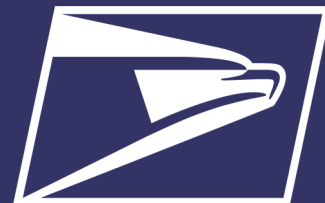


# Address Change Service (ACS) with Green & Secure

A cost effective, secure, and convenient way to manage Undeliverable-As-Addressed (UAA) Mail



## BENEFITS

- USPS is a trusted partner for mail security
  - Secure disposal of UAA mailpieces
  - Customer's sensitive and proprietary information kept secure
- Reduced handling costs, by reducing return-to-sender mailpieces
- Reduce risk of assessment

## MOVE UPDATE STANDARD

Compliance with the Move Update standard is one of the eligibility requirements for USPS Marketing Mail and First-Class Mail letters and flats automation and presort rates.

The goal of this requirement is to reduce UAA mail by ensuring that mailers are updating the address information that appear on the mailpieces, and ultimately, what is in their mailing lists.

## MOVE UPDATE COMPLIANCE

Mailers can meet the Move Update Standard by:

Using a USPS approved method to obtain current mailing addresses

- National Change of Address Link (NCOA<sup>Link</sup>)
  - NCOA<sup>Link</sup> Mail Processing Equipment (MPE)
  - Address Change Service (ACS)
  - Ancillary Service Endorsements (ASE)
  - 99% Accurate
  - Legal Restraint
- Updating their mailing addresses

- Mailers must reconcile their mailing addresses within 95 days prior to the postage statement finalization date

Failure to comply with the Move Update Standard may result in a postage assessment.

## GREEN AND SECURE PROGRAM

Green & Secure allows USPS to dispose of undeliverable mailpieces in one of two ways, either with or without secure destruction. This program reduces the handling costs associated to returning mailpieces to the sender and is being offered with Address Change Service (ACS). Mailpieces bearing a Change Service Requested (CSR) STID will be included in Green & Secure. This option is available for First-Class Mail and USPS Marketing Mail letters and flats, however only First-Class letters can utilize the secure destruction option.

To utilize Green & Secure STIDs, mailers must enroll in ACS which generates address correction notices post mailing. The Move Update standard requires mailers to utilize ONE approved method to update the addresses within 95 days prior to the postage statement finalization date. Therefore, using ACS on a piece does not qualify that piece for meeting the Move Update requirement, but qualifies additional pieces mailed within the subsequent 95 days. While it is a best practice to utilize both a pre and post mailing Move Update solution to update addresses, the Move Update requirement is met by using just one of the USPS approved methods, (e.g., NCOA<sup>Link</sup>).

## ADDRESS CHANGE SERVICE (ACS)

The Address Change Service (ACS) is a post-mailing address correction service that allows mailers to receive Change of Address (COA) information and other reasons for non-delivery electronically.

No-fee ACS is available for Full-Service mailings and to qualifying Basic automation and non-automation mailpieces for mailers who enter at least 95% of their mail as Full-Service in a calendar month.

Address change information is provided to the mailer electronically through Full-Service ACS, OneCode ACS, or Traditional ACS. Full-Service ACS is accessed through the Business Customer Gateway and contains COA or nixie information for all Full-Service pieces. OneCode and Traditional ACS provides information for basic mailpieces through Electronic Product Fulfillment (EPF). SingleSource ACS provides ACS information in a standard format no matter what the source.

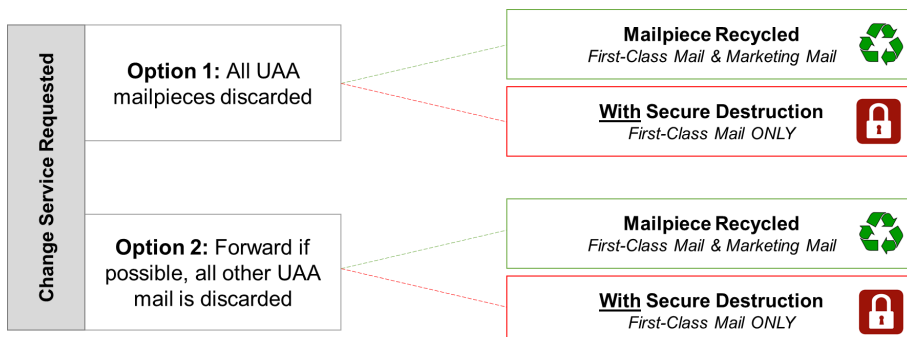
Mailers have three choices when determining mailpiece disposition:

- Address Service Requested:** Forward the mailpiece if a valid COA is on file and return other UAA mail to the sender
- Return Service Requested:** Return all UAA mail to sender
- Change Service Requested:** Allows the USPS to recycle or securely dispose of mail that is UAA, unless forwarding is requested

Under Change Service Requested the mailer selects what to do with UAA mail by selecting:

- Option 1:** All UAA mail is discarded
- Option 2:** Forward if possible, all other UAA mail is discarded

The Secure Destruction STIDs available for First-Class mail directs the USPS to use secure destruction processes to dispose of the UAA mail. Green & Secure applies to CSR options (including the secure destruction options).



## Move Update Best Practices

Mailers must use one of the preapproved methods to meet the Move Update requirement. The best practice for Move Update is to use both a pre-mailing NCOA<sup>Link</sup> solution and a post-mailing ACS solution to obtain additional moves quickly and electronically, along with other reasons for non-delivery.

# Address Change Service (ACS) with Green & Secure



## GREEN & SECURE MAILER DISPOSITION SELECTION

To participate in the Green & Secure the mailer must be enrolled in ACS - even if not required or needed to meet the Move Update requirement. If using ACS to meet the Move Update requirement, the mailer is then required to use the data to update the address information on future mailings. The mailer then selects the CSR based on mail class and their disposal preference: recycle or securely dispose.

The STID in the IMb is used to determine mailpiece disposition. For example:

- If the mailer wants to securely dispose of Full-Service First-Class Mail that uses IMb IV they would select STID 522.
- If the mailer wants to forward Full-Service First-Class Mail that uses IMb IV they must use STID 331. By using STID 331 if the mail is not able to be forwarded it will be securely disposed of.

Mail Class	Address Correction Option	Nonautomation w/o IMb IV®	Nonautomation with IMb IV®	Full-Service w/o IMb IV®	Full-Service with IMb IV®
First-Class Mail Secure Destruction*	OneCode ACS - CSR1 Change Service Requested Opt 1	520	518		
	OneCode ACS - CSR2 Change Service Requested Opt 2	315	321		
	Full-Service ACS - CSR1 Change Service Requested Opt 1			524	522
	Full-Service ACS - CSR2 Change Service Requested Opt 2			335	331
	Traditional ACS - CSR1 Change Service Requested Opt 1	528	527	525	523
	Traditional ACS - CSR2 Change Service Requested Opt 2	531	526	533	532

\*Note: This table only shows the First-Class Secure Destruction STIDs. There are also STIDs for First-Class Mail without Secure Destruction and Marketing Mail that can be found here: <https://postalpro.usps.com/service-type-identifiers/stidtable>

## GREEN AND SECURE ENROLLMENT

CSR without Secure Destruction	CSR with Secure Destruction
1. Use an IMb™	
2. Select an ACS method and enroll: <ul style="list-style-type: none"> <li>• <a href="https://postalpro.usps.com/acs/eACS001.pdf">https://postalpro.usps.com/acs/eACS001.pdf</a></li> </ul>	
3. Receive ACS notices: <ul style="list-style-type: none"> <li>• Through Electronic Product Fulfillment (EPF) by completing the Web Access Form here: <a href="https://about.usps.com/forms/ps5116.pdf">https://about.usps.com/forms/ps5116.pdf</a></li> <li>• or through the Business Customer Gateway (BCG) website <a href="https://gateway.usps.com/bcg/login.htm">https://gateway.usps.com/bcg/login.htm</a></li> </ul>	
	4. Receive Secure Destruction notices: Complete the Secure Destruction Enrollment Form <ul style="list-style-type: none"> <li>• <a href="https://postalpro.usps.com/acs/SDEnrollmentForm.pdf">https://postalpro.usps.com/acs/SDEnrollmentForm.pdf</a></li> <li>• USPS will send list of Secure Destruction STIDs</li> </ul> <p><b>Note: Enrollment is effective within 3 business days of submitting Secure Destruction Enrollment form.</b></p>
5. Select STIDs	

### ADDITIONAL RESOURCES

- ACS Enrollment Form: <https://postalpro.usps.com/acs/eACS001.pdf>
- Secure Destruction Enrollment Form: <https://postalpro.usps.com/acs/SDEnrollmentForm.pdf>
- Address Quality Census Measurement and Assessment Process (AQCMAP) Fact Sheet: <https://postalpro.usps.com/moveupdatequalitymeasurement>
- Move Update Methods Requirements Fact Sheet: <https://postalpro.usps.com/addressquality>
- Guide to Move Update: <https://postalpro.usps.com/moveupdate/guide>

### MAILER SUPPORT

National Customer Support Center (NCSC)

**Phone**  
877-640-0724  
(Option 1—ACS Help)

**Email**  
[acs@usps.gov](mailto:acs@usps.gov)