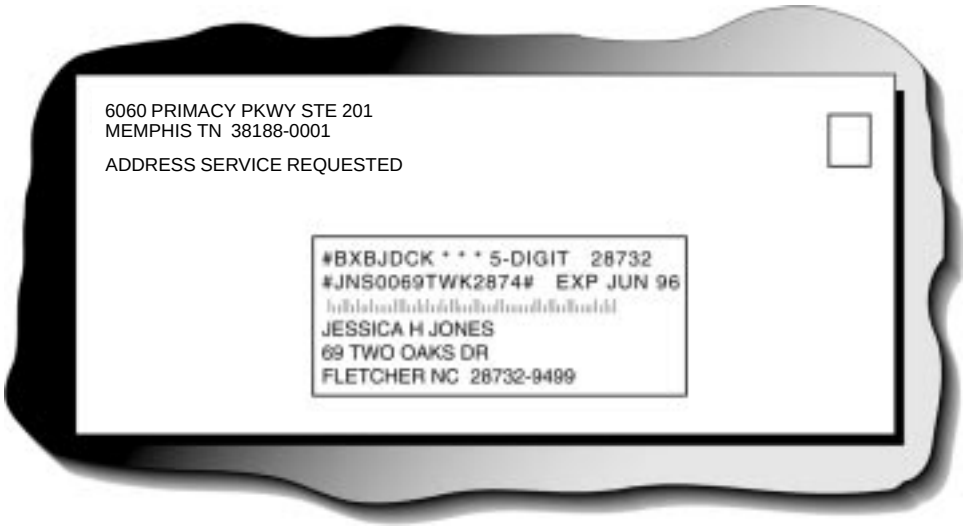
UNITED STATES POSTAL SERVICE



Address Change Service

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Introduction

This document contains details of the Address Change Service (ACS), its technical information, and applications necessary for system participation. If any discrepancy exists between this document (Publication 8) and the *Domestic Mail Manual* (DMM), the DMM always takes precedence. Any regulation in this manual can be amended or rescinded by notices in the *Postal Bulletin, Federal Register,* or the DMM.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 or call the National Customer Support Center, ACS Department, at 800-331-5746.

Address Change Service: An Intelligent Solution

Meeting Mailers' Important Needs

Mailers need an address change information system that offers speed, security, reliability, and savings. In response, the United States Postal Service (USPS) offers the Address Change Service (ACS) — an intelligent solution for meeting those needs.

Right now, you may be finishing up those critical last-minute details to get your billings, parcels, or magazines to your clients or subscribers. Or perhaps you're working against a deadline to get an important direct mail campaign off and running. ACS can help you follow the customers on your address lists who move so that your mailings reach their destinations.

ACS is ideal if you maintain address records on computers. ACS requires no formal contract or service charge, but it does require that you develop your own matching software and configure your mailing address labels or address blocks to comply with the ACS format. You pay fees only for the actual address notifications that you receive.

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

Major Benefits of ACS

- Time and money are saved when electronic address corrections are compared with manual address corrections.
- Undeliverable-as-addressed (UAA) mail volume is reduced.
- Manual address corrections are reduced.
- Labor-intensive address change functions are reduced.
- Electronic address change information is available for specific mailings.
- Timely information is provided on a schedule you determine.
- Changes can be made electronically rather than manually.
- Address change information can be retrieved electronically by large-volume mailers via a telecommunications network.

What Is Address Change Service?

ACS Change-of-Address Notifications

Address Change Service (ACS) is an automated electronic enhancement to our traditional manual process for providing address corrections to mailers. It is not a replacement for the manual process; instead, it allows the opportunity for a reduction in the volume of manual address correction notifications provided. Therefore, ACS reduces both USPS and mailer costs for this activity.

The mail forwarding process begins when (1) a postal customer moves and files a Postal Service Form 3575, *Change of Address (COA) Order,* or (2) a customer's postal carrier discovers that the customer no longer receives mail at a particular address and no Form 3575 has been filed. In the latter instance, the carrier may file a Form 3575 on behalf of the customer, indicating that the customer moved and left no forwarding address. If this is a customer whose post office box is closed, a postal clerk may file a Form 3575 on behalf of the customer. The delivery unit sends the Form 3575 to the Computerized Forwarding System (CFS) unit, where it is entered into a database. The CFS unit then returns the Form 3575 to the delivery unit to be filed.

When a carrier receives a mailpiece and it is undeliverable-as-addressed at the old address due to customer relocation, the mailpiece (depending on its mail class and endorsements) is sent by the postal employee to the CFS unit responsible for forwarding mail destined to that old address. An attempt is then made to match the name and address to a COA on file at the CFS unit. If a match is attained from the CFS database and the mailpiece bears an active ACS participant code, the opportunity exists for an electronic notification to be generated. Otherwise, the COA notification is provided manually. Depending on its mail class and endorsements, the mailpiece is forwarded, discarded, or returned to sender.

Situations that will normally correctly result in the provision of hardcopy address corrections:

- Portion of nation not covered by the Computerized Forwarding System (CFS) network.
- Forwarding order not on file.
- Forwarding order expired. (This occurs after the 12-month forwarding period has ended.)
- Addressee is deceased.
- Single delivery points (e.g., colleges, universities, nursing homes, prisons, third-party mail receivers, etc.).
- After the 12-month forwarding period, Standard A and Standard B mailpieces that bear the endorsement *Address Service Requested* are returned manually with the reason for nondelivery.

More than 200 CFS units nationwide serve the majority of the United States and generate ACS fulfillment notifications. It should be noted, however, that some areas of the country and smaller post offices lie outside the geographic reach of the CFS network, and only manual address correction notifications are generated by the delivery units serving these areas.

Electronic ACS fulfillment notifications generated by the CFS units are transmitted daily to the National Customer Support Center (NCSC) in Memphis, Tennessee, where they are consolidated and provided to ACS-participating mailers.

Second-Generation ACS (Nixie Notifications)

The primary objective of ACS is to provide as much COA information as possible electronically. However, ACS may also capture and provide a portion of a mailer's nixie notifications electronically.

A *nixie* is a mailpiece that is undeliverable for reasons other than a customer move. ACS mailpieces that qualify as nixies and utilize the keyline provide an opportunity to be returned electronically along with the reason for nondelivery. Traditionally, this type of notification has been manually provided directly from the local delivery unit. When an ACS nixie is submitted by a postal delivery unit to a CFS site, an electronic notification can be returned to the mailer.

In addition to the ACS participant code, the mailer must use both the ACS keyline and an appropriate mailpiece endorsement to receive ACS nixie notifications.

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 USPS standard for check digit computation.

Features of Address Change Service

ACS Fulfillment File Media Options

Fulfillment files are provided in each of the media listed in Exhibit 1 below. On the ACS application, customers must specify the medium they prefer.

Fulfillment files are provided to participating mailers daily, semiweekly, weekly, semimonthly, or monthly, depending on their needs and ACS volume. Due to increased processing costs, daily customers must meet the volume requirements outlined on page 9 and must begin receiving their files via telecommunications within 6 months after implementation.

Exhibit 1
ACS Fulfillment File Media Options

Media Type	Density	Rec. Length	Blocksize	Format	Internal Label
9-track tape	1600 BPI	427	17080	EBCDIC	IBM Standard
9-track tape	1600 BPI	427	6405	EBCDIC	IBM Standard
9-track tape	6250 BPI	427	17080	EBCDIC	IBM Standard
9-track tape	6250 BPI	427	6405	EBCDIC	IBM Standard
3480 Cartridge	38K	427	17080	EBCDIC	IBM Standard
5 1/4 Diskette	DSHD	427	N/A	ASCII	N/A
3 1/2 Diskette	DSHD	427	N/A	ASCII	N/A

Accompanying the fulfillment file is a shipping notice that lists the number of notifications provided (notifications are listed by participant code). Because tapes must be returned to the NCSC within 5 days of receipt, a preaddressed, prepaid, business reply label is included with each shipment. Diskettes and cartridges are nonreturnable.

Telecommunications Options

Any mailer who wants to receive their ACS fulfillment files through a telecommunication option rather than physical magnetic media, and who meets the volume requirements (if applicable) outlined in the following sections may choose one of two telecommunication options. Please note that users incur all costs for telephone line usage along with any hardware or software configuration costs at their facilities.

1. *Scheduled Mainframe Transmissions* — Due to the complexities involved with implementing this option and the limitations of available technical resources, ACS customers must meet the following requirements before activation as a telecommunications customer:
    a. The customer must have been active in ACS for at least two mailing cycles and must have received at least two ACS fulfillment files via tape, cartridge, or diskette.
    b. ACS notifications provided to the customer for two cycles must average at least 1,000 records per week, regardless of cycle

length. For example, if the ACS fulfillment file delivery is monthly, then the record count on each file is divided by four (number of weeks in a month) to determine qualification.

This option is supported by the IBM Netview File Transfer Program version 2, release 2, number 5685-108. This method allows IBM host systems to receive the file. The data modem used at the NCSC is a 9600-baud synchronous Racal-Milgo, model 9632. This option requires participants to regularly receive scheduled transmissions from the NCSC computer system to receive their files.

2. *Electronic Bulletin Board System (NCSC BBS)* — This method allows many systems with ANSI-compatible communications software (IBM-compatibles, Macintosh, UNIX, etc.) to receive their files. This option requires that participants regularly dial into the bulletin board system to receive their files.

   Customers who choose this method will receive a diskette from the NCSC which is in the same format and contains the same information as the file that is placed on the bulletin board. Once the customer is satisfied with the process of receiving their files from the bulletin board, they may request that the diskette no longer be sent. Customers may begin receiving fulfillment file transmissions immediately upon activation of their participant code.

CFS ZIP Coverage File

The CFS ZIP Coverage File is available to ACS participants at no additional charge. This file can be queried by your software to determine whether UAA mail for a particular five-digit ZIP Code is processed by a CFS site. Each data record contains a five-digit ZIP Code, its associated city and state, and a status flag that indicates the type of UAA processing in that zone. The status flag can have one of the following values:

F (Full)	All UAA mail from this ZIP Code is fully processed by a CFS site.
P (Partial)	Some UAA mail from this ZIP Code is processed by a CFS site.
M (Manual)	No UAA mail from this ZIP Code is processed by CFS sites. The mail is forwarded manually at the originating station.
I (International Military)	No UAA mail from this ZIP Code is processed by CFS sites. This is a military APO/FPO ZIP.

These files are also available on the U.S. Postal Service's Rapid Information Bulletin Board System (RIBBS). For additional information on RIBBS, call the National Customer Support Center at 800-238-3150.

Fees

Participants are charged the automated address correction service fee for ACS fulfillment records (currently, $0.20 per notification issued) as listed in module R of the *Domestic Mail Manual* (DMM). Participants are charged the manual address correction service fee for any manual notifications provided (currently, $0.50 per notification issued). Please refer to DMM module F for other related fees. Also, mailers who receive their ACS fulfillment files on diskette are charged $1.00 per diskette for this nonreturnable medium.

Billing

The San Mateo Accounting Service Center sends each ACS participant an invoice for each fulfillment file shipment. Payments must be submitted with a copy of the invoice within 30 days of the invoice date. Invoices carrying outstanding balances more than 30 days old are charged an annual interest rate of 10 percent.

Participation Requirements

Participant Code

To use ACS, you must add to your mailpiece address block the ACS participant code assigned by the USPS. This code can be provided only by the ACS Department at the NCSC. The participant code consists of seven alpha characters and must be printed on the first line of the address block (the optional endorsement line), aligned left, preceded by a single pound sign (#) delimiter, and followed by at least one space before any further information (carrier route, presort, etc.) is printed on that line.

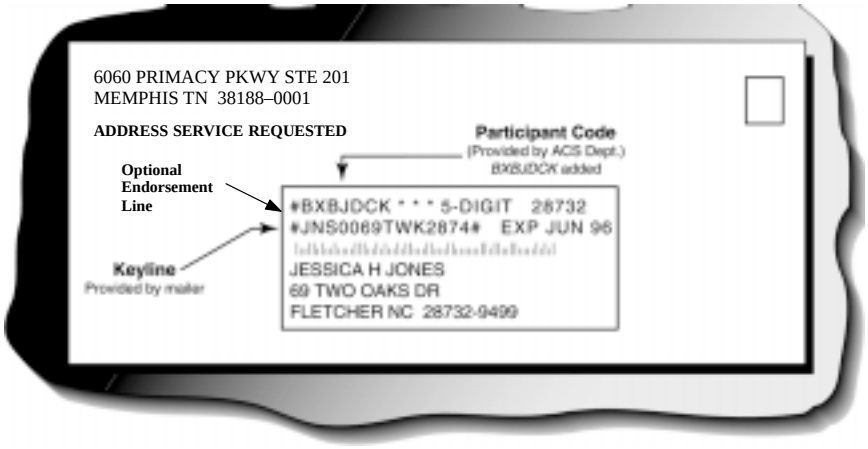
Notes:

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

Barcodes

ACS mailers might want to place their ZIP+4 barcodes or delivery point barcodes in the address block. All ACS mailpieces must meet all requirements for barcodes set forth in DMM module C. If you use barcodes, three locations are acceptable:

1. Above the top line of the name and address information but below the ACS keyline (the preferred location).
2. Below the City-State-ZIP Code line.
3. Above the ACS participant code/optional endorsement line.



Endorsement

The endorsement must be an approved endorsement for use in the various classes of ACS. Please see DMM module M, Mail Preparation and Sortation, for regulations on the placement of endorsements.

Window Envelopes

Ensure that slippage of contents within the window envelope does not obscure the ACS participant code and keyline information. The participant code and keyline should always be visible within the window, regardless of slippage.

As part of the approval process, the submitted mailpiece sample will be tapped on all sides including the top to test for slippage. The readability of the participant code and keyline is critical to provide the customer an acceptable level of service. Note that this does differ from normal USPS automation testing procedures but is solely for the benefit of our ACS participants.

Warning: Any deviation from the ACS specifications when modifying mailpieces may generate increased numbers of manual notifications (hardcopies).

Or Current Resident

This exceptional address format (also, “Or Current Occupant”) is not valid on an ACS-modified mailpiece.

Characters

Use a font whose alpha characters are easily distinguishable from its numeric characters. For example, in some fonts “O,” “S,” and “B” are frequently mistaken for “0,” “5,” and “8.“

Text Size

The minimum acceptable point size for text is 8 points. However, for optimal results, we recommend you use at least 10-point text.

Keyline

The pound sign (#) delimiter must precede the ACS participant code. The pound sign should not be used on any non-ACS mailings.

You must place the participant code on each mailpiece for which an electronic notification is requested.

Place the participant code for a specific class of mail on the correct class of mail.

Incorrect placement of the participant code decreases electronic ACS volumes.

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 nixie notifications. The keyline can consist of 4 to 16 characters, including a check digit that is calculated according to the USPS standard for check digit computation (see page 12, USPS Standard for Check Digit Computation).

The keyline is printed on the second line of the address block and aligned left with beginning and ending pound sign (#) delimiters. It may contain spaces 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 code must be consistent in terms of keyline characteristics: length (4 to 16 characters) and attribute (numeric, alpha, or alphanumeric).

- **Numeric keylines** are allowed to contain only digits “0” through “9.”
- **Alpha keylines** may contain the letters “A” through “Z,” the forward slash “/,” and the check digit (the only allowable numeric character).
- **Alphanumeric keylines** must contain at least one numeric and one alpha character in addition to the numeric check digit. All keylines must end with the required USPS check digit.

Note: Before making any modifications to your keyline characteristics (length or attribute), 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.

USPS Standard for Check Digit Computation

Note: The value of letter “N” in an odd position, when weighted, becomes 14 x 2 = 28. The digits 2 and 8 are added, yielding 10. This sum is then further rendered as 1 + 0, not the sum of 10.

ACS participants using the keyline option must use the following algorithm to compute the check digit:

1. Consider the keyline as an ASCII string of 3 to 15 characters. Remove any spaces before beginning calculation.
2. 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):

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

3. Multiply the value at each odd-numbered position (first position, third position, fifth position, etc.) by a weighting factor of 2.
4. 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 letter “N” in an odd position, when weighted, becomes 14 x 2 = 28. The digits 2 and 8 are added, yielding 10. This sum is then further rendered as 1 + 0, not the sum of 10.
5. 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 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

Right-most Digit of Sum: 1

Check Digit: 10–1=9

Complete Keyline: JLSTMS67969

Example 2. Computation of 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

Right-most Digit of Sum: 7

Check Digit: 10–7=3

Complete Keyline: TMS1112/623

Example 3. Computation of 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

Right-most Digit of Sum: 6

Check Digit: 10–6 = 4

Complete Keyline: 218XN91LMS4

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

ABC999NN//32	OTUBIKALAM8
ANIT0281	SEIRAMT4
0012////8	14024981490
811NIS0001119	AEIOUW0
12345678907	DCS14020
09876543213	

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 USPS standard for check digit computation.

ACS Notification Options

Mailpiece Endorsements

Depending on the mail class, ACS-modified mailpieces must carry one of the endorsements listed below to participate in ACS. The endorsement printed on First-Class Mail, Standard Mail (A), and Standard Mail (B) ACS-modified mailpieces, in conjunction with the age of the postal customer's COA order, determines the disposition of the mailpiece and the type of COA notification provided (electronic or hardcopy). See Exhibit 2 below.

Exhibit 2
ACS Mailpiece Endorsements

Class	Endorsement
First	Address Service Requested
First	Change Service Requested
Periodicals (Second)	No endorsement required ("Address Service Requested" is optional but should be used if return of undeliverables is desired.)
Standard A (Third)	Address Service Requested
Standard A (Third)	Change Service Requested
Standard B (Fourth)	Address Service Requested
Standard B (Fourth)	Change Service Requested

Note: For more information, please see DMM module F, Forwarding and Related Services, and module M, Mail Preparation and Sortation.

First-Class Mail Endorsement

Address Service Requested

Forwardable Mailpieces: During months **1 through 12** of the customer's move, the mailpiece is forwarded, and an electronic ACS COA notification is generated. If the COA order is **more than 12** months old, the mailpiece is returned with manual address correction information attached, and no ACS notification is generated.

Undeliverable Mailpieces Matched to Carrier-Filed Actions: The mailpiece is returned with manual nondelivery information attached. No ACS notification is generated.

Nixies: Mailpiece is returned with manual nondelivery information attached. No ACS notification is generated.

Change Service Requested

Forwardable Mailpieces: During the entire **18**-month life of the COA order, the mailpiece is discarded, and an electronic ACS notification is generated.

Undeliverable Mailpieces Matched to Carrier-Filed Actions: The mailpiece is discarded, and an electronic ACS COA notification with Deliverability Code "K," "G," or "C" is generated (see page 25, Deliverability Code).

Nixies: If the mailpiece is sent to CFS for processing, it is discarded, and an electronic ACS nixie notification stating the reason for nondelivery may be generated; otherwise, a manual nixie notification is created.

Periodicals Notification Options

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 USPS standard for check digit computation.

Periodicals regulations require that mailpieces matched to COA orders be forwarded for 60 days from the move-effective date. The following ACS options govern the frequency and types of COA notifications provided. The appropriate fee will be charged for all notifications provided.

Nixies for All Periodicals Notification Options

If the mailpiece is sent to CFS for processing, it is discarded, and an electronic ACS nixie notification stating the reason for nondelivery may be generated; otherwise, a manual nixie notification is provided.

Note: If the optional "Address Service Requested" endorsement is used, the mailpiece itself is returned with reason for nondelivery attached, and the sender guarantees to pay return postage. No ACS notification is generated.

Option 1: Forwardable Mailpieces and Undeliverable Mailpieces Matched to Carrier-Filed Actions

An immediate ACS notification is provided on the mailpiece's first appearance during the 60-day forwarding period. A mailpiece sent to the old address after expiration of the 60-day forwarding period results in hardcopy notification.

Option 2: Forwardable Mailpieces and Undeliverable Mailpieces Matched to Carrier-Filed Actions

No address correction information is provided during the 60-day forwarding period. The first appearance of a mailpiece being sent to the old address after the 60-day forwarding period generates an ACS notification. There are no hardcopy or electronic follow-ups.

Option 3: Forwardable Mailpieces and Undeliverable Mailpieces Matched to Carrier-Filed Actions

An immediate ACS notification is provided on the mailpiece's 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) results in a hardcopy notification being provided for follow-up.

Option 4: Forwardable Mailpieces and Undeliverable Mailpieces Matched to Carrier-Filed Actions

An immediate ACS notification is provided on the mailpiece's first appearance. There are no hardcopy or electronic follow-ups.

Option 5: Forwardable Mailpieces and Undeliverable Mailpieces Matched to Carrier-Filed Actions

An immediate ACS notification is provided on the mailpiece's 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 electronic ACS follow-up notification to be generated.

Option 6: Forwardable Mailpieces and Undeliverable Mailpieces Matched to Carrier-Filed Actions

Immediate ACS notification is provided on the mailpiece's 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 electronic ACS follow-up notification to be generated.

Standard Mail (A) Endorsement

Address Service Requested

Forwardable Mailpieces: During months **1 through 12** of the customer's move, the mailpiece is forwarded, and an electronic ACS COA notification is generated. If the COA order is **more than 12** months old, the mailpiece is returned at a **weighted fee** with manual address correction information attached. No ACS notification is generated.

Undeliverable Mailpieces Matched to Carrier-Filed Actions: During months **1 through 12** of the Carrier-Filed Action, the mailpiece is returned with manual nondelivery information attached. If the Carrier-Filed Action is **more than 12** months old, the mailpiece is returned at a **weighted fee** with manual nondelivery information attached. In both cases, no ACS notification is generated.

Nixies: Mailpiece is returned at a **weighted fee** with manual nondelivery information attached. No ACS Notification is generated.

Note: Refer to DMM (Module F) for Weighted Fees.

Change Service Requested

Forwardable Mailpieces: During the entire **18**-month life of the COA order, the mailpiece is discarded, and an electronic ACS notification is generated.

Undeliverable Mailpieces Matched to Carrier-Filed Actions: The mailpiece is discarded, and an electronic ACS COA notification with Deliverability Code "K," "G," or "C," is generated (see page 25, Deliverability Code).

Nixies: If the mailpiece is sent to CFS for processing, it is discarded, and an electronic ACS nixie notification containing the reason for nondelivery may be generated; otherwise, a manual nixie notification is created.

Standard Mail (B) Endorsement

Address Service Requested

Forwardable Mailpieces: During months **1 through 12** of the customer's move, the mailpiece is forwarded, and an electronic ACS COA notification is generated. If the COA order is **more than 12** months old, the mailpiece is returned at the appropriate single-piece rate with manual address correction information attached. No ACS notification is generated.

Undeliverable Mailpieces Matched to Carrier-Filed Actions: During months **1 through 12** of the Carrier-Filed Action, the mailpiece is returned with manual nondelivery information attached. If the Carrier-Filed Action is **more than 12** months old, the mailpiece is returned at the appropriate single-piece rate with manual nondelivery information attached. In both cases, no ACS notification is generated.

Nixies: Mailpiece is returned at the appropriate single-piece rate with manual nondelivery information attached. No ACS Notification is generated.

Note: Refer to DMM (Module F) for Return Postage Fees.

Change Service Requested

Forwardable Mailpieces: During the entire **18**-month life of the COA order, the mailpiece is discarded, and an electronic ACS notification is generated.

Undeliverable Mailpieces Matched to Carrier-Filed Actions: The mailpiece is discarded, and an electronic ACS COA notification with Deliverability Code "K," "G," or "C" is generated (see page 25, Deliverability Code).

Nixies: If the mailpiece is sent to CFS for processing, it is discarded, and an electronic ACS nixie notification containing the reason for nondelivery may be generated; otherwise, a manual nixie notification is created.

Shipper-Paid Forwarding (SPF) Option For Standard Mail

The Shipper-Paid Forwarding (SPF) option is an ACS fulfillment vehicle that allows Standard Mail (A) and Standard Mail (B) mailers to pay nonlocal forwarding charges instead of requesting payment from the recipient. The ACS COA record shows the SPF charges for that individual mailpiece. Each invoice generated for an ACS fulfillment shows accumulated SPF charges for all mailpieces represented in that fulfillment file.

To use the SPF option, you must use the keyline and an ACS participant code. The SPF option also requires that the first three characters of the keyline represent the weight of the package with the implied decimal, and the fourth character represents the rate at which the package was mailed.

Note: Mailers who participate in ACS SPF must use the endorsement **Address Service Requested**. If the mailer is also participating in BPRS, the required endorsement is **Address Service Requested — BPRS**.

Standard A:

Weight of the package with implied decimal equals 01.2 oz
Weight<16 oz

#BYSBBCF
#012Y12346997#
JOHN L SMITH
123 S MAIN ST
MEMPHIS TN 38103-3600

Standard Mail (A) rate

Note: For Standard A SPF, the fourth character must be a “Y.”

Standard B:

Weight of the package with implied decimal (12.5 pounds)
Weight ≥ 16 oz

#BZSBBBZ
#125L449DS14929#
JOHN L SMITH
123 S MAIN ST
MEMPHIS TN 38103-3600

Standard Mail (B) rate

P	Bound Printed Matter single-piece
B	Basic bulk Bound Printed Matter
R	Carrier route bulk Bound Printed Matter
A	Intra-BMC Parcel Post
D	Destination BMC Parcel Post
M	Inter-BMC Parcel Post machinable
S	Special Standard Mail
L	Library Mail

ACS Fulfillment File

Fulfillment Record

ACS fulfillment files contain a header record followed by records reflecting three types of notification:

1. *Notifications generated from forwardable COA orders.* These notifications generate records that contain a space in the Deliverability Code field and provide the mailer with a postal customer's name, old address, and new address as reflected on PS Form 3575, *Change of Address Order.* If a temporary move has been filed, a "W" will be in the deliverability code field and no new address information will be provided (see page 25, Deliverability Code).
2. *Notifications generated from non-forwardable carrier-filed actions, such as "Moved Left No Address" or "PO Box Closed"* (note that this is not the case for ACS First-Class Mail). These notifications generate records that contain a "K," "G," or "C" in the Deliverability Code field.
3. *Nixie notifications.* These notifications generate records that contain one of 14 traditional nixie codes in the Deliverability Code field, which identify the reason for nondelivery. ACS Nixie notifications are only available when using "Change Service Requested" as the endorsement with the exception of Periodicals where no endorsement is required.

In notification types 1 and 2, the customer name and old address information, which is supplied by the postal customer or carrier, may not exactly match the corresponding information in the mailer's address file. Because these differences may require complex matching logic to locate a customer within the address file, the ACS keyline can be used to ensure a match. The keyline is generated by the mailer and is composed of information that may be used to identify a specific customer, such as an account number, subscription number, record number, parts of the name, etc.

The keyline printed on an ACS-modified mailpiece is returned as part of an ACS fulfillment record and can therefore be used to find the relocating customer on the mailer's address list.

If an ACS participant has more than one participant code, the notifications are grouped in the fulfillment file by participant code. To interpret an ACS fulfillment record, the Deliverability Code field (position 40) should be read first to determine the notification type.

Exhibit 3
ACS Fulfillment File Header Record Format

Field ID	Position	Length	Type
Hdr-Indication	1	1	A
Hdr-Customer-ID	2–7	6	N
Hdr-Date	8–15	8	N
Hdr-Total-Cnt	16–24	9	N
Hdr-COA-Cnt	25–33	9	N
Hdr-Nixie-Cnt	34–42	9	N
Hdr-Ship-No	43–50	8	N
Hdr-Class	51	1	N
Hdr-Media-Type	52	1	A
Filler	53–427	375	Spaces
Total Record Length: 427 Characters			

ACS Fulfillment File Header Record Fields

Hdr-Indication

Identifies this record as the header record. Value is “H.” The field length is one alpha character.

Hdr-Customer-ID

Contains a string of characters unique to each ACS customer. The field length is six numeric characters.

Hdr-Date

Indicates the file creation date in CCYYMMDD format. The field is eight numeric characters.

Hdr-Total-Cnt

Indicates the total number of COA and nixie records provided in the file. The field length is nine numeric characters.

Hdr-COA-Cnt

Indicates the total number of COAs in the file. The field length is nine numeric characters.

Hdr-Nixie-Cnt

Indicates the total number of nixies in the file. The field length is nine numeric characters.

Hdr-Ship-No

Contains the unique number for this fulfillment file. This number corresponds to the shipment number on your invoice. The field length is eight numeric characters.

Hdr-Class

Indicates the mail class of the participant code. The field length is one numeric character:

1 = First-Class Mail

2 = Periodicals

3 = Standard Mail (A)

4 = Standard Mail (B)

Hdr-Media-Type

Indicates the medium that is sent. The field length is one alpha character.

Filler

This field is a filler, padded with spaces.

Exhibit 4
ACS Fulfillment File Nixie Record Format

Field ID	Position	Length	Type
Record Type ID	1	1	N
Sequence Number	2–9	8	N
Participant Code	10–16	7	A
Keyline	17–32	16	A/N
Filler	33–39	7	Spaces
Deliverability Code	40	1	A
USPS Site ID	41–43	3	N
Filler	44–209	166	Spaces
Old ZIP Code	210–214	5	A/N
Filler	215–427	213	Spaces
Total Record Length: 427 Characters			

Exhibit 5
ACS Fulfillment File COA Record Format

Field ID	Position	Length	Type
Record Type ID	1	1	N
Sequence Number	2–9	8	N
Participant Code	10–16	7	A
Keyline	17–32	16	A/N
Move Effective Date	33–38	6	N
Move Type	39	1	A/N
Deliverability Code	40	1	A
USPS Site ID	41–43	3	N
COA Name	44–90	47	A/N
Old Address Type	91	1	A
Old Urbanization Name	92–119	28	A/N
Parsed Old Address	120–179	60	A/N
Old City-State-ZIP	180–214	35	A/N
New Address Type	215	1	A
New Urbanization Name	216–243	28	A/N
Parsed New Address	244–303	60	A/N
New City-State-ZIP	304–346	43	A/N
Label Format New Address	347–412	66	A/N
Filler	413–414	2	Spaces
Postage Due	415–418	4	N
Filler	419–426	8	Spaces
Class/Notification Type	427	1	A
Total Record Length: 427 Characters			

Note: ACS fulfillments provided via diskette also contain carriage return and line feed at the end of each record making the total record length 429 characters.

ACS Fulfillment Record Fields

Record Type ID

Indicates the origin of the ACS notification. CFS-generated COA or nixie records will contain the number “2.” The field length is one numeric character.

Sequence Number

Indicates the record sequence number within each participant code group. It is reset to 00000001 at the beginning of each group. The field length is eight numeric characters, right-aligned, padded with zeros.

Participant Code

Contains the USPS-assigned participant code. The field length is seven alpha characters.

Keyline

Contains the keyline presented on the ACS-modified mailpiece (with embedded spaces removed) if the ACS keyline option is selected for this participant code. If the keyline option is not chosen, this field is filled with spaces. The field length is 16 alphanumeric characters, left-aligned, and padded with spaces.

Move Effective Date

Indicates the month and year that the customer’s move became effective, as stated on Form 3575. Format is CCYYMM. For example, April 1996 would be presented as 199604. The field length is six numeric characters.

Move Type

Indicates the type of move on the customer’s Form 3575. The field length is one alpha character. Possible values:

F Family move

I Individual move

B Business move

Deliverability Code

Indicates the deliverability status of the mailpiece that generated this notification. Possible values include:

1. A “space” in this position indicates that the mailpiece was matched with a COA order and new address information is being provided as part of this ACS record.
2. A “K,” “G,” or “C” in this position indicates that the mailpiece was matched with a COA order but new address information is unknown. The values are denoted as follows:

   K — Customer has moved and left no forwarding address.

G — Customer's post office box has been closed, and no forwarding address was filed.

C — Carrier filed an action indicating that delivery to this person at this address cannot be accomplished.

3. A "W" in this position indicates that the mailpiece was matched with a COA order for a temporary change of address. The new address information is not provided as part of this ACS record. "Temporarily Away" is provided in the Parsed New Address field.

Any other character in this position identifies the mailpiece as a nixie. The field length is one alpha character. Possible values:

A	Attempted, not known	N	No such number
B	Returned for better address	Q	Not deliverable as addressed
D	Outside delivery limits	R	Refused
E	In dispute	S	No such street
I	Insufficient address	U	Unclaimed
L	Illegible	V	Vacant
M	No mail receptacle	X	No such office

Note: Unlike ACS, COA notification records, which include all applicable customer information previously noted, nixie notifications do not contain customer name, old address, or new address information.

USPS Site ID

Identifies CFS site that generated the ACS notification. The field length is three numeric characters.

COA Name

Identifies the moving customer's name as provided on the COA.

Note: This name may not exactly match the customer's name as it appears on your mailing list.

If the Move Type is "F" (Family) or "I" (Individual), the COA Name field is parsed (i.e., subdivided) into the following components:

Parsed Subfield	Position	Length
Surname	44–63	20
First Name, Middle Initial, etc.	64–78	15
Prefix	79–84	6
Suffix	85–90	6

A percent symbol (%) in the Surname subfield is interpreted as "in care of." For example, if positions 44–90 contained

"JONES % SMITH BARBARA"

it would be read as

"BARBARA JONES in care of SMITH"

at the new address.

If the move type is “B” (Business), then the entire COA Name field is not parsed but is treated as a single 47-character Business Name field.

The field length is 47 alphanumeric characters, left-aligned, and padded with spaces.

Old Address Type

Identifies the type of address from which the customer is moving. The field length is one alpha character. Valid types of old addresses include:

G General delivery

H Highway contract

P Post office box

R Rural route

S Street address

V Highway contract with box number

X Rural route with box number

Old Urbanization Name

Identifies an area, sector, or development within a Puerto Rico urbanization area from which the customer is moving. The field length is 28 alphanumeric characters.

Parsed Old Address

Identifies the delivery address from which the customer is moving. It is parsed into the following component subfields:

Parsed Subfield	Position	Length
Primary Number	120–129	10
Pre-Directional	130–131	2
Street Name	132–159	28
Street Suffix	160–163	4
Post-Directional	164–165	2
Unit Designator	166–169	4
Secondary Number	170–179	10

If the Old Address Type is “P” (PO box), “R” (rural route), or “H” (highway contract route), the Primary Number subfield contains the relevant PO box, rural route, or highway contract route number. The Street Name subfield contains “PO BOX,” “RR,” or “HC,” respectively.

If the Old Address Type is “X” (rural route with box number) or “V” (highway contract route with box number), the Primary Number subfield contains the relevant rural route or highway contract number, and the Secondary Number subfield contains the associated box number. The Street Name subfield contains “RR” or “HC,” respectively.

All subfields outlined within the Parsed Old Address are left-aligned and padded with spaces. If any components are not present in an address (e.g., no pre-directional required), then those positions are filled with spaces. The field length is 60 alphanumeric characters.

Old City-State-ZIP

Identifies the city, state, and ZIP Code associated with the old address. The total field length is 35 alphanumeric characters. It is parsed into the following component subfields:

Parsed Subfield	Position	Length
City	180–207	28
State	208–209	2
5-Digit ZIP Code	210–214	5

New Address Type

Identifies the type of address to which the customer is moving. The field length is one alpha character. Possible values include:

F Foreign

G General delivery

H Highway contract route

P Post office box

R Rural route

S Street address

V Highway contract route with box number

X Rural route with box number

New Urbanization Name

Identifies the area, sector, or development within a Puerto Rico urbanization area to which the customer is moving. The field length is 28 alphanumeric characters.

Parsed New Address

Identifies the delivery address to which the customer is moving. It is parsed into the following component subfields:

Parsed Subfield	Position	Length
Primary Number	244–253	10
Pre-Directional	254–255	2
Street Name	256–283	28
Street Suffix	284–287	4
Post-Directional	288–289	2
Unit Designator	290–293	4
Secondary Number	294–303	10

If the New Address Type is “P” (PO box), “R” (rural route), or “H” (highway contract route), the Primary Number subfield contains the relevant PO box, rural route number, or highway contract route number. The Street Name subfield contains “P,” “RR,” or “HC,” respectively.

If the New Address Type is “X” (rural route with box number) or “V” (highway contract route with box number), the Primary Number subfield contains the relevant rural route or highway contract number, and the Secondary Number subfield contains the associated box number. The Street Name subfield contains “RR” or “HC,” respectively.

If the New Address Type is “F” (foreign), the address is not parsed but is treated as a single 60-character field.

All subfields within the Parsed New Address, with the exception of foreign addresses, are left-aligned and padded with spaces. If any components are not present in an address (e.g., no pre-directional required), then those positions are filled with spaces. The field length is 60 alphanumeric characters.

New City-State-ZIP

Identifies the city, state, and ZIP Code associated with the new address. It is parsed into its component subfields as follows:

Parsed Subfield	Position	Length
City	304–331	28
State	332–333	2
5-Digit ZIP Code	334–338	5
Hyphen	339	1
ZIP+4 Add-On Code	340–343	4
DPBC Information	344–346	3

If the New Address Type is “F” (foreign), the New City-State-ZIP field is not parsed but is treated as a single 43-character alphanumeric field.

Label Format New Address

Identifies the new address components connected into a label format with extra spaces removed. It may be output in this format directly to a mailing label. The field length is 66 alphanumeric characters, left-aligned, and padded with spaces.

Filler

The field length is two spaces.

Postage Due

Identifies the forwarding postage charge for the individual mailpiece. Applies only to the Standard Mail Shipper-Paid Forwarding option. The field length is four numeric characters.

Filler

The field length is eight spaces.

Class/Notification Type

Identifies the mail class carried by the mailpiece that generated this ACS notification. The field length is one alpha character. Possible values:

Value	Mail Class
A	(Reserved for future use)
B	First-Class Mail
C	Periodicals, Initial Notification
D	Standard Mail (A)
E	Standard Mail (B)
F	Periodicals, Follow-Up Notification

Application Procedures

Address Change Service Application

1. Complete all sections. Complete a separate application for each class of mail. The application must be signed by the individual(s) at the company who is (are) responsible for billing.
2. Mailpiece title. This information is used to identify the participant code(s) assigned to your ACS-participating mailpieces. Mailers of periodicals must request a separate participant code for each title. Participants in other classes may use one code for all ACS mailpieces within the same class or may request several.

Within 10 Days After We Receive Your Application

1. You will receive a letter stating the assigned participant code(s) and optional keyline information. Review this information for accuracy. If any of this information is incorrect, notify the ACS Department immediately.
2. If you are a new ACS participant, you may request a test file that allows your technical staff to examine correctly formatted ACS fulfillment records.

Before Activation

1. Submit a sample galley of 25 to 50 mailing labels or address blocks that have been modified to reflect the proper ACS coding. We will verify that all ACS information is placed correctly. If you are using the keyline option, each sample label should have a different keyline so that we may verify your check digit calculation and placement.
2. **Submit at least one complete sample of your actual mailpiece.** We will verify that your mailpiece endorsement is acceptable for ACS processing.
3. Upon receipt of your samples, we will notify you in writing of their acceptance or advise you of any necessary corrections.
4. After final approval, **you must request activation of your participant code(s) at least seven working days before your first ACS mailing.** Submit requests in writing to the ACS Department. Failure to request activation prior to mailing will result in total elimination of any ACS electronic corrections, and all address corrections will be provided manually.

Warning: Failure to request activation prior to mailing will result in total elimination of any ACS electronic corrections, and all address corrections will be provided manually.

Note: Authorization and approval for Address Change Service may be given only by the National Customer Support Center in Memphis, TN.

UNITED STATES POSTAL SERVICE

Address Change Service Application

Mail Class _____ Company Name _____ (USPS Use Only) Customer # _____

ACS Contact Information

Attn: _____
Company: _____
Address: _____
City: _____
State: _____ ZIP+4: _____
Telephone: _____ Ext.: _____
Fax: _____

ACS File Shipping Information

Attn: _____
Company: _____
Address: _____
City: _____
State: _____ ZIP+4: _____
Telephone: _____ Ext.: _____
Fax: _____

ACS Billing Information

Attn: _____
Company: _____
Address: _____
City: _____
State: _____ ZIP+4: _____
Telephone: _____ Ext.: _____
Fax: _____ **Taxpayer ID**: _____

Fulfillment File Options

File Format

- ☐ A. Tape, 1600 BPI, 17080 Blksize
- ☐ B. Tape, 1600 BPI, 6405 Blksize
- C. Telecommunications
  - ☐ Mainframe
  - ☐ Bulletin Board
- ☐ D. Tape, 6250 BPI, 17080 Blksize
- ☐ E. Tape, 6250 BPI, 6405 Blksize
- ☐ F. Cart, 38K BPI, 17080 Blksize
- ☐ G. DOS Diskette, 5 1/4" DSHD
- ☐ H. DOS Diskette, 3 1/2" DSHD

Delivery Schedule

- ☐ Daily (Telecommunications Only)
- ☐ Semi-weekly ☐ Semi-monthly
- ☐ Weekly ☐ Monthly

ACS Notification Option

(Periodicals Only)

- ☐ Option 1 ☐ Option 4
- ☐ Option 2 ☐ Option 5
- ☐ Option 3 ☐ Option 6

(See USPS Publication 8, *Address Change Service*, for a complete description of the Periodicals ACS notification options.)

ACS Participant Code Information

Please list below the mailpiece title(s) for which you are requesting ACS Participant Codes. You will be notified of the codes **within 10 days of receipt of your application**. Photocopy for additional pages, if needed.

Mailpiece Title(s)	With Keyline (Y or N)	Keyline Length	Attribute*	Shipper-Paid Forwarding (Standard Mail)	ACS Participant Code (USPS Use Only)
				Y or N	
				Y or N	
				Y or N	
				Y or N	

**Keyline attribute must be one of the following: A (Alpha), N (Numeric), or A/N (Alphanumeric)*

Authorization

I hereby authorize the United States Postal Service to provide change-of-address information for the mailpiece title(s) listed, under the prescribed terms and conditions of the Address Change Service (ACS). I understand that ACS is an electronic enhancement to and not a replacement of the traditional manual address correction process. It is designed to reduce the volume of manual address corrections provided on properly endorsed ACS mail.

_____
Name (please print clearly) Title

_____
Signature Date

Complete this application and mail to:

ADDRESS CHANGE SERVICE DEPARTMENT
NATIONAL CUSTOMER SUPPORT CENTER
UNITED STATES POSTAL SERVICE
6060 PRIMACY PKWY STE 201
MEMPHIS TN 38188-0001