

Undeliverable As Addressed Mail

Process Flow

Mail owners and mail service providers may use Address Management and Address Information pre-mailing products and services to validate, standardize, and update addresses for their customers.

- **CASS™ / MASS™** – validates and standardizes addresses to the 11-Digit DPV® (Delivery Point Validated) ZIP Code™. Includes LACSLink® and SuiteLink®. CASS and MASS are Certification Programs.
- **NCOALink®** – validates, standardizes and looks for change-of-address information for those customers that have moved. NCOALink is only available through licenses from the USPS®.
- **DSF2®** – assists in obtaining accurate delivery address information and identify erroneous addresses contained in an address file. It also provides whether it's Business or Residential, the method of delivery (curb, door slot, etc), vacancy, and seasonal delivery information.
- **AMS API** – used to develop address matching software with access to USPS® matching logic. Used to verify the accuracy of ZIP+4®.
- **AEC & AECII®** – helps to correct addresses that could not be validated or standardized using other methods.

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CASS and MASS Address Matching Guidelines and a list of CASS and MASS Certified vendors are available at <http://postalpro.usps.com/certifications/cass>

For assistance, the CASS Department is available at 800-642-2914.

CASS – Coding Accuracy Support System

MASS – Multiline Accuracy Support System

NCOALink

There are six (6) NCOALink licensing categories.

Interface Developer: The NCOALink Software Developer License grants the right to develop an NCOALink interface for internal purposes and third parties.

Interface Distributor: The NCOALink Interface Distributor License grants Developers the right to distribute the NCOALink interface.

Full Service Provider (FSP): FSPs can provide services to unrelated third parties, which must be at least 51% of their NCOALink processing, and process no more than 49% of files internally. Additionally FSPs receive additional address quality tools at no additional charge, such as DPV®, LACSLink®, SuiteLink® and all upcoming “Link” products. FSPs receive 48 months of COA data on a weekly basis from the USPS via Electronic Product Fulfillment.

Limited Service Provider (LSP): LSPs can both provide services to third parties and use the product internally. LSPs receive 18 months of COA data on a weekly basis from the USPS via Electronic Product Fulfillment.

End User Mailer (EUM): EUMs may **only** use the NCOALink Product for processing

internal house files. EUMs cannot process for any parent, subsidiary, affiliate or any related companies. Third party processing is prohibited. EUMs receive 18 months of COA data on a monthly basis from the USPS via Electronic Product Fulfillment.

[NCOALink MPE Solution](#): The NCOALink MPE solution is available to allow the use of NCOALink data on multiline optical character readers (MLOCR) to update and spray change-of-address information on mailpieces prior to submission to the USPS. The NCOALink MPE solution, which is similar to the *FASTforward*[®] system, can also be used on delivery point barcode sorters to identify, sort, and remove undeliverable-as-addressed (UAA) mail prior to submission to the USPS.

DSF²[®] is the Delivery Sequence File that assists mailers in sorting their mailing list into Delivery Sequence to obtain Carrier Route discount prices and to verify the accuracy of delivery address information contained in an address file. The DSF2 product also provides additional delivery-specific information about an address, such as:

- if it is a Business address
- if the address exists but the USPS does not deliver to that address

("No-Stat")

- the mode of delivery (Curb, Central, etc)
- if the address is currently vacant
- if the door is not accessible (i.e. a gated community)
- if there is no secure location available to leave a package for the

address.

[The DSF2 service is available through USPS[®] Certified DSF2 Licensees.](#)

AMS API – Address Matching System Application Program Interface is a USPS[®] Licensed product that can be used to develop your own address matching software. This software provides access to USPS[®] matching logic, which allows users to verify the accuracy of ZIP + 4[®] coded addresses. AMS API may be used internally or integrated within a manufacturer's product and redistributed by the manufacturer. The DPV[®] (Deliver Point Validation), LACSLink[®] (Locatable Address Coding System), and SuiteLink[®] can be used in conjunction with the AMS API Developer's Kit.

AMS API Tool Kit contains the following:

- API library(s) for each specific computer platform
- Interface definition file (ZIP4.H)
- Test utility (SAMPLE.EXE)
- Test utility source code
- Sample configuration data files
- AMS API User Guide documentation

CASS certification is not a requirement for the AMS API Product. However to receive automation discounts, users must obtain CASS certification. The AMS API Product is updated monthly via Electronic Product Fulfillment.

The AMS API License Agreement requires signature compliance and subscriptions are maintained on a calendar year basis. To obtain order forms or for more information, call the National Customer Support Center at 877-640-0724.

AEC and AECII

AEC has a minimum processing fee of \$24 (up to 100 records) and 0.024 for each additional record.

The minimum fee for AEC II is \$31 (up to 100 records) and 31¢ for each record indicated as Corrected or Address Does Not Exist (ADNE). AEC II also processes other types of records at no additional charge.

Historical File Match – The record submitted has been corrected to a record previously submitted and retained in the historical file.

PO Box Delivery Exclusion – The record submitted was corrected to a valid mailing address (PO BOX) and the customer does not receive mail at the address presented. Pricing for AECII does not include the required minimum AEC processing fee of \$24 and 0.024 for each additional record.

Effects of AEC II on Your Bottom Line?

AEC II process has an average 51% correction rate. It also reduces mail costs, which means less undelivered mail returned to you. Use the AEC Calculator at https://ribbs.usps.gov/aec/documents/tech_guides/AEC_Calculator.xls to learn your potential costs and savings.

Information about Address Quality Solutions can be found on PostalPro™



address management



Mailing and Shipping Services **Operations** **Industry Forum** **Resources** **Support**

MAILING
Intelligent Mail Barcodes (IMb and IMcb)
Full-Service
e-Induction
Seamless Acceptance
Secure Destruction

ADDRESS QUALITY SOLUTIONS
Correct and Standardize Your Address List
Verify Your Address List
Enrich Your Data
Stay Compliant

VISIBILITY
MAIL QUALITY REPORTING

EXPLORE 2016 PROMOTIONS
RELEASE SCHEDULE 2016

SHIPPING
Intelligent Mail Package barcode (IMpb)
Electronic Verification System (eVS)

Addressing Requirements Find Certified Vendors and Providers

<http://beta.postalpro.usps.com/>

- **Sender applies the name and address, ancillary endorsements to request address corrections (if desired), and the postage to their mail.**
- **Business mailers apply the Intelligent Mail® barcode (IMb®) to qualify for postage discounts and to request ACS™ and IMb Tracing®.**
 - **No Address Corrections**
 - **Manual Address Corrections**
 - **Ancillary endorsements:**
 - **Change Service Requested**
 - **Address Service Requested**
 - **Return Service Requested**
 - **Temp – Return Service Requested (First-Class Mail Only)**
 - **Forwarding Service Requested (Does not provide address corrections & does not meet Move Update requirements)**
 - **Ancillary endorsements are *restricted when Alternative Addressing is used (Or Current Resident, Postal Customer, etc).**



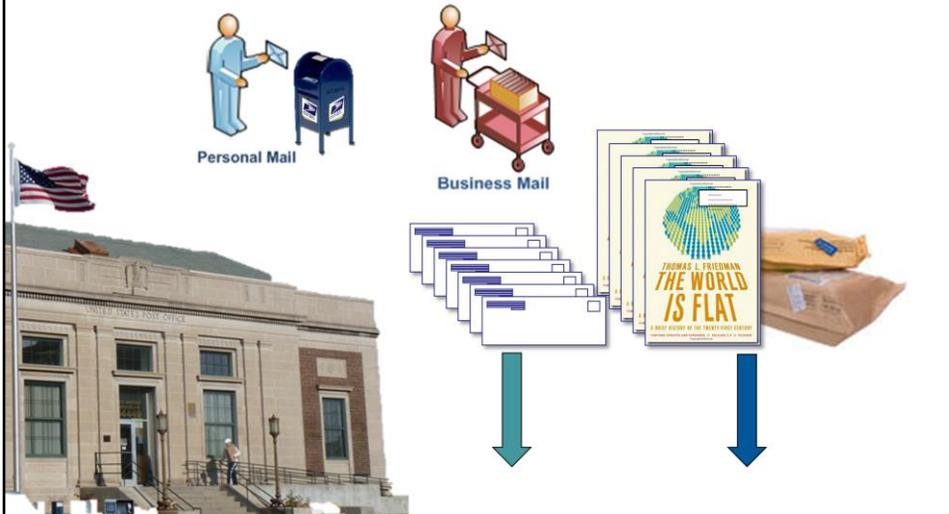
* First-Class Mail® with Alternative Addressing may request ACS Change Service Requested Opt1. Mail is not forwarded. ACS Nixie notice provided if UAA. The mail is discarded. 4

The IMb is used on letters and flats. There is a 3-Digit Service Type ID (STID) in the IMb that is specific to the mail class and the method of mailing, Full Service or Basic (nonAuto). The STID also identifies those services listed here.

The IMpb is used on parcels. There is a Service Type CODE that identifies the mail class and also the Special Services desired for that parcel. These services include USPS Tracking, Signature Confirmation, Insurance, among others. The STC in the IMpb does not include requests for address correction services. If you are a parcel mailer and are interested in IMpb ACS, contact the ACS Help Desk at acs@usps.gov

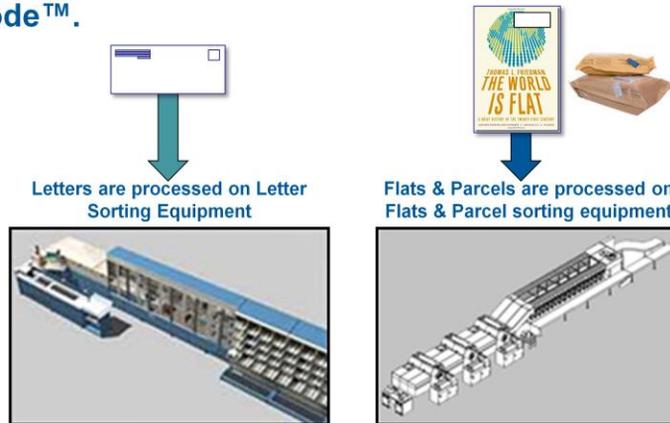
Electronic Service Requested may only be printed when electronic address corrections are requested (OneCode ACS, Full Service ACS, or Traditional ACS)

- Mail is presented to a BMEU, drop-shipped to a Post Office™, or dropped into a collection box



The USPS process for handling UAA mail begins when the mail enters the mail stream. This may include personal mail, but the majority of mail volume and UAA volume is business mail.

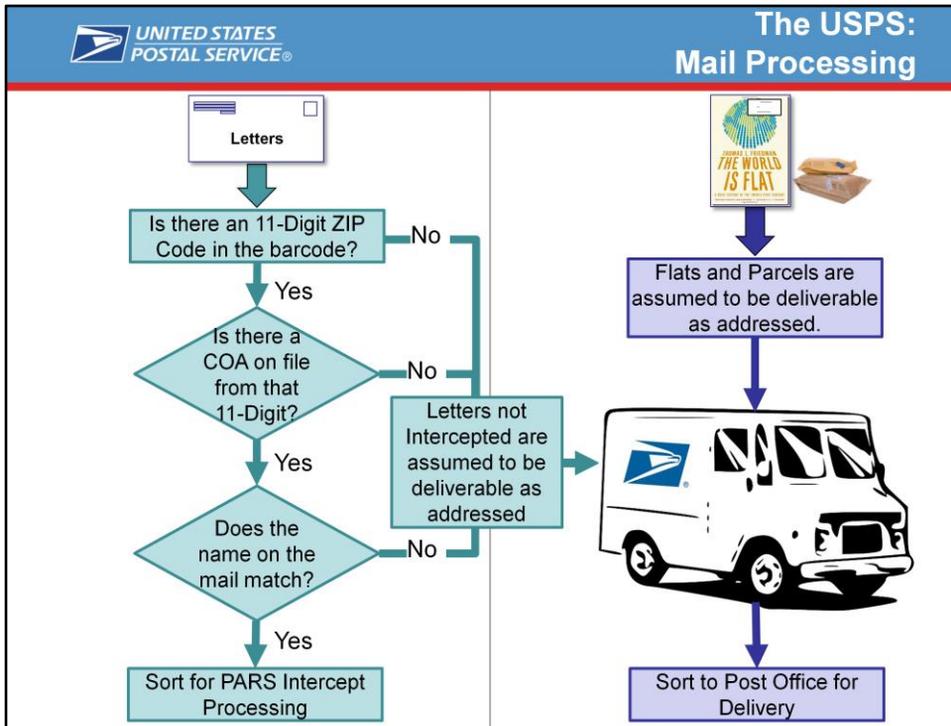
- The mail is processed on Postal automated equipment to sort it to the Delivery Unit and Carrier using the ZIP Code™.



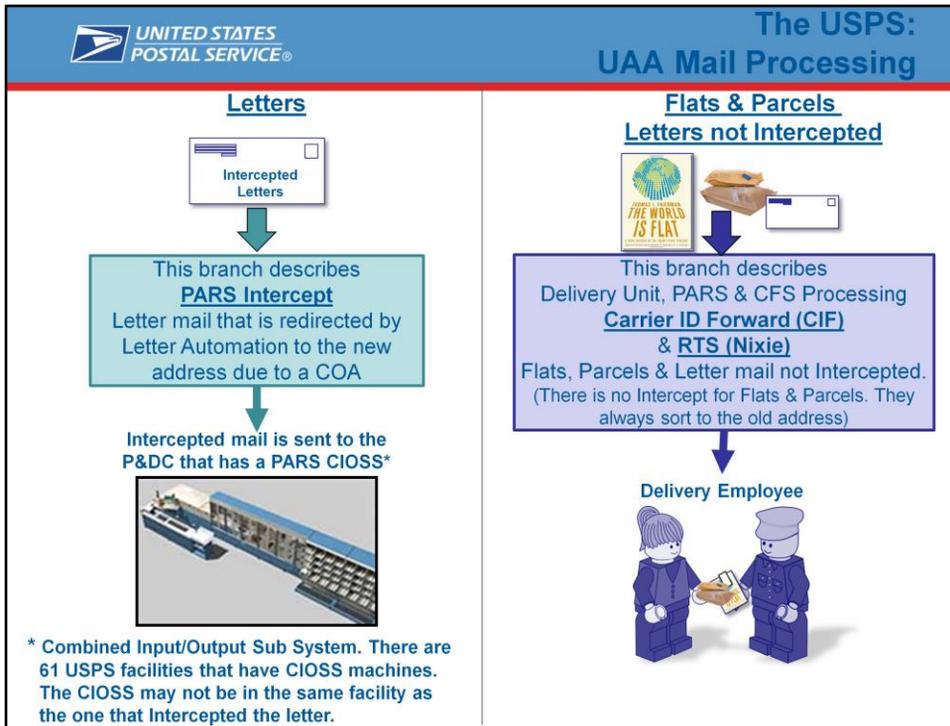
- The Postal Automated Redirection System (PARS) is available on most letter automation equipment in USPS Mail Processing facilities.

As mail enters the Post Offices it eventually ends up on a machine. If the mail doesn't already have an Intelligent Mail barcode applied, the USPS will apply one based on the information in the address block.

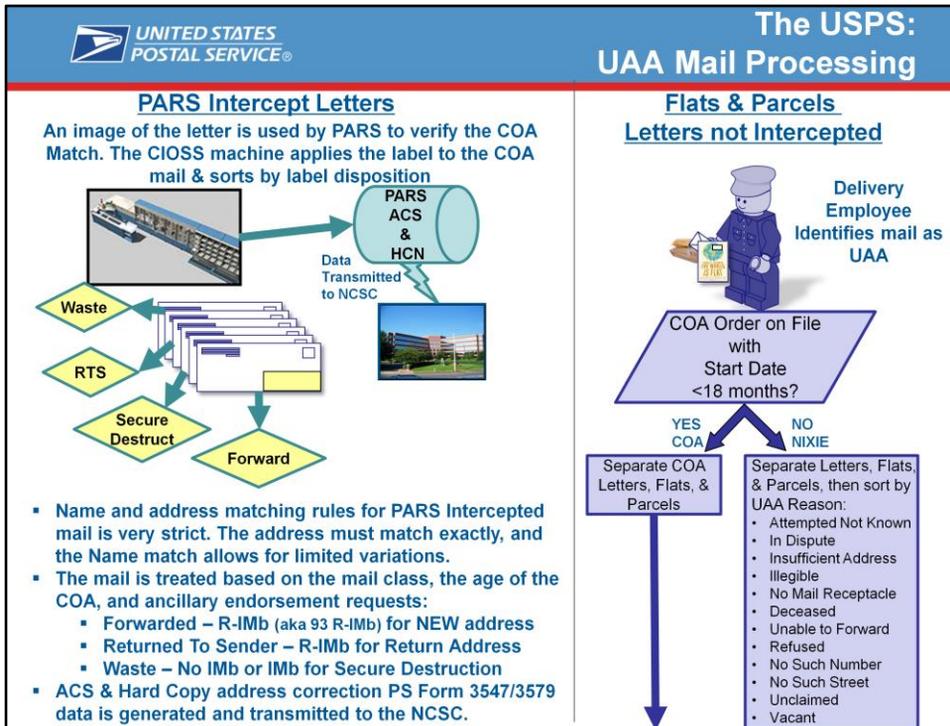
FYI: The STID applied by the USPS is 'generic' and does not request ancillary services or IMb Tracing. It allows for Manual corrections if a printed endorsement is on the mailpiece.



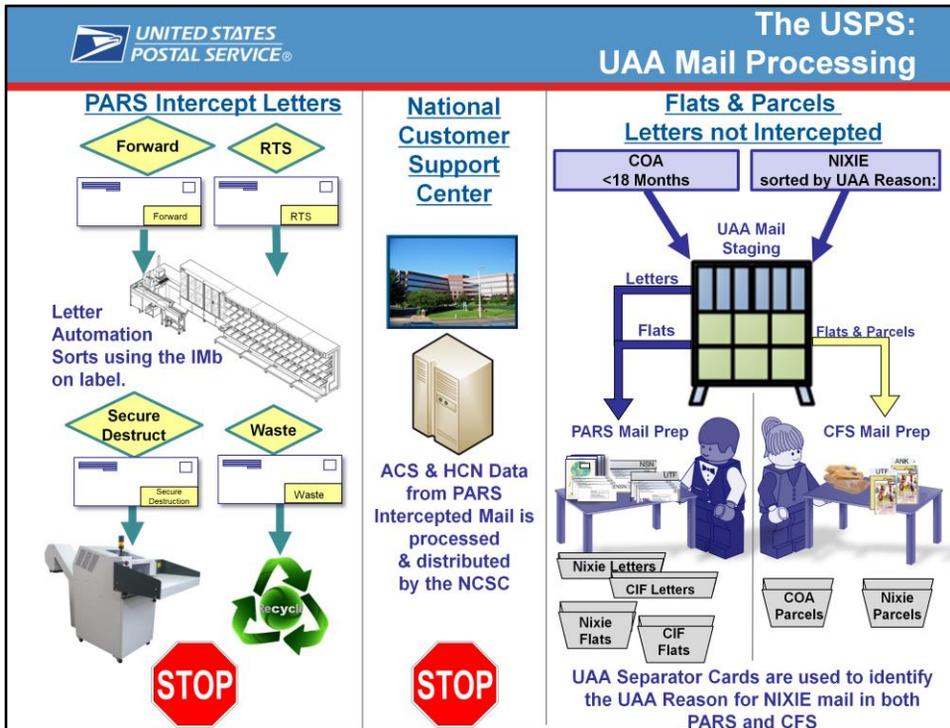
- Flats and parcels will always be sorted to the delivery unit and carrier.
- Letters will go through a process to determine if there is a change-of-address on file to see if we can redirect it without having to send it to the carrier first. The flow chart on the left describes the decision process used by PARS Intercept.



- Right Side of slide: Flats and parcels and letters not intercepted that are UAA need to be handled by the delivery employee.
- Left Side of slide: Letters that are Intercepted during processing is sorted to a BIN identified for PARS Intercept processing and may include MLNA and BCNO and recently expired COAs (over 18 months old). If the mail is Intercepted in a P&DC that does not have a CIOSS, that tray will be dispatched to one that does.

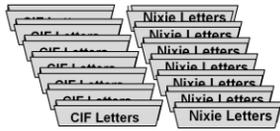


- Right Side of slide: The delivery employee determines the reason the mail cannot be delivered. They separate the change-of-address mail from the “Nixie” mail. Nixie mail is bundled together by the UAA Reason.
- Left Side of slide: Letters that are confirmed to have a COA on file will have a label applied and will be sorted based on the label barcode and content. If a piece was Intercepted, but could not be confirmed due to the strict matching logic, it will be returned to the mail stream and will be sorted for delivery (without a label applied).
- R-IMb – also referred to as the 93 IMb retains the tracking information from the original mailer applied IMb when present. Tracking includes the STID, MID and Serial Number. The routing portion will reflect the new address, or the return address.



- Right Side of slide: Delivery employee place the COA mail and bundled Nixie mail in the UAA staging area in their office. This may be done before they leave for the route, but most often they discover this mail while they are delivering and will bring UAA mail back at the end of their day. They sort the mail by its reason for nondelivery, and also by shape. Letters, Flats, and parcels must be separated because each are processed by different USPS systems.
- Left Side of slide: The intercepted letter mail is already finalized and the mail that is not securely destroyed or recycled is on its way to the customer or return address. The data from mail that requests address corrections is transmitted to the NCSC in Memphis TN, where it is processed and distributed to mailers. This data is provided in the form of electronic ACS notices or as manual address correction Forms 3547 for First-Class and USPS Marketing Mail letters & Forms 3579 for Periodical letters.

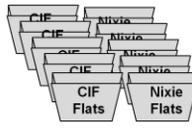
Flats & Parcels and Letters not Intercepted



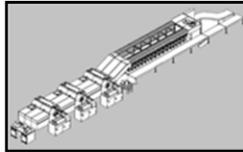
Carrier ID Fwd & RTS
Nixie Letters are sent
to PARS CIOSS Site



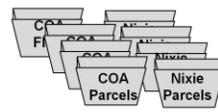
There are 61 USPS facilities that have CIOSS machines.



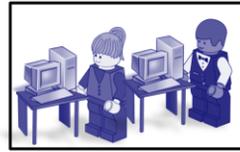
Carrier ID Fwd & RTS
Nixie Flats are sent to
FPARS *AFSM100 Site



* Advanced Flats Sorting Machine. There are 17 USPS facilities that have FPARS enabled flat sorters.



COA & Nixie parcels &
PARS/FPARS Rejects
are sent to **CFS Site



** Computerized Forwarding System. There are 22 CFS sites.

The PARS CIOSS, FPARS AFSM100, and CFS units are not always in the same USPS facility. The Remote Forwarding System (RFS) is a sub-set of the CFS process and is available in most Delivery Units for processing UAA parcels. Just like CFS, it allows the operator to scan the Intelligent Mail barcode, generate ACS or Manual correction notices, and apply a forwarding or return label. Data generated from RFS processing is transmitted via the CFS network and is ultimately processed and distributed by the NCSC.



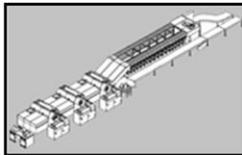
UNITED STATES
POSTAL SERVICE

The USPS: UAA Mail Processing PARS FPARS & CFS

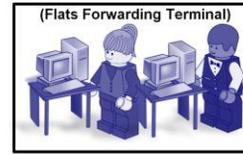
PARS CIF & RTS



FPARS CIF & RTS



CFS



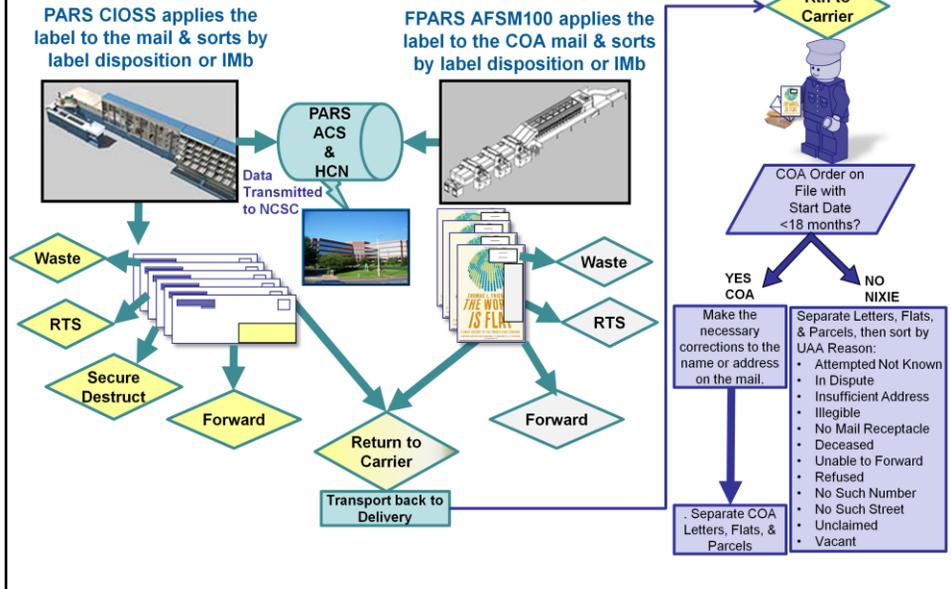
- Name and address matching rules are more relaxed in CIF, allowing for some limited variations.
- The mail is treated based on the mail class, the age of the COA, and ancillary endorsement requests:
 - Forwarded – R-IMb (aka 93 R-IMb) for NEW address
 - Returned To Sender – R-IMb for Return Address
 - Waste – No IMb or IMb for Secure Destruction (not available in CFS or FPARS)
 - Return to Carrier – R-IMb on the label is for Carrier Route of address
- PARS and FPARS labels are applied by the machine. ACS & Hard Copy address correction data (Forms 3547/3579) is generated and transmitted to the NCSC.
- CFS applies the labels by hand. ACS data is generated and transmitted to the NCSC. Hard Copy Notices are sent directly from the CFS unit.



Mail that has a COA on file, but could not be Intercepted is considered Carrier Identified Forward (CIF) mail and the matching rules are not as strict as it is for Intercept. It also considers Carrier corrections made to a piece that is critical to make a match. This may be needed if the name is misspelled or the address is not correct.

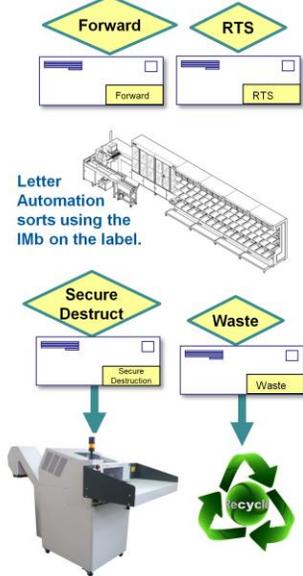
The final disposition of CIF is the same as if it was Intercepted, however “Return to Carrier” is also an added possibility. This refers to mail that had to be returned to the carrier because a COA could not be found. You may have seen a label that states “Unable to Forward/For Review” label on mail that was returned to you as a Nixie. That’s because the carrier may have originally thought there was a forward on file, but none could be found.

PARS CIF & RTS Letters and FPARS CIF & RTS Flats

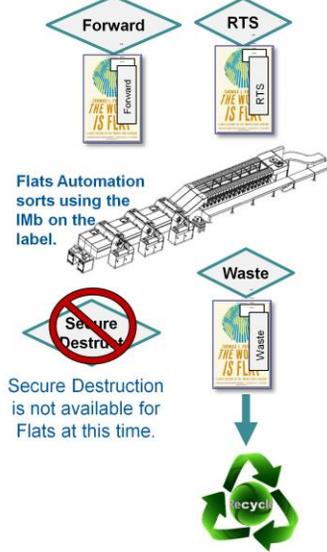


Return to Carrier mail may include COA Not Found, COA Not Effective Yet, Temporary COA Expired, and “Or Current Resident” mail sent in error. The carrier process starts again, but some of that Return to Carrier mail may be delivered.

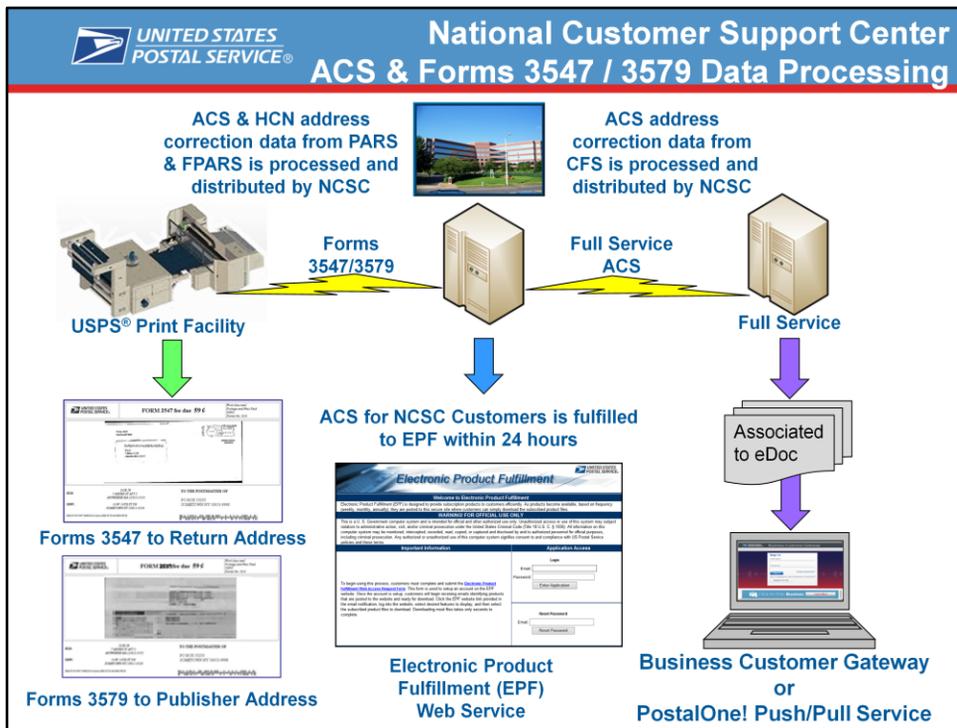
PARS CIF & RTS Letters



CFS & FPARS CIF & RTS Flats



Secure Destruction for flats is being considered for FY 2018! New heavy-duty shredders that can securely destroy flats are required.



All of the ACS and Manual (Hard Copy Notice – HCN) data that was transmitted to the NCSC is processed and distributed. ACS data is broken down by STID: Full-Service ACS STID data is sent to Full-Service where it is processed and matched to mailing eDocumentation, and then distributed through the BCG or PO! based on Full-Service Data Distribution guidelines.

ACS notices with Basic OneCode ACS STIDs and Full-Service ACS for Mailer IDs that participate in the SingleSource ACS Fulfillment option are distributed through the Electronic Product Fulfillment (EPF) secure web service.

SingleSource ACS allows Full Service mailers to receive ALL of their ACS COA and Nixie data in a daily fulfillment file, and all of the data is provided in the same file format. There is no need to use the BCG and process two different types of ACS data files. And SingleSource fulfillment only charges for ACS records that would not have been fulfilled via the BCG or PO! (non-qualifying mail may include an IMb with less than 11-digits in the routing code, an IMb that was not included in the eDoc, or the mailing failed full-service requirements for some reason).

**The USPS:
The Label**



Database ID & Task Indicator
D=Daily national
N= National
L= Local Daily

T= temporary order
X= Forwarding order expired

3- digit USPS Site ID

Mail Class & 3 Digit STID from IMb
1= First-Class
2= Periodicals
3= STD Mail
4= Parcels

Month & Year of COA Start Date
1-9 : January-September
A : October
B : November
C : December
N : No Order on File

I = Intercept
C = Carrier ID Fwd
F = RTS COA found

2-digit REC Site ID

COA Extract Code (optional) →

Multiple COAs (also #) →

→ Date mail processed as UAA

NIGE470 * T 381 NDE 1331 C14 I 15 02/01/2016

FORWARDING TIME EXPIRED **2ACS←**

: NIGEL ' JAMES

5040 SMILE LN APT 927

SWEETNESS TN 37777-1432

RETURN TO SENDER

BC: 37777143240 ***1234-04385-29-23**



Redirection Intelligent Mail Barcode (R-IMb) retains Tracking info from mailer applied IMb
Human Readable Barcode information
Routing ZIP Code in R-IMb for new address or return address

Human Readable ID tag

Address Correction Generated:
ACS← = ACS Option 1
2ACS← = ACS Option 2
Form 3547 = Manual Notice
Form 3579 = Manual Notice for Periodical

Here is an example of a label that is applied to UAA mail by PARS & FPARS.

The label applied by CFS & RFS is similar but the top line won't have the Database ID/Task indicator or a REC Site ID, and will also be missing the human readable ID Tag.

Labels generated in a CFS unit currently prints a "Planet" type barcode, not an IMb.



...and that's how the United States Postal Service processes Undeliverable-As-Addressed Mail.

