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.

- **NCOA Link®** – validates, standardizes and looks for change-of-address information for those customers that have moved. NCOA Link 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.
Information about Address Quality Solutions can be found on PostalPro™

Use the Awesome Search Function!

- Correct and Standardize Your Address List
- Verify Your Address List
- Enrich Your Data
- Stay Compliant

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.
Mail is presented to a BMEU, drop-shipped to a Post Office™, or dropped into a collection box.
The USPS: Mail Processing

- 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.
Is there an 11-Digit ZIP Code in the barcode?

Yes

Is there a COA on file from that 11-Digit?

No

Yes

Does the name on the mail match?

No

Letters not Intercepted are assumed to be deliverable as addressed

No

Yes

Sort for PARS Intercept Processing

Yes

Sort to Post Office for Delivery

Flats and Parcels are assumed to be deliverable as addressed.
This branch describes **PARS Intercept**
Letter mail that is redirected by Letter Automation to the new address due to a COA

Intercepted mail is sent to the 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 as the one that Intercepted the letter.

This branch describes **Delivery Unit, PARS & CFS Processing**
Carrier ID Forward (CIF) & RTS (Nixie)
Flats, Parcels & Letter mail not Intercepted. (There is no Intercept for Flats & Parcels. They always sort to the old address)
The USPS: UAA Mail Processing

**PARS Intercept Letters**
An image of the letter is used by PARS to verify the COA Match. The CIOSS machine applies the label to the COA mail & sorts by label disposition.

- Name and address matching rules for PARS Intercepted mail is very strict. The address must match exactly, and the Name match allows for 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
- ACS & Hard Copy address correction PS Form 3547/3579 data is generated and transmitted to the NCSC.

**Flats & Parcels**
Letters not Intercepted

**Delivery Employee**
Identifies mail as UAA

**Data Transmitted to NCSC**

- Separate Letters, Flats, & Parcels
- Separate COA
- Letters, Flats, & Parcels
- Data Transmitted to NCSC
- Secure Destruct
- Forward
- Waste
- RTS
- Secure Destruct

**COA Order on File**
with Start Date
<18 months?

- YES COA
- NO NIXIE

- Separate Letters, Flats, & Parcels, then sort by UAA Reason:
  - Attempted Not Known
  - In Dispute
  - Insufficient Address
  - Illegible
  - No Mail Receptacle
  - Deceased
  - Unable to Forward
  - Refused
  - No Such Number
  - No Such Street
  - Unclaimed
  - Vacant
The USPS: UAA Mail Processing

**PARS Intercept Letters**
- Forward
- RTS
- Secure Destruct
- Waste

Letter Automation Sorts using the IMb on label.

**National Customer Support Center**

![Image of NCSC building]

ACS & HCN Data from PARS Intercepted Mail is processed & distributed by the NCSC

**Flats & Parcels Letters not Intercepted**

UAA Mail Staging

- COA <18 Months
- NIXIE sorted by UAA Reason:

UAA Mail Prep

- Nixie Letters
- CIF Letters
- Nixie Flats
- CIF Flats

CFS Mail Prep

- COA Parcels
- Nixie Parcels

UAA Separator Cards are used to identify the UAA Reason for NIXIE mail in both PARS and CFS

STOP

STOP
The USPS: UAA Mail Processing PARS FPARS & CFS

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.
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.
The USPS: UAA Mail Processing PARS FPARS & CFS

**PARS CIF & RTS Letters and FPARS CIF & RTS Flats**

- **PARS CIOSS** applies the label to the mail & sorts by label disposition or IMb
- **FPARS AFSM100** applies the label to the COA mail & sorts by label disposition or IMb

**Flowchart:***

- **Rtn to Carrier**
  - **COA Order on File with Start Date <18 months?**
    - **YES**
      - **COA**
      - **Make the necessary corrections to the name or address on the mail.**
      - Separate Letters, Flats, & Parcels, then sort by UAA Reason:
        - Attempted Not Known
        - In Dispute
        - Insufficient Address
        - Illegible
        - No Mail Receptacle
        - Deceased
        - Unable to Forward
        - Refused
        - No Such Number
        - No Such Street
        - Unclaimed
        - Vacant
    - **NO**
      - **NIXIE**
      - **NO**

- **Waste**
- **RTS**
- **Secure Destruct**
- **Forward**
- **Return to Carrier**
- **Transport back to Delivery**
- **Data Transmitted to NCSC**
**The USPS: UAA Mail Processing PARS FPARS & CFS**

**PARS CIF & RTS Letters**
- **Forward**
- **RTS**
- **Secure Destruct**
- **Waste**

Letter Automation sorts using the IMb on the label.

**CFS & FPARS CIF & RTS Flats**
- **Forward**
- **RTS**
- **Waste**
- Secure Destruction

Flats Automation sorts using the IMb on the label.

Secure Destruction is not available for Flats at this time.
ACS & HCN address correction data from PARS & FPARS is processed and distributed by NCSC

ACS address correction data from CFS is processed and distributed by NCSC

ACS for NCSC Customers is fulfilled to EPF within 24 hours

Electronic Product Fulfillment (EPF) Web Service

Associated to eDoc

Business Customer Gateway or PostalOne! Push/Pull Service

Forms 3547 to Return Address

Forms 3579 to Publisher Address
FORWARDING TIME EXPIRED

: NIGEL ' JAMES
5040 SMILE LN APT 927
SWEETNESS TN 37777-1432

RETURN TO SENDER

BC: 37777143240

NIGE470 * T 381 NDE 1331 C14 I 15 02/01/2016 2ACS←

Database ID & Task Indicator
T= temporary order
X= Forwarding order expired

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

BC: 37777143240

2-digit REC Site ID

Date mail processed as UAA

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

Address Correction Generated:
ACS← = ACS Option 1
2ACS← = ACS Option 2
Form 3547 = Manual Notice
Form 3579 = Manual Notice for Periodical
…and that’s how the United States Postal Service processes Undeliverable-As-Addressed Mail.
Questions?