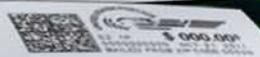




Address Service Requested



ABC BUSINESS
VISION
3 West Pleasant Avenue
Anytown, Nebraska 00000-0000

IMPORTANT DOCUMENT INSIDE

NIXIE 122 OC 1 00 10/22/11
RETURN TO SENDER
NO SUCH NUMBER
UNABLE TO FORWARD
ac: 12212536068 *2737-04902-09-01
[Barcode]

MS. FIRST LAST
789 MAIN ST
HERE, MAINE 00000-0000
ANYW

First class mail
Postage and Fees Paid
USPS
Permit No. G10

FORM 3547 fee due 50 ¢



Address Service Requested

IMPORTANT DOCUMENT INSIDE

General Solutions
89101 East Green Street
Anytown, New York 00000-0000

ABC BUSINESS
PO Box 1234
Anytown CO 00000-0000

TO THE POSTMASTER OF
89101 EAST GREEN ST
ANYTOWN NY 00000-0000

ABC BUSINESS
PO Box 1234
Anytown CO 0000-0000
321 S 1st Ave STE B
Somersville TN 00000-0000



ACSTM

PRODUCT INFORMATION GUIDE

Publication 8



Table of Contents

Meeting Mailers' Needs 4

Introduction..... 4

Benefits of ACS 4

Ancillary Service Endorsements 5

OneCode ACS® 6

 Exhibit 1: OneCode ACS Mailpiece..... 6

Full Service ACS™ 7

Traditional ACS..... 8

 Keyline 8

 Exhibit 2: Traditional ACS Mailpiece 9

Shipper Paid Forwarding Packages/Parcels..... 10

IMpb ACS 11

SingleSource ACS Fulfillment..... 12

Data Integrity 13

Fulfillment Files..... 13

Billing Traditional and OneCode 14

Billing IMpb and SingleSource 14

Change History

Version #	Date	Reference Title	Description of Change
1.1	07/02/2013	Change History	Added
1.1	07/02/2013	Trademark Table	Added
1.1	07/02/2013	Introduction	Added IMpb
1.1	07/02/2013	Introduction	Added information regarding a Fulfillment Service called SingleSource ACS which provides all ACS transactions in the same fulfillment format and provides detailed shipping notice data files and invoice data files that will allow the customer to automate the reconciliation of fulfillment files
1.1	07/02/2013	IMpb ACS	Added
1.1	07/02/2013	Fulfillment Files	Added IMpb and SingleSource
1.1	07/02/2013	SingleSource ACS Fulfillment	Added
1.1	07/02/2013	Billing Traditional and OneCode	Renamed Billing to Billing Traditional and OneCode
1.1	07/02/2013	Billing IMpb and SingleSource	Added
1.0	11/18/2011	PUB 8	Original document

The following trademarks are among the many trademarks owned by the United States Postal Service: ACS®, CASS™, CASS Certified™, Certified Mail™, DMM®, FAST®, First-Class™, First-Class Mail®, Full-Service ACS™, IM®, IMb™, IMb Tracing™, Intelligent Mail®, OneCode ACS®, OneCode Solution®, PLANET Code®, *PostalOne!*®, POSTNET™, Postal Service™, Priority Mail®, Registered Mail™, RIBBS®, Standard Mail®, The Postal Service®, United States Postal Service®, USPS®, USPS.COM®, ZIP™, ZIP Code™, ZIP + 4® and ZIP+4™.

ACS™: An Intelligent Solution

Meeting Mailers' Needs

Right now, mailers may be finishing those last-minute details to get billings, parcels, or magazines to clients or subscribers. Or perhaps they are working against a deadline to get a direct mail campaign off and running. Mailers need an address change system that is fast, secure, reliable, and economical. In response to those needs, the Postal Service offers ACS.

ACS is an on-piece address correction service that helps to identify if the addressee has moved. It is used in conjunction with ancillary service endorsements so mail can reach the proper destination. ACS is ideal for those who maintain addressee records on computers. ACS mailers configure mailing address labels, envelopes, and address blocks to comply with ACS participation requirements, and may develop their own matching software to update their mailing list. There is no formal contract or service charge associated with using ACS. Fees are based on the number of change of address (COA) and nixie (mail that is undeliverable for reasons other than a move) notices provided to the ACS customer.

Introduction

Delivery information is only as good as the quality of the address data. 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 notifications sent to mailers and replace them with electronic notices.

ACS has four distinct implementation methods: Traditional ACS, using a USPS® assigned Participant Code and optional keyline, OneCode ACS® or Full Service ACS using the Intelligent Mail® barcode and IMpb ACS which uses the Intelligent Mail package barcode.. Each method offers several different options. There is also a special subset of Traditional ACS called Shipper Paid Forwarding, which may be used for heavy catalogs and parcels. Technical information on Traditional, OneCode and IMpb ACS services can be found at https://ribbs.usps.gov/acs/documents/tech_guides Technical information on how to qualify for Full Service ACS can be found at https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/GuidetoIntelligentMailLettersandFlats.pdf

To participate in ACS, mailers must modify their mailing label and or mailpiece. The type of modification needed depends on the type of ACS implementation method chosen. Clarification regarding the required modifications can be found under the sections entitled “*Traditional ACS*,” “*OneCode ACS*,” “*IMpb ACS*” and “*Full Service ACS*”.

Once an ACS-modified mailpiece is identified as undeliverable as addressed (UAA) and processed in the USPS® nationwide network of Postal Automated Redirection System (PARS) and Computerized Forwarding System (CFS) sites, an electronic COA or Nixie notice is generated. Mailers are advised that ACS is an enhancement to the original manual (hard copy) notices provided by Post Offices. It does not completely replace or eliminate hard copy address change notifications.

Benefits of ACS

Electronic and/or automated address correction has many benefits over manual address correction. A mailer who uses ACS can:

- Reduce the volume of Undeliverable-as-Addressed (UAA) mail
- Reduce manual address correction costs
- Reduce labor-intensive address change functions by minimizing returned mail
- Select electronic or automated address change information for specific mailings
- Choose when to retrieve fulfillment of time-sensitive information
- Retrieve address change information electronically via a secure Internet site

ACS is designed to substantially reduce the number of address correction notices provided manually to mailers and replace them with electronic notifications. However, ACS does not currently and will not for the foreseeable future entirely eliminate manual address correction notices. Therefore, ACS is not a guaranteed service; the U.S. Postal Service® makes no assurance that any minimum percentage of a mailer's address correction notifications will be provided electronically rather than manually.

Note: If any discrepancy exists between this document (ACS-Publication 8) and the *DMM® Mailing Standards of the United States Postal Service*, the *DMM* always takes precedence. For the most current *DMM*, go to the Postal Explorer Web site (<http://pe.usps.gov>) and click on *Domestic Mail Manual*. Any regulation in this publication can be amended or rescinded by notices in the *Postal Bulletin*, *Federal Register*, or the *DMM*. If you need further information, refer to the *DMM*, email the ACS Department at acs@usps.gov, or call the National Customer Support Center, ACS Department, at (800) 331-5746.

NOTE: USPS encourages new and current ACS participants to sign up for a Fulfillment Service called SingleSource ACS. 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 to providing all ACS transactions in the same fulfillment format it also provides detailed shipping notice data files and invoice data files that will allow the customer to automate the reconciliation of fulfillment files which is not provided with just OneCode ACS. 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.pdfhttps://ribbs.usps.gov/acs/documents/tech_guides/SingleSourceACSTechGuide.pdf

Ancillary Service Endorsements

ACS is an enhancement to the existing manual address correction process provided with the use of Ancillary Service endorsements on all mail classes except Periodicals. The following ancillary services are available for use with ACS on First-Class Mail®, Standard Mail®, Package Services, and Parcel Select:

- *Address Service Requested* – provides forwarding and address correction services when possible. If the mail is undeliverable and not forwardable, it is returned to the sender with the reason identified on the mailpiece.
- *Change Service Requested* – provides address correction services without forwarding or return. If undeliverable, either the new address or the reason it is undeliverable is provided to the sender.
- *Return Service Requested* – provides address correction services and always returns the piece

The printed endorsement “Electronic Service Requested” is available for use ONLY if the mailer is requesting ACS notices. The request for Address Service Requested, Change Service Requested and Return Service Requested is contained in the Intelligent Mail barcode or in the ACS profile retained and managed by the ACS Department at the National Customer Support Center in Memphis TN. “Electronic Service Requested” must not be printed on mail that requests manual or no address corrections.

For more information regarding the use of these ancillary service endorsements and the requirements for printing, refer to the *DMM®*.

ACS mailers have the advantage of additional options for each of these endorsements. Periodicals do not require a printed endorsement to receive electronic address corrections. ACS publication mailers have multiple options for when they may be notified that an addressee has moved. For details about these additional options, refer to the *DMM* or to the technical documentation available for your preferred ACS implementation method.

OneCode ACS®

OneCode ACS allows customers mailing First-Class Mail®, Standard Mail®, or Periodicals (flats or letters) to receive electronic or automated address corrections through the use of the Intelligent Mail® barcode (IMb). Technical information required to produce the Intelligent Mail barcode can be found at <https://ribbs.usps.gov/index.cfm?page=intellmailmailpieces>.

Information embedded in the IMb includes the Mailer ID, which is used to identify the mail owner or mail service provider. The Sequence Number can be used to trace back to the customer, or it can be used to identify the mailpiece itself. The Service Type Identifier in the IMb represents the ancillary service requested, and on First Class Mail it can replace the printed endorsement (Standard Mail still requires a printed endorsement).

Use of the IMb allows for a less ‘cluttered’ address block (as illustrated below in Exhibit 1) on your mailpiece, and when used on letters may provide automated notices and lower address correction fees.

Exhibit 1: OneCode ACS Mailpiece



1. The Intelligent Mail barcode applied to the mail contains the following information:
 - a. Presort information (flats only)
 - b. Service Type Identifier that requests specific services like ACS™ and/or Confirm®
 - c. Mailer ID that identifies the mail owner or mail service provider
 - d. Serial or sequence number that uniquely identifies the mailpiece or the addressee
 - e. Routing information that provides the ZIP Code™ and delivery point validation that allows the mail to be sorted directly to the address

Note: The optional printed Ancillary Service Endorsement (not shown) provides the Postal Service™ with the sender's instructions on how to handle the mail if it is UAA. When using the IMb on First Class Mail, the printed endorsement is optional. On Standard Mail, the printed endorsement is still required.

Technical information on OneCode ACS can be found at: https://ribbs.usps.gov/acs/documents/tech_guides

Full Service ACS™

Customers may use the Intelligent Mail® barcode to qualify for automation discounts. The OneCode ACS® infrastructure and processing methods for undeliverable-as-addressed mail are used as the basis for fulfilling address corrections provided as part of Full Service mailing benefits.

For address corrections to work properly in qualified Full Service mailings, the Service Type Identifier used in the Intelligent Mail barcode must reflect the Full Service options requesting ACS. Those Full Service mailpieces that are identified and processed as UAA generate an ACS notice that is fulfilled through the USPS® Business Customer Gateway.

Technical information and documentation that explains how to qualify for Full Service discounts and the resulting Full Service ACS benefits can be found in [The Guide to Intelligent Mail for Letters and Flats](#) found at <https://ribbs.usps.gov/index.cfm?page=intellmailguides>.

Technical information and instructions on how to access the Business Customer Gateway and the Full Service benefits, including Full Service ACS reports, can be found in the [User Access to Electronic Information and Reports Guides Volumes I and II](#).

Traditional ACS

Traditional ACS allows customers mailing letters, flats, or parcels to receive address corrections in an electronic format. It is available for all mail classes, including First Class Mail®, Standard Mail®, Periodicals, Package Services, and Parcel Select. Mailing customers identify their mailpieces with a postal-supplied seven character alpha identifier known as the ACS participant code. The pound sign (#) delimiter must precede the ACS participant code. In addition, mailer ancillary service endorsements must be printed on all mail other than periodicals. All ACS mail must include a valid domestic return address.

Keyline

A keyline is a unique code that allows mailers to either incorporate existing customer identifiers or create a new system that assists in locating the addressee in their database. Most Traditional 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 not required to receive COA notices, the Keyline is required if the mailer wants to receive electronic ACS nixie notices. Nixie notices provide reasons for non-delivery of mail not related to a move (e.g. Vacant, Refused, No Such Number, No Mail Receptacle, etc.). Unlike COA notices, which include all applicable customer information, nixie notices do not contain customer name, old address, or new address information. Therefore, the use of a keyline is needed to identify the customer record.

The keyline may consist of 4 to 16 characters including a check digit. 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 code *must be consistent* in terms of keyline characteristics: length (4 to 16 characters) and attribute (numeric, alpha, or alphanumeric). The same keyline may be used on each piece mailed to the same addressee in multiple mailings.

Exhibit 2: Traditional ACS Mailpiece



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* 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.
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 Confirm, 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.

* The Mailer ID used in the Intelligent Mail barcode must be set up specifically for use with Traditional ACS. For more detailed information and instructions, see the Traditional ACS Technical Guide.

Technical information on Traditional ACS services can be found at https://ribbs.usps.gov/acs/documents/tech_guides

Traditional ACS Shipper Paid Forwarding Packages/Parcels

Shipper Paid Forwarding (SPF) is an ACS™ fulfillment vehicle that allows parcel shippers to pay forwarding postage and fees instead of the customer who moved.

SPF helps Package Services and Parcel Select shippers keep up with their customers and provide a more customer friendly option for forwarded parcels since forwarding postage is charged to the shipper rather than to the addressee/end consumer.

Standard Mail parcels used in conjunction with SPF allows the shipper to pay single-piece postage price for returned undeliverable parcels (Refused, Attempted Not Known, etc).

SPF used in conjunction with Bulk Parcel Return Service provides even more savings for the Standard Mail parcel shipper.

SPF is presently available only with Traditional ACS. The address block must include a USPS-assigned traditional ACS participant code and a required 'keyline'.



1. Intelligent Mail Package barcode used to provide tracking information services
2. Ancillary Service Endorsement which identifies which SPF service is requested
3. Traditional ACS Participant Code assigned specifically for Shipper Paid Forwarding services
4. Shipper Paid Forwarding keyline that contains the weight of the piece and a mail class identifier.

Technical information on Traditional ACS SPF can be found at https://ribbs.usps.gov/acs/documents/tech_guides

IMpb ACS

IMpb ACS allows parcel mailers that print the Intelligent Mail package barcode to receive an electronic address correction using the MID embedded in that barcode. **Service requests must be registered in the ACS mailer profile retained and managed by the ACS Department at the National Customer Support Center in Memphis TN.** You may require additional MIDs if you mail multiple services and/or use multiple endorsements.

IMpb ACS is available for use on parcels:

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

Technical information on IMpb ACS can be found at https://ribbs.usps.gov/acs/documents/tech_guides

Technical information required to produce Intelligent Mail package barcodes can be found at https://ribbs.usps.gov/intelligentmail_package/documents/tech_guides/BarcodePackageIMSpec.pdf
https://ribbs.usps.gov/intelligentmail_package/documents/tech_guides/PUB199IMPBImpGuide.pdf

SingleSource ACS Fulfillment

SingleSource ACS is a fulfillment service that removes the need for handling different file formats when dealing with Full Service ACS, OneCode ACS, IMpb ACS and Traditional ACS. With SingleSource ACS, all of the ACS notices are combined into a single file format and are provided via Electronic Product Fulfillment (EPF).

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

SingleSource ACS is available to ALL mailers that desire to receive all of their ACS notices in a single file format and from a single fulfillment source.

SingleSource ACS provides additional files with each fulfillment. The Shipping Notice Report File and Shipping Notice Data File contain more detailed information regarding the notices provided as well as a count of those provided for free and which will be charged.

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

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

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

The Shipping Notice Report File, Shipping Notice Data File contain more detailed information than the other ACS systems. Additionally, a more detailed Invoice is provided in a PDF format and a CSV format which is not provided in the other ACS systems. T

Technical information on SingleSource ACS can be found at https://ribbs.usps.gov/acs/documents/tech_guides

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Data Integrity

While the USPS® strives to provide ACS™ data in the manner described in this document, there may 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 include the data exactly as 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.

Fulfillment Files

We encourage new and current ACS participants to sign up for a Fulfillment Service called SingleSource ACS. 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 to providing all ACS transactions in the same fulfillment format it also provides detailed shipping notice data files and invoice data files that will allow the customer to automate the reconciliation of fulfillment files which is not provided with just OneCode ACS. 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

Traditional ACS notices are provided to participating mailers daily, semiweekly, weekly, semimonthly, or monthly, depending on the fulfillment option and their needs.

OneCode ACS®, IMpb ACS and SingleSource ACS fulfillments are provided to participating mailers daily. If a Traditional ACS code is associated with a OneCode or SingleSource account the fulfillment will be daily.

Traditional, OneCode, IMpb ACS Notices and SingleSource fulfillments are posted to our secure Electronic Product Fulfillment (EPF) website. ACS fulfillment files are provided in a “zip” file format and are password protected. The files are compressed to save space and download time. The customer will need to obtain the appropriate software package to decompress the data back into a normal text file. The customer is responsible for the retrieval of their ACS fulfillment files from their EPF account. The fulfillment files are deleted from the EPF account after 95 days. Specific information regarding file downloading and access can be found at http://ribbs.usps.gov/acs/documents/tech_guides/.

Full Service ACS Notices continue to be fulfilled through the Business Customer Gateway, regardless if they participate in SingleSource, the Web interface to all United States Postal Service® online services and full-service tools. Postal business customers log on through a single sign-on using their username and password. Mailers who qualify for the Full Service option can either download their Address Correction notices or subscribe to a Push or Pull option method.

Specific information and instructions regarding Business Customer Gateway access and options for retrieval of Full Service ACS notices can be found at:

http://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/user_access/user_access.htm

Billing Traditional and OneCode

For OneCode ACS and Traditional ACS, the San Mateo Accounting Service Center sends each ACS participant an invoice and statement monthly *only* if the balance is more than \$50. ACS customers whose balance remains less than \$50 receive annual statements on September 24 of each year.

Payment must be submitted with a copy of the invoice within 30 days of the invoice date. Unpaid balances more than 30 days old are charged an annual interest rate of 10 percent. Failure to pay ACS fees may result in additional charges and the inability to receive electronic address corrections. IMpb ACS billing is provided using the SingleSource ACS fulfillment and billing process.

Billing IMpb and SingleSource

IMpb ACS billing is provided using the SingleSource ACS fulfillment and billing process.

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

The NCSC Accounting office will create a PDF and a CSV file of the SingleSource ACS Invoice each month. Invoices will be posted to your EPF account within 6 days following the end of the ACS billing cycle, unless otherwise notified.

ACS customers billed via SingleSource ACS are responsible for downloading the invoice when posted to their EPF account.

A SingleSource ACS statement will be generated and mailed to the billing address once a month, but only if there is a balance remaining on the account. Statements will be mailed during the 2nd or 3rd week of each month, unless otherwise notified.

Payment must be received within 30 days of the invoice date and funds must be drawn from a bank within the United States. Unpaid balances more than 30 days old will be charged an annual interest rate of 10 percent.

Delinquent accounts may cause the interruption of all ACS fulfillments and may result in manual address correction notices.

NOTE: The SingleSource ACS billing is administered by the National Customer Support Center in Memphis, TN.

- *If you have other ACS accounts that are not fulfilled via SingleSource then you will receive two separate invoices.*
- *If you switch other ACS accounts to SingleSource then you may receive two separate invoices initially and subsequent invoices from SingleSource.*

SingleSource ACS customers have the option of paying for SingleSource ACS account balance less than \$50.00 or wait until the balance reaches \$50.00. Account balances less than \$50.00 will not reflect a finance charge until the delinquent balance is equal to or greater than \$50.00