

Introduction

Delivery information is only as good as the quality of the address data. The Postal Service™ aims to help customers send their mail to the correct address each and every time. To meet this objective, as stated in its Transformation Plan, the Postal Service will work with customers to make sure that databases are updated frequently and accurately.

This document contains details of the Address Change Service (ACS), its technical information, and applications necessary for system participation. It is important to note that all ACS mail must contain a valid domestic return address. If any discrepancy exists between this document (Publication 8) and the *Domestic Mail Manual* (DMM), the DMM always takes precedence. For the most current DMM version, go to the Postal Explorer Web site (pe.usps.gov) and click on *Domestic Mail Manual* (DMM). Any regulation in this manual can be amended or rescinded by notices in the *Postal Bulletin*, *Federal Register*, or the DMM.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, call the National Customer Support Center, ACS Department, at 800-331-5746, or see www.usps.com/ncsc/addressservices/moveupdate/acs.htm.

- Before mailing, verify that the keyline configuration attribute (alpha, numeric, or alphanumeric) and length for which you were approved is correct.
- Before mailing, verify that your keyline check digit algorithm is correct. *This is the single largest reason for manual returns.*
- Use a keyline to receive electronic notices.
- Before mailing, if you have any doubts, contact the ACS Department at 800-331-5746.

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 Web site mailers via a secure Internet Web site.

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 Postal Service and mailer costs for this activity.

The mail forwarding process begins when (1) a Postal Service customer moves and files PS Form 3575, *Change of Address Order*, or (2) a customer's letter 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 Service 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 Service 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 change of address (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 CFS network.
- COA order not on file.
- COA order expired. (This occurs after the 12-month forwarding period has ended.
- Single delivery points (e.g., colleges, universities, nursing homes, prisons, third-party mail receivers, etc.).
- After the 12-month forwarding period, Standard Mail® and Package Services mailpieces that bear the endorsement *Address Service Requested* are returned manually with the reason for nondelivery.
- Address Service Requested Option 2 mailpieces returned manually (see DMM F010.5.1 for details).

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.

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.

If an ACS mailpiece with a keyline printed on it qualifies as a nixie, the mailer can receive the nixie notification 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 Service delivery unit to a CFS site, an electronic notification can be returned to the mailer.



To receive electronic nixie codes, you must use a pre-approved keyline. Nixie notification provides the keyline and an alpha reason code only. It does not provide a name or address.

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.

Web Access Request Form

We recommend that your choice of media fulfillment be via our secure Internet Web site. This is the only fulfillment option that provides daily updates.

1. Check "Address Change Service (ACS)" at the top of the form.
2. Complete all sections.
3. Sign and date the form at the bottom and submit along with your ACS Application Form.

Within 10 Days After We Receive Your Application

1. You will receive a letter containing 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.



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.

2. **Submit at least one complete sample of your actual mailpiece.** We will verify that your mailpiece and endorsement are 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. To expedite activation, you may request your code(s) to be activated upon approval of samples.
4. After final approval, **you must request activation of your participant code(s) at least 7 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.

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



Address Change Service Application

Mail Class _____ Company Name _____ Taxpayer ID _____

ACS Contact Information

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

ACS File Shipping Information

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

ACS Billing Information

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

Fulfillment File Options

- A. Web (must complete Web Access Request Form)
- B. CD-ROM (A)
- C. CD-ROM (B)
- D. 3480 Cart, 38K BPI, 17080 Blksize
- E. 3490 Cart, 38K BPI, 17080 Blksize

Fulfillment Schedule

- Daily (Web Only)
- Semi-weekly Semi-monthly
- Weekly Monthly

Ancillary Service Endorsement

(Options Apply to First-Class Mail Only)

- Address Service Requested
- Option 1 Option 2
- Change Service Requested
- Option 1 Option 2

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 and Package Services)	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 or fax to:

ADDRESS CHANGE SERVICE DEPARTMENT
 NATIONAL CUSTOMER SUPPORT CENTER
 UNITED STATES POSTAL SERVICE
 6060 PRIMACY PKWY STE 201
 MEMPHIS TN 38188-0001
 FAX: 901-821-6204
 COM: 800-331-5746