
SingleSource ACS Technical Guide

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V 1.1

Change History

Version #	Page #	Title	Description of Change
1.1	6	Statements	Corrected information that statements (when appropriate) will be mailed to the billing contact (statements will not be posted to EPF).
1.1	7	Refund Requests	Added instructions for Full Service Unassociated ACS refund requests.
1.1	10	Participation Requirements	Added a STID section to clarify requirements.
1.1	9 , 11 , 17 , 19	IMPORTANT NOTE FOR SERVICE PROVIDERS	Added notes throughout the document specific to mail service providers that receive ACS fulfillments for the mail owners.
1.1	13 , 18	Full Service Chargeback ACS Report	Updated the file details and format information and file naming conventions
1.1	13	SingleSource ACS Shipping Notice File	Added the file format details and corrected information in the Shipping Notice example provided in Exhibit 3: SingleSource ACS Shipping Notice Example
1.1	16	SingleSource ACS Monthly Invoice	Added the file format details and an example of the monthly invoice as Exhibit 4: SingleSource ACS Monthly Invoice Example
1.1	21	Helpful Tips	Added and clarified helpful tips
1.1	Cover	Version Date	Corrected the year

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SingleSource ACS Product Information Overview

Full Service ACS provides mailers with electronic address correction information for undeliverable as addressed (UAA) mail that qualifies for Full Service discounts. If a Full Service - Service Type ID (STID) was used in the Intelligent Mail barcode (IMb) on a non-compliant mail piece and that piece was determined to be UAA, the ACS notice that is generated is not fulfilled via the Business Customer Gateway. The mailer never receives the move update or Nixie notice.

In order to receive ACS notices for both Full Service qualified and those generated from non-compliant mail pieces a mailer would need to change to a Basic/Nonauto STID in the IMb on non-qualifying mail and must have a OneCode ACS account established to receive and pay for those records. The mailer must develop either one or multiple processes to utilize the two different ACS notification file formats to update their mailing list. The mailers that historically used the OneCode ACS file format needed to develop new processes to retrieve and use the Full Service ACS and Nixie Reports provided through the Business Customer Gateway and some have added additional processes to combine the two file formats before applying the changes to their mailing list.

While intended and designed primarily for Full Service qualified mailers, SingleSource ACS is available to ALL mailers that desire to receive all of their ACS notices in a single file format and from a single fulfillment source.

Introduction to SingleSource ACS

SingleSource ACS removes the need for handling different file formats when dealing with Full Service ACS, OneCode ACS and Traditional ACS. With SingleSource ACS, all of the ACS notices are combined into a single file format and are provided via Electronic Product Fulfillment (EPF).

SingleSource ACS can:

- Resolve the requirement to change the STID on non-qualifying mail included in a Full Service mailing. All ACS notices that are generated for mail requesting ACS will be provided, regardless of whether it contains a Full Service ACS or a Basic/Nonauto ACS STID.
- Eliminate the need to wait for the Full Service electronic documentation (eDoc) to clear before the Full Service ACS reports for a mailing are made available. SingleSource ACS notices will be fulfilled within 24 hours of its receipt at the United States Postal Service National Customer Support Center (NCSC).
- Resolve the concern that Full Service ACS notices will not be provided when a container, a mailpiece, or an entire mailing is disqualified for Full Service discounts and benefits. These Full Service ACS notice will be provided regardless of the disqualification.
- Eliminate the need to retrieve multiple Full Service ACS reports that require multiple queries and processing before all of the ACS data is retrieved and available for use.
- Work around the “35 Day” retention period for eDoc data which can result in missing Full Service ACS notices that are created after the retention period is over.
- Eliminate the need to utilize different file formats. ACS notices for Full Service, OneCode and Traditional are fulfilled in a single fulfillment file format.
- Provide your Full Service qualifying ACS notices for free. You will only be charged for the OneCode, Traditional and Full Service non-qualifying ACS notices provided. The appropriate automated or electronic fee will be applied to all ACS notices.
- Full Service ACS will only be charged the automated or electronic fees when:
 - The IMb contains less than 11 digits in the routing code (charges will be applied immediately).

- The IMb in the ACS notice could not be matched to an eDoc (charges will be applied when feedback is provided by *PostalOne!*).
- The IMb has not maintained uniqueness for the required 45 days (charges will be applied when feedback is provided by *PostalOne!*).
- An eDoc deficiency has been identified that disqualified the mailing or mail pieces within the mailing (charges will be applied when feedback is provided by *PostalOne!*).
- A container or the entire mailing was disqualified for Full Service discounts and benefits (charges will be applied when feedback is provided by *PostalOne!*).

SingleSource ACS will provide detailed “shipping notice files” with each fulfillment regarding the notices provided as well as a count of those provided for free and which will be charged.

Administration

The United States Postal Service (USPS) provides support for SingleSource ACS through the National Customer Support Center (NCSC) in Memphis TN. Information regarding this service can be found at <https://ribbs.usps.gov/index.cfm?page=acs>.

If you have questions after reviewing the documentation, contact the NCSC ACS Department via email at acs@usps.gov or by phone at (877) 640-0724. Due to expected high call volume, we recommend submitting questions via email.

Disclaimer

SingleSource ACS allows mailers to receive electronic address corrections for Full Service qualified and non-compliant undeliverable mail, as well as OneCode ACS and Traditional ACS notices from a single fulfillment source and in one format. SingleSource ACS does not replace the Full Service ACS fulfillment process and method. Full Service ACS notices that were created from undeliverable as addressed Full Service qualified mail will continue to be reported in the ACS and Nixie Reports provided through *PostalOne!* via the Business Customer Gateway.

ACS is designed to substantially reduce the number of manual address correction notices provided to mailers and replace them with electronic notices. ACS is not a guaranteed service. Manual notices may still be received, although reduced in volume.

The USPS makes no warranty or representation, either expressed or implied, with respect to the technology, data and/or the computer system in which it is contained, including its correctness, quality, performance, merchantability, or fitness for any particular purpose.

The USPS will not be liable for direct, indirect, special, incidental, consequential, or other similar damages arising out of use of, or inability to use, ACS, OneCode ACS, Full Service ACS, Single Source ACS, IMb Tracing, Electronic Product Fulfillment (EPF), *PostalOne!* and Intelligent Mail barcode technology and/or computer system, even if advised of the possibility of such damages.

If any discrepancy exists between this document (SingleSource ACS Technical Guide) and the *DMM*[®] *Mailing Standards of the United States Postal Service*, the *DMM* always takes precedence. For the most current *DMM*, go to the Postal Explorer Web site, (<http://pe.usps.gov>) and click on *Domestic Mail Manual*. Any procedure in this publication can be amended or rescinded by notices in the *Postal Bulletin*, *Federal Register*, or the *DMM*. If more information is required, refer to the *DMM*. After reviewing the documentation, please feel free to contact our ACS Department.

Delivery conditions may affect the timeliness of ACS records:

- If mail is addressed to a P.O. Box™, the customer may not retrieve their mail for several weeks or even months. The USPS must continue to deliver the mail to the P.O. Box for as long as the P.O. Box rent has been paid. The mail can only be declared undeliverable if the customer submits a change-of-address request or if the P.O. Box rent is due and the rental renewal fee has not been paid.

- If an address is vacant and if the addressee moves without first notifying the U.S. Postal Service[®], the mail may continue to be delivered via a door slot or another irretrievable delivery method. The mail may accumulate at the residence or business until accessed or a new occupant moves in and returns the mail to the Post Office. If mail accumulates in an accessible mailbox the delivery employee places the mail in a “Hold for COA” status for a limited period of time and will initiate an Employee Generated change of address as “Moved, Left No Address”.

The U.S. Postal Service makes a concerted effort to provide standardized and delivery point validated address information whenever possible, however we cannot guarantee the availability of this information at the time ACS records are created. It is recommended that these addresses be processed with Address Management products to enhance address standardization.

NOTE: It is strongly suggested that you not rely solely on the IMb data or serial number when performing updates from ACS. There are situations that occur in which the ACS transaction name will not match the name on the mailpiece. There are also situations that occur where the old address on an ACS transaction will not match the address on your mail piece.

How Does SingleSource ACS Work?

The USPS® can forward mail or notify mailers of a Change of Address (COA) only if the customer submits a change of address request with the Postal Service™. There are cases where the Postal Service knows the customer has moved and a COA for Move, Left No Address (MLNA - DNF Code: K) or Box Closed No Order (BCNO - DNF Code G) is created. Hereafter, this process will be referred to as *USPS-Filed Actions*. These records are included in the COA database and therefore are fulfilled as COA Notices with a DNF Code (Do Not Forward).

When a mailpiece is intercepted by the Postal Automated Redirection System (PARS) or identified by delivery personnel as Undeliverable as Addressed (UAA) due to customer relocation, the following occurs:

- Step 1:** The mailpiece (depending on its class, size, and endorsement) is either processed by the PARS equipment or sent to the Computerized Forwarding System (CFS) responsible for processing undeliverable mail destined to that delivery address.
- Step 2:** An attempt is made to match the name and address to a COA.
- Step 3:** If there is a match and the mailpiece has been properly prepared to generate Full Service, OneCode or Traditional ACS, an electronic or automated ACS notice is generated by PARS or CFS.
- Step 4:** The mail class (First-Class Mail®, Periodical, Standard Mail®, or Package Services/Parcel Select), the mailer's requested ancillary service, and the age or existence of a COA determines whether the mailpiece is forwarded, discarded, or returned to sender.
- Step 5:** ACS notices created from the IMb or Traditional Participant ID are transmitted from the postal mail processing facilities to the NCSC, where they are categorized by the 6- or 9-digit Mailer ID or Traditional Participant ID.
- Step 6:** All Full Service, OneCode and Traditional ACS notices with a MAILER ID or Traditional Participant ID that is associated to a SingleSource ACS account are processed and fulfilled daily via the Electronic Product Fulfillment (EPF) secure web-based fulfillment resource.
- Step 7:** Those Full Service ACS notices with a Full Service STID are also sent to Full Service, where the IMb is checked for Full Service compliance and attempts are made to match the IMb data to Full Service eDoc submissions. Full Service ACS notices that pass are fulfilled to the mailers daily via the Business Customer Gateway.
- Step 8:** Full Service provides feedback to the NCSC regarding Full Service ACS notices that do not qualify for Full Service discounts and benefits. NCSC provides the IMb information regarding these records to the SingleSource ACS participant, including the fees that will be charged.

NOTE: For support and technical guidance regarding Full Service ACS reports, refer to the [User Access to Electronic Information and Reports Guide, Volumes I and II](#) available at the following link: <https://ribbs.usps.gov/index.cfm?page=intellmailguides>

Components of SingleSource ACS

Fees

ACS mailers are charged the automated or electronic address correction fee for ACS notices fulfilled. The amount charged is based on the method used to provide the ACS notice. Undeliverable letter mail that requests OneCode ACS that can be processed on letter automation equipment will be charged the automated fee.

Currently the USPS does not have automated equipment that is capable of creating ACS notices for flat mail. Therefore flats, nonmachinable letters, and automated letters that may lose their integrity or be damaged on letter automation will be charged the electronic fee. Traditional ACS notices are charged the electronic fee.

ACS notices that contain a Basic/Nonauto STID in the barcode will be charged the automated or electronic fee.

Full Service ACS notices that contain less than an 11-Digit Delivery Point Validated ZIP Code in the routing fields will be charged the automated or electronic fee.

Full Service ACS notices that contain an 11-Digit Delivery Point Validated ZIP Code in the routing fields will be provided at no charge.

Mailpieces with a Full Service STID that cannot be matched to eDoc are considered "Unassociated" and are not provided in the Full Service COA and Nixie reports through the Business Customer Gateway. Mailpieces that were downgraded to basic are not considered as Full Service eligible and the USPS will not attempt to match these pieces to eDoc for Full-Service ACS fulfillment. Both of these types of Full Service ACS notices are only made available to SingleSource ACS participants and will be charged the automated or electronic address correction fee.

NOTE: Full-service pieces that lose the Full Service discount due to a container / handling unit error will still receive Full Service ACS, provisioned by the Mailer ID, CRID, or Permit in the eDoc, if the uniqueness requirement is met. The ACS notices will be provided at no charge.

Full Service ACS notices that cannot be associated to an eDoc are continually reprocessed for 35 days. If a match cannot be made during this time, the IMb in the ACS notice is reported as "Unassociated". The Unassociated IMb will be reported to the mailer and charges will be applied for the record in the next available billing cycle.

Please refer to the *DMM Notice 123* Domestic Other Service, Address Correction Service for all related fees at: <http://pe.usps.com/text/DMM300/Notice123.htm>

Billing

The SingleSource ACS billing cycle is from the 25th of the month to the 24th of the next month.

The NCSC Accounting office will create a PDF and a CSV file of the SingleSource ACS Invoice each month. Invoices will be posted to your EPF account within 6 days following the end of the ACS billing cycle, unless otherwise notified.

SingleSource ACS customers are responsible for downloading the invoice when posted to their EPF account.

A SingleSource ACS statement will be generated and mailed to the billing address once a month, but only if there is a balance remaining on the account. Statements will be mailed during the 2nd or 3rd week of each month, unless otherwise notified.

Payment must be received within 30 days of the invoice date and funds must be drawn from a bank within the United States. Unpaid balances more than 30 days old will be charged an annual interest rate of 10 percent.

Delinquent accounts may cause the interruption of ACS fulfillment and may result in manual address correction notices or returned mail.

NOTE: Payment of the SingleSource ACS invoice cannot be paid through a Centralized Account Processing System (CAPS) account at this time. This document will be updated when this payment method becomes available.

Refunds

Refunds are not provided when mailpieces are prepared incorrectly or a service was requested and provided.

Refund requests for disputed Full Service Unassociated ACS records must be investigated and approved by *PostalOne!* before a refund can be provided. Contact the *PostalOne!* Help Desk at postalone@usps.gov to open a ticket to initiate the investigation. Provide the following information to initiate the investigation:

- If the *PostalOne!* Help Desk had been contacted previously regarding this mailing, provide the original Ticket #
- IMb information from the ACS notice(s)
- Full Service Job ID or Mailing ID from the Full Service mailing
- Who submitted the Full Service documentation to *PostalOne!*?
- When was the job finalized?
- Where was the Full Service mailing verified/accepted?

Refund requests for incorrectly charged ACS records should be submitted via email to acs@usps.gov along with the ACS records you believe were incorrectly charged. Provide documentation and approval from the *PostalOne!* Help Desk as appropriate. Requests must be received within 45 days of receipt of the invoice. The USPS will investigate and provide a response.

Refund requests for other issues such as hardcopy (Forms 3547 or 3579) or unexpected returned mailpieces must be addressed at the local level. *PS Form 3533* must be completed and submitted to the Post Office™ where your postage due or CAPS account was charged. Provide the returned mail or hardcopy notices as documentation. The escalation process for this type of refund is to the District Manager of Business Mail Entry.

In addition, please email example images to your local Business Service Network (BSN) representative or Business Mail Entry Unit if you receive unexpected returned mailpieces or PS Forms 3547. For BSN representatives that serve your area, visit the BSN lookup tool at: <https://ribbs.usps.gov/locators/find-bsn.cfm>.

NOTE: ACS is designed to substantially reduce the number of manual address correction notices provided to mailers and replace them with electronic notices. ACS is not a guaranteed service. Manual notices may still be received, although reduced in volume.

Participation Requirements

Full Service Qualification

Participants in SingleSource ACS may be qualified for Full Service discounts and benefits, including Full Service ACS. Full Service option mailing requirements include (but are not limited to) the following:

- Include the same CASS Certified delivery-point ZIP Code information in the IMb, a USPS-assigned MAILER ID the appropriate STID for the class of mail indicated in the full-service option Service Type ID, and the OEL information in the Barcode Identifier if an optional endorsement is printed on a flat-sized mailpiece.
- Maintain a unique IMb on each mailpiece for a minimum of 45 days, which is determined by the full-service IMb Serial Number field, in combination with the mail class and the Mailer ID. Full Service IMbs must not be reused for a minimum of 45 days.
- Use an approved electronic method to transmit mailing documentation to the USPS.
- Use FAST to schedule appointments or drop ship mail and for origin-entered mail verified at a DMU and transported to the USPS plant by the mailer.

Details and instruction on how to qualify for Full Service discounts and benefits are available in [A Guide to Intelligent Mail for Letters and Flats](#) available at the following link:
https://ribbs.usps.gov/intelligentmail_guides/documents/tech_guides/GuidetoIntelligentMailLettersandFlats.pdf

Addressing

Mail requesting ACS must meet all of the addressing requirements found in DMM 602.

All ACS mailpieces must have a **domestic return address properly appearing on the address side** of the mailpiece.

Printed Ancillary Service Endorsement

A printed ancillary service endorsement, when required, must match the ancillary service represented by the STID in the barcode. When a conflict exists, the printed endorsement will take precedence and may result in manual address corrections or returned mail. The printed ancillary service endorsement must meet all the requirements outlined in DMM 507.

The printed endorsement “Electronic Service Requested” may only be used when the preferred ancillary service is identified by the STID in the IMb.

“Electronic Service Requested” must NOT be printed on mail that does not request ACS.

More information regarding ancillary service endorsements and options available for both Full Service ACS and OneCode ACS can be found in the [OneCode ACS Technical Guide](#) available at the following link:
https://ribbs.usps.gov/acs/documents/tech_guides/

Mailer ID

The Mailer ID used in the IMb must be assigned to an ACS account that is designated as a SingleSource ACS account. Please complete and submit the [ACS™ Enrollment Form](#) available at the following link:
https://ribbs.usps.gov/acs/documents/tech_guides/ACS001.PDF.

The SingleSource option is identified on page 2 of the ACS Enrollment Form under “ACS Options” and “Alternative Methods”.

ACS Mailer Options <i>(Select all that apply)</i>	
<input type="checkbox"/>	Traditional ACS — A seven alpha-character Participant ID (PID) will be assigned after submitting this ACS Enrollment Form.
<input type="checkbox"/>	OneCode ACS® — Requires a Mailer ID (MID) obtained from the USPS® Business Customer Gateway (see below).
<input type="checkbox"/>	Full Service ACS — Full Service ACS — Selection indicates the mailer is or will be a Full Service mailer requesting Full Service ACS. Full Service discounts and Full Service ACS require specific mailing and mail preparation using a Mailer ID (MID) obtained from the USPS Business Customer Gateway (see below). For more information go to https://ribbs.usps.gov/index.cfm?page=intelligentmail and refer to <i>A Guide to Intelligent Mail for Letters and Flats</i> .
If you do not have a Mailer ID, you may request one through the Business Customer Gateway at https://gateway.usps.com/bcg/login.htm . Local support from your Business Mail Entry Unit (BMEU) or Mailpiece Design Analyst (MDA) is available. The USPS BMEU locator tool can be found at https://ribbs.usps.gov/locators/find-bme.cfm . The USPS MDA Locator tool can be found at http://pe.usps.com/mpdesign/mpdfr_mda_lookup.asp .	
Alternative Methods:	
<input type="checkbox"/>	SingleSource ACS: Receive all Full Service ACS, OneCode ACS, and Traditional ACS notices in one fulfillment file (a completed EPF Web Access Form is required).

Exhibit 1: SingleSource ACS Selection on page 2 of the ACS Enrollment Form

An existing Traditional ACS or OneCode ACS account may be changed to a SingleSource account or you may request a new SingleSource account.

IMPORTANT NOTE: Existing Traditional ACS accounts that are changed to a SingleSource account must have a MID added to the account before it can be changed. To add a MID or Participant Code to the SingleSource ACS account, identify them in the MID and/or Participant Code fields in the “Ancillary Service Endorsements” section of the ACS Enrollment Form.

Ancillary Service Endorsements							
First-Class Mail®: Change Service Requested (CSR) Option 1 or 2				Standard Mail®: CSR or ASR			
First-Class Mail: Address Service Requested (ASR) Option 1 or 2				PKG SVS/ Parcel Select: CSR or ASR			
Periodicals Follow-up Notice Options:							
(2) 1st Notice after 60 days (no follow-up)		(4) Immediate Notice (no follow-up)		(5) Follow-up after 60 days		(6) Follow-up after 120 Days	
MID and/or Participant Code	Mailpiece Title/ List Name	First-Class Mail	Standard Mail	Periodicals	PKG SVS/ Parcel Select	Shipper Paid Forwarding	Keyline
<i>Example:</i> 999999999 BWXYZXX	Mailers Today Magazine	CSR2	ASR	Option 6	CSR	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
						<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
						<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
						<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

Exhibit 2: Ancillary Service Endorsements Selection on the ACS Enrollment Form

To change an existing ACS account to a SingleSource account, complete the ACS Enrollment form and include your existing ACS account number in the fields provided. If you do not know your existing ACS Account number, you can find it on the current ACS Invoices, identified as the “MEM” number.

IMPORTANT NOTE FOR SERVICE PROVIDERS: If you would like to receive SingleSource ACS data for your customers, and they already have an ACS account containing Mailer ID(s) and/or Participant ID(s), their account must be flagged as a SingleSource ACS account. Your customer must also have an EPF account so they can retrieve their SingleSource ACS invoice each month. Authorization to modify an ACS account is needed from the account owner. Advise your customer to complete the ACS Enrollment Form to request SingleSource ACS and complete PS Form 5116, [Electronic Product Fulfillment Web Access Request Form](#). The most current forms can be found at: https://ribbs.usps.gov/acs/documents/tech_guides/ACS001.PDF
<https://epf.usps.gov>.

Service Type ID (STID)

When using the IMb, the STID in the IMb must request the Ancillary Service desired. Information regarding ancillary service endorsements and options available for both Full Service ACS and OneCode ACS can be found in the [OneCode ACS Technical Guide](#) available at the following link:

https://ribbs.usps.gov/acs/documents/tech_guides/

There are no STIDs specifically assigned for SingleSource ACS. The existing ACS STIDs should be used. A complete table of Service Type Identifiers is available at the following link:

https://ribbs.usps.gov/intelligentmail_mailpieces/documents/tech_guides/std.pdf

Internet Access

Customers must have the ability to retrieve ACS™ Fulfillments and invoices electronically from the USPS EPF website. The EPF Enrollment Form must be completed and submitted prior to activation of your SingleSource ACS account. The EPF Enrollment Form can be found at the following link:

<https://epf.usps.gov/>. Up to three login identifiers (email addresses) are allowed for each EPF account and a separate form must be completed for each login ID requested. Some customers have established a single email account specifically for EPF. This allows the customer to control access on a single account internally rather than having to manage access for multiple individual email accounts.

Unzip Utility

SingleSource ACS Fulfillment files are created as fixed length ASCII text files which are zipped (compressed) and password protected using PKWARE® software. You will need to obtain the appropriate software package that will decompress the data back into a normal ASCII text file.

Email and Contact Information

SingleSource ACS customers are required to provide a dedicated email address to receive communications regarding ACS. If your company or organization does not currently have a dedicated email for this purpose, we request that you establish one, preferably using the following format: nscinfo@<yourcompany.com>. All appropriate parties should be designated as users of this email account. It is the responsibility of your company to monitor and control dissemination of this information to your internal ACS decision makers.

SingleSource ACS Fulfillment Files

ACS Fulfillment files are created as fixed length ASCII text files which are zipped (compressed) and password protected with an 18 character password that is comprised of alpha, numeric and special characters using PKWARE software and posted to our secure Electronic Product Fulfillment (EPF) web site on a daily bases. You will need to obtain the appropriate software to retrieve the fulfillment files from our EPF web site (most current internet browsers are supported). You will need to obtain the appropriate software package that will decompress the data back into a normal ASCII text file. Additional software will be required if you intend to automate the updating of your database utilizing the ACS Notification File. Additional software will be required if you intend to print out the ACS Notification File for manual updating.

The SingleSource fulfillment process produces a single zipped file which may contain the following files:

File Reference Name	Type	Included when zero data record count
ACS Notification File	Fixed format data file	Yes – contains zero count header record
Shipping Notice Report File	Formatted text file	No
Shipping Notice Data File	CSV	No
Full Service Chargeback Report File	Formatted text file	No
Full Service Chargeback Data File	CSV	Yes – contains zero count header record

The Notification file contains the ACS COA and Nixie notices.

The Shipping Notice Report and Data files contain ACS COA and Nixie notice record counts and other information regarding the contents of the ACS Notification file. Customers are encouraged to maintain records of the Shipping Notice files to help in reconciling their ACS Invoices which are organized by Shipping Notice.

The Full Service Chargeback Report and Data files contain information about previously fulfilled ACS COA and Nixie notices that were provided at no charge due to a Full Service ACS STID, but *PostalOne!* feedback reports indicate the records did not qualify for Full Service ACS benefits. Customers are encouraged to maintain records of the Chargeback information to help reconcile their ACS Invoice each month, since charges for those records will be included in the next available billing cycle.

IMPORTANT NOTE FOR SERVICE PROVIDERS: The NCSC ACS account that contains the Mailer ID(s) and Participant ID(s) that are used on the mail requesting ACS, must be flagged as a SingleSource ACS account in order to receive the SingleSource ACS fulfillment files and invoice. If you are the vendor that receives the ACS fulfillment files for the SingleSource ACS account, you must be prepared to receive the additional files that are included in the fulfillment.

Data Integrity

While the USPS® strives to provide ACS data in the manner described in this document there will be occasions when the data field may not contain the expected data. When customers submit a COA it is possible that some of the data provided may not be accurate or may be incomplete. In rare instances when our systems are unable to make corrections to the COA data submitted by the customer the USPS has no choice but to utilize the data exactly how it was provided by the customer. Additionally, in other rare instances it is possible that other data fields, not directly related to the data fields provided by the customer, may be missing. We strongly suggest that all automated systems utilizing ACS data perform validity checks on all fields.

In any data processing environment sometimes it is possible to receive data or partial data that may not be anticipated by the software which in turn could lead to unexpected results. For this reason the software developed to process ACS transactions must interrogate each record and field according to the

specifications contained in the file layouts/formats and descriptions. If any abnormal issue is found it is suggested that the information be written to an error file for manual review instead of terminating the program.

The file format and data field descriptions for SingleSource ACS can be found in the OneCode ACS Technical Guide available at the following link:

https://ribbs.usps.gov/acs/documents/tech_guides/OneCodeACSTechnicalGuide.pdf

ACS™ Notification File

The format of SingleSource ACS Notification file mirrors the existing OneCode ACS notification file format. The complete data file format including a description of those fields and the data type is provided in the OneCode ACS Technical Guide available at the following link:

https://ribbs.usps.gov/acs/documents/tech_guides/OneCodeACSTechnicalGuide.pdf

A sample of the OneCode ACS fulfillment file is available at the following link:

https://ribbs.usps.gov/acs/documents/tech_guides/ONECTST4.ZIP

The SingleSource ACS notification files include three types of ACS notices:

- **Notices generated from a forwardable COA:**

All Full Service, OneCode, and Traditional ACS notices with a space in the Deliverability Code field provide the mailer with a customer's name, old address, and new address as reflected on the COA. If a temporary move has been filed, a "W" will be in the Deliverability Code field and no new address information will be provided.

Also included will be Full Service ACS COA notices that do not qualify for full service discounts and benefits, such as those with a Full Service STID but only a 5 or 9 digit ZIP Code in the routing field.

- **Notices generated from non-forwardable USPS-filed actions:**

All Full Service, OneCode, and Traditional ACS "Moved Left No Address" or "P.O. Box Closed" notices. These ACS notices contain either a "K" or "G" in the Deliverability Code field do not have new address information.

Also included will be Full Service "K or "G" COA notices that do not qualify for full service discounts and benefits, such as those with a Full Service STID but only a 5- or 9-digit ZIP Code in the routing field.

- **Nixie (undeliverable for reasons other than a move) notices:**

All Full Service, OneCode, and Traditional ACS Nixie notices contain one of 12 nixie codes in the Deliverability Code field, which identify the reason for non-delivery, and do not contain old or new address information.

Also included will be Full Service ACS Nixie notices that do not qualify for full service discounts and benefits, such as those with a Full Service STID but only a 5- or 9-digit ZIP Code in the routing field.

NOTE: The **Fee Type** code identified in each of the ACS notices included in the ACS Notification file will contain one of the following alpha/numeric characters. These codes will also be included in the Full Service ACS notices that are provided at no charge:

Literal	Description
E	Electronic Fee
1	Automated First Notice Fee
2	Automated Second Notice Fee
3	Automated Third or More Notice Fee

NOTE: There is currently no separate Fee Type code for the Full Service ACS notices. The count of Full Service ACS notices provided at no charge will be reported in the SingleSource Shipping Notice.

Full Service Chargeback ACS Report

A Chargeback Report Data file will provide information on the ACS Notices that were provided in a previously fulfilled ACS Notification file at no charge, but feedback was received from Full Service that indicates the mail piece did not qualify for Full Service benefits. The files include the following information:

- A header record that indicates record counts and charges for the details included in the report
- The IMb data from the mail piece that produced the original ACS notice
- The original Shipping Notice number from the fulfillment file that included the ACS notice
- The original fulfillment date of the COA or Nixie notice
- The Full Service chargeback reason code.
- The ACS product code and fee that will be charged for the record

NOTE: The information in this data file will NOT be included in the Shipping Notice files.

The following table provides information regarding the Full Service Chargeback comma separated value data file that is provided.

Table 1: Full Service Chargeback Data File Format

Start	End	Length	Description	Field #	Max Length	Info
1	1	1	Header Flag	1	1	Hardcoded 'H'
2	7	6	Customer Number	2	6	Account ID
8	17	10	Date	3	10	MM/DD/YYYY
18	26	9	Record Count	4	9	999999999
27	39	13	Total Amount	5	13	9999999999.99
Start	End	Length	Description	Field #	Max Length	Info
1	1	1	Detail Flag	1	1	Hardcoded 'D'
2	7	6	Customer Number	2	6	Account ID
8	38	31	IMB	3	31	
39	48	10	Original Shipment Date	4	10	MM/DD/YYYY
49	58	10	Original Shipment Number	5	10	
59	68	10	FS Feedback Date	6	10	MM/DD/YYYY
69	69	1	FS Chargeback Reason *	7	1	
70	75	6	Amount	8	6	999.99
76	81	6	Product Code	9	6	
82	126	45	Product Description	10	45	

Chargeback Reason Code	Description
* N (FSN)	Full Service ACS Unassociated to eDoc
E (FSE)	ACS "Expired" notice (beyond "free" period, charges not currently applied)
F (FSF)	Not Full Service Compliant (charges applied when fulfilled).
M (FSM)	Mail Quality Issue (Code not currently applied or charged)

NOTE: The Full Service Chargeback data file and the Shipping Notice data file may be used to reconcile the monthly SingleSource ACS Invoice.

SingleSource Shipping Notice Files

The Shipping Notice files reflect the contents of the ACS Fulfillment file and will include the count and amount of those records that are included in the fulfillment file.

NOTE: To reconcile your monthly SingleSource Invoice, you must include the counts on both the SingleSource Shipping Notice files and the Full Service Chargeback files.

ACS247P1		UNITED STATES POSTAL SERVICE			EPF TRANSMISSION	
SHIPMENT NO: 11051290		SINGLESOURCE ACS			PAGE: 1	
		SHIPPING NOTICE			CUST: 101010	
					DATE: 02/22/2018	
BILL TO:				SHIP TO:		
ACCOUNT PAYABLES				FULFILLMENT DEPT		
YOUR MAILINGS INC				FILE PROCESSING INC		
123 ANYWHERE ST				456 SOMEPLACE PLZ		
MEMPHIS TN 38188-1009				ANYCITY TN 38969-1234		
MAILER ID	MAILPIECE TITLE	PRODUCT	DESCRIPTION	QTY	UNIT	TOTAL
PARTICIPANT ID	LIST NAME	CODE			COST	COST
102345	MYMAILLIST 1	341111	FSF FCM COA LTR 1ST NTC	1	\$0.04	\$ 0.04
		341112	FSF FCM COA LTR 2ND NTC	2	\$0.04	\$ 0.08
		341113	FSF FCM COA LTR 3RD+ NTC	3	\$0.11	\$ 0.33
		361119	FSA FCM COA LTR N/C	55	\$0.00	\$ 0.00
*****				TOTAL	61	\$ 0.45
654321	SUBSCRIBER LIST	363119	FSA STD COA LTR N/C	78	\$0.00	\$ 0.00
		363219	FSA STD NIX LTR N/C	87	\$0.00	\$ 0.00
		363129	FSA STD COA FLT N/C	14	\$0.00	\$ 0.00
		363229	FSA STD COA FLT N/C	16	\$0.00	\$ 0.00
*****				TOTAL	195	\$ 0.00
BXXXXYZ	MONTHLY NEWS	302124	TRD PER COA FLT ERT	10	\$0.29	\$ 2.90
		302224	TRD PER NIX FLT ERT	10	\$0.29	\$ 2.90
*****				TOTAL	20	\$ 5.80
987654321	WEEKLY NEWS	312124	OCD PER COA FLT ERT	20	\$0.29	\$ 5.80
		312224	OCD PER NIX FLT ERT	20	\$0.29	\$ 5.80
		342224	FSF PER NIX FLT ERT	4	\$0.29	\$ 1.16
		362129	FSA PER COA FLT N/C	124	\$0.00	\$ 0.00
		362229	FSA PER NIX FLT N/C	98	\$0.00	\$ 0.00
*****				TOTAL	266	\$12.76
BESXYZZ	BIG CATALOG	304164	TRD PSV COA SPF ERT	45	\$0.29	\$13.05
		304264	TRD PSV NIX SPF ERT	158	\$0.29	\$48.52
		304166	TRD PSV COA SPF PSTG/FEE	20		\$52.34
*****				TOTAL	203	\$113.91
TOTAL COAS:		368	\$22.20			
TOTAL NIXIES:		377	\$58.38			
*****				GRAND TOTAL	542	\$132.92
*****				* >>>>>>> THIS IS NOT AN INVOICE <<<<<<<< * * PLEASE DO NOT REMIT PAYMENT UNTIL INVOICE IS RECEIVED * *****		

Exhibit 3: SingleSource Shipping Notice Example

The Shipping Notice will also be provided in a separate comma-separated value data file. The following table provides information regarding the Shipping Notice data file that is provided:

NOTE: The Full Service Chargeback data file and the Shipping Notice data file may be used to reconcile the monthly SingleSource ACS Invoice.

Table 2: SingleSource Shipping Notice Data File Format

Start	End	Length	Description	Field #	Max Length	Info
1	1	1	Header Flag	1	1	Hardcoded 'H'
2	7	6	Customer Number	2	6	Account ID
8	17	10	Ship Date	3	10	MM/DD/YYYY
18	27	10	Shipment Number	4	10	
28	36	9	Record Count	5	9	999999999
37	45	9	Total Quantity	6	9	999999999
46	58	13	Grand Total Amount	7	13	9999999999.99
Start	End	Length	Description	Field #	Max Length	Info
1	1	1	Detail Flag	1	1	Hardcoded 'D'
2	7	6	Customer Number	2	6	Account ID
8	17	10	Ship Date	3	10	MM/DD/YYYY
18	27	10	Shipment Number	4	10	
28	36	9	Mailer ID/Participant ID	5	9	
37	60	24	Mailpiece Title	6	24	
61	66	6	Product Code	7	6	
67	111	45	Product Description	8	45	
112	120	9	Quantity	9	9	999999999
121	129	9	Unit Cost	10	9	999999.99
130	142	13	Total Amount	11	13	9999999999.99

The following information is included on the SingleSource Shipping Notice Files:

Mailer ID/Participant ID: The MID in the IMb or the Traditional ACS Participant ID present on the undeliverable as address mail piece.

Mailpiece Title/List Name: This information is provided by the mailer on the ACS Enrollment Form when an ACS account is created. It can be used to help identify the mail or mailing list that is used with that Mailer ID or Traditional ACS Participant ID.

Product Code: Identifies the ACS type, mail class, COA or Nixie notice type, and the fee type charged. A complete list of ACS Product Codes and their description will be provided in Appendix C of this document.

Description: A coded description of the ACS notices reported. The abbreviations and their description are provided in the following table:

Abbreviation	Description
FSA	Full Service ACS
FSF	Full Service ACS Not Full Service Compliant
FSN *	Full Service ACS Unassociated to eDoc (* see Chargeback Report)
OCD	OneCode ACS
TRD	Traditional ACS
COA	Change of Address Notice
NIX	Nixie Notice
LTR	Letter
FLT	Flat
PCL	Parcel
SPS	Shipper Paid Services
1ST NTC	Automated First ACS Notice charged
2ND NTC	Automated Second ACS Notice charged
3RD+ NTC	Automated Third or Subsequent ACS Notice charged

ERT	Electronic Rate charged
N/C	No Charge
SP FWD	Shipper Paid Forwarding postage and fees charged

Qty: The count of ACS notices provided for that product code. The quantity will be subtotaled for each Mailer ID and Participant ID included in the Shipping Notice. A total count of notices for every Mailer ID and Participant ID included in the report will be provided at the end of the Shipping Notice.

NOTE: The subtotal by Mailer ID and Participant ID will not be included in the data file provided.

Unit Price: The price assigned to that ACS notice product code.

Total Cost: The accumulated cost for the quantity of ACS notices provided for that product code. The total cost will be subtotaled for each Mailer ID and Participant ID included in the Shipping Notice. A Grand Total cost for every Mailer ID and Participant ID will be provided at the end of the Shipping Notice.

NOTE: The subtotal by Mailer ID and Participant ID will not be included in the data file provided.

SingleSource ACS Monthly Invoice

Within 6 days after the end of the ACS billing cycle, an additional zipped file will be posted to the EPF account that will contain a CSV data file and a PDF version of your SingleSource invoice. The invoice will include the information provided on the Shipping Notice files and Chargeback Files for the fulfillments provided during the ACS billing cycle.

NOTE: To reconcile your monthly SingleSource invoice, you must include the counts on both the SingleSource Shipping Notice files and the Full Service Chargeback files.

UNITED STATES POSTAL SERVICE		INVOICE SINGLESOURCE ACS		Invoice Date: 02/25/2013	Invoice #: 0143835	Page: 2
* Appendix C: ACS Product Code Details is available at the following link: https://nibs.usps.gov/acs/documents/tech_guides/						
Fulfillment Date	Shipment Number	Part of MID Code	Mailpiece Title/Name	* Product Code	Product Description	Qty Unit Cost Amount
02/23/2013	11051309	102345	MYMALLIST 1	362225	FSA PER NIX FLT NIC	58 0.00 0.00
				304164	TRD PSV COA SPF ERT	45 0.29 13.05
				304254	TRD PSV NIX SPF ERT	158 0.29 48.52
				304166	TRD PSV COA SPF PSTD/FEE	20 52.34
				331121	FSN FCM COA LTR 1ST NTC	3 0.04 0.12
				331211	FSN FCM NIX LTR 1ST NTC	1 0.04 0.04
						1 0.04 0.04
						2 0.04 0.08
						55 0.00 0.00
						2 0.04 0.08
						2 0.29 0.58
						2 0.29 0.58
						78 0.00 0.00
						80 0.00 0.00
						10 0.29 2.90
						10 0.29 2.90
						20 0.29 5.80
						20 0.29 5.80
						1 0.29 0.29
						4 0.29 1.16
						124 0.00 0.00
						58 0.00 0.00
						45 0.29 13.05
						158 0.29 48.52
						10 26.17
Net Invoice						205.90
Invoice Total:						205.90
Invoice Balance:						205.90

UNITED STATES POSTAL SERVICE		INVOICE SINGLESOURCE ACS		Invoice Date: 02/25/2013	Invoice #: 0143835	Page: 1
Accounts Receivable National Customer Support Center United States Postal Service 225 N Humphreys Blvd STE 501 Memphis TN 38188-1099 Customer #: SS101010 Memphis/NCSC-DL-AccountsReceivable@usps.gov						
Bill To: YOUR MAILINGS INC YOUR MAILINGS INC 123 ANYWHERE ST MEMPHIS TN 38101-1111 Ship To: YOUR MAILINGS INC ACS CONTACT 123 ANYWHERE ST MEMPHIS TN 38101-1111						
* Appendix C: ACS Product Code Details is available at the following link: https://nibs.usps.gov/acs/documents/tech_guides/						
Fulfillment Date	Shipment Number	Part of MID Code	Mailpiece Title/Name	* Product Code	Product Description	Qty Unit Cost Amount
02/23/2013	11051250	102345	MYMALLIST 1	331121	FSN FCM COA LTR 1ST NTC	3 0.04 0.12
				331122	FSN FCM COA LTR 2ND NTC	1 0.04 0.04
				331211	FSN FCM NIX LTR 1ST NTC	1 0.04 0.04
				341111	FSF FCM COA LTR 1ST NTC	1 0.04 0.04
				341112	FSF FCM COA LTR 2ND NTC	2 0.04 0.08
				341113	FSF FCM COA LTR 3RD+ NTC	3 0.11 0.33
				361119	FSA FCM COA LTR NIC	55 0.00 0.00
	654321		SUBSCRIBER LIST	333111	FSN STD COA LTR 1ST NTC	2 0.04 0.08
				333124	FSN STD COA FLT ERT	2 0.29 0.58
				333224	FSN STD NIX FLT ERT	2 0.29 0.58
				363119	FSA STD COA LTR NIC	78 0.00 0.00
				363219	FSA STD NIX LTR NIC	87 0.00 0.00
				363129	FSA STD COA FLT NIC	14 0.00 0.00
				363229	FSA STD COA FLT NIC	16 0.00 0.00
	8XXXXYZ		MONTHLY NEWS	302124	TRD PER COA FLT ERT	10 0.29 2.90
				302224	TRD PER NIX FLT ERT	10 0.29 2.90
	987654321		WEEKLY NEWS	312124	OOD PER COA FLT ERT	20 0.29 5.80
				312224	OOD PER NIX FLT ERT	20 0.29 5.80
				332124	FSN PER COA FLT ERT	1 0.29 0.29
				332224	FSN PER NIX FLT ERT	4 0.29 1.16
				342224	FSF PER NIX FLT ERT	4 0.29 1.16
				362129	FSA PER COA FLT NIC	124 0.00 0.00

Exhibit 4: SingleSource ACS Invoice PDF Sample

A complete list of ACS Product Codes can be found in Appendix C: ACS Product Code Information and Details which can be found at: https://ribbs.usps.gov/acs/documents/tech_guides/

IMPORTANT NOTE FOR SERVICE PROVIDERS: The monthly SingleSource invoice will be posted to the EPF account that is associated with the ACS account flagged as a SingleSource account. Since the Shipping Notice Files and the Full Service Chargeback files are posted with the ACS Fulfillment file, you may need to provide a copy of them to the SingleSource ACS account owner so they can reconcile their monthly SingleSource invoice

The invoice will also be provided in a separate data file. The following table provides information regarding the SingleSource ACS Invoice comma separated value data file that is posted to the EPF account along with the PDF version shown above.

Table 3: SingleSource ACS Invoice Data File Format

Start	End	Length	Description	Field #	Max Length	Info
1	1	1	Header Flag	1	1	Hardcoded 'H'
2	7	6	Customer Number	2	6	Account ID
8	17	10	Invoice Date	3	10	MM/DD/YYYY
18	27	10	Invoice Number	4	10	
28	36	9	Record Count	5	9	999999999
37	45	9	Total Quantity	6	9	999999999
46	58	13	Grand Total Amount	7	13	9999999999.99
Start	End	Length	Description	Field #	Max Length	Info
1	1	1	Detail Flag	1	1	Hardcoded 'D'
2	7	6	Customer Number	2	6	Account ID
8	17	10	Ship Date	3	10	MM/DD/YYYY
18	27	10	Shipment Number	4	10	
28	36	9	Mailer ID/Participant ID	5	9	
37	60	24	Mailpiece Title	6	24	
61	66	6	Product Code	7	6	
67	111	45	Product Description	8	45	
112	120	9	Quantity	9	9	999999999
121	129	9	Unit Cost	10	9	999999.99
130	142	13	Total Amount	11	13	9999999999.99

NOTE: The Full Service Chargeback data file and the Shipping Notice data file may be used to reconcile the monthly SingleSource ACS Invoice.

SingleSource ACS Fulfillment File Access

Fulfillment files are posted to our secure Electronic Product Fulfillment (EPF) web site. The files are provided to participating mailers daily. ACS fulfillment files are provided in a ZIP file format, created by PKWARE. The files are compressed to save space and download time. The files are password protected with an 18 character password which is comprised of alpha, numeric and special characters. You will need to obtain the appropriate software package to decompress the data back into a normal ASCII text file.

The SingleSource fulfillment process produces a single zipped file which may contain the following files:

File Reference Name	Type	Included when zero data record count
ACS Notification File	Fixed format data file	Yes – will contain a zero count header record
Shipping Notice Report File	Formatted text file	No
Shipping Notice Data File	CSV	No
Chargeback Report File	Formatted text file	No
Chargeback Data File	CSV	Yes – will contain a zero count header record

The ACS Notification file contains the ACS notices. The Shipping Notice files contain record counts and other information regarding the contents of the ACS Notification file. The Full Service Chargeback files contains a list of IMb data from ACS notices that were previously provided at no charge, but feedback from Full Service indicates that they could not be associated to an eDoc and therefore must be charged the OneCode ACS fees. All five files will be compressed/zipped into a single password protected file.

During the OneCode ACS Enrollment process you are required to complete and submit a PS Form 5116, Electronic Product Fulfillment Web Access Request Form which can be obtained from <https://epf.usps.gov>.

Once this form is processed you will receive EPF email confirmation containing additional information on setting up the EPF password and accessing the data.

All files over 95 days old will be deleted.

EPF File Naming Conventions

A single zipped file with the naming convention below will contain the ACS Notification file, the Shipping Notice files, and the Full Service Chargeback files.

The file name format will be: P??????_??????_YYMDD.ZIP

Example : P100300_100300_13225.ZIP	
?????? = six digit SingleSource ACS account ID	Account ID: 100300
YY = the two digit year	YY : 13 (2013)
M = month(1 thru 9 = Jan – Sept; A thru C = Oct thru Dec)	M : 2 (February)
DD = day	DD : 25 (Day)

The file names contained within the zipped file will have the following naming convention:

* ACS Notification File: P??????YY.MDD	Example : P10030013.225
Shipping Notice File: P??????SN.MDD	Example : P100300SN.225
Shipping Notice Data File: P??????SD.MDD	Example: P100300SD.225
* Full Service Chargeback Report File: P??????CB.MDD	Example : P100300CB.225

* The ACS Notification File and the Full Service Chargeback Report File will be provided daily, even when there are no ACS notices to fulfill or Chargeback records to report. In those situations, the header will be

the only information in the file and these two files will be the only files included in the ACS fulfillment file. There will be no Shipping Notice or Shipping Notice Data file.

The SingleSource Invoice files will be posted to the EPF account within 6 days after the ACS billing cycle has ended. The Invoice will be provided in both a PDF and CSV version of the invoice and will be provided within a single zipped file with the following naming convention:

The file name format will be: I??????_??????_YYMDD.ZIP

Example : I100300_100300_13A28.ZIP	
?????? = six digit SingleSource ACS account ID	Account ID: 100300
YY = the two digit year	YY : 13 (2013)
M = month(1 thru 9 = Jan – Sept; A thru C = Oct thru Dec)	M : A (October)
DD = day	DD : 28 (Day)

The Invoice file names contained within the zipped file will have the following naming convention:

Adobe PDF Invoice: I??????_YYDMM.PDF	Example : I100300_13A28.PDF
Excel CSV Invoice: I??????_YYDMM.CSV	Example : I100300_13A28.CSV

NOTE: The SingleSource ACS Invoice will only be posted to the EPF account that is associated to the SingleSource ACS account.

IMPORTANT NOTE FOR SERVICE PROVIDERS: If your customer has requested a SingleSource ACS account, and the fulfillment files for that account are posted to your ACS account, their ACS notices will be provided to your account in the SingleSource ACS (OneCode) format and will contain the additional Full Service Chargeback files in their fulfillment file. This will occur whether or not your EPF account is flagged as a SingleSource ACS account.

Customers that have multiple primary accounts going to a single (Mail Service Provider) fulfillment account:

The file name format will be: P??????_XXXXXX_YYMDD.ZIP

Example : P100300_200700_13225.ZIP	
?????? = Primary six digit SingleSource ACS account ID	Account ID: 100300
XXXXXX = Secondary/Alternate Fulfillment account	Secondary : 200700
YY = the two digit year	YY : 13 (2013)
M = month(1 thru 9 = Jan – Sept; A thru C = Oct thru Dec)	M : 2 (February)
DD = day	DD : 25 (Day)

The file names contained within the zipped file will have the following naming convention:

ACS Notification File: P??????YY.MDD	Example : P10030013.225
Shipping Notice Report File : P??????SN.MDD	Example : P100300SN.225
Shipping Notice Data File: P??????SD.MDD	Example: P100300SD.225
Full Service Chargeback Report File: P??????CB.MDD	Example : P100300CB.225

NOTE: The SingleSource ACS Invoice will only be posted to the EPF account that is associated to the SingleSource ACS account.

SingleSource ACS Enrollment Procedures

1. Review all the documentation regarding Full Service qualification requirements, OneCode ACS and the Intelligent Mail barcode (and Traditional ACS if applicable). Additional information can be found at: <http://ribbs.usps.gov/onecodesolution>
2. Select the appropriate ACS ancillary service options (information is available in the [OneCode ACS Technical Guide](#)), the printed ancillary service endorsement (if one will be used) and STID. A complete list of STIDs can be found at: https://ribbs.usps.gov/intelligentmail_mailpieces/documents/tech_guides/stid.pdf
3. Provide the necessary technical requirements to the appropriate departments or third parties to confirm that the technical requirements can be accomplished to support the participation in SingleSource ACS. This includes but is not limited to printing the IMb with the Serial Number (Unique Mailpiece Identifier) and downloading a test file to determine how to utilize ACS fulfillment records. A test file is available at the following link: https://ribbs.usps.gov/acs/documents/tech_guides/ONECTST4.ZIP
4. Complete ACS Enrollment Form to request SingleSource ACS. The most current form can be found at: https://ribbs.usps.gov/acs/documents/tech_guides/ACS001.PDF. Be sure to read and follow the instructions provided in the [Mailer ID section](#) of this document.

NOTE: The Mailer ID that will be used in the IMb that requests ACS must be assigned through the USPS Business Customer Gateway Mailer ID system. To request a Mailer ID (MID) go to <http://www.usps.com/> and select the [Business Customer Gateway](#) located on the bottom right hand corner of the web page footer. You must either be an existing or a registered user, or can sign-up as a new user for a business account to gain access to the Business Customer Gateway. Once you have access, request the "Mailer ID" tool and proceed with the "Request a MID" button to obtain a MID. Traditional ACS customers that wish to convert to OneCode ACS must obtain a Mailer ID prior to completing the enrollment procedures. More information about [Mailer IDs](#) can be found at the following link: <https://ribbs.usps.gov/index.cfm?page=intellmailmailidapp>

5. Complete PS Form 5116, [Electronic Product Fulfillment Web Access Request Form](#). The most current form can be found at <https://epf.usps.gov>.
6. Use the following Check List to be sure to avoid delays in the OneCode ACS enrollment process:
 - ✓ Identify the Mail Class
 - ✓ Provided information for each field:
 - Contact
 - Shipping
 - Billing
 - A Federal Taxpayer ID is REQUIRED for the billing contact
 - Identify the ancillary service endorsement desired (this can be changed later if needed)
 - Provide MID(s) and Participant ID(s) and Mailpiece Title(s) to include in SingleSource ACS
 - Sign and Date the Authorization Statement
 - Complete and submit the EPF Web Access Request PS Form 5116
 - A Centralized E-mail Address is REQUIRED
 - ✓ Make copies of the forms and retain a copy.
 - ✓ Submit a copy of the forms via email, fax or mail to:

ACS DEPT
NATIONAL CUSTOMER SUPPORT CENTER
UNITED STATES POSTAL SERVICE
225 N HUMPHREYS BLVD STE 501
MEMPHIS TN 38188-1009

FAX: 901-821-6204
EMAIL: acs@usps.gov
PHONE: (877) 640-0724

- ✓ Within 4 days of receiving the completed ACS Enrollment Form and EPF Web Access Request PS Form 5116 the ACS Department will send customers a notice of receipt confirmation via email or by phone.
- ✓ Within 10 days of receiving the completed ACS Enrollment Form and EPF Web Access Request PS Form 5116, the ACS Department will respond with an email containing your ACS Account information and related information.
- ✓ Review all of the information provided for accuracy and notify the ACS Department immediately if any information is incorrect.

NOTE: If you are converting an existing ACS account to a SingleSource account, be sure that the account includes all the Mailer IDs that are used in the IMb printed on your Full Service and Basic/Nonauto mailpieces. Provide the MID(s) and your ACS account number to the ACS Department at acs@usps.gov to add them to your account.

Helpful Tips

The following are the most common issues that can interfere with the creation, fulfillment and use of ACS:

- A. There is not a return address on the addressing side of the mailpiece as required when ancillary services are requested.
- B. Missing or invalid endorsements, or the size, read direction and clearance of the endorsements do not meet specifications when applicable.
- C. If the mailpiece is Standard Mail, there must be a human-readable endorsement present.
- D. Required components of the IM barcode are not correct:
 - ✓ The Mailer ID embedded in the barcode (or Participant ID) is either not present or incorrect.
 - ✓ The Mailer ID embedded in the barcode (or Participant ID) is not associated to your SingleSource ACS account.
 - ✓ STID used in the IMb is either not present or does not request ACS.
 - ✓ STID used in the IMb does not match the ancillary service endorsement printed on the envelope. The printed endorsement takes precedence over the STID in the IMb.
 - ✓ The serial number is all zeroes or not unique for each mailpiece.
 - ✓ The routing code does not contain valid ZIP or delivery point information.
 - ✓ The IM barcode is not in a valid location or there may be more than one IM barcode on the piece. The barcodes have conflicting service requests or a different Mailer ID. IM barcodes located in the lower right corner of a letter will generally take precedence over an IM barcode in the address block.
 - ✓ The IM barcode does not have 65 bars.
 - ✓ If a window envelope is used, the IM barcode (or Participant ID and/or keyline) is not visible or does not provide enough clearance to be processed correctly. A "Top" Tap Test is recommended to verify content shift does not interfere with barcode and address block readability.
 - ✓ There is an alternative addressing format used on the mailpiece such as "Or Current Resident". Mail with an alternative addressing format is not eligible for ACS and ancillary service requests.