ✓ STID used in the IMb is either not present or does not request ACS.
 - ✓ STID used in the IMb does not match the ancillary service endorsement printed on the envelope. The printed endorsement takes precedence over the STID in the IMb.
 - ✓ The serial number is all zeroes or not unique for each mailpiece.
 - ✓ The routing code does not contain valid ZIP or delivery point information.
 - ✓ The IM barcode is not in a valid location or there may be more than one IM barcode on the piece. The barcodes have conflicting service requests or a different Mailer ID. IM barcodes located in the lower right corner of a letter will generally take precedence over an IM barcode in the address block.
 - ✓ The IM barcode does not have 65 bars.
 - ✓ If a window envelope is used, the IM barcode (or Participant ID and/or keyline) is not visible or does not provide enough clearance to be processed correctly. A “Top” Tap Test is recommended to verify content shift does not interfere with barcode and address block readability.
 - ✓ 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.

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