



**I**NFORMED  
**C**USTOMERS

SAN ANTONIO  
2018

# ***UNDELIVERABLE AS ADDRESSED MAIL PROCESS FLOW***

*Kai Fisher / May 7<sup>th</sup> 2018*

# *The Mailer: Pre-Mailing Activities*

Mail owners and mail service providers may use **Address Management** products and services to validate and standardize addresses to qualify for postage discounts.

- **CASS™** – Validates and standardizes addresses to the 11-Digit DPV® ZIP Code™. CASS is a Certification Program that uses USPS® licensed data to perform address cleansing services.
- **MASS™** – Is a CASS process performed on Multiline Optical Character Reader (MLOCR) equipment that sprays the 11-Digit ZIP Code in the barcode for the address captured from the mailpiece prior to mailing.
- **CASS & MASS include:**
  - **DPV** - Used to verify that an address exists in the USPS® Address Management System database. Assigns codes to addresses that will not validate or are not delivered by the USPS®.
  - **DPV Vacant Table** - is available to identify vacant addresses before you mail.
  - **LACSLink®** - Updates Rural Route-style address changes to street address formats. Also used for street name changes and address renumbering.
  - **SuiteLink®** - Appends secondary information for Businesses identified in a High Rise Default address

# The Mailer: Pre-Mailing Activities

Other Address Management and Address Information products and services are available.

- **AMS API** – USPS® address matching software with USPS address matching logic. Used to check and validate addresses and may be CASS Certified™ to qualify for postage discounts.
- **Address Information Viewer** – an interactive application, which includes several AIS products, including [City/State Product](#), [County Name Retrieval](#), [Delivery Statistics Retrieval](#), [ZIP + 4® Retrieval](#), and [Address Lookup](#). The application provides the ability to retrieve, view, and print hardcopy reports, on demand.
- **AEC & AEC II®** – helps correct addresses that could not be validated or standardized using other methods.
  - **AEC** - Advanced address-matching based on USPS-developed algorithms and historical data. Typically resolves approximately 30% of addresses. Costs \$25 per 1,000 records processed.
  - **AEC II®** - Unresolved AEC addresses sent to local delivery office for *Delivery Force Knowledge™* resolution. Costs \$32 per 100 records and a 32¢ charge for each resolved address above 100.

# *The Mailer: Pre-Mailing Activities*

Move Update Standards apply to mail that is eligible for postage discounts. Mailers must demonstrate that they have used USPS® approved methods to update addresses within 95 days before the mailing date. Mail owners and mail service providers use Move Update products and services to update addresses for their customers.

- **NCOALink®** – Pre-validates, standardizes and looks for change-of-address information for those customers that have moved. Licensed only through the USPS.
- **NCOALink MPE** – Performs change-of-address lookup functions on a MLOCR during address processing. If a change-of-address is found for the addressee, the 11-Digit ZIP Code for the new address is assigned and the new address information is printed above the barcode. Licensed only through the USPS.
- **ACS™** – Electronic address change information received from a mailing within the previous 95 days is used to update the addresses before mailing again. ACS received from any class of mail may be used to update the address for a future mailing of a different class of mail. For example: ACS received from a First-Class Mail® piece may be used to update the address for a USPS Marketing Mail® piece sent within the next 95 days.
- **PS Form 3547 / 3579** – Manual address corrections from ancillary service endorsements.

# The Mailer: Preparation & Presentation

Sender applies the name and address, ancillary endorsements to request address corrections (if desired), and the postage to the mail.

- Business mailers apply the Intelligent Mail® barcode (IMb™) to qualify for postage discounts and to request ACS™ and Informed Visibility Mail Tracking & Reporting.
  - No Address Corrections
  - Manual Address Corrections
  - Ancillary Endorsements:
    - Change Service Requested
    - Address Service Requested
    - Return Service Requested
    - Temp – Return Service Requested
    - Forwarding Service Requested
    - (does not provide address corrections or meet move update requirements)
- Ancillary endorsements are restricted when Alternative Addressing is used  
(Or Current Resident, Postal Customer, etc)



# *The Mailer: Preparation & Presentation*

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



Personal Mail

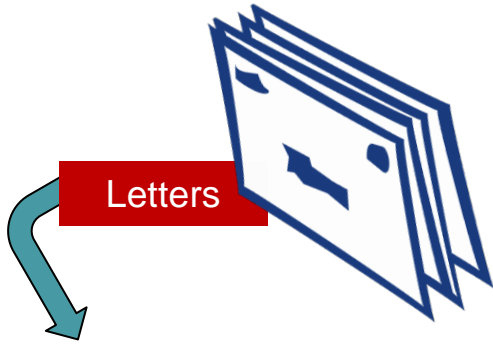


Business Mail



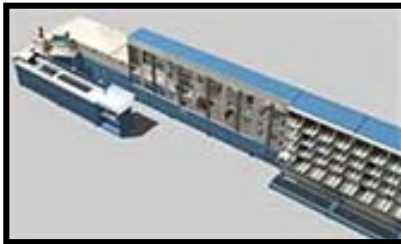
# The USPS®: Mail Processing

The mail is processed on Postal automated equipment to sort it to the Delivery Unit and Mail Carrier using the ZIP Code™. The USPS will apply a barcode if needed.



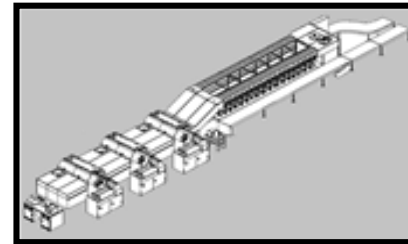
Letters

Letters are processed on Letter Sorting Equipment



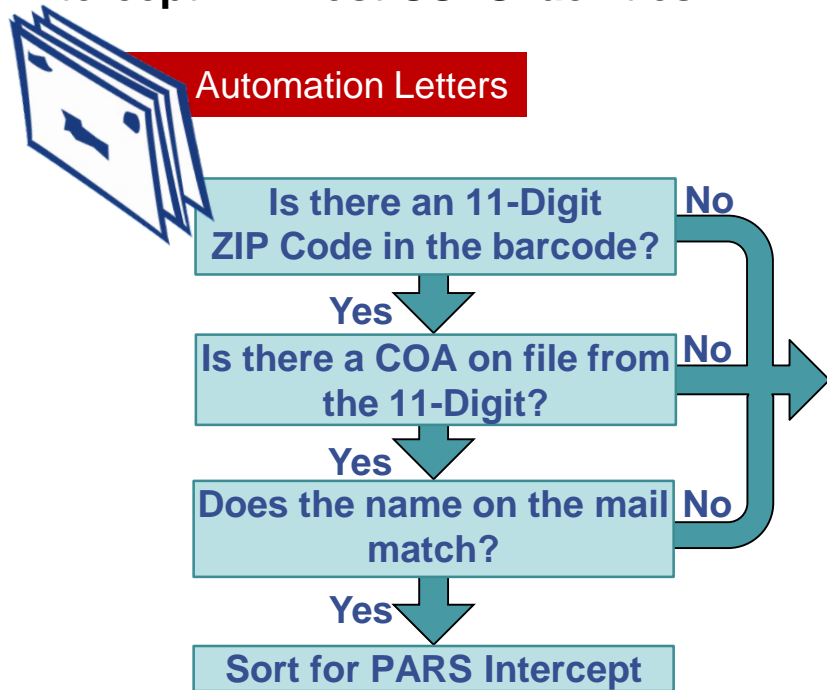
Flats & Parcels

Flats & Parcels are processed on Flat & Parcel Sorting Equipment



# The USPS®: Mail Processing

Letter Automation is enabled for “PARS Intercept” in most USPS facilities.



Flats and Parcels and Letters not Intercepted are sorted for delivery.





# The USPS®: Mail Processing

Letter Automation is enabled for "PARS  
Interco

Flats and Parcels and Letters not  
for delivery.



NA  
22  
ME

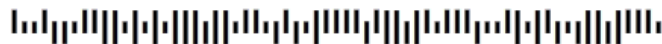


NATIONAL CUSTOMER SUPPORT CENTER  
225 N HUMPHREYS BLVD STE 501  
MEMPHIS TN 38188-1001

First-Class Mail  
Postage & Fees  
Paid  
USPS  
Permit No. G-10

JUDY W HAMILTON  
800 MULLINS STATION RD APT 2020  
MEMPHIS TN 38134-0677

38134-0677



livery

# The USPS®: Undeliverable Mail Process



## Intercepted Letters

This branch describes  
**PARS Intercept**

Letter mail that is redirected by Letter Automation due to a Change-of-Address

Intercepted mail is sent to a P&DC that has a  
**PARS CIOSS\***



\* Combined Input / Output Sub System. There are 61 USPS facilities that have CIOSS machines. The CIOSS may not be in the same facility that Intercepted the letter.

## Carrier Identified UAA Mail

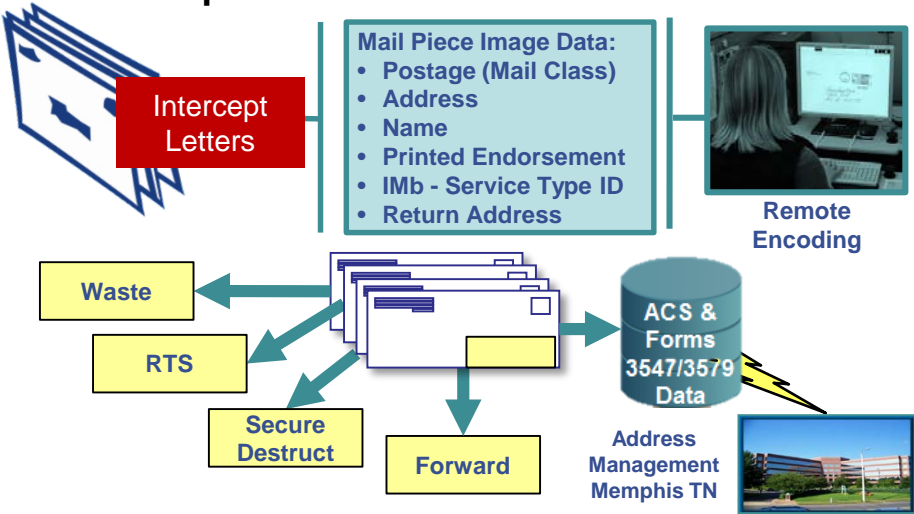
This branch describes  
**Carrier ID Forward (CIF)** and **RTS (Nixie)**  
Flats, Parcels & Letter mail not Intercepted.  
(There is no Intercept for Flats & Parcels)

Delivery Employee



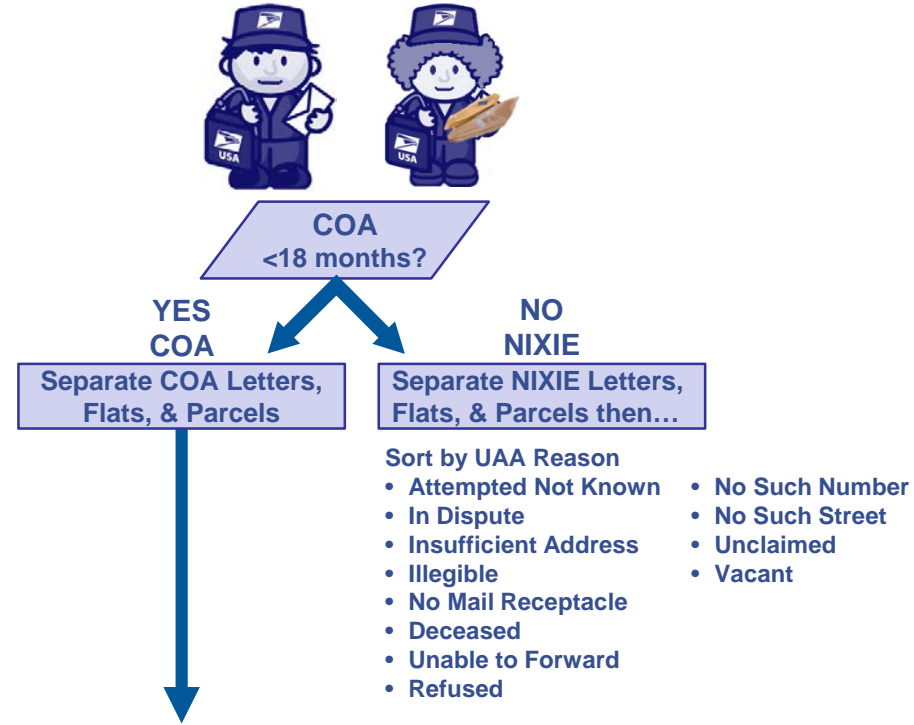
# The USPS®: Undeliverable Mail Process

An image of the Letter is captured and used by PARS to verify the COA match and to determine mailer requests for service.



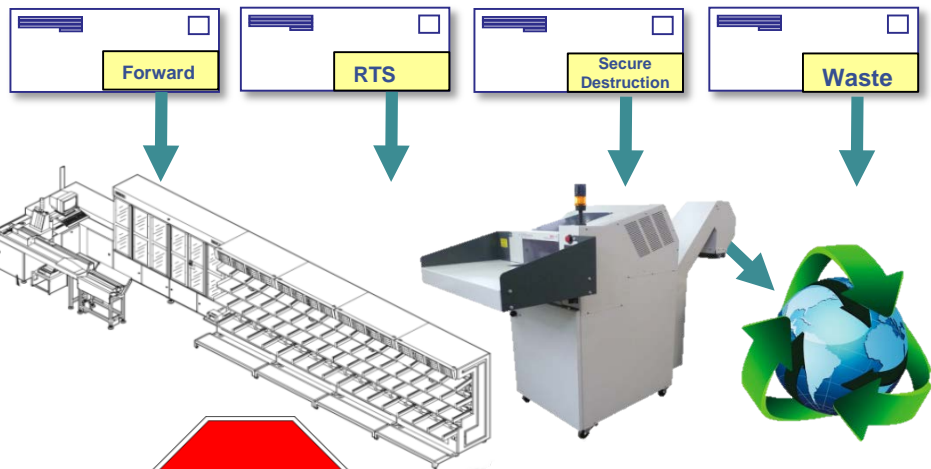
The CIOSS applies the label that reflects the treatment based on the mail class, the age of the COA or UAA Reason, and ancillary endorsement. A Redirection IMb (R-IMb) is applied to the forward and return labels.

Delivery Employee Identifies mail as UAA and determines the reason why (CIF or RTS Nixie).



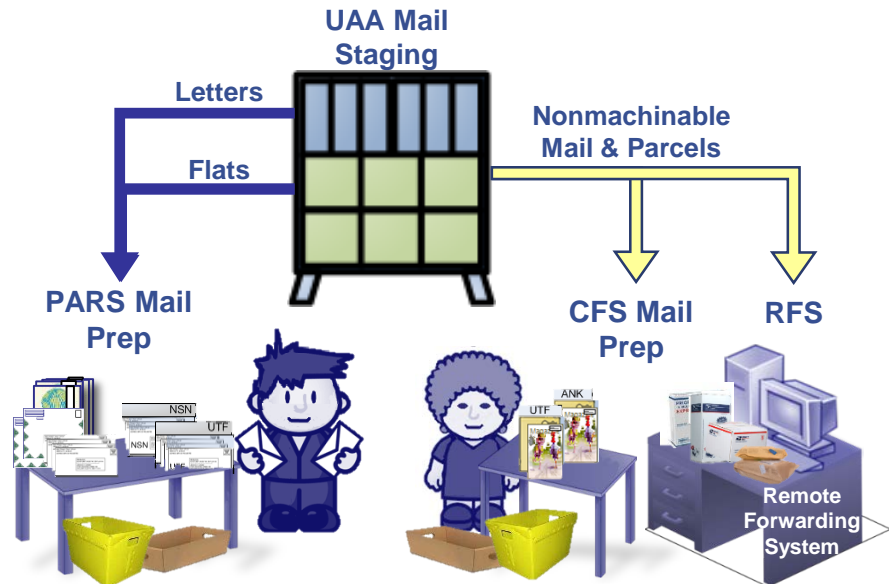
# The USPS®: Undeliverable Mail Process

The 93 R-IMb™ retains the Mailer ID, Service Type ID, and Serial Number from the mailer-applied IMb.



... We're done with PARS Intercepted Mail

Carrier Identified Forward (CIF) COA mail is kept separate from RTS "Nixie" mail. Separator Cards are used to distinguish the UAA Reasons for NIXIE mail



# The USPS®: Undeliverable Mail Process

Each Post Office uses the existing transportation network to dispatch the CIF and RTS Nixie mail destined for PARS, FPARS, and CFS processing.



CIF Letters RTS Letters



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



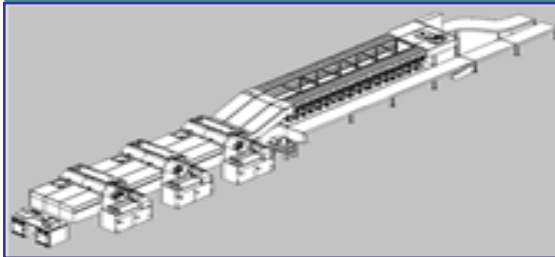
60 USPS facilities have CIOSS machines



CIF Flats RTS Flats



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



Advanced Flats Sorting Machine  
18 USPS facilities have FPARS



CIF FPARS Flat Rejects

RTS FPARS Flat Rejects

CIF PARS Reject Letters

RTS PARS Reject Letters



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

(Flats Forwarding Terminal)

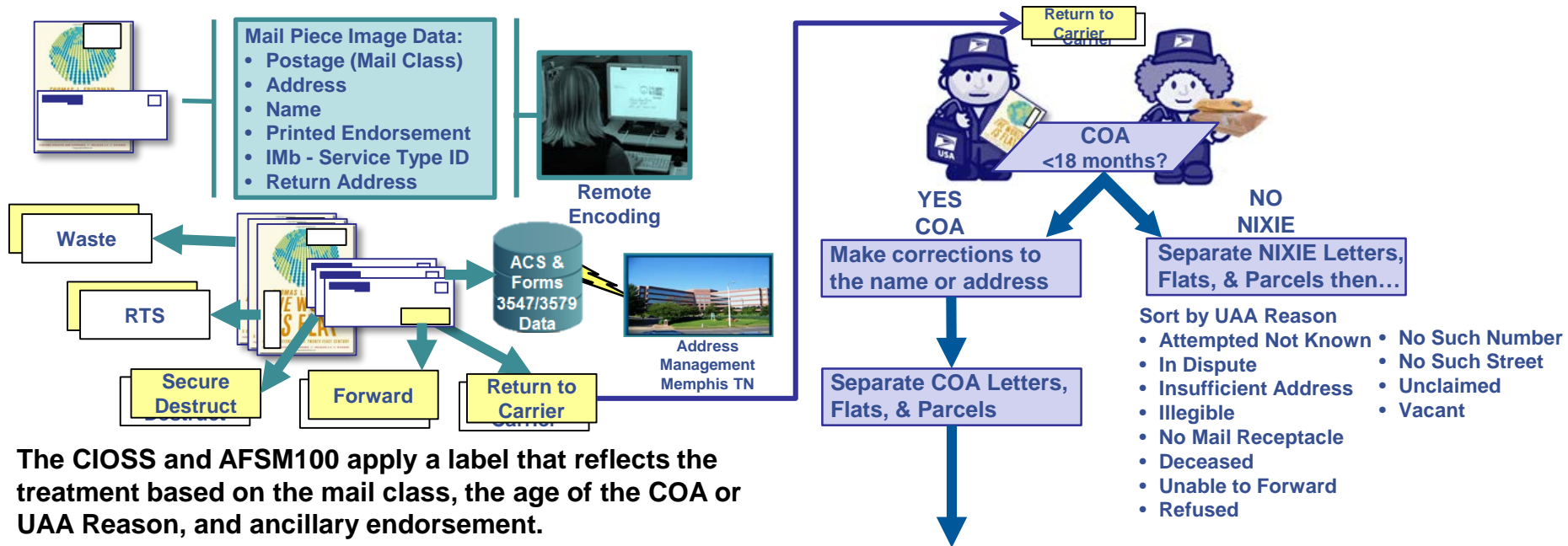
Forms 3547  
Forms 3579



Computerized Forwarding System  
There are 22 CFS sites

# The USPS®: Undeliverable Mail Process

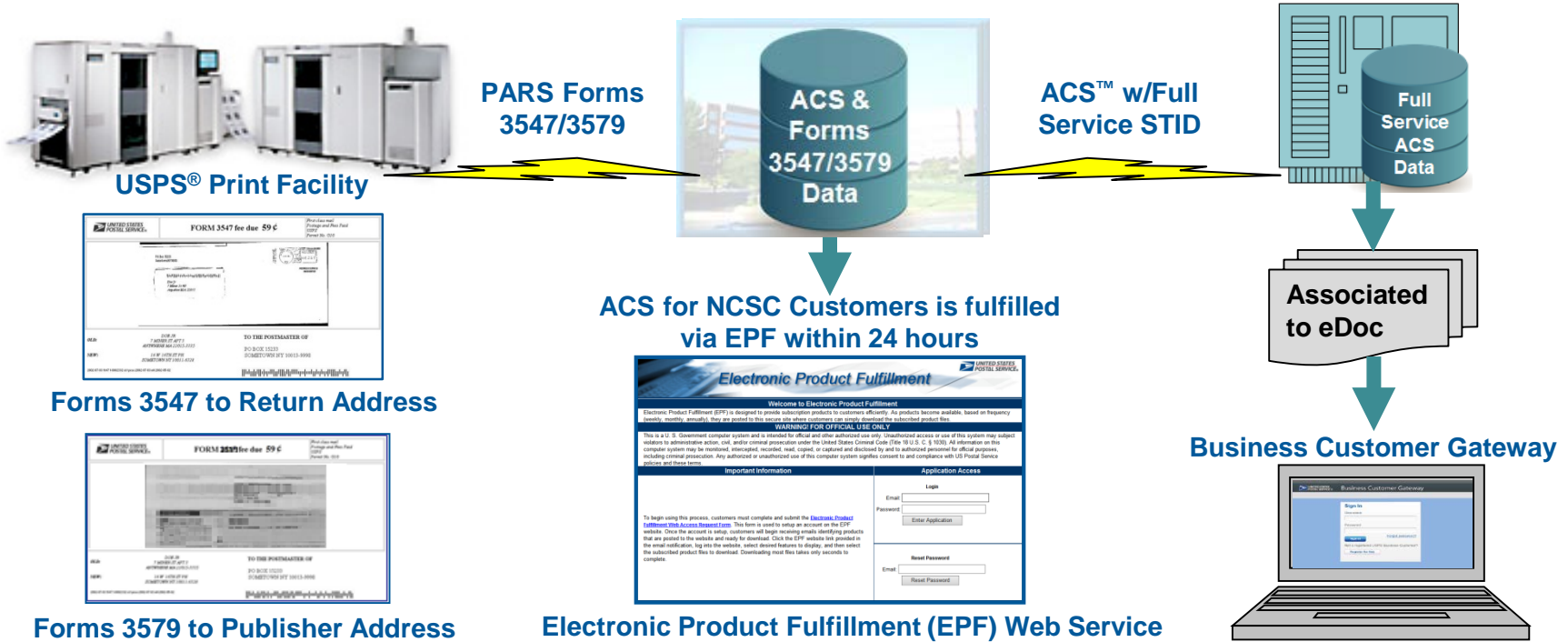
An image of the mail piece is captured and used by PARS and FPARS to verify the COA match and to determine mailer request for service. Name and Address matching logic is more relaxed, allowing for limited variations and Delivery Force Knowledge™.





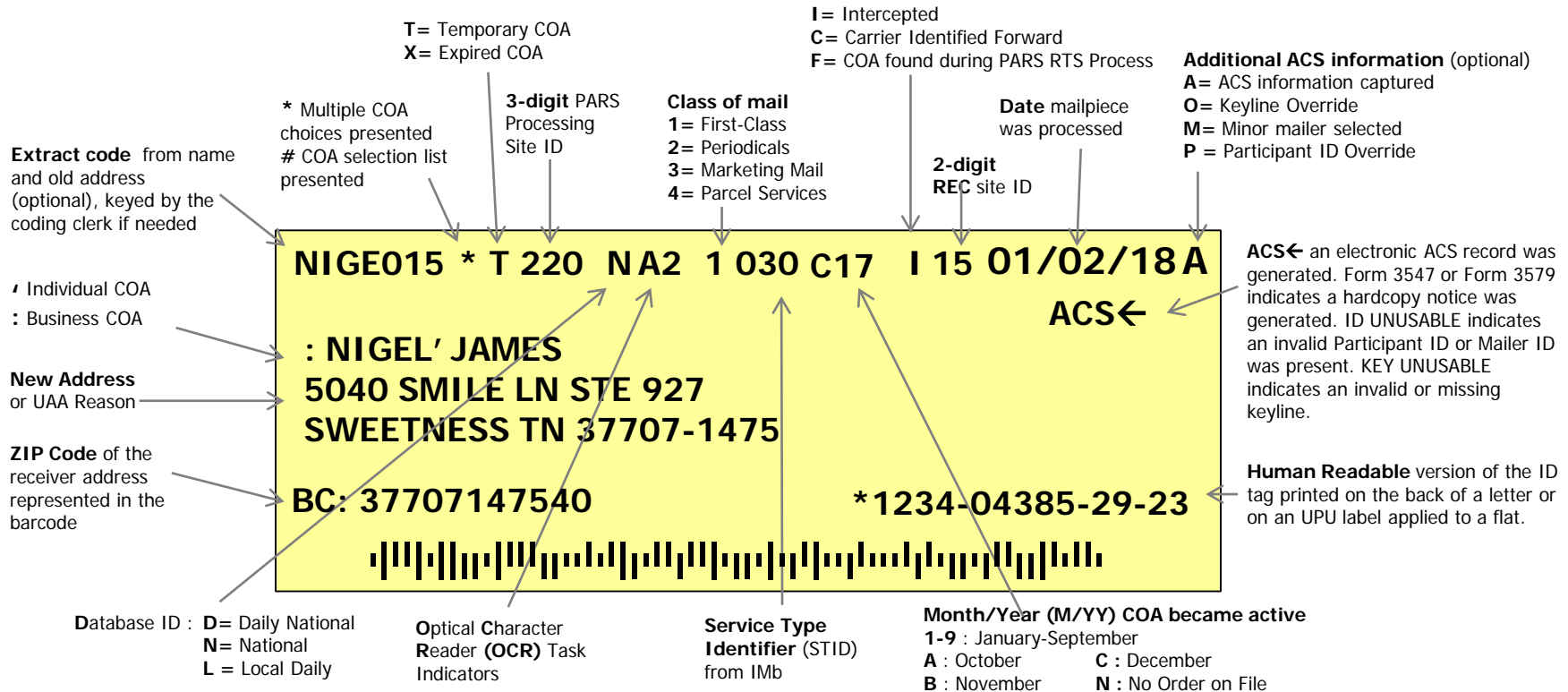
# The USPS®: Address Correction Data

Address Correction Data requested by the mailer and generated by PARS, FPARS, CFS, & RFS is processed & distributed by the NCSC.

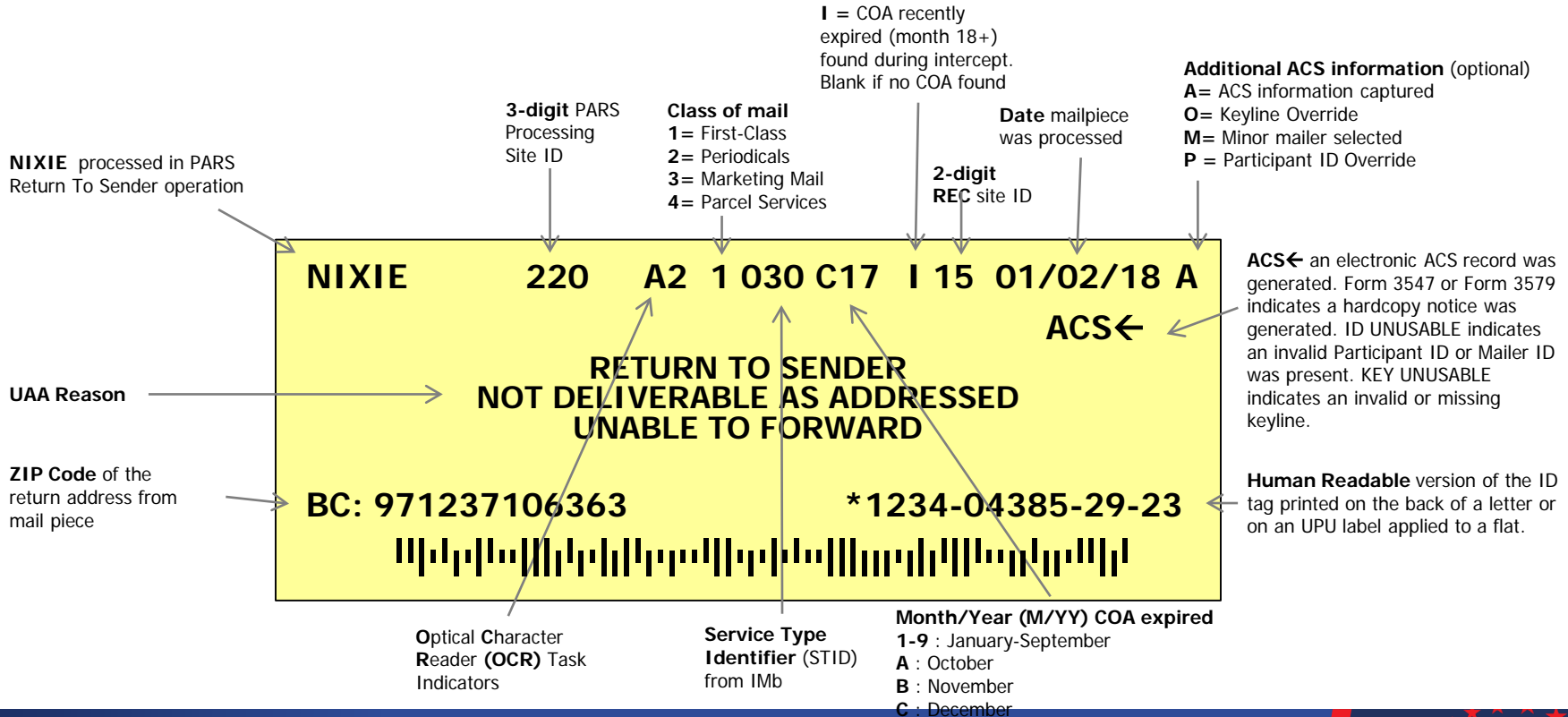




# The PARS Change-of-Address Label



# The PARS Nixie Label



# The CFS / RFS Change-of-Address Label

**T** = Temporary COA  
**X** = Expired COA

**Forwarding Application**  
or CFS Operator Indicator

**5-digit ZIP of**  
Old Address or  
Post Office

**Class of mail**  
1 = First-Class  
2 = Periodicals  
3 = Marketing Mail  
4 = Parcel Services

**Date** mailpiece  
was processed

**Additional ACS information** (optional)  
**A** = ACS information captured  
**O** = Keyline Override  
**M** = Minor mailer selected  
**P** = Participant ID Override

**Extract code** from name  
and old address  
(optional), keyed by the  
coding clerk if needed

· Individual COA  
: Business COA

**New Address**  
or UAA Reason

**ZIP Code** of the  
receiver address  
represented in the  
barcode

**ACS** ← an electronic ACS record was  
generated. Form 3547 or Form 3579  
indicates a hardcopy notice was  
generated. ID UNUSABLE indicates  
an invalid Participant ID or Mailer ID  
was present. KEY UNUSABLE  
indicates an invalid or missing  
keyline.

**Remote Forwarding System**  
processing indicator

**Month/Year (M/YY) COA became active**  
1-9 : January-September  
**A** : October      **C** : December  
**B** : November    **N** : No Order on File

**Service Type**  
**Identifier (STID)**  
from IMb

**NIGE015 T 38109 -RFS 4C17 430 01/02/18 A**

**ACS←**


**\* R F S \***

**: NIGEL' JAMES**

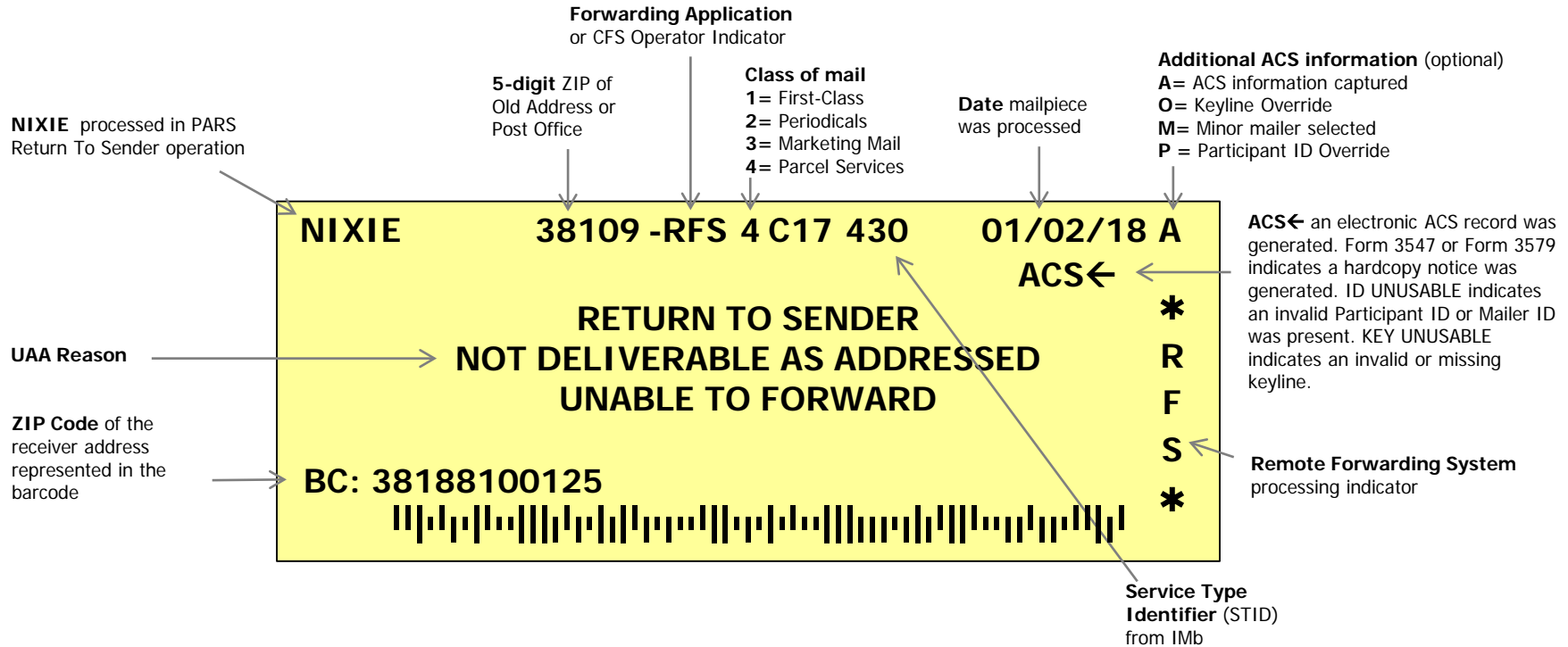
**5040 SMILE LN STE 927**

**SWEETNESS TN 37707-1475**

**BC: 37707147540**



# The CFS / RFS Nixie Label



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

