

**UNITED STATES POSTAL SERVICE
ACS ANNOUNCEMENTS
MARCH 22, 2018**

Announcement 1 of 1

ACS SINGLE SOURCE FULL SERVICE CHARGEBACK PROCESS

Primary Audience: All ACS Single Source Customers who receive Full Service ACS

What: The ACS Single Source Full Service Chargeback process may contain fees other than zero.

When: With the March 25, 2018 ACS Fulfillment

Impact: Currently you may be receiving chargeback records with a zero fee (\$0.00) associated with them. Beginning with the March 25, 2018 ACS Single Source Fulfillment it will be possible for the chargeback records to have a fee other than zero. The fees applied to chargeback records are the same fees applied to OneCode ACS records. There are no other changes to the existing process.

The ACS invoice produced on April 24, 2018 will be the first ACS invoice that could contain fees for the chargeback records. Chargeback fees are associated to ACS notices previously provided at no charge, but were later determined to not qualify for the free ACS benefit. The Chargeback Reasons are:

Chargeback Reason Code	Description
N	Full Service ACS Unassociated to eDoc (FSN)
F	Not Full Service Compliant (If not qualified for Free BASIC then charges applied when fulfilled) (FSF)
M	Mail Quality Issue (Code not currently applied or charged) (FSM)

The following guides provide additional information on the chargeback files and process.

<https://postalpro.usps.com/acs/singlesourceACStechguide.pdf>

<https://postalpro.usps.com/acs/ACSFileFormatTechnicalGuide.pdf>

After reviewing the documentation above, please contact the ACS department with any questions via email at: acs@usps.gov

What you need to do: Read and notify the appropriate personnel.

ACS Department
National Customer Support Center
United States Postal Service
225 N HUMPHREYS BLVD STE 501
MEMPHIS TN 38188-1009
Toll Free: 877-640-0724(Option 1)
FAX: 901-821-6204
Dept E-mail: acs@usps.gov
ACS information: <http://ribbs.usps.gov/index.cfm?page=acs>