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## Change History

Version #	Date	Title	Description of Change
1.7	03/29/2016	<a href="#">Billing</a>	Updated verbiage and clarified payment due for invoices less \$25.00
1.6	09/30/2015	<a href="#">Billing</a>	Updated
1.5	09/11/2015	<a href="#">Billing</a>	Updated EPF invoice posting information
1.4	08/26/2015	<a href="#">Billing</a>	Changed minimum billing from 50.00 to 25.00
1.4	08/26/2015	<a href="#">Appendix C</a>	Added
1.3	05/26/2015	<a href="#">Change Service Requested Option 2 (CSR2)</a>	Added for for Bound Printed Matter Flats
1.3	05/26/2015	<a href="#">Change Service Requested Option 2 (CSR2)</a>	Added for STANDARD MAIL / PARCEL SELECT LIGHTWEIGHT ANCILLARY SERVICES
1.3	05/26/2015	<a href="#">Fulfillment File Access</a>	Removed EPF access information and added a link to the document containing the information
1.3	05/26/2015	<a href="#">ACS Notification File</a>	Removed file formats and added a link to a document containing the information
1.3	05/26/2015	<a href="#">Traditional ACS Fulfillment Files</a>	Changed to ACS Fulfillment Files
1.3	05/26/2015	<a href="#">ACS monthly billing</a>	Added information regarding the improved ACS monthly billing.
1.2	06/13/2014	<a href="#">Billing</a>	Added information for billing via CAPS and SingleSource ACS fulfillment customers.
1.2	06/13/2014	<a href="#">Mailpiece Considerations</a>	Revised information regarding the use of the Exceptional Address format on ACS mail.
1.2	06/13/2014	<a href="#">COA Coverage</a>	Removed references to limited availability of PARS in Puerto Rico and the Virgin Islands. PARS has been installed in San Juan PR.
1.2	06/13/2014	<a href="#">Service Type ID</a>	Updated all Service Type ID links to point to the STID page on RIBBS. <a href="https://ribbs.usps.gov/index.cfm?page=stids">https://ribbs.usps.gov/index.cfm?page=stids</a>
1.2	06/13/2014	<a href="#">ACS Fulfillment Files</a>	Corrected placement of parsed header in file format description tables and removed references to COBOL programming language in the file format descriptions.
1.2	06/13/2014	<a href="#">ACS Ancillary Service Endorsement Options</a>	Added reference and link to <a href="#">Traditional ACS Shipper Paid Forwarding Technical Guide</a> for Change Service Requested with SPF and Address Service Requested with SPF for <a href="#">Standard Mail parcels / Parcel Select Lightweight</a> and <a href="#">Package Services / BPM / Parcel Select / Standard Post</a> .
1.2	06/13/2014	<a href="#">Table 1: Traditional ACS Mail Class and Printed Endorsement Option</a>	Corrected ancillary service options available for Traditional ACS.
1.2	06/13/2014	<a href="#">Appendix – FAQ and Glossary</a>	Provided links to <a href="#">Appendix B - ACS Frequently Asked Questions</a> and <a href="#">Appendix D - Glossary of Terms and Acronyms</a>
1.2	06/13/2014	<a href="#">Automated Downloading</a>	Removed sample programming code.
1.1	07/10/2013	Introduction	Added information regarding SingleSource ACS.
1.1	07/10/2013	Disclaimer	Updated with information regarding SingleSource ACS and Intelligent Mail package barcode
1.1	07/10/2013	ACS Ancillary Service Endorsement Options	Updated with new endorsements and options.
1.1	07/10/2013	ACS Notification File	Added information SingleSource ACS.
1.1	07/10/2013	EPF File Naming Conventions	Corrected

1.1	07/10/2013	Document Version	Changed to 1.1
1.0	03/20/2013	Document Versioning	Added document versioning
1.0	03/20/2013	Enrollment Procedures	Removed reference to PS Form 3573 and replaced it with a link to the ACS Enrollment form
1.0	03/20/2013	NCSC Address	Updated NCSC address information.
1.0	03/20/2013	Change History	Added Change History
		Traditional 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: Traditional ACS, OneCode ACS, IMpb ACS and Full Service ACS which offer several different options. 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](http://ribbs.usps.gov/acs/documents/tech_guides).

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

OneCode ACS requires an Intelligent Mail barcode and is based on the Basic/Nonauto Service Type ID in the Intelligent Mail barcode. OneCode ACS is processed and fulfilled to mailers daily via the Electronic Product Fulfillment website. For more information about OneCode ACS, refer to the OneCode ACS Technical Guide at: [https://ribbs.usps.gov/acs/documents/tech\\_guides/](https://ribbs.usps.gov/acs/documents/tech_guides/)

Full Service ACS requires an Intelligent Mail barcode and is based on the Full Service - Service Type ID in the Intelligent Mail barcode. Full Service ACS is 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/index.cfm?page=intellmailguides) at this link: <https://ribbs.usps.gov/index.cfm?page=intellmailguides>

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](https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/user_access/user_access.htm)

Participation in Traditional ACS requires the mailer to include the USPS assigned Participant ID and optional keyline in the address block on the mailpiece (see Exhibit 1).

The Intelligent Mail® barcode is not required to receive Traditional ACS. If the Intelligent Mail barcode is used, the Service Type ID used in the Intelligent Mail barcode must be specifically assigned for use with Traditional ACS. For a current list of the Traditional ACS Service Type IDs see refer to the Table of Service Type Identifiers at the following link: [https://ribbs.usps.gov/intelligentmail\\_mailpieces/documents/tech\\_guides/std.pdf](https://ribbs.usps.gov/intelligentmail_mailpieces/documents/tech_guides/std.pdf)

**NOTE:** This document may provide technical support for Full Service mailers who are interested in learning how to prepare mailpieces to create Traditional ACS notices. Traditional ACS does NOT replace Full Service ACS notices. Traditional ACS is a fee-based move update option that is fulfilled via the United States Postal Service Electronic Product Fulfillment (EPF) site based on the Participant ID and optional keyline that is printed in the address block of the mailpiece.

**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](https://ribbs.usps.gov/acs/documents/tech_guides/SingleSourceACSTechGuide.pdf)**

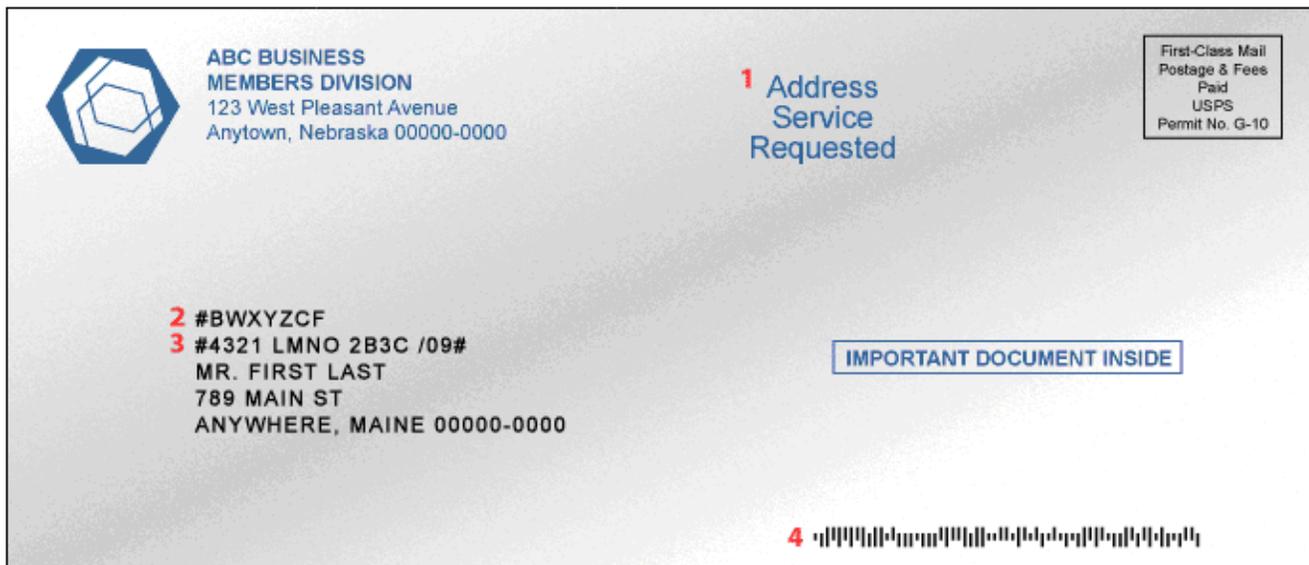
## What is Traditional ACS?

Traditional ACS is the original version of ACS that was developed for Periodical mailers and was eventually expanded to include all mail classes. It allows customers that mail letters, flats or parcels, of all mail classes to receive electronic address corrections. The letter image in Exhibit 1 has been prepared to receive Traditional ACS and contains the following lines of data in addition to the usual delivery and return addresses:

1. The *Ancillary Service Endorsement* provides the Postal Service™ with the sender's instructions on how to handle the mail if it is UAA.
2. The traditional *ACS Participant ID/Code* is preceded by a pound sign (#) and identifies the sender to the Postal Service.
3. The traditional *ACS Keyline* is delimited by pound signs and identifies the recipient in the sender's mailing list. The Traditional ACS keyline is required to receive NIXIE notices.
4. The Intelligent Mail® barcode applied to the mail may contain presort information (flats only), a Service Type Identifier that requests specific services like ACS and/or IMb Tracing, a Mailer ID that identifies the mail owner or mail service provider, a serial or sequence number that uniquely identifies the mail piece, and routing information that provides the ZIP Code and delivery point validation that allows the mail to be sorted directly to the address.

**IMPORTANT NOTE:** If you apply an Intelligent Mail barcode for discounts only and continue to utilize Traditional ACS, the appropriate IMb Service Type ID (STID) must be used in the IMb to request Traditional ACS. 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>

Exhibit 1: Traditional ACS Mailpiece



NOTE: Mail that is prepared for Traditional ACS requires a printed ancillary service endorsement.

## Administration

The United States Postal Service® (USPS®) provides support for this system 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>.

After reviewing the documentation please feel free to contact the NCSC ACS Department via email at [acs@usps.gov](mailto:acs@usps.gov) or by phone at (877) 640-0724 with any questions.

## 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®, SingleSource ACS, IMb™ Tracing, PostalOne!®, Intelligent Mail barcode technology and Intelligent Mail package barcode and/or computer system, even if advised of the possibility of such damages.

If any discrepancy exists between this document (Traditional ACS Technical Guide) and the Domestic Mail Manual (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.

Delivery conditions may affect the timeliness of ACS records.

- If mail addressed to a P.O. Box™, but 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".

ALL NIXIE Records will contain zeroes in the field named "FIVE DIGIT ZIP CODE OLD".

If you are planning to use Traditional ACS and utilize the Intelligent Mail barcode you **must** include the proper Traditional ACS Service Type Identifier in the Intelligent Mail barcode. You should also provide the Mailer ID that will be included in the barcode on your ACS enrollment form. Please contact the ACS Department at [acs@usps.gov](mailto:acs@usps.gov) or by phone at (877) 640-0724 for additional information.

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 within this document. 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.

The United States Postal Service® makes a concerted effort to provide standardized and delivery point validated (DPV®) 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 are processed with Address Management products to enhance address standardization.

It is strongly suggested that a mailer not rely solely on the keyline, address information or sequence number when performing updates to your files from ACS notices. There are situations that will occur in which the ACS transaction name

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will not match the name on your original mailpiece. There are also situations that will occur where the old address on an ACS transaction will not match the address on your original mailpiece.

**IMPORTANT NOTE:** If you apply an Intelligent Mail barcode for discounts only and continue to utilize Traditional ACS, the appropriate IMb Service Type ID (STID) must be used in the IMb to request Traditional ACS. 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>

## Mailpiece Considerations

### Window Envelopes

Position the contents of a window envelope so they do not slip and obscure the Participant ID and (optional) keyline. The Intelligent Mail® 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 content shift. 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 Participant ID, keyline or Intelligent Mail barcode shifting out of the window, ACS may not be created and unexpected results may occur depending on the printed ancillary endorsement and other mailpiece 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)

### 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.

### Ancillary Service Endorsement

The printed ancillary service endorsement is required for Traditional ACS and must follow placement and physical standards as defined in the *DMM* (letters and cards: [DMM 202.4.0](#) and [100 Retail Letters, Cards, Flats, and Parcels and 200 Commercial Letters, Cards, Flats, and Parcels](#)).

### Characters, Font and Text Size Participant ID, Keyline and 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.

Note: 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 Traditional 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 the individual, family or business 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 PARS or identified by delivery personnel as Undeliverable as Addressed (UAA) due to customer move, the following occurs:

1. The mailpiece (depending on its class, size, and endorsement) is either processed by the PARS automation equipment or sent to the Computerized Forwarding System (CFS) responsible for processing mail destined to that delivery address.
2. Using the delivery point (11-digit) ZIP Code™ information in the barcode an attempt is made to determine if there is a COA on file from that address.
3. An attempt is made to match the name and address to a COA.
4. If there is a match and the mailpiece bears a readable, valid Participant ID and keyline (if required) with the required fields properly completed, an electronic Traditional ACS notice will be generated.
5. The mail class (First-Class, Periodical, Standard, or Package/Shipping Services), 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.
6. Traditional ACS notices are transmitted from the Postal mail processing facilities to the NCSC where they are categorized by the Participant ID and then distributed to the mailers via the Electronic Product Fulfillment (EPF) secure web-based fulfillment resource.

## Move-Related and Non-Move-Related Notices

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

**IMPORTANT NOTE:** The Traditional ACS keyline is required to receive 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 moves are considered Domestic and are presented as street-style addresses in most instances.

## Features of Traditional 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

Participants are charged the electronic address correction fee for Traditional ACS fulfillment records as listed in the *DMM*®. Please refer to the DMM Notice 123 under Domestic Other Services; Address Correction Service for all related fees at: <http://pe.usps.com/text/dmm300/Notice123.htm>

Parcel Select mailers are charged an additional service fee for parcels that are forwarded or returned. Please refer to *DMM* Notice 123, Domestic Business Mailing Fees; Additional Service Fee.

## Billing

The ACS billing cycle is from the 25<sup>th</sup> of the month to the 24<sup>th</sup> 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](mailto: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](mailto: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

Traditional ACS mail must meet all of the addressing requirements found in [DMM 602](#).

**All Traditional ACS mailpieces, as with all mail requesting ancillary services, must have a domestic Return Address properly appearing on the front 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>](mailto: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.

### Participant ID

To use Traditional ACS, you must add the ACS Participant ID (also known as the Participant Code) assigned by the Postal Service™ to the address block of your mailpiece. This code can be provided only by the ACS Department at the NCSC. A Participant ID is assigned for *a specific class of mail* and consists of seven alpha characters, with the first character as the letter "B". It must be printed in uppercase on the mailpiece or first line of the address block, aligned left, and preceded by a single pound sign (#) delimiter. If printed on the OEL, the Participant ID must be followed by at least one space before any further information (carrier route, presort level, etc.) is printed on that line.

- The pound sign (#) delimiter must precede the Participant ID.
- The pound sign and Participant ID should not be used on any non-ACS mailings.
- The Participant ID must be placed on each mailpiece for which an electronic notification is requested.
- The Participant ID for a specified class of mail must be placed on the correct class of mail.
- Incorrect placement of the Participant ID can significantly decrease your electronic ACS volumes.

The ACS Participant ID may also be pre-printed on the envelope or address label or within the window address block area.

See Exhibit 2 and Exhibit 3 for examples of the allowed Participant ID placements.

**NOTE:** The following *DMM* references provide information regarding Traditional ACS Participant ID requirements. All *DMM* references can be found at the Postal Explorer Web site, <http://pe.usps.gov>.

[DMM 507.4.2.3a](#) for Participant ID description and placement requirements

[DMM 507.4.2.5](#) for Participant ID and ancillary service endorsement placement requirements

[DMM 708.7.2.3](#) when printing the Participant ID in the Optional Endorsement Line (OEL)

## Barcodes

All ACS mailpieces mailed at automation rates must meet all requirements for barcodes set forth in the *DMM*. If you print the Intelligent Mail barcode in the address block, three locations are acceptable:

1. When using the optional keyline, place the barcode between the top line of the address information and the mailer keyline. When not using a mailer keyline, place the barcode between the top line of the address information and the Participant ID.
2. Below the City-State-ZIP Code line.
3. Above the Participant ID/OEL (except when printing the Participant ID on the envelope as described in [DMM 507.4.2.5f](#)).
4. See Exhibit 2 and Exhibit 3 for examples of address block Intelligent Mail barcode placement.

**IMPORTANT NOTE: A traditional keyline is required to receive NIXIE notices. If you utilize an Intelligent Mail barcode for discounts only and continue to request Traditional ACS, the appropriate Service Type ID (STID) must be used in the IMb to request Traditional ACS. For a current list of the Traditional ACS Service Type IDs refer to the Table of Service Type Identifiers at this link:**

**[https://ribbs.usps.gov/intelligentmail\\_mailpieces/documents/tech\\_guides/stid.pdf](https://ribbs.usps.gov/intelligentmail_mailpieces/documents/tech_guides/stid.pdf)**



Exhibit 2: Window Envelope or Address Label with Traditional ACS

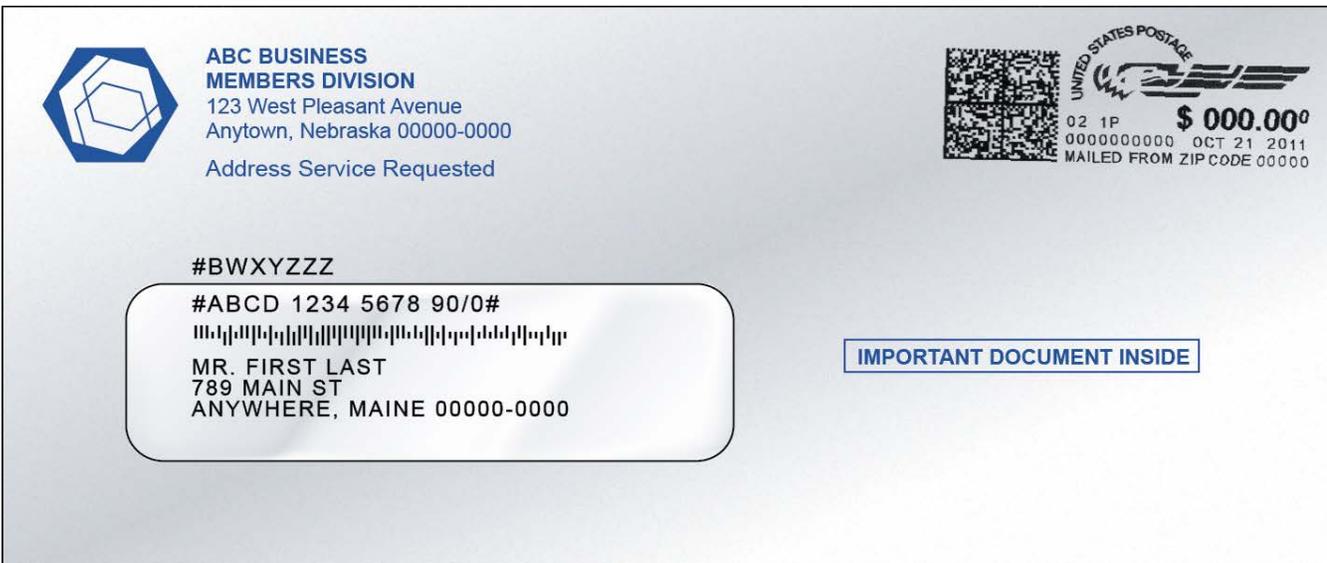


Exhibit 3: Envelope with Preprinted Participant ID

## Traditional ACS Keyline

Most ACS participants choose to use the keyline option, which provides an effective means of matching ACS notifications with the appropriate records in their address files. Although optional for COA information, keylines are required if the mailer wants to receive electronic ACS notice notifications. The keyline can consist of 4 to 16 characters, including a check digit that is computed using a check digit algorithm (see “Traditional ACS Keyline Computation”).

The keyline is printed on the second line of the address block when printed below the OEL and aligned left with beginning and ending pound sign (#) delimiters. If the Participant ID is printed on the mailpiece, the keyline must be printed on the first line of the address block. When using this option, it is important to remember that you cannot use an OEL. The keyline should contain spaces after each fourth character to enhance readability. The pound sign delimiters and embedded spaces are not counted toward the 16-character limit and are not returned as part of an ACS record. Any other information printed on the second line of the address block must follow the ending pound sign delimiter and is ignored by ACS processing.

Although the content of individual keylines must be unique to ensure identification of a particular customer within a mailer’s address file, all keylines for a given ACS Participant ID *must be consistent* in terms of keyline characteristics: length (4 to 16 characters), attribute (numeric, alpha, or alphanumeric), and the check digit algorithm chosen.

**IMPORTANT NOTE:** The Mod 21 keyline computation is the strongest and prevents the typographical and transposition errors.

When creating your keyline please consider the characters, size, font and spacing (kerning) used to create a keyline. The keying and read rate complexity is compounded when some characters are side by side such as the numeric zero and the alpha ‘O’ (OO). The numeric zero and alpha ‘O’ characters are often improperly identified by humans and machines. The following table reflects some potential character recognition issues:

*Table 2: Potential Character Recognition Problems*

ALPHA CHARACTER	POTENTIAL READABILITY	ALPHA CHARACTER	POTENTIAL READABILITY
A	AA = V,	N	N=M,
B	B=8, BB = 88 or B8 or 8B	O	O=0, OO = 00, OO = 00, OO = 00
C	C =O or 0 (zero)	P	
D	D = O or 0 (zero)	Q	
E		R	
F		S	S = 8
G		T	
H		U	U = V,
I	I = 1 or I=L	V	V = Y, VV = W
J		W	W = VV
K		X	X=Y
L		Y	
M	M=N, MM = VV	Z	

**IMPORTANT NOTE:** To improve keyline readability and character recognition, we recommend that when printing, the characters should be grouped by 4 characters separated by a single space. For example the keyline ABCD1234567890/0 would be printed this way:

#ABCD 1234 5678 90/0#

The keyline 987654321 should be printed this way:

#9876 5432 1#

**Numeric keylines** are allowed to contain only digits “0” through “9.” However, they cannot contain all zeros or any special characters including the forward slash “/”.

**Alpha keylines** may contain the letters “A” through “Z” and the forward slash “/” if desired. The forward slash “/” is considered an alpha character. No other special characters are allowed. It is not recommended that the forward slash “/” be used as filler, in order to keep the length of the keylines consistent

**Alphanumeric keylines** must contain at least one numeric and one alpha (including the forward slash “/”) character. No other special characters are allowed. It is not recommended that the forward slash “/” be used as filler in order to keep the length of the keylines consistent.

## TRADITIONAL ACS™ TECHNICAL GUIDE

It is required that all keylines end with an approved Postal Service™ check digit, which may be numeric or alpha, depending on the check digit algorithm selected. Please note that the check digit is not included when determining the attribute of the keyline.

**IMPORTANT NOTE:** Before making any modifications to your NCSC-preapproved keyline characteristics (length, attribute or check digit algorithm), you must notify the ACS Department at the NCSC. Failure to do so could result in the total elimination of any ACS electronic corrections, and all address corrections might be provided manually

You must place the Participant ID on each mailpiece for which an electronic notification is requested.

## Traditional ACS Keyline Computation

ACS participants using the keyline option must use one of the following algorithms to compute the check digit:

### MOD 10

Consider the keyline as an ASCII string of 3 to 15 characters. Remove any spaces before beginning calculation. Convert the remaining characters to pure numeric values by zeroing out all but the lower four bits. This yields the following values for each alpha character (numeric characters retain their value):

Table 3: MOD 10 Keyline Character Values

A = 1	E = 5	I = 9	M = 13	Q = 1	U = 5	Y = 9
B = 2	F = 6	J = 10	N = 14	R = 2	V = 6	Z = 10
C = 3	G = 7	K = 11	O = 15	S = 3	W = 7	
D = 4	H = 8	L = 12	P = 0	T = 4	X = 8	/ = 15

Multiply the value at each odd-numbered position (first position, third position, fifth position, etc.) by a weighting factor of 2. Add the digits (not the actual value) in all positions. For example, if the second position of the keyline is "L," whose value is 12, add the digits 1 + 2 (not the value 12) to the sum.

**NOTE:** The value of the letter "N" in an odd position, when weighted, becomes  $14 \times 2 = 28$ . The digits 2 and 8 are added, yielding 10. This sum is then further rendered as 1 + 0, not the integer 10.

Subtract the right-most digit of the sum from 10, yielding the check digit.

**NOTE:** If the right-most digit of the sum is 0, the check digit will be 0

Example 1: Computation of MOD 10 Check Digit for Keyline JLSTMS6796

Character	J	L	S	T	M	S	6	7	9	6
Position	1(O)	2(E)	3(O)	4(E)	5(O)	6(E)	7(O)	8(E)	9(O)	10(E)
Value	10	12	3	4	13	3	6	7	9	6
Weighted Value	20	12	6	4	26	3	12	7	18	6
Sum	2+0	+1+2	+6	+4	+2+6	+3	+1+2	+7	+1+8	+6 = 51

- o Right-most Digit of Sum: 1
- o Check Digit:  $10 - 1 = 9$
- o Complete Keyline: # JLST MS67 969#

Example 2: Computation of MOD 10 Check Digit for Keyline TMS1112/62

Character	T	M	S	1	1	1	2	/	6	2
Position	1(O)	2(E)	3(O)	4(E)	5(O)	6(E)	7(O)	8(E)	9(O)	10(E)
Value	4	13	3	1	1	1	2	15	6	2
Weighted Value	8	13	6	1	2	1	4	15	12	2
Sum	8	+1+3	+6	+1	+2	+1	+4	+1+5	+1+2	+2 = 37

- o Right-most Digit of Sum: 7
- o Check Digit:  $10 - 7 = 3$
- o Complete Keyline: #TMS1 112/ 623#

Example 3: Computation of MOD 10 Check Digit for Keyline 218XN91LMS

Character	2	1	8	X	N	9	1	L	M	S
Position	1(O)	2(E)	3(O)	4(E)	5(O)	6(E)	7(O)	8(E)	9(O)	10(E)
Value	2	1	8	8	14	9	1	12	13	3
Weighted Value	4	1	16	8	28	9	2	12	26	3
Sum	4	+1	+1+6	+8	+1+0	+9	+2	+1+2	+2+6	+3 = 46

- o Right-most Digit of Sum: 6
- o Check Digit: 10-6 = 4
- o Complete Keyline: # 218X N91L MS4#

The following are additional examples of valid keylines that you may use for testing your MOD 10 algorithm. In each case, the check digit is the last character.

#ABC9 99NN //32#	#OTUB IKAL AM8#	#1234 5678 907#
#ANIT 0281#	#SEIR AMT4#	#DCS1 4020#
#0012 //// 8#	#1402 4981 490#	#0987 6543 213#
#811N IS00 0111 9#	#AEIO UW0#	

**NOTE:** Although optional for COA information, keylines are required if the mailer wants to receive electronic ACS nixie notifications. Also, each keyline must end with a check digit correctly calculated using the Postal Service™ standard for check digit computation.

## MOD 10 REVERSE

Computation of the MOD 10 Reverse is the same as the standard MOD 10 with one exception. MOD 10 Reverse is computed starting right to left instead of left to right.

## MOD 21

ACS participants using the keyline option must use the following algorithm to compute the MOD 21 check digit: Consider the keyline to be an ASCII string of 3 to 15 characters. Remove any spaces before beginning calculation. Convert the remaining characters to pure numeric values using the conversion table below.

The positional value of a character is determined by multiplying the numerical value derived from the conversion table by one more than the length of the keyline without the check digit for the first character, the length of the keyline without the check digit for the second character, one less than the length of the keyline for the third character, and so on. Thus, for a keyline without a check digit of the minimum length of three characters, the numerical value of the first character would be multiplied by four and the numerical value of the second character would be multiplied by three. For a keyline without a check digit of the maximum length of 15 characters, the numerical value of the first character would be multiplied by 16, the numerical value of the second character multiplied by 15, the numerical value of the third character multiplied by 14, and so on up to multiplying the value of the 15th character by 2.

The positional values are added up. This total sum is divided by 21 and the quotient obtained. Multiply this quotient in whole number form (do not round up) by 21. Subtract the resulting product from the total sum. The difference is then subtracted from 21 yielding a numeric value, which should then be converted to the letter using the conversion table shown.

Table 4: MOD 21 Keyline Character Values

I = 0	F = 6	L = 12	R = 18	X = 24					
A = 1	G = 7	M = 13	S = 19	Y = 25					
B = 2	H = 8	N = 14	T = 20	Z = 26					
C = 3	I = 9	O = 15	U = 21						
D = 4	J = 10	P = 16	V = 22						
E = 5	K = 11	Q = 17	W = 23						
0 = 27	1 = 28	2 = 29	3 = 30	4 = 31	5 = 32	6 = 33	7 = 34	8 = 35	9 = 36

Example 1: Computation of MOD 21 Check Digit for *Alphanumeric Keyline 025G*

Character	0	2	5	G
Numeric Value	27	29	32	7
Multiply by	5	4	3	2
Positional Value	135	116	96	14

- Total Sum of Positional Values                    135 + 116 + 96 + 14                    = 361
- Total Sum Divided by 21                            361 / 21                                    = 17.91
- 21 Multiplied by the Quotient                    21 x 17 (do not round up)            = 357
- Subtract Product from Total Sum                361 - 357                                 = 4
- 21 Minus Quotient                                    31 - 4                                        = 17
- Check Digit     17 = Q                                       = Q
- Complete Keyline: #025G Q#

Example 2: Computation of MOD 21 Check Digit for *Alpha Keyline QWERTY*

Character	Q	W	E	R	T	Y
Numeric Value	17	23	5	18	20	25
Multiply by	7	6	5	4	3	2
Positional Value	119	138	25	72	60	50

- Total Sum of Positional Values                    119 + 138 + 25 + 72 + 60 + 50        = 464
- Total Sum Divided by 21                            464 / 21                                    = 22.10
- 21 Multiplied by the Quotient                    21 x 22 (do not round up)            = 462
- Subtract Product from Total Sum                464 - 462                                 = 2
- 21 Minus Quotient                                    21 - 2                                        = 19
- Check Digit     19 = S                                       = S
- Complete Keyline: #QWERTYS#

Example 3: Computation of MOD 21 Check Digit for *Numeric Keyline* 123456

Character	1	2	3	4	5	6
Numeric Value	28	29	30	31	32	33
Multiply by	7	6	5	4	3	2
Positional Value	196	174	150	124	96	66

- Total Sum of Positional Values            196 + 174 + 150 + 124 + 96 + 66            = 806
- Total Sum Divided by 21                    806 / 21    = 38.38
- 21 Multiplied by the Quotient            21 x 38 (do not round up)                    = 798
- Subtract Product from Total Sum        806 - 798    = 8
- 21 Minus Quotient                            21 - 8     = 13
- Check Digit                                      13 = S    = M
- Complete Keyline: #1234 56M#

The following are the same examples of valid keylines shown above with the MOD 10 check digit that have been recalculated to use the MOD 21 check digit. You may use these examples for testing your MOD 21 algorithm. In each case, the check digit is the last character.

#ABC9 99NN //3M#	#OTUB IKAL AMQ#	#1234 5678 90F#
#ANIT 028U#	#SEIR AMTF#	#DCS1 402R#
#0012 //// 8#	#1402 4981 49Q#	#0987 6543 21O#
#811N IS00 0111 P#	#AEIO UWA#	

**NOTE:** Although optional for COA information, keylines are required if the mailer wants to receive electronic ACS Nixie notifications. Also, each keyline must end with a check digit correctly calculated using the Postal Service™ standard for check digit computation.

## ACS Ancillary Service Endorsement Options

All mail that is prepared for Traditional ACS requires a printed ancillary service endorsement.

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

PS Form 3547 (manual notices) or returned mail will be sent to the return address provided on the front of the mailpiece. Traditional ACS 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 ancillary service identified in the ACS profile for the Traditional ACS Participant ID or the Traditional ACS STID in the Intelligent Mail barcode. It is important to match them, or print the generic “Electronic Service Requested” endorsement to request reliance on the Participant ID profile.

Table 5: Traditional ACS Mail Class and Printed Endorsement Options

Class	Processing Category	Ancillary Service Endorsement
<b>First-Class Mail®</b>	Letters, Flats & Parcels	Address Service Requested or Electronic Service Requested
		Change Service Requested or Electronic Service Requested
		Return Service Requested or Electronic Service Requested
		Temp - Return Service Requested or Electronic Service Requested
<b>Standard Mail®</b>	Letters, Flats & Parcels	Address Service Requested or Electronic Service Requested
		Change Service Requested or Electronic Service Requested
		Return Service Requested or Electronic Service Requested
<b>Periodicals</b>	Letters, Flats & Parcels	No endorsement required
		Address Service Requested or Electronic Service Requested <b>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.</b>
<b>Bound Printed Matter</b>	Flats & Parcels	Address Service Requested or Electronic Service Requested
		Change Service Requested or Electronic Service Requested
		Return Service Requested or Electronic Service Requested
<b>Package Services</b> (includes Media Mail & Library Mail) / <b>Parcel Select / Standard Post</b>	Parcels	Address Service Requested or Electronic Service Requested
		Change Service Requested or Electronic Service Requested
		Return Service Requested or Electronic Service Requested

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. It allows the flexibility to use the same envelope stock across classes and products but vary the ancillary service by changing the ancillary service for the Participant ID in the ACS Profile.

**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 Traditional ACS Participant ID or keyline (when required) cannot be read.

Traditional ACS mailers must identify their ancillary service choice in the mailer profile maintained by the NCSC ACS Department. For certain ACS options, a change in the Service Type ID in the Intelligent Mail barcode without updating the profile may provide unexpected results. **Notify the ACS Department a minimum of seven days prior to mailing to verify that no adverse action will occur when the new ancillary service in the profile or Service Type ID in the Intelligent Mail® barcode 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 identified by the Participant ID printed in the address block and must also be represented by the appropriate Traditional ACS Service Type ID encoded in the Intelligent Mail® barcode (when present). The term "Option 1" or "Option 2" is not to be printed on the mailpiece. The option is recorded in the mailer profile maintained by the NCSC ACS Department or in the Service Type ID in the barcode.

### Change Service Requested

**Traditional ACS requires a 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 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.

**IMPORTANT NOTES: A traditional keyline is required to receive NIXIE notices.**

If you utilize an Intelligent Mail barcode for discounts only and continue to request Traditional ACS, the appropriate Service Type ID (STID) must be used in the IMb to request Traditional ACS. A complete and current list of Traditional ACS 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

Traditional ACS requires a 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.

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.

**IMPORTANT NOTES: A traditional keyline is required to receive NIXIE notices.**

If you utilize an Intelligent Mail barcode for discounts only and continue to request Traditional ACS, the appropriate Service Type ID (STID) must be used in the IMb to request Traditional ACS. A complete and current list of Traditional ACS 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

Traditional ACS requires a 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 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.

**IMPORTANT NOTES: A traditional keyline is required to receive NIXIE notices.**

If you utilize an Intelligent Mail barcode for discounts only and continue to request Traditional ACS, the appropriate Service Type ID (STID) must be used in the IMb to request Traditional ACS. A complete and current list of Traditional ACS 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

Requires the printed endorsement.

**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.

**IMPORTANT NOTES: A traditional keyline is required to receive NIXIE notices.**

If you utilize an Intelligent Mail barcode for discounts only and continue to request Traditional ACS, the appropriate Service Type ID (STID) must be used in the IMb to request Traditional ACS. A complete and current list of Traditional ACS 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 of ACS COA follow-up notices generated:

*Table 6 - Traditional ACS Change-of-Address Follow-up 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 do not exist.

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

### Periodicals Nixie Notices

Each time a mailpiece is undeliverable for reasons other than a move is sent for processing, an ACS nixie notice 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.

**IMPORTANT NOTES:** A traditional keyline is required to receive NIXIE notices.

If you utilize an Intelligent Mail barcode for discounts only and continue to request Traditional ACS, the appropriate Service Type ID (STID) must be used in the IMb to request Traditional ACS. A complete and current list of Traditional ACS 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 6 – 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

### 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: Option 2 (CSR2)** is a Shipper Paid Forwarding ancillary service that is available for parcels mailed as Standard Mail and Parcel Select Lightweight. Please review the Traditional ACS Shipper Paid Forwarding Technical Guide available at the following link: [https://ribbs.usps.gov/acs/documents/tech\\_guides/](https://ribbs.usps.gov/acs/documents/tech_guides/)

**IMPORTANT NOTES:** A traditional keyline is required to receive NIXIE notices.

If you utilize an Intelligent Mail barcode for discounts only and continue to request Traditional ACS, the appropriate Service Type ID (STID) must be used in the IMb to request Traditional ACS. A complete and current list of Traditional ACS 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>

Address Service Requested with Shipper Paid Forwarding (SPF) is available through Traditional ACS Shipper Paid Forwarding services.

Traditional ACS SPF is an ACS fulfillment option that allows parcel mailers to receive and electronic address correction and pay forwarding postage via their ACS account. SPF is available for use on Standard Mail parcels and Parcel Select Lightweight that would normally be charged the weighted fee when undeliverable parcels are returned. More information may be found in the Traditional ACS Shipper Paid Forwarding Technical Guide available at the following link: [https://ribbs.usps.gov/acs/documents/tech\\_guides/](https://ribbs.usps.gov/acs/documents/tech_guides/)

## 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*.

**IMPORTANT NOTES:** A traditional keyline is required to receive NIXIE notices.

If you utilize an Intelligent Mail barcode for discounts only and continue to request Traditional ACS, the appropriate Service Type ID (STID) must be used in the IMb to request Traditional ACS. A complete and current list of Traditional ACS 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>

Address Service Requested with Shipper Paid Forwarding (SPF) is available through Traditional ACS Shipper Paid Forwarding services.

Traditional ACS SPF is an ACS fulfillment option that allows parcel mailers to receive and electronic address correction and pay forwarding postage via their ACS account. SPF is available for use on Standard Mail parcels and Parcel Select Lightweight that would normally be charged the weighted fee when undeliverable parcels are returned. More information may be found in the Traditional ACS Shipper Paid Forwarding Technical Guide available at the following link: [https://ribbs.usps.gov/acs/documents/tech\\_guides/](https://ribbs.usps.gov/acs/documents/tech_guides/)

## 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 are 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.

**IMPORTANT NOTES:** A traditional keyline is required to receive NIXIE notices.

If you utilize an Intelligent Mail barcode for discounts only and continue to request Traditional ACS, the appropriate Service Type ID (STID) must be used in the IMb to request Traditional ACS. A complete and current list of Traditional ACS 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>

## Package Services / BPM / Parcel Select / Standard Post Ancillary Services

### 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 (the Intelligent Mail barcode is required)

##### ***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.

**IMPORTANT NOTES:** A traditional keyline is required to receive NIXIE notices.

If you utilize an Intelligent Mail barcode for discounts only and continue to request Traditional ACS, the appropriate Service Type ID (STID) must be used in the IMb to request Traditional ACS. A complete and current list of Traditional ACS 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>

Change Service Requested with Shipper Paid Forwarding is available for parcels mailed as Bound Printed Matter parcels, Package Services parcels, Parcel Select, and Standard Post via Traditional ACS Shipper Paid Forwarding. Please review the Traditional ACS Shipper Paid Forwarding Technical Guide available at the following link: [https://ribbs.usps.gov/acs/documents/tech\\_guides/](https://ribbs.usps.gov/acs/documents/tech_guides/)

Package Services / BPM / Parcel Select / Standard Post 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.

**IMPORTANT NOTES: A traditional keyline is required to receive NIXIE notices.**

If you utilize an Intelligent Mail barcode for discounts only and continue to request Traditional ACS, the appropriate Service Type ID (STID) must be used in the IMb to request Traditional ACS. A complete and current list of Traditional ACS 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>

Address Service Requested with Shipper Paid Forwarding (SPF) is available through Traditional ACS Shipper Paid Forwarding services.

Traditional ACS SPF is an ACS fulfillment option that allows parcel mailers to receive and electronic address correction and pay forwarding postage via their ACS account. SPF is available for use on Package Services, Bound Printed Matter, Parcel Select and Standard Post, that would normally be forwarded as Postage Due when the addressee has moved. More information may be found in the Traditional ACS Shipper Paid Forwarding Technical Guide available at the following link: [https://ribbs.usps.gov/acs/documents/tech\\_guides/](https://ribbs.usps.gov/acs/documents/tech_guides/)

Package Services / BPM / Parcel Select / Standard Post 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 are 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.

**IMPORTANT NOTES: A traditional keyline is required to receive NIXIE notices.**

If you utilize an Intelligent Mail barcode for discounts only and continue to request Traditional ACS, the appropriate Service Type ID (STID) must be used in the IMb to request Traditional ACS. A complete and current list of Traditional ACS 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. The actual “Address Service Requested”, “Change Service Requested” or “Return Service Requested” endorsement is identified within the ACS Profile for the Participant ID or by the STID used in the IMb when present. The ACS Profile for your Traditional ACS Participant ID is maintained and managed by the ACS Department of the National Customer Support Center in Memphis TN.

Printing the optional proxy endorsement “Electronic Service Requested” allows mailers to vary their endorsement option by the choice of Participant Code used on the piece. 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 ACS Mailer Profile. 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.

**NOTE:** Mailers that wish to use multiple endorsement options on separate mail piece may do so, but the printed endorsement “Electronic Service Requested” will be a limited option. If this printed endorsement is desired, the presence of the Intelligent Mail barcode that contains a Traditional ACS STID will enable the mailer to vary the ancillary service endorsement and option desired. If the IMb is not used, then a separate Participant ID with the appropriate ACS ancillary profile will be required.

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

## Traditional ACS Shipper Paid Forwarding

Shipper-Paid Forwarding (SPF) is an ACS fulfillment option that allows parcel mailers to receive and electronic address correction and pay forwarding postage via their ACS account. SPF is available for use on parcels that would normally be forwarded as Postage Due when the addressee has moved (Parcel Select, Standard Post, Package Services). It is also available for Standard Mail parcels and Parcel Select Lightweight that would normally be charged the weighted fee when undeliverable parcels are returned.

More information may be found in the Traditional ACS Shipper Paid Forwarding Technical Guide available at the following link: [https://ribbs.usps.gov/acs/documents/tech\\_guides/](https://ribbs.usps.gov/acs/documents/tech_guides/)

## ACS Fulfillment Files

ACS Fulfillment files are created as fixed length ASCII text files which are compressed (zipped) and password protected. The password is assigned by the NCSC ACS Department and consists of 18 characters which are comprised of alpha, numeric and special characters. The files are zipped using PKWARE® software and are then posted to our secure Electronic Product Fulfillment (EPF) web site.

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.

## Data Integrity

While the USPS strives to provide Traditional 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>

**IMPORTANT NOTE:** A keyline is required to receive NIXIE Notices.

**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](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 Traditional 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

[http://ribbs.usps.gov/forms/documents/tech\\_guides/ps5116.pdf](http://ribbs.usps.gov/forms/documents/tech_guides/ps5116.pdf)

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

## Developing Methods to Utilize ACS™ Data

In order to develop an automated or manual 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 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 ACS Fulfillment file.

Once you have a good understanding of your existing database and the Traditional ACS file then you begin developing a method to update your file. The following questions were created to focus on certain aspects of the 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:

? What types of reports, statistics, history, archives and accounting do you need to implement in this process?

? What should I do if the name in the ACS notice does not match the name on the database record?

**NOTE:** This name may not match the customer's name as it appears on the mailing list.

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

**NOTE:** For NIXIE Records the field Five Digit ZIP Code Old will contain all zeroes.

? What should I do if the OLD address on the ACS notice does not match the OLD address on my database record?

**NOTE:** The old address may not match the address as it appears on the mailing list.

? 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.

? What should I do if the Mailpiece Identifier – Keyline field is empty or partially filled or does not match my database record?

? How should I interpret and utilize the Parsed Old and New Address fields?

? What should I do if the ACS COA notice received does not match any of the names or addresses in my database?

## Other Considerations

1. Mailing lists may contain multiple individuals within the address record, especially in the financial and insurance environment, and all names 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<sup>Link®</sup> and mailpiece endorsements.
4. Utilizing the Traditional ACS Keyline/Mail Piece Identifier to uniquely identify the specific customer will greatly enhance the ability to update your files electronically. The Keyline can contain an account number or other identifier for that specific customer.
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:
  - a. Flags could be created to identify specific change-of-address resources used to update a customer record. Possible flags could identify when a COA has been updated by ACS, NCOA<sup>Link</sup>, customer notification, or manual correction and should include the date of the update.
  - b. Another flag that is strongly recommended is “prohibit electronic update”. If a customer contacts your company’s Customer Support to report an address issue, this flag could be set to prevent electronic updates from any of your automated change-of-address processing 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. 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 files are being updated properly. The publications below are recommended for reference material:  
 Pub 28 - *Postal Addressing Standards* <http://pe.usps.gov/cpim/ftp/pubs/Pub28/pub28.pdf>  
 Address Information System Products Technical Guide  
[https://ribbs.usps.gov/addressing/documents/tech\\_guides/pubs/AIS.pdf](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 ACS fulfillment file. This file can be found at:  
[https://ribbs.usps.gov/acs/newACSformat/P999999\\_999999\\_15116.zip](https://ribbs.usps.gov/acs/newACSformat/P999999_999999_15116.zip)
9. If you are new to 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.

**IMPORTANT NOTE:** 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 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 Traditional ACS.
2. Select the appropriate Traditional ACS options, ancillary service endorsement and Service Type Identifier when using the Intelligent Mail barcode.
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 Traditional or OneCode ACS®. This includes but is not limited to printing the Intelligent Mail barcode with the Serial Number (Unique Mailpiece Identifier) determine how to utilize ACS fulfillment records.
4. Complete ACS Enrollment Form. The most current form can be found at:  
[https://ribbs.usps.gov/acs/documents/tech\\_guides/eACS001.PDF](https://ribbs.usps.gov/acs/documents/tech_guides/eACS001.PDF)
5. Complete PS Form 5116, [Electronic Product Fulfillment Web Access Request Form](#).
6. Use the following Check List to be sure to avoid delays in the 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: <a href="mailto:acs@usps.gov">acs@usps.gov</a> PHONE: (877) 640-0724
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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.

**IMPORTANT NOTE:** 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 required to participate in Traditional ACS. The sample process helps to verify that your mailpieces are properly prepared to create Traditional ACS and that your keylines, if used have been created with the proper attributes, length and check digits.

NOTE: Failure to maintain the proper mailpiece preparation advised during the sampling process may result in undesirable results such as hardcopy address notifications and could include monetary obligations. Before continuing with the activation process please review the Disclaimer section found in this document.

1. Create sample mailpieces that contain the Traditional ACS Participant ID and optional keyline along with your customer information in the address block. If you will be using the Intelligent Mail barcode it must include, but is not limited to:
  - ✓ The Service Type Identifier requesting Traditional ACS for the desired ancillary service
  - ✓ Your USPS® assigned Mailer ID
  - ✓ A Serial Number that serves as a Unique Mailpiece Identifier
2. 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 information on Intelligent Mail, mailpiece analysis and physical review, artwork requests and hand-held templates. Contact the MDA Support Center by calling 855-593-6093, or by email to [mda@usps.gov](mailto:mda@usps.gov). The MDA Support Center hours of operation are Monday through Friday, 8 am – 5 pm, CST.
3. The following are the most common mistakes made when creating a Traditional ACS mailpiece:
  - ✓ There is not a return address as required on the address side of the mailpiece.
  - ✓ Missing or invalid printed ancillary service endorsement, or the size, read direction and clearance of the endorsement do not meet specifications as defined in the *DMM*®.
  - ✓ The ACS Participant ID is not presented correctly. This can include the size of the font or location as well as the presence or absence of the “#” sign delimiter.
  - ✓ The keyline, when required, is missing, or improperly formatted. This can include the keyline length, alpha/numeric makeup, check digit computation or the absence of the “#” sign delimiters.
  - ✓ The Service Type code in the Intelligent Mail® barcode does not request Traditional ACS.
  - ✓ If a window envelope is used, the Traditional ACS information 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 address block readability.
  - ✓ There is an exceptional address format used such as “Or Current Resident” on the ACS mailpiece.
4. Once a mailpiece has been finalized, create a minimum of 20 sample mailpieces. Mail the sample pieces to the following address:
 

ACS DEPT  
NATIONAL CUSTOMER SUPPORT CENTER  
UNITED STATES POSTAL SERVICE  
225 N HUMPHREYS BLVD STE 501  
MEMPHIS TN 38188-1009
5. The NCSC ACS Department will notify the customer when the sample process has been completed and approval has been obtained. Once approval is obtained from the ACS Department, a final internal verification by your company of all of the information used to create the mailpiece should be performed. This information should be compared to documentation received from the ACS Department for accuracy. Once a satisfactory internal review by your company has been performed, production of Traditional ACS mailpieces may begin.

IMPORTANT NOTE: Do not change the following information on the approved mailpiece format without notifying the NCSC ACS Department at least 7 days before mailing with those changes:

- ✓ The printed ancillary service endorsement
- ✓ The location or configuration of the Traditional ACS Participant ID
- ✓ The configurations, attributes, or check digit computation for your Keyline
- ✓ The Service Type Identifier included in the Intelligent Mail barcode
- ✓ The Mailer ID used in the Intelligent Mail® barcode

This information is managed by the ACS Department and is utilized by USPS processing operations and equipment to determine correct handling of the mail. Failure to coordinate changes with the ACS Department may produce unintended results.

## Tips on How to Improve Traditional ACS Service

- ✓ There are specific rules regarding the allowed or required content of Intelligent Mail barcode information. 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 keyline is required to receive NIXIE notifications.
- ✓ A complete delivery-point-validated 11-digit routing code in the Intelligent Mail® barcode improves the deliverability of your mail, but does not guarantee that the mail piece can be delivered to that address. However, if the addressee has submitted a change-of-address request, a complete DPV routing code improves your opportunity to receive the COA information.
- ✓ Samples of the mailpiece may be sent to the local Postal Service Mailpiece Design Specialist for readability approval to further improve ACS creation from your mail. Failure to follow mailpiece design requirements and recommendations may cause unintended results. 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](mailto: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](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](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](https://ribbs.usps.gov/acs/documents/tech_guides/AppendixD_GlossaryACSTermsAcronyms.pdf)