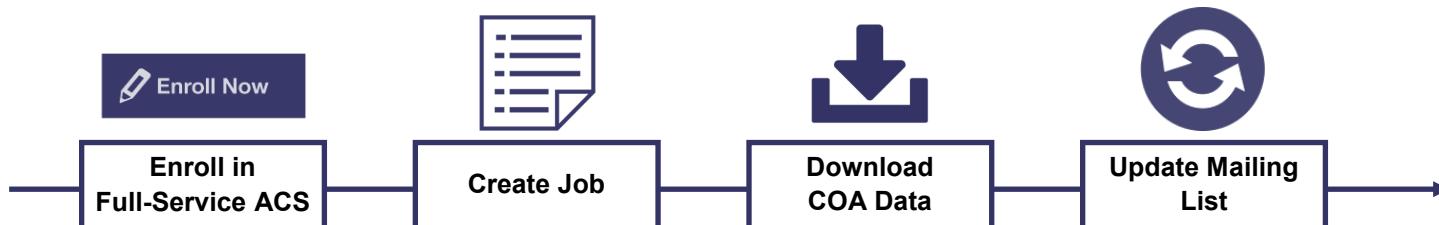


# Full-Service Address Change Service (ACS) Enrollment For Intelligent Mail for Small Business (IMsb) Tool Users and How to Retrieve the Address Correction Data

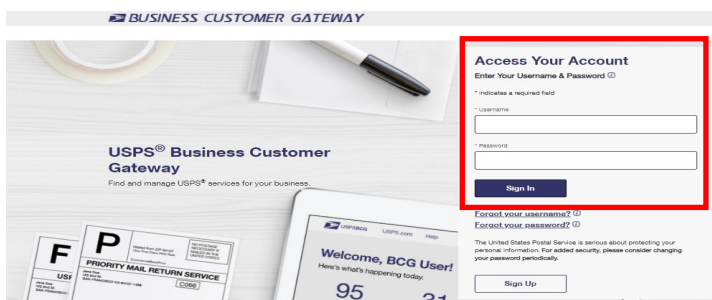


Receive address correction updates and mail forwarding when possible, and reduce the volume of undeliverable-as-addressed (UAA) mail by using Full-Service ACS with your IMsb Tool mailings. Address correction updates are available for free through the Business Customer Gateway. When using the Intelligent Mail barcodes (IMb) on First-Class Mail, the printed endorsement is optional. On Marketing Mail with an IMb, the printed endorsement is still required and should be listed as "Electronic Service Requested." Follow the steps below to enroll in Full-Service ACS; ensure you select Full-Service ACS when creating a job; and learn how to retrieve your Change of Address (COA) data through the Business Customer Gateway (BCG).



## FULL-SERVICE ACS ENROLLMENT PROCESS

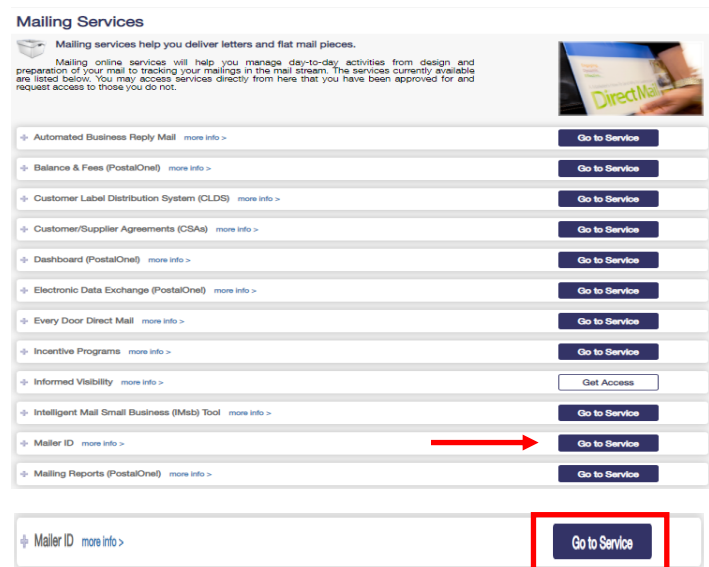
1. Login to the BCG here:  
<https://gateway.usps.com/eAdmin/view/signin>.



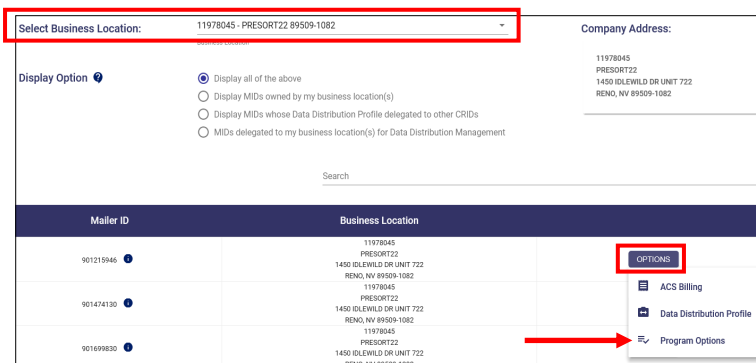
2. From the Welcome Screen, click the **Mailing Services** link in the upper left corner



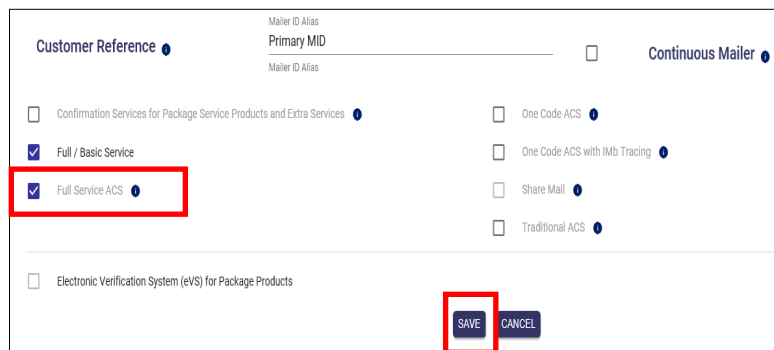
On the Mailing Services page locate Mailer ID and click on the blue **Go to Service** button



3. Select your Business Location (CRID) and click on **Options** next to the Mailer ID to be enrolled and select **Program Options**



4. Check the box next to 'Full-Service ACS' and click the **Save** button



### Note:

- Follow steps 3-4 for each Mailer ID that must be enrolled in Full-Service ACS
- Change of Address (COA) data is available once the Mailer ID is enrolled in Full-Service ACS.

# Full-Service Address Change Service (ACS) Enrollment For Intelligent Mail for Small Business (IMsb) Tool Users and How to Retrieve the Address Correction Data



## REQUIREMENTS FOR IDENTIFYING FULL-SERVICE ACS IN THE IMsb TOOL

When creating a job in the IMsb Tool, an ACS “Extra Service Type” is required and the Ancillary Service Endorsement chosen must be “Electronic Service Requested” on the Service Type ID Information screen:

Below is a description of each of the Extra Service Types:

Address Correction Options	ACS Option 1 Description	ACS Option 2 Description
<b>Address Service Requested (ASR)</b>	<p>ASR1:</p> <ul style="list-style-type: none"> <li>Forwards if possible, return if not possible</li> <li>ACS notice on forward only</li> <li>Weighted fee charged for return of Standard Mail</li> </ul>	<p>ASR2:</p> <ul style="list-style-type: none"> <li>Forward if possible, return if not possible</li> <li>ACS notice provided for both forward and returns</li> <li>Weighted fee charged for return of Standard Mail</li> <li>PS Form 3547 on forward only</li> <li>Returned to sender if not forwardable</li> <li>Weighted fee charged for return of Standard Mail</li> </ul>
<b>Change Service Requested (CSR)</b>	<p>CSR1*:</p> <ul style="list-style-type: none"> <li>All UAA mail is discarded</li> <li>ACS notice provided</li> <li>First-Class™ requires ACS if CSR1 is desired</li> </ul>	<p>CSR2:</p> <ul style="list-style-type: none"> <li>Forward if possible, all other UAA mail is discarded</li> <li>ACS notice provided</li> <li>Currently available only for First-Class</li> </ul>
<b>Return Service Requested (RSR)</b>	<p>RSR1:</p> <ul style="list-style-type: none"> <li>Not an ACS option</li> </ul>	<p>RSR2:</p> <ul style="list-style-type: none"> <li>All UAA mail is returned to sender with new address or reason for non-delivery, and separate ACS notice provided</li> <li>First-Class Mail returned at no charge</li> <li>Standard Mail returned at First-Class single-piece price</li> </ul>

\*CSR1 is free because no mailpiece is returned to sender. Any mailpiece that is returned to sender is still charged a fee to return the mailpiece.

## RETRIEVING FULL-SERVICE ACS CHANGE OF ADDRESS (COA) DATA

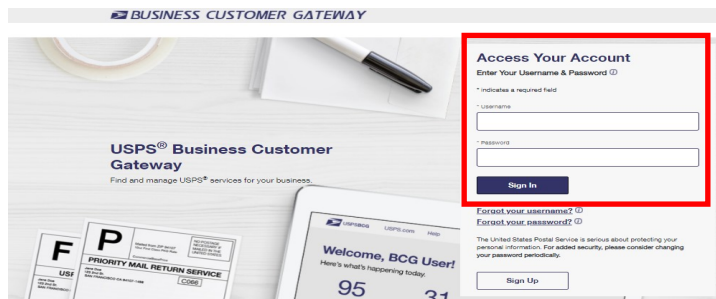
Full-Service ACS COA data is made available to IMsb Tool mailers when a COA exists for an intended addressee. This data is available via downloadable reports in two formats: comma delimited (CSV) or Excel (XLS). Data corrections must be viewed/downloaded within 45 days of your mailing being posted; all COA/UAA-Nixie information is purged after 45 days.

# Full-Service Address Change Service (ACS) Enrollment For Intelligent Mail for Small Business (IMsb) Tool Users and How to Retrieve the Address Correction Data

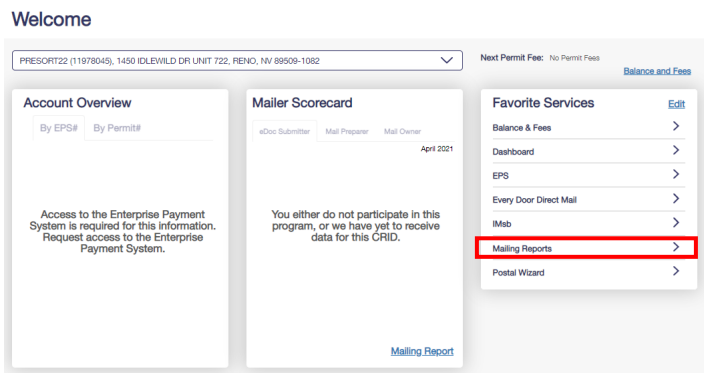


## DOWNLOAD FULL-SERVICE ACS CHANGE OF ADDRESS (COA) DATA PROCESS

1. Login to the BCG here:  
<https://gateway.usps.com/eAdmin/view/signin>



2. From the Welcome Screen, click the **Mailing Reports** link under Favorite Services (OR go to Mailing Services → Mailing Reports → Go to Service)



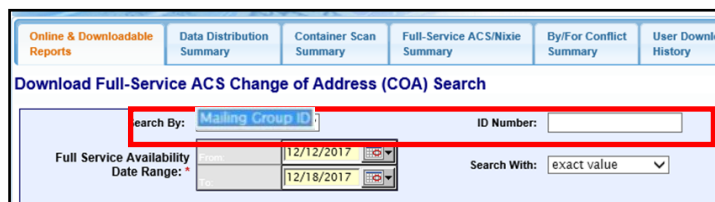
3. Click 'Data Distribution/Informed Visibility Dashboard' under Full-Service



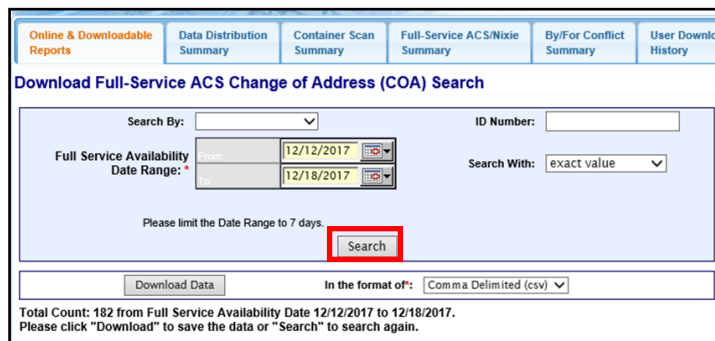
4. Click the [Download] action next to:
  - Option 3. Full-Service ACS Change of Address Report for mail records with a new address
  - Option 4. Full-Service ACS Nixie Report for mail records that were undeliverable-as-addressed (UAA)

Report Type	Action	# of records available (AA)	
		Today	7 Days
1. Full-Service Start-the-Clock Report <sup>1</sup>	[Download] (Online)	0	7
2. Informed Visibility Report <sup>1</sup>	[Download] (Online)	0	0
3. Full-Service ACS Change of Address (COA) Report <sup>2</sup>	[Download]	0	0
4. Full-Service ACS Nixie Report <sup>2</sup>	[Download]	0	0
5. Full-Service Data Quality Report <sup>3</sup>	[Microstrategy]		
6. Full-Service By/For Conflict Report	[Download]		

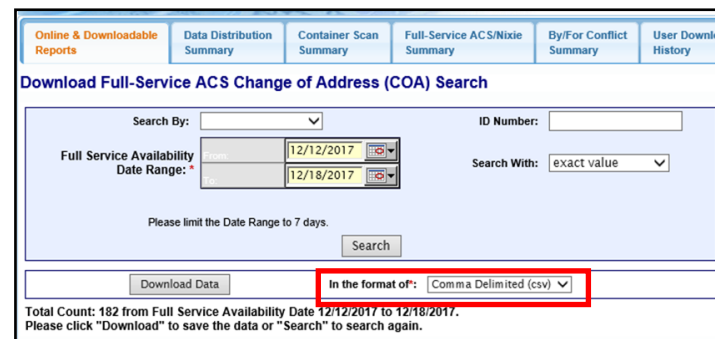
5. Search for the mailing by Mailing Group ID or leave blank to only search by date range.  
**Note:** If Mailing Group ID is not known, you can find it on the dashboard accessed from the Mailing Services tab.



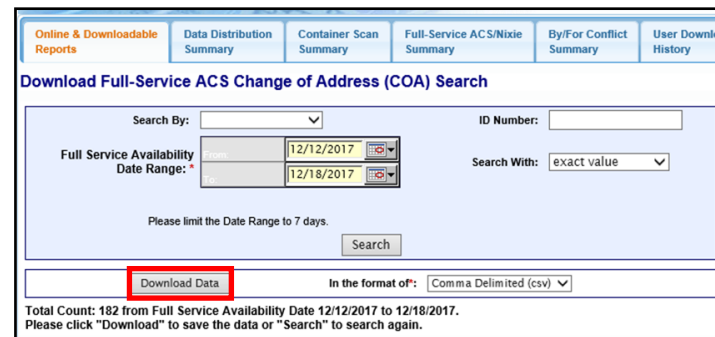
6. Once the date range has been selected, click the Search button



7. Select the format for the data to be downloaded. Data can be downloaded in comma delimited (CSV) or Excel



8. Click the Download Data button



# Full-Service Address Change Service (ACS) Enrollment For Intelligent Mail for Small Business (IMsb) Tool Users and How to Retrieve the Address Correction Data



## STEPS TO TAKE AFTER ACS DATA RETRIEVAL

The Full-Service ACS COA report provides information including the original IMb on the piece, the move effective date, and the old and new addresses. The Full-Service ACS Nixie Report provides information including the original IMb on the piece, the nixie reason and the original address on the mailpiece. Below is an example of Full-Service ACS Change of Address (COA) Sample Data Report in Excel Format, which can also be found on PostalPro:

	R	S	T	U	V	W	X	Y
1	OldUrbanizationName	OldPrimaryNumber	OldPreDirectional	OldStreetName	OldStreetSuffix	OldPostDirectional	OldUnitDesignator	OldSecondary
883	NA	69	NA	HC	NA	NA	NA	6
884	NA	1118	N	PARSONS	AVE	NA	NA	NA
885	NA	248	NA	PO BOX	NA	NA	NA	NA
886	NA	101	NA	ORGAIN	DR	NA	APT	A
887	NA	1310	N	SHANNON	AVE	NA	NA	NA
888	NA	452	NA	MULKEY	RD	NA	NA	NA
889	NA	8651	NA	COUNTY ROAD 39	NA	NA	NA	NA
890	NA	1126	W	ACADEMY	ST	NA	NA	NA
891	NA	1223	NA	VZ COUNTY ROAD 4110	NA	NA	NA	NA
892	NA	6116	NA	BAXTER	DR	NA	NA	NA
893	NA	233	S	BLAKE	DR	NA	NA	NA

- Full-Service ACS Change of Address (COA) Sample Data – Excel Format: [https://postalpro.usps.com/node/4713?\\_ga=2.102649926.657807347.1597664200-838854491.1583242683](https://postalpro.usps.com/node/4713?_ga=2.102649926.657807347.1597664200-838854491.1583242683)
- Electronic Mailing Information & Reports Guide: <https://postalpro.usps.com/ElectronicMailingInfoReportsGuide>