

# **Final Report of MTAC Workgroup #121**

## **Improving the ACS / OneCode ACS System**

**6/9/08 – 02/18/09**

Issue Statement: The Address Change Service (ACS) and the new One Code ACS, which leverages the Intelligent Mail® Barcode, are important tools for complying with Move Update requirements as well as a best practice for address quality. As new mailers and mail service providers are introduced for the first time to the ACS and OneCode ACS programs, questions have arisen related to the receipt of the ACS data, policies and procedures for leveraging it to keep their address lists current, accuracy of the data, and questions related to how ACS and OneCode ACS services are charged.

There are also questions related to the application for One Code ACS. Issues related to test samples; the direct coupling of the MID code to the ACS subscription, and the process of updating rented lists are just some of the challenges perceived within the mailing industry to effectively leveraging One Code ACS for Move Update compliance.

Impact on Other Issues/Procedures: The results of this workgroup can serve as an update to workgroup 97: Best Practices in Address Quality. It can also provide suggested improvements to the ACS and OneCode ACS usage guidelines in Publication 8b.

Desired Results: The goal of this workgroup is to identify barriers to effective use of ACS and OneCode ACS data. Recommendations to the USPS and the industry will be provided to facilitate widespread use of this data as a means for complying with Move Update requirements for First-Class Mail and Standard Mail.

Resolution Statement: Through the use of weekly telecons and face-to-face meetings as part of the quarterly MTAC schedule, this workgroup has accomplished the desired results and submits multiple documents as the work products of this group.

The various ACS and OneCode ACS processes were discussed, reviewed, and documented in detail. Graphical representations of the various processes were created to facilitate the discussions and understanding. The attached “ACS\_ProcessMaps.pdf” contains these graphical representations.

The work group members also discussed the ACS Return and NIXIE codes in detail. The result is the attached “ACS\_NixieCodes.pdf” which provides a more detailed explanation of the ACS return and NIXIE codes along with expected and potential actions for mailers.

In addition, multiple documentation modifications have been made to the Technical OneCode ACS users' guide - Publication 8b, with the similar, appropriate modifications to be made to Publication 8a.

The group identified and documented several enhancement requests that would promote increased use of ACS services and the ACS results. The attached “Enhancement Request from MTAC Workgroup 121\_Final.pdf” document is submitted to the USPS with this report for evaluation and consideration. These topics have been ranked by priority, and categorized by the workgroup constituents. The next action on these items is for the appropriate USPS department(s) to review the requests and decide if the request is to be addressed now, declined, or identified for future consideration. The following table lists the Requests as prioritized:

Priority	Request
1	Consistency needed in ACS NIXIE notices
2	ACS™ Data Transmission PostalOne! vs. RIBBS and/or via FTP sites
3	Make TANs optional or add data
4	OneCode ACS support of Keyline
5	Support Only Free ACS Notices
6	Provide Secure Destruction of UAA First-Class Mail
7	Ability to direct ACS™ Fees vs. Data with supporting data
8	Add Return Service Requested (RSR) support to ACS
9	Add time factor to assessing different levels of ACS fees
10	Provide original name and address data for ni1ie notices
11	Move Update: correction of invalid moves
12	Future CAPS Capabilities
13	COA records will not DPV confirm
14	Communication for New or Updated USPS® Services
15	Support 8pt font on Endorsements
16	Program location for Physical Return Mail and Notices
17	*Mailer ID Inquiry Support
18	Update Published Terminology between USPS publications
19	Stop marking over address on Physical Returns
20	Support Reverse Print of Endorsements

\* NOTE: after the generation of this request, it was brought to the attention of the Workgroup that efforts are underway to support this capability within PostalOne!. A review of this request should occur ASAP to ensure that the effort underway meets the needs identified by this Workgroup.

The workgroup members request a follow-up report from the USPS with the documented response to each enhancement request.

The original 117 issues were categorized and merged into a final total of 73 items. The categories addressed Application and Approval, Billing, Data Quality, Data Transmission, Education and/or Documentation, Mailers' Use of Data, Managing MIDs and Sequence Numbers, and Out of Scope. Because this workgroup began shortly before WG 122 and we recorded many issues that were directly related to Full Service, 18 of the defined issues were submitted to that Workgroup for comment and resolution. We also referred several issues to be addressed by the USPS Move Update department.

The workgroup submits the following as potential topics for future MTAC Workgroups and/or industry discussion groups:

- Move Update Regulations: clarification of rules and regulations along with testing and validation processes.
- CAPS: identify barriers to the effective use of CAPS and enhancements desired by the industry.

The workgroup leaders would like to thank the participating workgroup members for their consistent, valuable attendance and participation in the meetings. That support and commitment is vital to the successful accomplishment of the goals of these workgroups.

Respectfully submitted,

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 Lisa West, Address Management, USPS Co-Chair