



Guide to Move Update

January 2013



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Quick Start Guide

Move Update Standard

Overview

The Move Update standard is a means of reducing the number of mailpieces in a mailing that require forwarding or return by the periodic matching of a mailer's address records with change-of-address orders received and maintained by the Postal Service. Mailers who claim presorted or automation prices for First-Class Mail or Standard Mail must demonstrate that they have updated their mailing list within 95 days before the mailing date.

The Postal Service offers three preapproved methods: Address Change Service (ACS), National Change-of-Address Linkage System (NCOA^{Link}), and Ancillary Service Endorsements except for Forwarding Service Requested. Alternative methods that require separate approval also are offered for First-Class Mail. Mailers must use one of the preapproved or alternative methods to meet the Move Update standard.

The Move Update standard is met when an address used on a mailpiece in a mailing for any class of mail is updated with an approved method and the same address is used in a commercial First-Class Mail or Standard Mail mailing within 95 days after the address has been updated. Except for mail bearing an alternative address format, addresses used on all pieces claiming Standard Mail prices are required to meet the Move Update standard.

When an address is received or confirmed by the recipient, the Move Update standard is met when the same address is used in a commercial First-Class Mail, First-Class Package Service, or Standard Mail mailing within 95 days after the address has been updated.

Address Change Service (507.4.2)

Address Change Service (ACS) is an electronic enhancement to traditional, manual methods of providing change-of-address (COA) information to mailers. There are three distinct versions of the ACS service: Traditional, OneCode and Full Service. The system is designed to reduce the volume of manual (printed) address-correction notifications handled by both the Postal Service and mailers and to centralize and automate the provision of address correction information to mailers. Mailers add a unique mailer identification code to the address area of their mailpieces to identify them as ACS participants.

ACS may be used on any class of mail to qualify the addresses in a mailing list that is also used for First-Class Mail or Standard Mail mailings. First-Class Mail mailers who are ACS participants may use the Ancillary Service Endorsement "Change Service Requested" to receive an electronic notice of the change-of-address information and prevent the mailpiece from being forwarded to the new address or returned to the sender. Electronic notices can be obtained on a variety of electronic media and over the internet – options vary based on the type of ACS utilized.

A mailer may determine the frequency with which to use an ancillary endorsement and ACS participant code, as long as the mailer can certify that each address in a First-Class Mail or Standard Mail mailing has been updated for customer moves within 95 days before the mailing date.

ACS is available for First-Class Mail and Standard Mail. ACS is available monthly, weekly, or more frequently, depending on the needs of the mailer, the ACS volume and the type of ACS used.

See example of an ACS code in [Quick Service Guide 708](http://pe.usps.gov/text/qsg300/Q708.htm#1009536) at <http://pe.usps.gov/text/qsg300/Q708.htm#1009536>, Optional Information Lines.

Benefits:

- ACS provides significant cost-saving benefits to mailers and the Postal Service.
- ACS participants can use electronically generated address correction information to update their mailing lists more easily and in a more timely manner.

National Change-of-Address Linkage System (602.5.0)

National Change-of-Address Linkage System (NCOA^{Link}) is an address correction service provided to mailers through companies licensed by the Postal Service. Updated change-of-address information for the entire country is provided on a regular basis to the licensees by the Postal Service. The licensees match mailing lists submitted to them by mailers against the computerized information. If a match is made, NCOA^{Link} can correct the address before it is printed.

Benefits:

- Reduces undeliverable mail by providing the most current address information, including standardized and delivery point coded addresses, for matches made to the NCOA^{Link} file for individual, family, and business moves.
- Prevents re-mailings after address corrections are received because the address correction is applied prior to the mailing.
- Reduces mailer costs by reducing the number of undeliverable mailpieces.
- Provides faster product/service marketing through accurate mail delivery.

For more information about NCOA^{Link}, including a list of licensees, see <https://ribbs.usps.gov/index.cfm?page=ncoalink>.

Ancillary Service Endorsements (507.1.5)

Any mailer may use one of the four Ancillary Service Endorsements below to request a notification of the addressee's new address and provide the Postal Service with instruction on how to handle undeliverable-as-addressed mail. When these endorsements are used without participation in ACS, manual notices are provided. The handling of Standard Mail items participating in ACS may be different than noted below. See DMM [Exhibit 507.1.5.3a](http://pe.usps.gov/text/dmm300/507.htm#xd) <http://pe.usps.gov/text/dmm300/507.htm#xd> [Exhibit](#).

Mailers may use the following endorsements with First-Class Mail and Standard Mail service to initiate this updating method:

Address Service Requested: The mailpiece is forwarded to the new location when possible and a printed notice is returned to the mailer with the new address information. This notice is then used by the mailer to update the address list.

- Months 1-12: the mailpiece is forwarded at no charge; the mailer is provided a separate notice of new address and charged an address correction fee.
- Months 13-18: for First-Class Mail, the mailpiece is returned with the new address attached at no charge. For Standard Mail, the mailpiece is returned at a weighted fee. The weighted fee is 2.472 times the applicable single-piece First-Class Mail or Priority Mail postage.
- After month 18 or if undeliverable at any time: the mailpiece is returned with reason for nondelivery. Fee charged for Standard Mail returned mail.

Return Service Requested: The mailpiece is returned with the new address information affixed. No forwarding service is provided. The return of First-Class Mail is provided at no charge. Standard Mail is returned at either the single-piece First-Class Mail or Priority Mail price, depending on the weight of the piece. The mailer then updates the address information in the file and may mail a new piece to the new address. There is no electronic data available so this is not eligible for any ACS services.

Change Service Requested: A separate notice of new address or reason for nondelivery is provided (in either case, an electronic address correction fee is charged); Postal Service disposes of the mailpiece. This endorsement is available only when used in conjunction with electronic Address Change Service for First-Class Mail and Standard Mail pieces.

Temp-Return Service Requested: This endorsement is only available for First-Class Mail pieces. The mailpiece is returned with the new address or reason for nondelivery attached. If this is a temporary change-of-address, the piece is

forwarded; no separate notice of new temporary change-of-address is provided. If this is a permanent change, the mailpiece is handled as Return Service Requested.

For an address to meet the Move Update requirement by this method, the mailer must first send at least one letter or card to the address with an approved Ancillary Service Endorsement within 95 days before reuse of the address in a First-Class Mail mailing. To complete the Move Update process, the mailer must make the address changes received as a result of the use of the approved Ancillary Service Endorsement. It is recommended that mailers retain address correction records for up to one year.

Benefits:

- Ancillary Service Endorsements allow the sender to obtain, on request, the addressee's new (forwarding) address (if the addressee filed a change-of-address order with the Postal Service) or the reason for nondelivery.
- These endorsements also provide the Postal Service with instructions for the disposition of undeliverable-as-addressed mail.

Alternative Methods (602.5.0)

Mailer Move Update Process Certification and USPS-approved Alternative Methods are for mailers with legitimate restrictions on incorporating USPS-supplied change-of-address information into their mailing lists. The National Customer Support Center (NCSC) administers and approves both Mailer Move Update Process Certification and alternative methods.

Introduction

The Move Update standard is a means of reducing the number of mailpieces in a commercial mailing that require forwarding, returning, or treating as waste by periodically matching a mailer's address records with change-of-address orders maintained by the Postal Service. To qualify for commercial prices for First-Class Mail, First-Class Package Service and Standard Mail mailings, mailers must demonstrate that they have updated the addresses used on mailpieces within 95 days prior to the mailing date.

This Guide sets forth the policies and procedures for meeting the Move Update standard. It describes the four primary and two alternative Move Update methods for updating your mailing list, as well as the two types of addresses on mailpieces that are not subject to the Move Update standard. You will also find answers to many commonly asked questions.

If you have any questions about Move Update not covered by this Guide, or need additional information, please email the Move Update department at ncsc.moveupdate@usps.gov, visit the Postal Service Web site at [Move Update https://www.usps.com/business/move-update.htm](https://www.usps.com/business/move-update.htm), or call the NCSC at 800-238-3150.

This January 2013 version of the *Guide to Move Update* supersedes all prior versions, as well as, prior versions of Publication 363, *Updating Address Lists is a Smart Move*. Refer to Appendix 6 for the Summary of Changes in this version. Additional copies of this Guide can be obtained by downloading it from the RIBBS Website at [Guide to Move Update https://ribbs.usps.gov/move_update/documents/tech_guides/GuidetoMoveUpdate.pdf](https://ribbs.usps.gov/move_update/documents/tech_guides/GuidetoMoveUpdate.pdf).

The following are among the trademarks owned by the United States Postal Service: ACS™, First-Class Mail®, NCOA^{Link}®, OneCode ACS®, Postal Service™, *PostalOne!*®, RIBBS®, Standard Mail®, The Postal Service®, USPS®, U.S. Postal Service®.

Why is Move Update Necessary?

Nearly 40 Million People Change Their Addresses Each Year

Many of them are good customers of yours — customers whom you value and who are important enough for you to communicate with through the mail. However, not all of them have told you they moved. If you want to keep these customers, you need to make sure your mail reaches them. It is a good business practice to update your address lists on a regular basis.

Updating Reduces Waste

In addition to its contents, every mailpiece, regardless of class, has two critical pieces of information — the intended recipient and the recipient's address. When both are accurate and complete, the Postal Service can deliver the mail quickly and easily.

If the address is incorrect or missing an element or if the recipient has moved, the mailpiece could become Undeliverable-As-Addressed (UAA) mail. Such mail causes loss of time, effort and money for the Postal Service — and for you, the mailer.

Overview of the Change-of-Address Process

When a customer moves from one mailing address to another and wants the Postal Service to forward their mail, they notify the post office of the permanent or temporary change-of-address (COA) by using Form 3575, *Official Mail Forwarding Change-of-Address Order*. A COA request must be submitted by the addressee or by someone authorized to file on their behalf:

- The person who submits this COA request states that he or she is the person, executor, guardian, authorized officer, or agent of the person for whom mail would be forwarded under this request form.
- Anyone intentionally submitting false or inaccurate information on a COA request form is subject to punishment by fines or imprisonment or both under Sections 2, 1001, 1702 and 1708 of Title 18, United States Code (U.S.C.).

A COA may be filed using one of the following methods:

- **Online** (requires a verification fee) – For information, go to the Internet Change-of-Address FAQ at: [http://faq.usps.com/eCustomer/ig/usps/request.do?create=kb:USPSFAQ&view\(\)=c%5bc_usps11042010rac02%5d&varset\(source\)=sourceType:embedded](http://faq.usps.com/eCustomer/ig/usps/request.do?create=kb:USPSFAQ&view()=c%5bc_usps11042010rac02%5d&varset(source)=sourceType:embedded).
- **Telephone** (requires a verification fee) – For information, go to the Telephone Change Address FAQ at: [http://faq.usps.com/eCustomer/ig/usps/request.do?create=kb:USPSFAQ&view\(\)=c%5bc_usps0819%5d&varset\(source\)=sourceType:embedded](http://faq.usps.com/eCustomer/ig/usps/request.do?create=kb:USPSFAQ&view()=c%5bc_usps0819%5d&varset(source)=sourceType:embedded).
- **Use PS Form 3575 – Change-of-Address** - see image of form below

PS Form 3575 (Front)

UNITED STATES POSTAL SERVICE

NOTE: The person signing this form states that he or she is the person, executor, guardian, authorized officer, or agent of the person for whom mail would be forwarded under this order. Anyone submitting false or inaccurate information on this form is subject to punishment by fine or imprisonment or both under Sections 2, 1001, 1702 and 1708 of Title 18, United States Code.

PRIVACY NOTICE: This information you provide will be used to forward your mail to a new location. Collection is authorized by 39 USC 404. Filing this form is voluntary, but we cannot forward your mail without it. We do not disclose your information, except in the following limited circumstances: to government agencies or bodies as required to perform official duties; to mailers, only if they already possess your old address; in legal proceedings or for service of process; to law enforcement as needed for a criminal investigation; or to contractors who help fulfill the service.

BUSINESS REPLY MAIL

POSTAGE WILL BE PAID BY ADDRESSEE

TO: POSTMASTER
UNITED STATES POSTAL SERVICE

PS Form 3575 (Back)

OFFICIAL MAIL FORWARDING CHANGE OF ADDRESS ORDER

Please PRINT items 1-10 in blue or black ink. Your signature is required in item 9.

1. Change of Address for: (Read Attached Instructions) Individual (IS) Entire Family (EF) Business (BE) 2. Is This Move Temporary? Yes No

3. Start Date (ex. 12/31/08) 4. If TEMPORARY move, print date to discontinue forwarding (ex. 03/27/09)

5a. LAST Name, S. Jr./Sr./III, etc. 5b. FIRST Name and MI. 5c. IF BUSINESS Move, Print Business Name

7a. OLD Mailing Address 7b. OLD Apt or Suite 7c. OLD CITY 7d. OLD State 7e. OLD ZIP

8a. NEW Mailing Address 8b. NEW Apt or Suite 8c. NEW CITY 8d. NEW State 8e. NEW ZIP

9. Print and Sign Name (see conditions on reverse) 10. Date Signed (ex. 12/31/08)

PS FORM 3575 MAY 2008 Visit usps.com to change your address online or call 1-800-ASK-USPS (1-800-275-8777) 05D8

- **PS Form 3575Z**
 - Similar to PS Form 3575 but submitted by Postal personnel on behalf of customers who have:
 - Moved, Left No Forwarding Address (MLNA)
 - P.O. Box Closed, No Forwarding Order (BCNO)
 - Entered after a 10-day waiting period once it is determined the customer not retrieving mail at address

All of the pre-approved Move Update methods, i.e., NCOA^{Link}, NCOALink MPE (a subset of NCOA^{Link}), ACS, and Ancillary Service Endorsements provide information when a recipient and address combination is MLNA, BCNO or a Foreign Move. MLNAs, BCNOs and Foreign Moves are exempted from Move Update verifications at the time of mailing acceptance. Be advised that these are undeliverable as addressed situations and the Postal Service recommends that mailers suppress them from their mailings.

The Postal Service does not provide the new address when the recipient has filed a Temporary COA order.

There are three types of COAs:

- Individual person
- Family
- Business

A business can submit a COA request to have all mail for the business forwarded to a new address. If the owner of a home business receives mail addressed to the business as well as to individuals at the residence, to have all the mail forwarded correctly when the move occurs, the owner will need to file one COA in your business name and one COA for each individual, or for the family. This is because it is possible for a family to stay at one address while the business moves, or vice versa.

The Postal Service does not accept and, therefore, cannot provide COA records for the following: colleges and universities, military bases, individuals within a business, and other single point deliveries including, but not limited to, commercial mail receiving agencies (CMRA), prisons, hospitals, nursing homes, fraternity houses, and APO/FPO. Responsibility for forwarding or returning undeliverable mail from these locations lies with those institutions. Pieces returned as undeliverable by these institutions are not eligible to produce ACS records.

If a business moves and the business does not file a COA request, the postal carrier will file a PS Form 3575Z on behalf of the business and it assign the COA as MLNA or BCNO as applicable. The Postal Service will treat mail to the business' old address as UAA mail and will handle it according to the class of mail and ancillary service endorsement used.

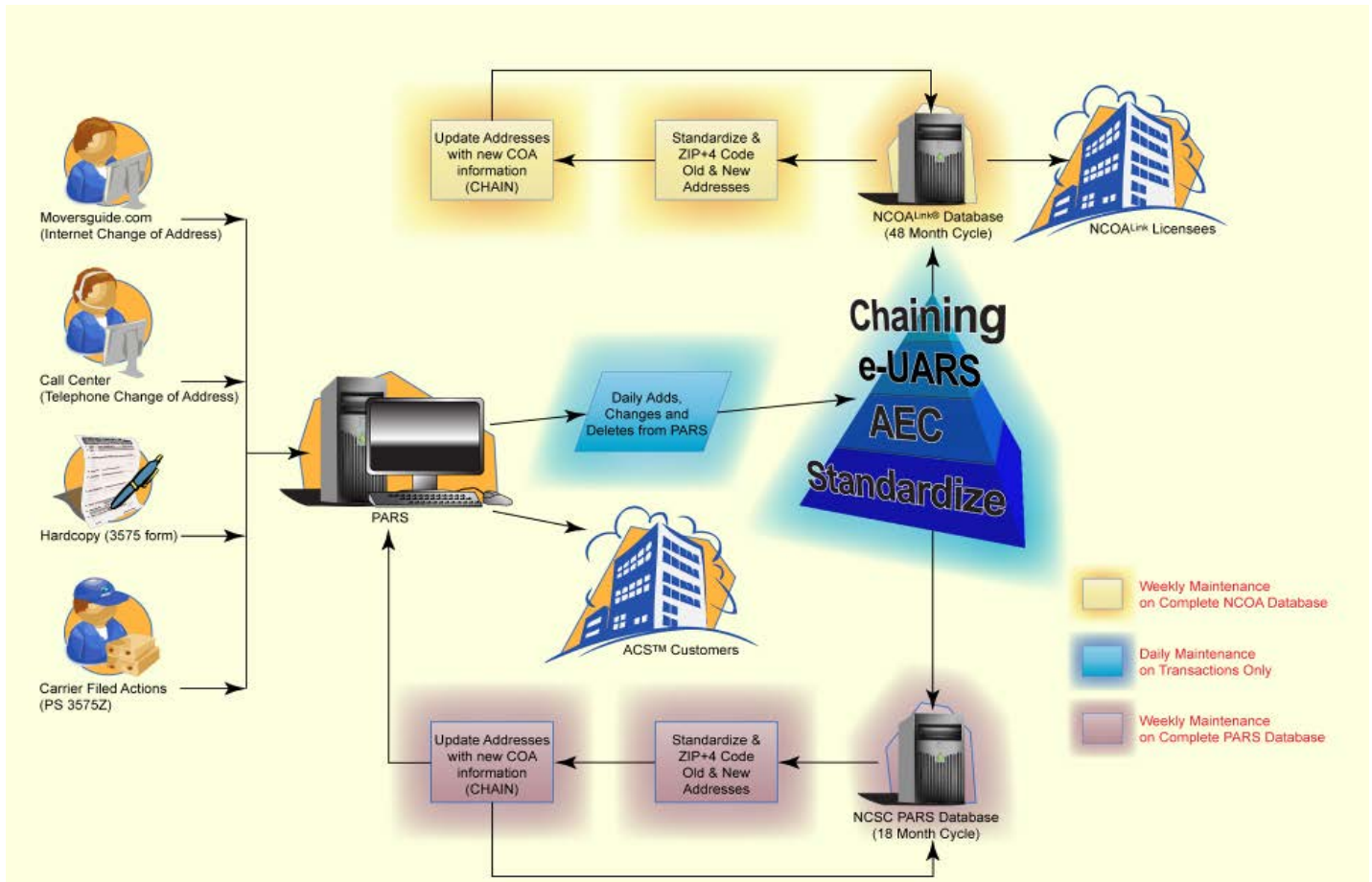
If there is mail to an individual that is no longer at a business address, the Postal Service will continue to deliver the mailpiece(s) to the business address. If the business returns the mailpiece to the Postal Service as UAA mail, the Postal Service will process it accordingly.

A change-of-address order cannot be filed or is restricted for an addressee (e.g., an individual or a business entity or other organization) for mail originally addressed to the addressee at an organization, business, place of employment, or other affiliation.

The jurisdiction of the Postal Service over mail addressed to persons receiving their mail at an institution ends upon delivery.

For example, mail addressed to a resident of a nursing care facility is delivered to the institutions authorities. It is the responsibility of the institution's authorities to distribute the mail to the residents, clients, or others affiliated with the institution. If the addressee is no longer at that address, the mail must be redirected to the current address, if known, or endorsed appropriately and returned by the institution to the Post Office. (Reference Domestic Mail Manual 508.1.6.1)

COA Data Process



From the illustration above:

1. COA requests flow to the PARS (Postal Automated Redirection System) for initial handling.
2. COA data must be accepted and transmitted to NCSC (National Customer Support Center) for inclusion into change-of-address systems
3. Daily addition of new COA requests, changes to existing COAs and delete/cancellation of COAs are sent from PARS to the NCSC for processing.
4. New COAs and changes to existing COAs undergo extensive address quality standardization and validation. Where applicable COAs are chained together when postal customers move from point “A” to point “B” to point “C”. Fraud detection processing is also performed.
5. After internal processing, the COA records are sent for inclusion to:
 - a. **External:** NCOA^{Link} master database, where weekly and monthly data products are provided to NCOA^{Link} Full Service Providers, Limited Service Providers, End User and Mail Processing Equipment (MPE) licensees.
 - b. **Internal:** NCSC PARS database, which is used for mail forwarding and ACS fulfillment

What is the Move Update Standard?

Overview of the Move Update Approved Methods

There are five ways you can meet the Move Update standard. There are also two types of addresses that are not subject to the Move Update standard. Each will be discussed later in this Guide. The Postal Service makes these five options available to meet the Move Update standard within your needs at reasonable costs. You may need to experiment with several options to determine the most effective method or combination to update addresses in different mailing situations. However, effective use of only one method is required to meet the Move Update standard.

Primary Methods

The Postal Service offers multiple pre-approved methods:

1. **ACS™ (Full Service, OneCode and Traditional)**
2. **NCOA^{Link®}**
 - a. **NCOA^{Link®} MPE**
3. **An appropriate Ancillary Service Endorsement**

Alternative Methods

For First-Class Mail and First-Class Package Service only, two alternative methods are also available that require separate approval from the National Customer Support Center (NCSC):

1. **99 Percent Accuracy:** When mailers can demonstrate they have a highly effective method to keep their addresses current, they can obtain authorization to use the 99 percent accurate method of compliance with the Move Update standard. To establish the effectiveness of the mailer's method of keeping its addresses accurate, the mailer's address file is tested against the Postal Service change-of-address database. If less than 1% of the mailer's file results in a change-of-address match, the mailer is granted authority to comply with the Move Update standard through the 99 percent accurate method.
2. **Legal Restraint:** When a legal restriction prevents mailers from updating their customer's address without direct contact from the customer, they can be authorized to use the Legal Restraint method to comply with the Move Update standard. To obtain authorization, the mailer must show that a particular law prohibits the mailer from using a primary method to meet the Move Update standard.

A mailer wishing to enter mail at commercial First-Class Mail, First-Class Package Service or Standard Mail prices, must identify on the postage statement the Move Update method that was used for the mailing.

Addresses on Mailpieces Not Subject to the Move Update Standard

There are two types of mailpieces with addresses that are not subject to the Move Update standard.

- The first is one that uses an alternative address format, as outlined in DMM 602.3. Such a mailpiece is not subject to the Move Update standard because the Postal Service does not forward mailpieces that have an alternative address format.
- Secondly, mailpieces addressed to addressees whose names and addresses were directly acquired by the mailer from the addressees within 95 days prior to the date of mailing are not subject to the Move Update standard. These mailpieces are not subject to the Move Update standard due to the source of the address (the addressee) and the timeframe of its receipt.

Pre-Mailing and Post-Mailing Methods

Of the primary methods, NCOA^{Link} including NCOA^{Link} MPE are known as “pre-mailing” methods; ACS and Ancillary Service Endorsements are known as “post mailing” methods. These terms relate to when you actually receive change-of-address information that notifies you that your customer has moved and identify the new address.

- **Pre-mailing** is when you perform Move Update processing on your address list before you mail. In the case of NCOA^{Link}, if any of your name and address records are matched to a change-of-address order (COA), the new address information is provided to you. Then you simply use the new addresses when creating the mailpieces for your mailing. In the case of NCOA^{Link} MPE, the mailpieces are already created so if any COA matches are identified, the new address information would need to be applied directly to the mailpieces prior to mailing. In both cases, Undeliverable as Addressed (“UAA”) Mail is avoided.

- **Post-mailing** is when you mail to the existing addresses that you have on file and, after the mailing, the Postal Service notifies you about the new addresses of any customers who have moved. ACS will provide these COA notifications to you electronically. Ancillary Service Endorsements without ACS will provide hardcopy notifications. As long as you continue to mail to your customers at least once every 95 days using a post-mailing method, and update your addresses to be used on the mailpieces before the next mailing, you are in compliance with Move Update. Otherwise, if you mail more than 95 days after the last mailing or if this is the very first time you mail to an address that you obtain other than directly from your addressee (in the last 95 days) you must use an approved method or mail the pieces at the single piece First-Class Mail price.

Name Matching Logic Modes Available in Pre-Mailing Methods

As stated in the previous section, NCOA^{Link} and NCOA^{Link} MPE are known as “pre-mailing” methods. To comply with the Move Update standard when using these methods, Standard Name Matching Logic should always be selected as the mode of operation of the Move Update method. This way the mailer will receive all possible matches to the Family, Individual, or Business type of COAs. The Postal Service allows mailers to employ the more conservative match criteria required in Individual/Business Only Matching Logic for specific business reasons. For the purposes of qualifying for commercial prices and meeting the Move Update standard, mailers should use Standard Name Matching Logic; not doing so will also cause a mailer to run the risk of failing the Move Update verification at the time of acceptance of mail. Standard Name Matching Logic is matching all three COA move types: Individual, Family, and Business.

In NCOA^{Link} and NCOA^{Link} MPE processing, there are options available to control the name-matching routines. For example, if John Doe filed a family change-of-address indicating that everyone with the last name of Doe at a particular address was moving, then any match of the old address and the last name of Doe is considered valid. This would cause address records with Mary Doe or Tom Doe to be considered as valid matches.

If the COA is filed as an individual, then the first name must agree before a match is made. If John Doe filed as an individual, then Mary Doe would not be considered a valid match. Individual name matching does accommodate common name variations, such as Johnny as a match to John.

The Postal Service prescribes the matching process utilized in attempting to make a match. This includes nickname variations and common business naming variations. For more details, see additional NCOA^{Link} documentation available on RIBBS.

The primary purpose of having different name matching processing modes is to allow for faster computerized processing. Another reason could be due to the nature and content of the mailpiece, e.g., financial, healthcare, or insurance correspondence directed solely to an individual. When mailers use NCOA^{Link} or MPE, they can specify how they want the names on their lists to be matched. However, for a mailing to be compliant with the Move Update standard, Standard Name Matching mode should be used in processing mailing lists. Mailers certainly can choose Individual or Business name only matching, but they run the risk of failing the Move Update verification at the time of mailing acceptance.

Approximately 97 percent of all addresses (800 billion) processed through NCOA^{Link} during the last 12 months were processed with Standard Name Matching Logic. ACS and Ancillary Service Endorsements (post-mailing methods) always provide standard matching to all Business, Individual, and Family change-of-address orders. NCOA^{Link} MPE defaults to Standard Mode and the vast majority of processing is done in that mode. Additionally, Move Update verification uses Standard Mode when checking for compliance during the mailing acceptance process.

Directly Acquired Addresses

When a customer requests goods, services, or information and is added to your list as a result or verifies the current address information, this directly acquired or confirmed address does not require immediate Move Update processing. You may mail to this address for the subsequent 95 days after it is obtained. After 95 days, the address must be processed via a Move Update method along with the rest of the addresses in your list. "Directly acquired" is defined as an address received directly from a customer for mailing purposes. The mailer may continue to use the addressee-provided address for a maximum of 95 days and still comply with the Move Update standard. After 95 days, the mailer is required to submit the address along with their other addresses through an approved Move Update process. The mailer must use the results of that process to remain compliant with Move Update.

Addresses obtained through a third party, for example a List Broker or public records, are not considered to be directly acquired addresses. To prove compliance with Move Update for directly acquired addresses, you should maintain records or other documentation that show the date that the addressee provided the address. This documentation can simply be the order form, application, or call records of the contact with the addressee.

Alternative Addressing Formats

Mailpieces with an occupant addressing format or a simplified addressing format are not subject to the Move Update standard. Occupant addressing is the use of the word "Occupant" or similar approved phrase instead of using only the addressee's name, but with the complete delivery address below "Occupant." Simplified addressing is the use of "Postal Customer" or another approved option instead of the name and address. Simplified addresses are restricted to use on saturation mail and are only allowed to some types of delivery addresses.

Mailpieces using an exceptional addressing format also are not subject to the Move Update standard. The exceptional address format ("Jane Doe or Current Resident" or "Jane Doe or Current Occupant") may be used on any mail except those mail types listed in Section 602.3.1.2 of the DMM. The word "Current" is optional. The order of the words may be reversed (e.g., "Current Resident or Jane Doe" rather than "Jane Doe or Current Resident").

The exceptional address format must be placed in the address block, with the following exceptions:

- a. If all the current resident/occupant information cannot be placed on the first or second line of the address, the exceptional address format may be placed no more than 3/4 inch above the address block.
- b. If an optional endorsement line (OEL) is used, the mailer may elect to place the exceptional address format above the OEL. In these cases, the exceptional address format must be at least 1/2 inch, but not more than 3/4 inch, above the optional endorsement line. If a window envelope is used with an OEL, the exceptional address information may be printed either in the area on the insert showing through the window or on the envelope above the window.

Alternative addressing formats for First-Class Mail or Standard Mail may not be used on:

- a. Mail with any extra service under *DMM* 503,
- b. Mail with any Ancillary Service Endorsement under *DMM* 507.1.1 through 507.1.8, or
- c. Mail addressed to an overseas military Post Office™ under 703.2.2.

Using Updated Address Lists from Other Classes of Mail

The Move Update standard is met when an address used on a mailpiece in a mailing at any class of mail is updated with an approved method, e.g. ACS, and the same address is used in a First-Class Mail, First-Class Package Service or Standard Mail mailing within 95 days after the address has been updated.

Overview of the Move Update Process

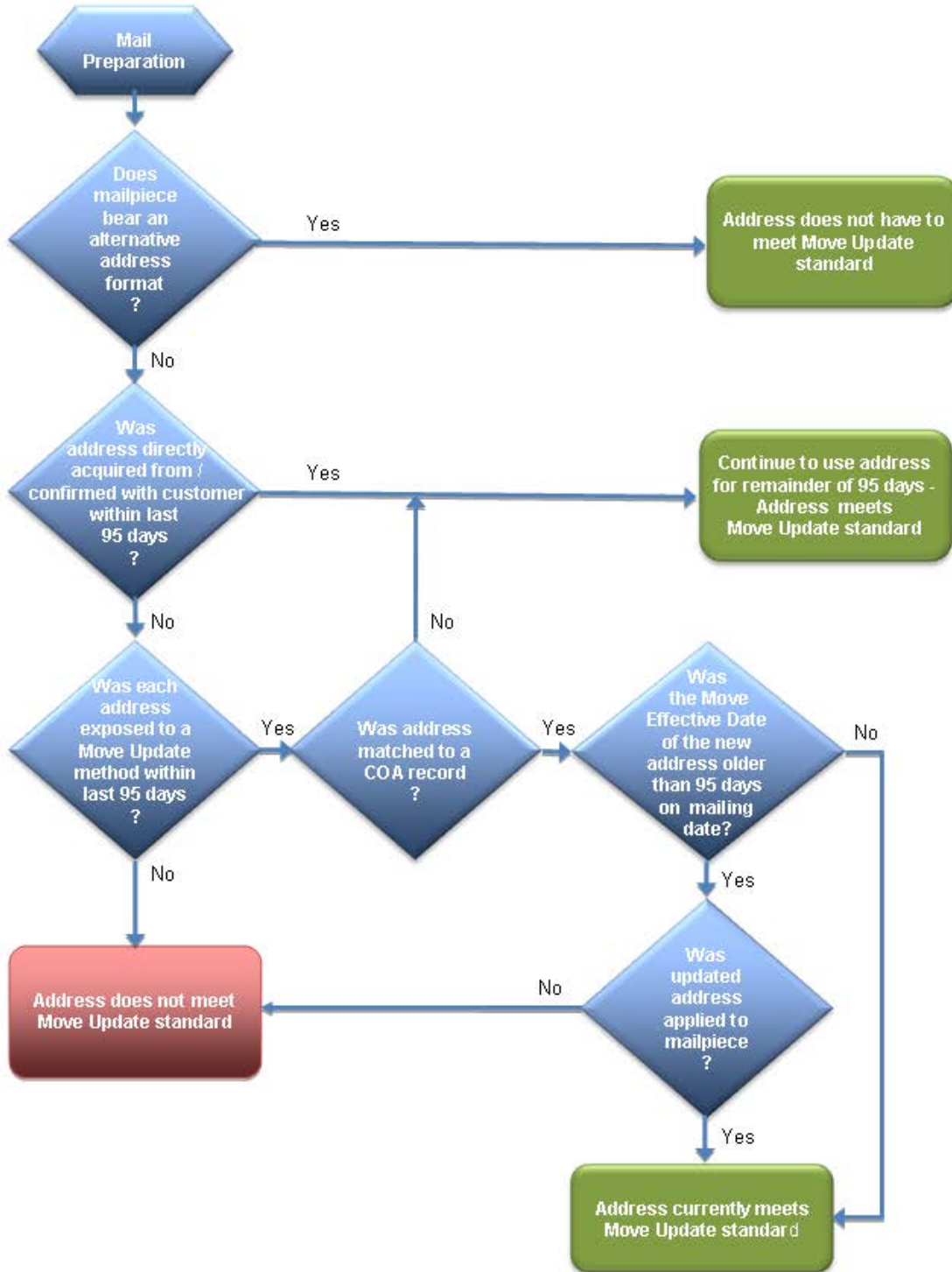
Figure 1 below shows the general process workflow for meeting the Move Update standard, excluding the alternative methods. When preparing either a commercial First-Class Mail or any Standard Mail mailing:

1. The first consideration is will all the mailpieces in the mailing bear an alternative address format, i.e., "Jane Doe or Current Resident"? If yes, then the mailing is not subject to the Move Update standard.
2. If the answer is "No", then go to the question in the next box: **"Were any addresses directly acquired from or confirmed with your customer within the last 95 days?"**
The Postal Service will give you an initial 95-day grace period for those addresses you

obtain directly from an addressee to whom you are mailing. If your answer is yes, then go to the green box to the right: **Continue to use existing address for remainder of 95 days - address currently meets Move Update standard.** No further action is necessary for those addresses within your mailing.

3. If the answer is "No", then go to the question in the next box, the third and most important question that needs to be asked: **"Was each address used in the mailing subjected to a Move Update method within 95 days?"** If the answer is "No", then go to the red box: **Address does not meet Move Update standard.**
4. If the answer is "Yes", then go to the question on the right: **"Was address matched to a COA record?"** Most of the addresses within the mailing will be a "No" since most people do not move every 95 days. If so, follow the "No" line up and then to the right to the box that says: **Continue to use existing address for remainder of 95 days since address was updated - address currently meets Move Update standard.** No further action is necessary on these addresses for this mailing.
5. If the answer is "Yes", then go the question on the right: **"Was the Move Effective Date of the new address older than 95 days on mailing date?"** If your answer is "No", meaning that the Move Effective Date (an addressee's move date) is 95 days or less, then you do not have to update the address on the mailpiece. However, if your answer is "Yes" then proceed to the next question **"Was updated address applied to mailpiece"**, which is the box directly below.
6. If the answer to the question (**"Was the Move Effective Date of the new address older than 95 days on mailing date?"**) is "Yes," then proceed to the question below: **"Was updated address applied to mailpiece?"** In other words, determine whether you put the new address to which your customer just moved on the mailpiece.
7. If No, then go to the red box on the left: **Address does not meet Move Update standard.** That address does not comply with the Move Update standard.
8. If your answer is yes, then go to the box below: **Address currently meets Move Update standard.** That address fully satisfies the Move Update standard for this mailing.

Figure 1 – Move Update Process



Move Update Methods

NCOA^{Link}®

NCOA^{Link} is a pre-mailing method available only through companies licensed by the Postal Service. Licenses are available for 18-month and 48-month COA databases. Through the use of NCOA^{Link}, the mailer’s electronic list is matched with permanent COA orders sent to the Postal Service by individuals, families, businesses. Updated COA data is provided to licensees weekly or monthly, depending on the terms of their license agreement. The mailer can update the address changes through NCOA^{Link} prior to mailing. By using NCOA^{Link} before mailing, the mailer reduces UAA handling costs for the Postal Service and the mailer.

NCOA^{Link} provides mailers with documentation showing each updated address and the month the move became effective. If the updated address is used then by the mailer, the Move Update standard has been met. The Postal Service strictly controls the matching logic of NCOA^{Link}.

An NCOA^{Link} licensee must obtain a signed Processing Acknowledgement Form from each List Owner for mailing lists utilizing NCOA^{Link} services. This is required by the Postal Service to insure that customers are using NCOA^{Link} only for its intended purpose, which is to correct lists used to prepare mail for delivery to the Postal Service.

NCOA^{Link} provides many return codes that relay information to assist the mailer in gaining insights into why some matches occurred and others did not. Appendix 1 contains a listing of the major NCOA^{Link} return codes with appropriate action to be taken to stay compliant with Move Update.

The table below denotes how many months of data each NCOA^{Link} License’s COA database contains and how often the data is refreshed.

NCOA ^{Link} License	Number of Months COA Database Is in Effect	Update Frequency
Full Service Provider	48	Weekly
Limited Service Provider	18	Weekly
End User	18	Monthly
Mail Processing Equipment (MPE) for MLOCR users	18	Weekly

What is a PAF and Why is It Required?

NCOA^{Link} Service Provider licensees are required by their license agreement with Postal Service to acquire a Processing Acknowledgement Form (PAF) for each of their customers. The PAF is not a requirement for the NCOA^{Link} End User licensees, since they only process lists internally.

The PAF is an essential part of the NCOA^{Link} process because it enables Postal Service and the mailing industry to comply with the Privacy Act of 1974 by way of a written request to use COA information for mailing purposes. Specifically, USC section 552a of Title 5 states in part:

“No agency shall disclose any record which is contained in a system of records by any means of communication to any person, or to another agency, except pursuant to a written request by, or with the prior written consent of, the individual to whom the record pertains”

The NCOA^{Link} PAF:

- Identifies those mailers to whom Postal Service has disclosed change-of-address information via the use of NCOA^{Link} processing.
- Ensures mailers’ acknowledgement use of the COA data is restricted.
- May protect the licensee if a mailer uses the processing results for reasons that abuse the intended use of the product such as creating a list of new movers.

The Service Provider licensee must acquire the PAF form from each customer before they can perform NCOA^{Link} processing. This form must be completed and signed by the mail list owner, the NCOA^{Link} licensee and, when applicable, any third parties that are a part of the transaction between the list owner and the licensee. The PAF must be renewed annually and the NCOA^{Link} licensee must retain a copy for six years and must make it available to Postal Service upon request.

All parties to whom updated address information is disclosed must be identified on a PAF. The form can be completed by any entity, but the NCOA^{Link} licensed Service Provider must verify the identity of the authorized representative(s) listed on the PAF. This includes but is not limited to the List Owner and any Broker/Agent/List Administrators. The Service Provider may collect a signature or may verify the authenticity of the entities identified on the PAF through other means.

A List Administrator houses, maintains, updates and/or ‘baby-sits’ the list on behalf of the List Owner and has a contract to provide these services to the List Owner. A Broker acts as a ‘middle-man’ between the List Owner (customer) and the Service Provider. A Broker must not retain the List Owner’s file for more than 45 days and may receive updated addresses from the Service Provider for the purposes of delivering the same to the List Owner, but is never the final repository for the data. The only difference between how a PAF is completed for a List Administrator or a Broker is which sections must be completed on the PAF. In all cases, the PAF must identify the List Owner. More information about competing PAFs can be found on our RIBBS[®] website at https://ribbs.usps.gov/ncoalink/documents/tech_guides/PAF_GUIDE.PDF.

Non-US Mailers and NCOA^{Link}®

A foreign mailer can use NCOA^{Link} with some restrictions. To accommodate foreign mailers who are entering mail directly into the United States of America, a special process has been established to allow foreign mailers to satisfy the Move Update requirement by using NCOA^{Link} to update their address list.

Only NCOA^{Link} Full and Limited Service Providers are allowed to perform NCOA^{Link} services to entities outside of the Territory of the United States of America.

Process:

- Entities located or operating outside of the Territory are permitted to use mailing lists updated through the NCOA^{Link} process for the sole purpose of creating mailings.

- The Postal Service has the right to prohibit Service Providers from performing NCOA^{Link} services for certain entities located or operating outside of the Territory at its sole discretion.
- Before allowing any NCOA^{Link} Service Provider to process an address list originating from a foreign source, the NCOA^{Link} Service Provider must first contact the NCSC Licensing & Certification department at 800-589-5766 or ncoalink@usps.gov and obtain pre-approval to process the foreign mailer's address list.
- Approval to process address lists from non-domestic mailers must be initiated by the NCOA^{Link} Service Provider on behalf of the non-domestic mailer. The NCOA^{Link} Service Provider works with the mailer to ensure that the mailer's intended use of NCOA^{Link} processing is appropriate before requesting approval from the Postal Service.
- The NCOA^{Link} Service Provider verifies that a properly completed Processing Acknowledgement Form (PAF) is received and that it correctly represents all parties involved in the transaction. When the NCOA^{Link} Service Provider has all the necessary information, the Service Provider contacts the NCSC Licensing & Certification department to request approval to perform the processing service.
- Once Postal Service approval is granted, the approval is good for as long as the foreign mailer continues to use the same NCOA^{Link} Service Provider; however the PAF must be renewed annually. If a mailer switches to a different NCOA^{Link} Service Provider, the new Service Provider will request approval to process for the foreign mailer.
- Mailpieces must be deposited directly into the Postal Service mailstream.

The Postal Service attempts to respond with a final decision to the Service Provider within 24 hours of its request of approval for NCOA^{Link} processing.

NCOA^{Link}® MPE

NCOA^{Link} MPE (Mail Processing Equipment) is a pre-mailing method that uses a Multiline Optical Character Reader (MLOCR) system or a Remote Video Encoding (RVE) system to print the COA update directly on the mailpiece. MPE contains change-of-address records maintained by the Postal Service within the previous 18 months. As a mailpiece (letter or flat) runs through the MLOCR or RVE, the names and addresses are checked against a Postal Service encrypted database. If a change-of-address is identified, the new address is printed directly on the mailpiece. MPE Licensees receive COA updates weekly from the Postal Service.

There are two pricing options for MPE licenses and a third option where no license is required by an end user:

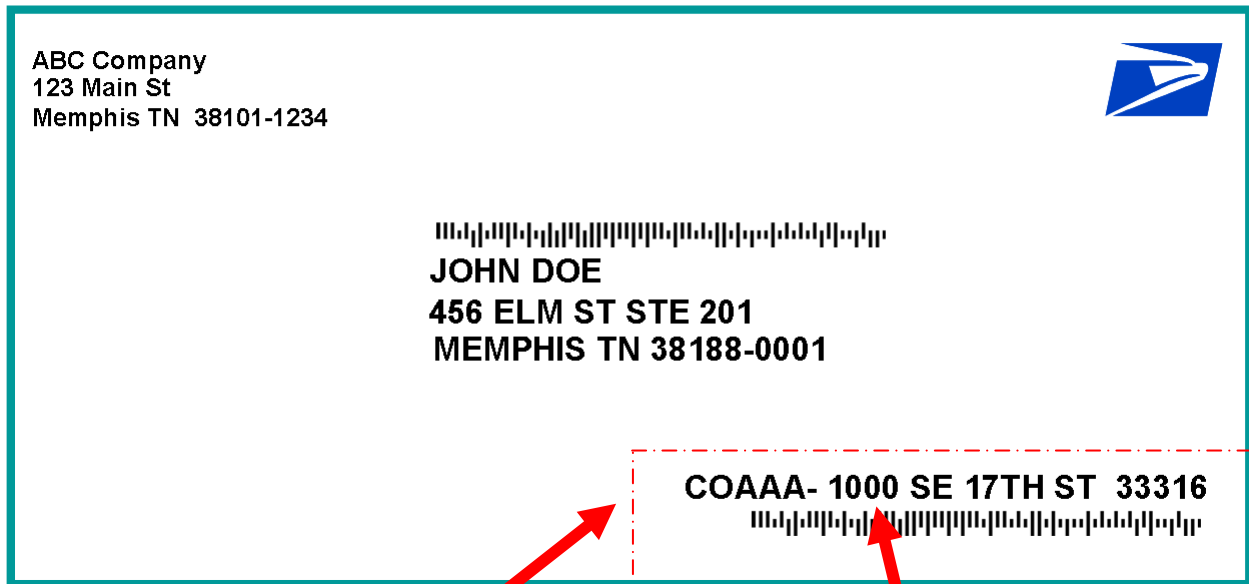
- **NCOA^{Link} MPE Basic License**
This license allows the processing of mailpieces through an NCOA^{Link} MPE system, where change-of-address (COA) information is applied directly onto mailpieces. Under this license, licensees are not permitted to return electronic COA files to customers.
- **NCOA^{Link} MPE Enhanced License**
Licensees who enter into an NCOA^{Link} Enhanced license are permitted to apply COA information directly onto mailpieces and also to perform list processing, allowing the electronic return of updated COA information to customers.

- **NCOA^{Link} MPE Wide Area Network (WAN) - No USPS® license or fees required**
The NCOA^{Link} MPE WAN method, also known as the cloud method, allows for the use of a Multiline Optical Character Reader (MLOCR) to electronically lift name and address information from a mailpiece for processing against the NCOA^{Link} database by a third party NCOA^{Link} licensee via the internet. End users are not required to have an NCOA^{Link} license with the Postal Service to use this method of processing as the NCOA^{Link} license is held by the third party.

When MLOCR and/or video image technologies are used with MPE systems, each letter-size piece must have a barcode clear zone meeting the standards and free of any printing and barcode. For flat-size mailpieces, the preferred placement is the lower right corner of the mailpiece parallel to and in the same direction as the delivery address. If a match is made, the new address and barcode representing the new address are printed in the barcode clear zone (for letters) and, for mail processing, take precedence over the old address and any barcode in the address block. The new barcode must meet the barcoding standards.

A letter-size envelope containing a window that intrudes into the barcode clear zone is not eligible for MPE processing.

Example of an MLOCR redirected letter-size mailpiece:



Barcode Clear Zone (See DMM 202.5)
The barcode clear zone is a rectangular area in the lower right corner of the address side of cards and letter-size pieces defined by these boundaries:

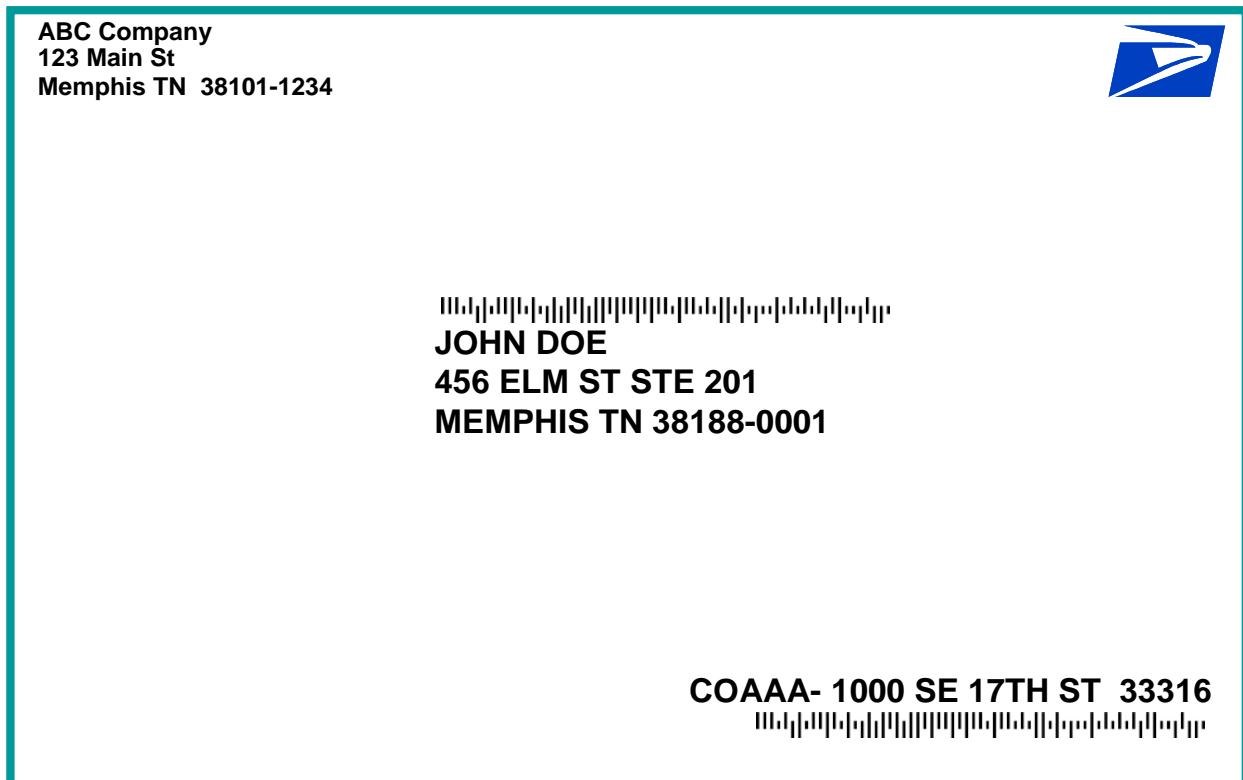
- a. Left: 4-3/4 inches from the right edge of the piece.
- b. Right: right edge of the piece.
- c. Top: 5/8 inch from the bottom edge of the piece.
- d. Bottom: bottom edge of the piece.

NCOA^{Link} MPE-
provided information

For letters, within the Barcode Clear Zone in the lower right-hand corner of this mailpiece, the delivery point barcode indicates the customer's new address, which is printed in text immediately above the barcode. Because the barcode is for the new address, it will cause the mailpiece to be automatically directed to the customer's new address. The address text makes it easier for the carrier receiving this mailpiece to determine where it should be delivered.

In addition to the delivery address text, the mailpiece contains a code (following COA) that shows exactly which MLOCR sprayed this address – **COAAA-**.

Example of an MLOCR redirected flat-size mailpiece:



MPE Modes of Operation

There are five operational modes of the basic MPE license that can be used to meet the Move Update standard:

Mode 1: Forwardable Mailpiece Processing where an address that is matched has the new address sprayed onto the mailpiece. The mailpiece is included in the commercial mailing being prepared.

Mode 2: Notification via Returned Mailpiece Processing where an address that is matched has the new address sprayed onto the mailpiece and the mailpiece is returned to the mailer.

Mode 3: Mailpiece Facsimile Processing where addresses on mailpiece facsimiles are processed. All matched and unmatched facsimiles will be returned to the mailer.

Mode 4: DBCS (Delivery Barcode Sorter) Processing where addresses on letter-size mailpieces are processed on DBCS equipment in which no COA information is sprayed. All matched pieces are out-sorted to a bin designated for UAA mail and either returned to the mailer, destroyed or mailed at full rate.

Mode 5: Culled Flats Processing where addresses on flat-size mailpieces are processed on DBCS equipment in which no COA information is sprayed. All matched pieces are out-sorted to a bin designated for UAA mail and either returned to the mailer, destroyed or mailed at full rate.

In addition to the five modes listed above, there is another operational mode available only to the Enhanced MPE licensee and the Cloud Method user that can be used to meet the Move Update standard:

Mode (6): Forwardable Mailpiece with Electronic File Processing where an address that is matched has the new address sprayed onto the mailpiece. The mailpiece is included in the commercial mailing being prepared. Also, an electronic file of all the matches from the job is provided back to the mailer.

For details about NCOA^{Link} and how you can acquire a license contact the National Customer Support Center NCOA^{Link} department by e-mail at ncoalink@usps.gov or by calling 800-589-5766.

Ancillary Service Endorsements

Ancillary Service Endorsements can be used as a stand-alone method of meeting the Move Update standard. When an Ancillary Service Endorsement is used, the process of notifying a mailer that a mailpiece was UAA is done via a hardcopy notice (PS Form 3547) or by returning the mailpiece with the notice information on the piece. The hardcopy notice provides a photocopy of the UAA mailpiece with either the moving customer's new address or the reason why the mailpiece could not be delivered.

Ancillary Service Endorsements by themselves are the "low tech," and often the easiest means for mailers to meet the Move Update requirement. However, because stand-alone Ancillary Service Endorsements require manual operations, they are often the most costly and least effective way to maintain address lists for customer change-of-address.

Because Ancillary Service Endorsements drive exactly how a mailpiece will be handled and may incur additional costs to the mailer, mailers should be extremely careful when using Ancillary Service Endorsements to be certain they are getting what they expect and what they need.

Mailers wishing to meet the Move Update standard while using an Ancillary Service Endorsement must first send at least one mailpiece to the address with an approved Ancillary Service Endorsement at either a single-piece First-Class Mail[®] price or via any other class of mail within 95 days prior to the use of the address in a commercial First-Class Mail, First-Class Package Service or Standard Mail[®] mailing. To complete the Move Update process, mailers who used the Ancillary Service Endorsement must make any returned address changes before mailing to the address again when the Move Effective Date (an addressee's move date) of that COA will be older than 95 days at the time of the next mailing. Mailers may combine Ancillary Service Endorsements with other approved Move Update methods.

When using Ancillary Service Endorsements, mailers should keep address-correction records for at least one year as proof that they have met the Move Update standard. Different mail classes have different default treatments for unendorsed UAA mail. For First-Class Mail, the default treatment for mailpieces that cannot be delivered as addressed is either for the mailpiece to be forwarded or to be returned to the sender. For Standard Mail and Bound Printed Matter, the default treatment of UAA mail is to dispose of it. (See DMM 507.1)

By using Ancillary Service Endorsements, mailers can request address corrections for UAA mailpieces. In addition, a mailer can instruct the Postal Service how it wants UAA mailpieces to be handled. For example, a mailer can indicate its desire to have UAA mailpieces forwarded, returned-to-sender, or disposed of.

By using Ancillary Service Endorsements, a mailer also can instruct the Postal Service to handle any UAA mailpieces in a manner other than the default treatment provided for the particular class of mail. For example, First-Class Mail mailers can tell the Postal Service to dispose of UAA mailpieces rather than forwarding or returning them, and Standard Mail mailers can indicate their desire to have any UAA mail forwarded (when possible) to the addressee's new address.

Mailers who want to receive manual address corrections can do so by printing an Ancillary Service Endorsement on the mailpiece to trigger the return of a hard-copy correction notice. As an illustration, a First-Class Mail mailer wanting hard copy address correction notices for forwarded mailpieces uses "Address Service Requested." This causes a hard copy address

correction notice (PS Form 3547) to be provided. A fee is charged for the provision of the hard copy address correction notice in this example. In another example, a First-Class™ mailer who wants all UAA mail to be returned prints “Return Service Requested” on the mail. This causes all UAA mail being returned-to-sender with the reason for non-delivery or the moving customer’s new address affixed to the mailpiece.

If a mailer wants other than default handling of UAA mail, the mailer must use Ancillary Service Endorsements to indicate how they want UAA mail to be handled by the Postal Service. Ancillary Service Endorsements are printed on a mailpiece and recognized by the Postal Service when processing UAA mail. The valid Ancillary Service Endorsements and their common abbreviations used within this document are below:

- Address Service Requested (ASR)
- Change Service Requested (CSR)
- Return Service Requested (RSR)
- Temp-Return Service Requested (TRSR) – for First-Class Mail® mailpieces only
- Electronic Service Requested (ESR) – for ACS™ or OneCode ACS® only
- Forwarding Service Requested (FSR) – may NOT be used to meet the Move Update requirements

When mailers use an Ancillary Service Endorsement on a mailpiece, they are requesting additional services in conjunction with the handling of their UAA mail. The use of an Ancillary Service Endorsement represents the mailers’ acknowledgement of an agreement to pay any additional fees associated with these additional services.

As an example, the use of Address Service Requested on a Standard Mail® mailpiece will provide forwarding if a change-of-address is on file and return of undeliverable mailpieces at a weighted fee. Since forwarding is not normally provided as part of Standard Mail processing, the mailer pays a weighted fee for any pieces that are not forwardable and are subsequently returned. The weighted fee paid for returned pieces covers more than the cost of returning the piece because it also covers the percentage of Standard Mail that is forwarded.

Placement of Endorsement:



The endorsement must be placed in one of these four positions:

1. Directly below the return address, with at least ¼” clearance.
2. Directly above the delivery address area (which includes the delivery address block and any related non-address elements such as a barcode, key line, or optional endorsement line).
3. Directly to the left of the postage area and below or to the left of any price marking.
4. Directly below the postage area and below any price marking.

Note: Pieces with an alternative addressing format (such as the addressee’s name and “Or Current Resident” and the delivery address) must not use an Ancillary Service Endorsement.

Ancillary Endorsements That, Standing Alone, Do Meet the Move Update Standard

Ancillary Service Endorsement requirements differ for First-Class Mail® and Standard Mail®:

Mailer Endorsement And USPS Action	First-Class Mail	Standard Mail
For more Information	See DMM 507.1.5.1.	See DMM 507.1.5.3.
Return Service Requested Mailpiece returned with new address or reason for nondelivery attached.	No charge.	Appropriate single-piece First-Class Mail or Priority Mail price charged.
Change Service Requested ¹	Not available as a Stand-Alone method to meet the Move Update standard - must be used with ACS.	Separate notice of new address or reason for nondelivery provided; mailpiece disposed of by USPS. Address correction fee charged.
Temp—Return Service Requested	Piece returned with new address or reason for nondelivery attached. If temporary change-of-address, piece forwarded; no separate notice of temporary change-of-address provided. No charge.	Not Available for Standard Mail
Address Service Requested Months 1 through 12: mailpiece forwarded; notice of new address provided, address correction fee charged.	Mailpiece forwarded at no charge. Address correction fee charged.	Mailpiece forwarded at no charge. Address correction fee charged.
Months 13 through 18: mailpiece returned with new address attached.	Mailpiece returned at no charge.	Mailpiece returned Weighted fee charged. ²
After 18 months or if undeliverable at any time: mailpiece returned with reason for nondelivery attached.	Mailpiece returned at no charge.	Mailpiece returned Weighted fee charged. ²

Guide to Move Update

Mailer Endorsement And USPS Action	First-Class Mail	Standard Mail
<p>Forwarding Service Requested</p> <p>If no change-of-address order on file: Piece returned with reason for nondelivery attached (only weighted fee² charged).</p> <p>If change-of-address order on file:</p> <ul style="list-style-type: none"> • <i>Months 1 through 12:</i> Piece forwarded (no charge). • <i>Months 13 through 18:</i> Piece returned with new address attached (only weighted fee² charged). • <i>After month 18:</i> Piece returned with reason for nondelivery attached (only weighted fee² charged). 	<p>Not Available for use with ACS</p> <p>Does Not Qualify for Move Update</p>	<p>Not Available for use with ACS</p> <p>Does Not Qualify for Move Update</p>

1. For First-Class Mail and Priority Mail, Change Service Requested is only available with electronic Address Change Service (ACS). Only available for Priority Mail pieces containing perishable matter that bear the endorsement "Perishable." Delivery Confirmation and Signature Confirmation are the only two special services permitted with this endorsement.

2. Weighted fee is the appropriate single-piece First-Class Mail or Priority Mail price for the piece plus the nonmachinable surcharge if it applies (DMM 101.1.2), multiplied by 2.472 and rounded up to the next whole cent. For letter-size weighted fee prices, see DMM 243.1.5.2.

For more information about Ancillary Service Endorsements, see *Mailing Standards of the United States Postal Service*[®], Domestic Mail Manual (DMM[®]) section 507.1.5 for complete details on each endorsement.

ACSTM

ACS is a post-mailing address correction service that allows mailers to receive change-of-address (COA) information and other reasons for non-delivery electronically. ACS has many benefits over manual address corrections. (See Appendix 3 for a list of ACS return codes).

ACS users can:

- Reduce manual address costs.
- Reduce labor-intensive address change functions by eliminating returned mail.
- Choose when to receive fulfillment of time-sensitive information on a daily, weekly, or monthly schedule – depending on the type of ACS utilized.
- Retrieve address change information electronically via a secure Internet site to allow automated updating of mailing lists.
- Receive notifications that relate specifically to their address files.
- Receive the electronic notices sooner than manual notices would have been received

ACS is available for use with all classes of mail. Further, ACS usage can and in most cases must be combined with Ancillary Service Endorsements.

Using ACS does not guarantee that it will eliminate all hardcopy or manual notices a mailer may receive. There are a number of cases when a manual or hardcopy notification will be provided, even when the mailer uses ACS. In general, however, ACS will reduce the costs associated with manually updating address files for changes of address.

Mailers have three distinct versions of the ACS service at their disposal to receive address corrections and to instruct the Postal Service on how to handle their UAA mail that carries an Intelligent Mail barcode. The means by which a mailer can receive ACS address corrections are:

- Traditional ACS
- OneCode ACS
- Full-Service ACS

Traditional ACS is the original ACS program. It uses a separate Participant ID and optional Keyline printed on the mailpiece to obtain electronic address corrections. The Participant ID is always a 7-character alpha string that is preceded by a pound sign symbol, for example, #BWNABCD.

Both OneCode ACS and Full Service ACS use Intelligent Mail® barcodes as the basis of obtaining electronic address corrections.

If manual address correction notices are still desired, a mailer must use the correct Service Type ID. If the Service Type ID reflects either Traditional ACS or OneCode ACS, the correction notice will generally be provided electronically, rather than in hard copy format.

Traditional ACS

Traditional ACS is available for all classes of mail. The mailer must include a printed Ancillary Service Endorsement and an alpha participant code to activate the ACS data in the address block. A mailer's keyline is recommended but optional. For the fee structure, see *DMM*[®] 507.4.1.or Price Notice 123.

Mailers using Traditional ACS can select how frequently they receive address correction notifications: daily, weekly, biweekly, monthly, or bimonthly. They can receive notifications electronically via a secure Web site.

Features

The following applies to Traditional ACS service:

- Ancillary Service Endorsements are required. Address Service Requested, Change Service Requested, and Electronic Service Requested are authorized Ancillary Service Endorsements.
- Address correction and mailpiece disposition options must be incorporated in the mailer profile maintained by the NCSC ACS department.
- Traditional ACS mailers receive notifications electronically via a secure Web site.
- Processing COA information electronically speeds entry, reduces errors, and lowers processing costs.

Keep in mind that, to complete the Move Update process, mailers who rely on ACS or printed Ancillary Service Endorsements without ACS must make any returned address changes before mailing to the recipient again when the Move Effective Date (an addressee's move date) of that COA will be older than 95 days at the time of the next mailing. If an address used on a mailpiece in a mailing at one class of mail is updated with an approved method, the updated address may be used during the following 95 days in another mailing, as well as another class of mail.

Example of an ACS[™] Mailpiece:

ABC COMPANY 123 MAIN ST MEMPHIS TN 38101-1234	
Address Service Requested	
Participant Code >	#BXBJDCK ***** 5-Digit 38188
Optional Keyline >	#DOEJ 381 SEP 2010# JOHN DOE 456 ELM ST APT 12 MEMPHIS TN 38188-0001

Note: Both the Participant Code and Keyline must always be preceded by a pound sign (#). For window envelopes, the Postal Service will perform a Tap Test from top and bottom to make sure that the Participant code can always be seen. The readability of the participant code and key line is critical to provide the customer an acceptable level of service. Note: this does differ from normal Postal Service automation testing procedures but is solely for the benefit of our ACS participants.

In the example above, the ACS participant code is left-justified on the top line of the address.

The Optional Keyline is user-definable, ending with a correct check-digit. The keyline can be used to automatically update the customer record with new address information.

Mailers who wish to participate in the Traditional ACS program must apply to the ACS Department at the National Customer Support Center (NCSC). For further information, refer to USPS Publication 8, or go to <http://ribbs.usps.gov/> and click on ACS under the Move Update link, or contact the NCSC ACS Department at 877-640-0724 Option 1.

OneCode ACS

OneCode ACS is available for all classes and shapes of mail except parcels. It uses an Intelligent Mail barcode that identifies the mailer and the type of service.

OneCode ACS is a fully-automated service that greatly reduces the amount of resources required to identify the mailer and the mailer's choice of services, and to provide feedback to the mailer regarding the disposition of the mailpiece. Attractive pricing for mailers using OneCode ACS is provided based on this efficiency. Another benefit is accuracy – reading data from a barcode is extremely efficient and accurate. Additionally, combining the POSTNET™ barcode and ACS code into OneCode ACS frees up a great deal of “real estate” on a mail piece, giving mailers the advantage of having more space to utilize for customer messaging, or to leave the mailpiece cleaner and more streamlined.

Using the flexibility of the standardized Intelligent Mail barcode, the numeric Mailer ID is embedded within the barcode in place of printed ACS information, resulting in a cleaner mailpiece.

Another benefit of OneCode ACS is that a single numeric Mailer ID can be used for all classes of mail. Under traditional ACS, you need a different code for each class of mail.

For First-Class Mail flats and Package Services, and for Standard Mail, OneCode ACS requires a printed Ancillary Service Endorsement in conjunction with an Intelligent Mail barcode and a Mailer ID.

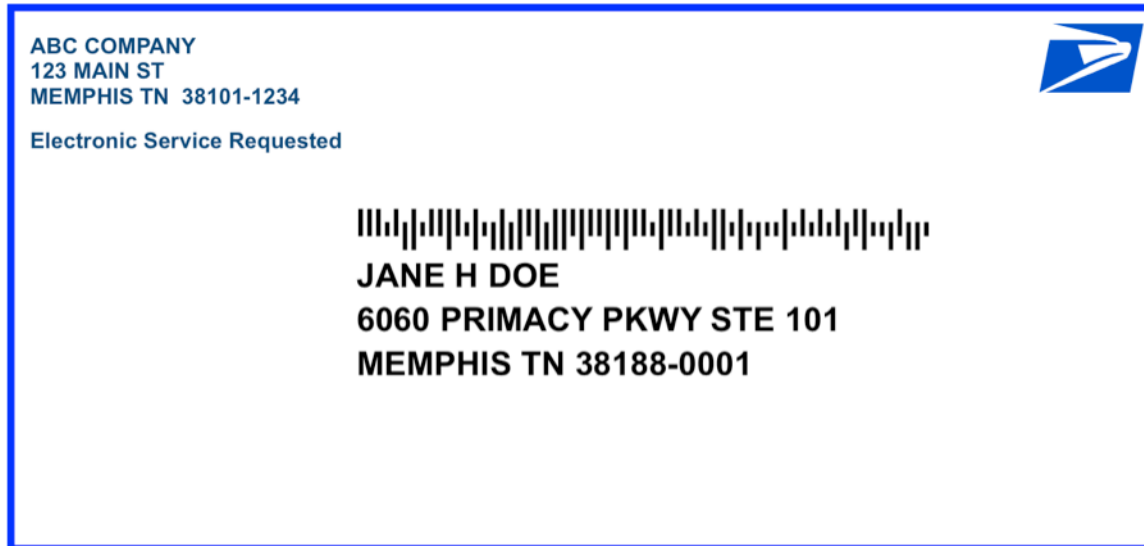
Features

The following applies to OneCode ACS:

- Address Service Requested, Change Service Requested, and Electronic Service Requested are authorized Ancillary Service Endorsements.
- Address correction and mailpiece disposition options must be incorporated in the mailer profile maintained by the NCSC ACS Department.
- OneCode ACS with IMb™ mailers are notified electronically of a COA or a reason for nondelivery and when mailpiece modifications are required.

- Processing COA information electronically speeds entry, reduces errors, and lowers processing costs.
- Mailers using OneCode ACS receive notifications via a secure Web site.

Example of OneCode ACS with Intelligent Mail Barcode:



Note: "Electronic Service Requested" is an umbrella endorsement that requires the additional information provided by the Service Type Identifier or the Traditional ACS Participant ID.

For more information about the technical aspects of OneCode ACS, please refer to Publication 8 (*OneCode ACS Technical Guide*) at <http://about.usps.com/publications/pub8.pdf>. For more information on using Service Type Identifiers (STID) refer to *A Guide to Intelligent Mail for Letters and Flats* at <https://ribbs.usps.gov/index.cfm?page=intellmailguides>.

Full Service ACS

Two options are enabled for using Intelligent Mail[®] barcodes: Basic Option and Full-Service Option.

- **Basic Option** - Mailers must use the Intelligent Mail barcode on their letter and flat mailpieces in place of the POSTNET barcode. Mailers can use Traditional and OneCode ACS.
- **Full-Service Option** - Mailers must use Intelligent Mail barcodes that provide unique identification of the mailpiece, tray or sack label and containers. In addition, mailers must provide their mailing information electronically to the Postal Service. Mailers can use Traditional and Full-Service ACS.

Full-Service ACS[™] differs from both OneCode ACS[®] and the traditional ACS program in several ways, although all three processes provide similar information. The most notable differences involve three components:

- Pricing (Full-Service ACS is a no-fee service)
- Record format and layout
- Fulfillment method

For Full-Service ACS, the electronic record format is different from those of both OneCode ACS and Traditional ACS: for Full-Service ACS, the information comes to the customer by a number of different electronic channels and is a no-cost service (with the exceptions noted above). Refer to *A Guide to Intelligent Mail for Letters and Flats*, Section 4 for full details on the fulfillment methods.

Use of the Intelligent Mail barcode, in and of itself, does not automatically trigger ACS data collection and generation. Full Service discounts and Full Service ACS require specific mailing and mail preparation using a Mailer ID (MID) obtained from the Postal Service Business Customer Gateway (see below). For more information go to <https://ribbs.usps.gov/index.cfm?page=intelligentmail> and refer to *A Guide to Intelligent Mail for Letters and Flats*.

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 Postal Service BMEU locator tool can be found at <https://ribbs.usps.gov/locators/find-bme.cfm>. The Postal Service MDA Locator tool can be found at <https://ribbs.usps.gov/mda/mda.cfm>.

More information about all ACS products can be found in *Publication 8, ACS Product Information Guide* at <http://about.usps.com/publications/pub8.pdf>.

New Mailer IDs will have a Full-Service ACS default profile created automatically. If mailers want no ACS services, Traditional ACS, or OneCode ACS, or if they want options different from the default option for the new Mailer ID (MID), they must contact the National Customer Support Center (NCSC) in Memphis after the MID is created. The NCSC will work with the mailer to ensure that the mailer's profile matches the desired mailpiece disposition and address correction handling.

Mailers using Intelligent Mail barcodes who also want to receive both Traditional ACS and Full-Service ACS information will need at least two Mailer IDs: one with an ACS profile and one without.

For all ACS services, the NCSC creates a profile for the Participant ID (Traditional ACS) or the Mailer ID (OneCode and Full-Service ACS) under the mailer's account number. The profile describes the class(es) of mail and ACS service(s) associated with the ID.

The NCSC works with each mailer to ensure that the mailer's profile matches the desired mailpiece disposition and address-correction handling.

Mailers can make fulfillment changes by contacting the ACS department at acs@usps.gov, or by calling 877-640-0724. Contact the NCSC if you wish to review the profile information for any of your IDs. Mailers may also continue to use PS Forms 3572 or 3573, as appropriate, to change the profile information associated with a Participant Code or Mailer ID.

There are a few important technical points for all ACS customers to keep in mind. For mailers who use Traditional ACS in conjunction with Intelligent Mail barcodes, the Mailer ID in the

Intelligent Mail barcode must NOT be registered with ACS. The mailer must instead have a Participant Code and use that code on each mailpiece. Remember that the Mailer ID (MID) used for Traditional ACS with the IMb must be different than the MID used for OneCode or Full-Service ACS.

For Intelligent Mail barcode users who choose OneCode ACS or Full-Service ACS, the Mailer ID in the Intelligent Mail barcode MUST have an ACS profile. Use of the Intelligent Mail barcode, in and of itself, does not automatically trigger ACS data collection and generation.

One final technical note: Mailer accounts may contain multiple profiles. Mailers who anticipate using both Traditional ACS and OneCode ACS or Full-Service ACS may wish to establish a separate account for their Traditional ACS profiles. The output format of the ACS data for Traditional ACS will convert to the output format of OneCode ACS if both services appear in profiles under a single account.

Full-Service Change-of-Address (COA) and Nixie Feedback

Full-Service ACS comprises two feedback products: Change-of-Address (COA) information when a new address is available for the intended recipient, and nixie information when the piece is not deliverable at all.

Change-of-Address Feedback: Mailers presenting Full-Service mailings are provided an online Change-of-Address detail report and automated data exchange. The report provides information, including the original Intelligent Mail® barcode on the piece, the move effective date, and the old and new addresses. The keyline that was provided in the electronic documentation will also be provided. The Full Service Address Correction Delivery and Response message in the Mail.XML specification supports this data exchange.

ACS COA feedback is currently distributed for Full-Service pieces beginning. For copalletized mailings, ACS COA feedback is based on the original electronic documentation piece level data provided. To obtain information about the online reports, see the *User Access to Electronic Mailing Information and Reports Guide*, which is available on RIBBS®. It contains information on the interface, the data elements provided, and the file structure. The specifics of Mail.XML data provisioning are available in the *Postal Service Mail.XML Technical Specification*.

Nixie Feedback: Mailers presenting Full-Service mailings are provided an online nixie detail report and automated data exchange. The report provides information including the original Intelligent Mail barcode on the piece, the nixie reason, and the original address on the mailpiece. The keyline that was provided in the electronic documentation is also included in the report.

The Full Service nixie Detail Delivery and Response messages in the Mail.XML specification support this data exchange.

For copalletized mailings, ACS COA feedback is based on the original electronic documentation piece level data provided.

To obtain more information about the online reports, see the *User Access to Electronic Mailing Information and Reports Guide*, which is available on RIBBS. It contains information on the interface, the data elements provided, and the file structure. The specifics of Mail.XML data provisioning are available in the *Postal Service Mail.XML Technical Specification*.

Using Ancillary Service Endorsements with ACS

Ancillary Service Endorsements may be and in most cases must be used in conjunction with the ACS programs. When an Ancillary Service Endorsement is used in conjunction with either the ACS or the OneCode ACS program, electronic notification of the UAA mailpiece is provided. This electronic notice also provides the moving customer's new address or the reason why a mailpiece could not be delivered. The only Ancillary Service Endorsements available within ACS or OneCode ACS are Address Service Requested, Electronic Service Requested, and Change Service Requested (see also *DMM*[®] 507.1.5 and 507.4).

Ancillary Service Endorsement used in conjunction with ACS requirements differ for First-Class Mail and Standard Mail, as follows:

Mailer Endorsement And USPS Action	First-Class Mail	Standard Mail
For more Information	See DMM 507.1.5.1.	See DMM 507.1.5.3.
Change Service Requested Option 1	Separate notice of new address or reason for nondelivery provided (address correction fee charged); mailpiece disposed of by USPS.	Separate notice of new address or reason for nondelivery provided (address correction fee charged); mailpiece disposed of by USPS.
Change Service Requested Option 2		
Months 1 through 12:	Mailpiece forwarded (no charge); separate notice of new address provided (address correction fee charged).	Not Available for Standard Mail conjunction with ACS
Months 13 through 18:	Mailpiece disposed of by USPS, separate notice of new address provided (address correction fee charged).	
After 18 months or if undeliverable at any time:	Mailpiece disposed of by USPS; separate notice of reason of nondelivery provided (address correction fee charged).	
Address Service Requested Option 1		
Months 1 through 12:	Mailpiece forwarded at no charge. Separate notice of new address provided, address correction fee charged.	Mailpiece forwarded at no charge. Separate notice of new address provided, address correction fee charged.
Months 13 through 18:	Mailpiece returned with new address attached at no charge.	Mailpiece returned Weighted fee charged.
After 18 months or if undeliverable at any time:	Mailpiece returned with reason for nondelivery at no charge.	Mailpiece returned Weighted fee charged.
Address Service Requested Option 2		
Months 1 through 12:	Mailpiece forwarded (no charge); separate notice of new address provided (address correction fee charged).	Not Available for Standard Mail
Months 13 through 18:	Mailpiece returned with new address attached (no charge); separate notice provided (address correction fee charged).	

Guide to Move Update

Mailer Endorsement And USPS Action	First-Class Mail	Standard Mail
<p>After 18 months or if undeliverable at any time:</p>	<p>Mailpiece returned with reason for nondelivery attached at no charge; separate notice of reason for nondelivery provided (address correction fee charged).</p>	<p>conjunction with ACS</p>
<p>Electronic Service Requested</p>	<p>In all cases: Mailpiece is directed to a Computerized Forwarding System (CFS) or Postal Automated Redirection System (PARS) site for processing. "Address Service Requested" and "Change Service Requested" handling instructions and options are required to be predefined within the ACS mailer profile data. OneCode ACS mailers are also required to request this service through a valid service type code in an Intelligent Mail barcode. The service type code in the Intelligent Mail barcode will take precedence over the instructions in the mailer account profile.</p>	
<p>Return Service Requested <i>No forwarding, only return. New address notification provided.</i></p> <p>Mailpiece returned with new address or reason for nondelivery attached.</p>	<p>Not Available for use with ACS</p>	<p>Not Available for use with ACS</p>
<p>Temp—Return Service Requested Piece returned with new address or reason for nondelivery attached. If temporary change-of-address, piece forwarded; no separate notice of temporary change-of-address provided.</p>	<p>Not Available for use with ACS</p>	<p>Not Available for use with ACS</p>
<p>Forwarding Service Requested If no change-of-address order on file: Piece returned with reason for nondelivery attached (only weighted fee² charged).</p> <p>If change-of-address order on file:</p> <ul style="list-style-type: none"> Months 1 through 12: Piece forwarded (no charge). Months 13 through 18: Piece returned with new address attached (only weighted fee² charged). After month 18: Piece returned with reason for nondelivery attached (only weighted fee² charged). 	<p>Not Available for use with ACS</p> <p>Does Not Qualify for Move Update</p>	<p>Not Available for use with ACS</p> <p>Does Not Qualify for Move Update</p>

* A weighted fee is charged when an unforwardable or undeliverable piece of Standard Mail is returned to the sender and the piece is endorsed "Address Service Requested" or "Forwarding Service Requested." The weighted fee is the First-Class Mail or Priority Mail single-piece price and, if applicable, the nonmachinable surcharge (see DMM 123.1.0 or 133.1.0), multiplied by 2.472 and rounded up to the next whole cent (if the computation yields a fraction of a cent). The weighted fee is computed (and rounded if necessary) for each piece individually. Using "Address Service Requested" or "Forwarding Service Requested" obligates the sender to pay the weighted fee on all returned pieces.

Ancillary Service Endorsements with Basic or Full-Service ACS IMb Mailings

Mailings made under either Basic or Full-Service ACS with Intelligent Mail® barcodes (IMb) must use either a printed Ancillary Service Endorsement or a Service Type ID, or both, to indicate the desired handling of any UAA mailpieces whenever a handling other than the default handling of UAA mail is desired. A printed Ancillary Service Endorsement is always required to be present on First-Class Flats and Package Services or Standard Mail or Bound Printed Matter mailpieces in addition to being specified in the Service Type ID whenever handling other than the default UAA treatment is desired. This is true regardless of whether the mailer is seeking hard copy address correction notices or electronic address correction notices through ACS or OneCode ACS or Full-Service ACS.

First-Class Mail mailpieces require a printed Ancillary Service Endorsement on the mailpiece if the mailer desires to receive hard copy address correction notices. If the mailer desires electronic address correction notices through the traditional ACS program, the mailer must use both a printed Ancillary Service Endorsement and a matching Service Type ID. First-Class Mail letter mailers, who want to receive electronic address corrections through OneCode ACS, or as part of Full-Service ACS mailings, are not required to have a printed Ancillary Service Endorsement but must have the appropriate Service Type ID. First-Class Mail flats mailers must use a printed Ancillary Service Endorsement and the appropriate Service Type ID in order to receive address correction notices through OneCode ACS as part of Basic or Full-Service IMb for mailpieces that are undeliverable for reasons other than a customer move.

Any First-Class Mail mailpieces that the mailer prefers to have the Postal Service dispose of rather than return-to-sender must have a Service Type ID that indicates “Change Service Requested,” and the Mailer ID must be enrolled in either the Traditional ACS, One Code ACS or Full Service ACS programs.

On Basic or Full-Service ACS mailings for which address correction is not desired, mailers must not include a printed Ancillary Service Endorsement.

For more information about Full Service ACS, please refer to *A Guide to Intelligent Mail for Letters and Flats*, Section 4 for full details on the fulfillment methods or by contacting the ACS Department at acs@usps.gov, or by calling 877-640-0724 Option 1. Contact the NCSC if you wish to review the profile information for any of your IDs. For more information on using “Electronic Service Requested” and the Service Type Identifier (STID) refer to *A Guide to Intelligent Mail for Letters and Flats* at http://ribbs.usps.gov/intelligentmail_guides under Important Links.

Alternative Move Update Methods

The Alternative Move Update methods, Legal Restraint and 99 Percent Accurate (also known as Mailer Move Update Process Certification), apply to First-Class Mail and First-Class Package Service only. A mailer’s use of either method must be approved by the NCSC. To find out if you qualify, call the NCSC Move Update Department at 800-238-3150.

Legal Restraint Method

Mailers of First-Class Mail and First-Class Package Service pieces who assert they are restricted by law from incorporating Postal Service COA information onto their mailpieces without permission from addressees may request NCSC approval to meet their Move Update

standard using the Legal Restraint method. Such mailers must be able to clearly demonstrate how the use of a primary Move Update method would violate the law.

The request for authorization to use the Legal Restraint method (which must be made in a letter addressed to the NCSC at 225 N Humphreys Blvd Ste 501, Memphis TN 38188-1001) must identify by citation the specific legal restriction, including copies of the statutes or regulations that prohibit the immediate use of change-of-address information from a primary method of Move Update compliance and must provide a flowchart and/or process description of the Move Update method currently being used and the related confirmation process. This requirement to obtain authorization to use the Legal Restraint method also applies to Federal, state, and local government mailers.

Mailers wishing to use the Legal Restraint method must follow steps 1 through 4 below:

1. Receive Postal Service COA information using one of the pre-approved methods (ACS, NCOA^{Link}, MPE, or on-piece Ancillary Service Endorsement) within 95 days prior to the mailing.
2. For each address identified as having a COA:
 - a. Contact the addressee within 30 days after receiving the COA information.
 - b. Request confirmation of the move in a format that will satisfy your legal requirements.
 - c. Choose the format with which to receive confirmation from the addressee — written, telephoned, or electronic.
3. Incorporate all COA confirmations received in response to step 2 into your system within 30 days of receiving confirmation from the customer. If the recipient indicates that the COA information is not to be used, mailer should instruct them to contact their local post master to correct the Change-of-Address information that has been filed with the Postal Service. Mailer may use the current address for 95 days from the date of address confirmation with the recipient.
4. Keep documentation of the process described in steps 1 to 3 for one year, including dates on which each step was performed, number of COA orders identified, number of confirmation requests, and evidence that demonstrates that updates have been incorporated into your system. Provide documentation to the Postal Service upon request. Be sure to keep records of all situations where the recipient indicated not to use the new address as not using the new address may affect your Move Update verification score during mail acceptance.

Move Update processing must be done 95 days prior to mailing. Should there be any need to change the procedures outlined in your description, you are required to inform the NCSC prior to making the change to retain authorization for the Legal Restraint alternative method.

Legal Restraint is not available to mailers that mail exclusively under Standard Mail primarily because there is no legal restriction prohibiting the incorporation of USPS-supplied COA information onto pieces of solicitation mail. However, addresses that have been processed through any Move Update method, including alternative methods for First-Class Mail and First-Class Package Service, automatically meet the Move Update requirement for Standard Mail DMM 602.5.1.b.

99 Percent Accurate Method

Some mailers assert that their customers diligently notify them of address changes, making their address lists as accurate as possible. They believe that the Postal Service Move Update methods are unnecessary and add no value to their mailings. Under these circumstances, mailers who can demonstrate that their internal list management maintains address quality at 99% or greater accuracy for changes of address may be authorized to comply with the Move Update standard through the 99% Accurate Method.

The 99% Accurate test is a computer-based process that performs Postal Service ZIP + 4[®] coding and change-of-address processing utilizing the customer's file as input. The 99% Accurate test is accomplished by submitting the mailer's address file(s) to the Postal Service for processing.

The purpose of the 99% Accurate test is to determine whether 1% or less of the addresses on the mailer's list has a change-of-address on file, and to identify addresses that do not ZIP + 4 code.

Mailers who wish to use the 99% Accurate Method to comply with the Move Update standard must submit an application for approval. The verification process takes approximately 7 to 10 business days.

Mailers who believe their lists are already accurate may meet their Move Update standard by using a printed Ancillary Service Endorsement, which will be at minimal cost to them if the list is up-to-date, thus resulting in very few returns. Alternatively, to obtain approval for use of the 99% Accurate method, mailers must follow the validation process described in steps 1 through 4 below:

1. Provide an address list in an electronic format that meets Postal Service guidelines (see Appendix 4). The mailer must identify the name of the list and include 100 percent of the addresses in the list. The Postal Service will match the list against its COA information for an initial fee per thousand addresses and a minimum charge.
2. If 1% or fewer of the name and address combinations on the mailer's mailing list match up to name and address combinations in the Postal Service's records for which COAs have been filed (that do not match the address provided by the mailer) and the mailing list meets the CASS[™] address quality standards, then the mailer will be permitted to mail at commercial prices through compliance with the Move Update standards by means of the 99% Accurate method. The mailer will receive written documentation from the NCSC that the list has met the Move Update standard. NCSC documentation will identify the list by name, the number of addresses that matched the NCOA^{Link} file, and the percentage of the list that had COA matches. Additionally, addresses with COAs will be identified so that the mailer can update the address information.

Please be advised that the mailer is only covered for the specific list/file that has been tested. The 99% Accurate Method is not a blanket authorization for commercial prices on all mailings made by the mailer with addresses not part of the tested list.

If COAs matching name and address combinations on the mailer's list exceed 1%, the mailer will not be approved to use the 99% Accurate Method and must use one of the four primary Move Update methods if it wishes to mail at commercial prices, but will be permitted to reapply for testing.

3. Mailers whose lists meet the 99% requirement may mail at commercial prices using the

tested list for the next year. However, if the content of the tested mailing list file changes by more than 1% since the last audit, the list will no longer be in compliance and the mailer must notify the NCSC in writing. Recertification testing must be performed within 90 days of receipt of the mailer's written notification. In the interim, the mailer must then use one of the four primary Move Update methods and will have to wait three months to reapply for the alternative method.

4. Repeat steps 1 and 2 annually.

If the mailing list is in compliance after the third year, the mailer is permitted to mail at commercial prices on the basis of the 99% Accurate authorization for the next four years. At the end of each 4-year cycle, the mailer again must show that the mailing list qualifies for the 99% Accurate method. If the list does not meet the requirements of the 99% Accurate method at that time, then it must be revalidated using the initial verification process.

Mailers who have reached the 4-year cycle must submit an annual letter to the Postal Service confirming their eligibility and identifying any changes to their business, as follows:

- Merger or acquisition of the company whose list is validated.
- Change in the customer base or the address data that make up the mailing list that is greater than 1% of the total list.
- Changes in or modifications to the address matching tools used in the CASS™ or NCOA^{Link} processes.
- Change in the type of business originally validated.
- Change in the systems that maintain address information that requires customers to change how they update their addresses.

If the annual letter is not submitted, then Move Update compliance is no longer established, and revenue deficiencies might result.

The mailer may sell, loan or lease their 99 Percent list to another. The recipient will meet Move Update under the following condition:

The clock for the 95-day cycle begins on the date the updated names and addresses were extracted from the 99 Percent mailer's database – not when the recipient received the extracted list.

99 Percent Accurate Testing Process

Mailer must pay a fee per 1,000 addresses, which is due at the time of processing. There is a minimum fee for files to be processed. The fee, which represents neither a purchase nor a sale, may be adjusted to reflect the current Postal Service cost of providing system support and auditing service. Refer to Price Notice 123 for current prices. Postal money orders cannot be for more than \$1,000.00. Mailers who will use the ACH (Automated Clearing House) payment method must contact Account Receivable at 800-331-5746.

The Postal Service may perform additional 99% Accurate test quality reviews as frequently as it determines necessary. To ensure the integrity of the mailing lists, mailers must be prepared to demonstrate their continued compliance with address quality and to maintain the required 99% accuracy.

Please refer to Appendix 4 for complete details on the General and Specific Testing Requirements including file layout and format.

If in Doubt, Ask

The Postal Service is eager to guide you through each Move Update method. Our goal is to give you the best service at the lowest cost.

If you have any questions or need additional information, please email the Move Update department ncsc.moveupdate@usps.gov, visit the Postal Service Web site at <https://ribbs.usps.gov/index.cfm?page=moveupdate>, or call the NCSC at 800-238-3150.

Move Update Questions and Answers

General Questions

- Q1: My letter shop prepares and enters mail for customers. If the customers cannot provide Move Update documents, can I enter this mail at discounted price?**
- A1:** No. If, however, you process the list of addresses through a Move Update method within 95 days prior to the mailing date, you may use it to mail at the discounted postage prices.
- Q2: If I am mailing a promotional mailpiece at First-Class Mail or Standard Mail prices and use an exceptional address format (Jane Doe or Current Occupant), must the recipient name have been updated within the previous 95 days?**
- A2:** No. If deliverable, each mailpiece will be delivered to the address appearing on the mailpiece whether or not the named addressee resides at that address. Mailpieces using Alternative address formats such as “Jane Doe” or “Current Resident” are not subject to Move Update standards because the Postal Service does not forward mailpieces with exceptional address formats.
- Q3: I have CASS Certified™ address-matching software that ensures I have good addresses. Does this meet the Move Update requirement for new names and addresses?**
- A3:** No. Address-matching software looks up addresses to correct and standardize the address information and append ZIP+4 codes. It does not perform a name lookup to determine whether the addressee is still at that address and, therefore, cannot be used to meet the Move Update standard.
- Q4: Does a list or an address have to be updated every 95 days?**
- A4:** An address can be updated at any time, as long as it is updated within 95 days before the address is actually used for a commercial First-Class Mail, First-Class Package Service or Standard Mail mailing. If a mailer mails a list once every year, the addresses

to be used on mailpieces must be updated using one of the Move Update methods within 95 days before the mailing.

Q5: Must entire lists be updated every time?

A5: Entire lists do not have to be updated at once. The update requirement applies to individual addresses on mailpieces, not to entire lists. Only those addresses that will be used on mailpieces in a commercial First-Class Mail, First-Class Package Service or Standard Mail mailing need to meet the Move Update requirement.

Q6: I only use rented lists for mailings, and I have no reason to use a post-mailing process to acquire updates. How can I qualify?

A6: We recommend the addresses be processed with NCOA^{Link} or MPE after the mailpieces are created.

Q7: I have a mail-order business. During the holiday season, one of my customers purchased 30 gifts and directed me to send them to a list of people she provided. Does that "Gift List" meet the Move Update requirement?

A7: No. These addresses are not considered to be directly acquired addresses because you did not receive them directly from the addressees.

Q8: Must I accept every new address I receive from a Move Update Method?

A8: No. You can independently verify any and all matches you receive from a Move Update method. Be advised that if the Move Effective Date (MED) of the COA order is older than 95 days and the old address is used on a mailpiece then that old address does not meet the Move Update requirement.

Q9: Is any Move Update documentation required at the time of mailing?

A9: No. The mailer's signature on the postage statement or electronic submission (i.e., *PostalOne!*[®], Mail.dat or Mail.xml) certifies that the mailing complies with all relevant standards, including Move Update, and that the mailing qualifies for the prices and fees claimed. A box on the postage statement, indicating the Move Update method, must be checked.

Q10: Are Standard Mail mailings for non-profits subject to the Move Update requirement?

A10: Yes. Mailpieces mailed at the Nonprofit Standard Mail prices must meet the Move Update requirement for Standard Mail, see *DMM* section 602.5.

Q11: How do I meet the Move Update standard when mailing to an address recently added to my address list?

A11: The Move Update process is name-and-address-based, not list-based. When a customer makes direct contact with a business and provides the address, the directly acquired address can “ride” with the other addresses within the 95-day period. After 95 days, the address must be processed through one of the Move Update methods. All other addresses added to the mailing must undergo Move Update processing within 95 days of the mailing.

Q12: Considering issues such as nicknames, family versus individual moves, and other related nuances that affect accurate COA matching, will Move Update verification produce an accurate name and address record that can be matched to a COA?

A12: It is unlikely there will be a discrepancy between the name and address read by Performance Based Verification (PBV) from the mailpiece and the actual name and address matched with NCOA^{Link}. Address matches to NCOA^{Link} are very conservative and require precision between the input name and address and the COA name and address. A more likely scenario is that there will be a discrepancy in the optical character reading and text conversion by PBV and thus the Move Update verification will fail to detect a valid move. Where the Move Update verification process identifies a COA match, there is high confidence in the accuracy of the match.

Q13: When multiple moves (address A to B and then B to C) occur, the Postal Service tries to “chain” all of the moves together so that the latest address is always returned. When they are able to do so, a single record connects A to C. Sometimes the Postal Service is not able to chain the moves, so there are two records in the NCOA^{Link} database. The first processing of a record through NCOA^{Link} will make the A to B change and the B to C change will occur during the next cycle of processing through NCOA^{Link}. Assuming the Move Update verification process sees a mail piece between the two NCOA^{Link} processing cycles, will it “fail” a piece for not yet having the C address?

A13: The Postal Service acknowledges that there may be circumstances where a “broken chain” prevents a mailer from receiving the most current address for an individual. The most likely scenario envisioned is a case where:

Family move recorded from address	A	to	B
Individual move recorded from address	B	to	C

If an address is presented, for example Jim Winston at Address A, then the first processing of NCOA^{Link} will move him based on a last name only match to Address B. Where MERLIN[®] scans a mailpiece showing Jim Winston at Address B, the Move Update verification process will show that a move had occurred to Address C.

Assuming the original mailer address for Jim Winston at Address A was processed and updated in compliance with Move Update timeframes, the maximum age of the first COA

match moving Jim Winston to Address B would be 190 days when processed by MERLIN. The expectation that a second COA moving Jim Winston to address C occurred immediately after the first COA was filed is considered low, although possible. To mitigate this potential, the Postal Service will look at the ability to do a “Move-in” test of Jim Winston at Address B to determine if a recent move into Address B occurred within the past 95 days. If so, the COA match for Jim Winston from Address B to Address C will be disregarded and not reported.

Q14: In many cases, businesses only accept “individual” change-of-addresses. For instance, financial institutions reject “family” move matches because they cannot legally move more than one account based upon this notification, especially if there is a separation, divorce or instance of fraud. How will MERLIN handle these situations?

A14: A mailer’s choice to disregard certain address updates provided through Move Update products does not entitle the mailer to continue to claim postage discounts where the update of the address is a prerequisite to receiving the discount. Within the Move Update verification of the address, addresses that have not been updated are identified and counted as non-updated if the Move Effective Date is greater than 95 days old.

Q15: There are some specific industry types and practices that present significant barriers to compliance with Move Update. For instance, some financial institutions cannot use NCOA^{Link} or ACS because they cannot legally make address changes without customer authorization. The Move Update Alternative methods only apply to First-Class Mail mailing and do not apply to Standard Mail mailing (promotional and advertising mail). How will the Postal Service determine if these companies’ addresses are in Move Update compliance?

A15: The postage statement asks mailers to identify the Move Update method they use. Acceptance personnel know which mailers have received approval to comply with the Move Update requirement through an alternative method. Where any request for Move Update documentation is made to justify the mailer’s claim of postage discounts, the mailer must refer the inquiry to the PCSC (Pricing and Classification Service Center DMM 608.8.4) for resolution. A mailer who has allowance to use an alternative Move Update method for First-Class Mail can extend that allowance to Standard Mail when it involves the same address list covered by the allowance under First-Class Mail mailing.

Q16: How will the Postal Service handle “exceptions” in the verification process? Will those addresses somehow be identified so the acceptance clerk will know to exclude those from the acceptance test and error calculation for the mailing?

A16: A mailer may be contacted to inquire about the method used to update their addresses. Mailers must communicate any exceptions when contacted. All Move Update verifications are subject to the appeal process that exists today for circumstances where a mailer disagrees with issues detected during mail acceptance.

Q17: The Postal Service has stated that the Move Update requirement is per name and

address and not the list. The Postal Service has further clarified that if an approved Move Update method has been applied to a name and address record within 95 days, then that record can be used on both First-Class Mail and Standard Mail mailings and be considered compliant with the Move Update requirement. This also includes the clarification that a name and address sourced directly from the addressee is considered compliant with the Move Update standard for 95 days. How will the Postal Service take this into consideration during the Move Update verification process?

A17: As long as an address qualified under one class of mail or by a different Move Update tool is mailed within 95 days of the use of the Move Update tool, it should not result in an issue.

Q18: For directly acquired addresses, the Postal Service has indicated that these addresses do not need to be run through a Move Update process when first mailed, but that the mailer may need to provide documentation to demonstrate that the method used was used within the appropriate timeframes and on the specific mailing in question. Would the addresses need to be run through a Move Update process before they are mailed again?

A18: Yes. If the addresses were acquired more than 95 days previously, then the addresses must undergo processing through a Move Update method.

Q19: Do seed names need to be run through a Move Update process? Some say the Postal Service does not plan to require these addresses to be run through Move Update because they are usually a separate string of records to “known recipients” and less than 100 in the string, thus cannot legally be processed via NCOA^{Link}.

A19: The assumption is that seed records will represent known persons at what is expected to be current addresses. As such, they are similar to “directly acquired” in that the seed address should represent what the mailer knows to be a current address. It is not anticipated that a seed address would typically raise a question of non-compliance with Move Update as the number of instances of moves associated with the seed addresses is expected to be low. If a mailer is not actively maintaining the seed addresses, then it is recommended they include the exceptional address format of “Or Current Resident” to avoid issues with Move Update compliance.

ACS[™] / OneCode ACS[®] / Full-Service ACS

Q20: I am preparing my first direct mail campaign using Standard Mail. I purchased a mailing list. The broker said I needed to do the Move Update processing before I mail and that I cannot use an Ancillary Service Endorsement or ACS/OneCode ACS/Full-Service ACS on my mailpieces to meet the Move Update standard. Is this true?

A20: Your broker is correct. An Ancillary Service Endorsement or ACS/OneCode ACS/Full-Service ACS cannot be used to qualify the first mailing to an address, unless you received that address directly from your customer within 95 days of your mailing, which is not applicable to this question. Before you mail, you must use a pre-mailing Move Update method such as NCOA^{Link} or NCOA^{Link} MPE within 95 days of your mailing date.

For all of your subsequent mailings to that address, you may use a post-mailing Move Update method like an Ancillary Service Endorsement or ACS/OneCode ACS/Full-Service ACS, as long as it will be no more than 95 days before your next mailing. When you receive a change-of-address notification, simply update your customer's record within your address records system and use that new address for future mailings.

Q21: For my first mailing, I used a pre-mailing Move Update method on all of my addresses. For subsequent mailings, can I use any Ancillary Service Endorsement on my mailpieces to meet the Move Update requirement for those mailings?

A21: Potentially. Only certain endorsements can be used as a stand-alone method for meeting the Move Update requirement. For First-Class Mail® and First-Class Package Service, the following endorsements meet the Move Update standard as a stand-alone method: Address Service Requested, Return Service Requested, and Temp-Return Service Requested. For Standard Mail, the following endorsements meet the Move Update standard as a stand-alone method: Address Service Requested, Return Service Requested, and Change Service Requested.

On First-Class Mail and First-Class Package Service, Change Service Requested is only available when used in conjunction with ACS. Electronic Service Requested must be used in conjunction with ACS/OneCode ACS/Full Service ACS, but Electronic Service Requested just acts as a pointer to another actual service, such as Address Service Requested or Change Service Requested which exists in the mailer's ACS profile. Forwarding Service Requested does not meet the Move Update standard. For more information about the use of each endorsement, see [DMM 507.1](#).

Alternative Methods

Q22: Our company was granted the Legal Restraint authorization to mail out sensitive insurance premium notices to our insurers. Will we also be able to use Legal Restraint authorization for our advertisement mailing, if we mail to the same list?

A22: Yes.

Q23: Since Legal Restraint is one of the approved Move Update methods, do I need to process my address list through any of the other Move Update methods?

A23: Please keep in mind that the Legal Restraint method does not release you of your responsibility of using one of the Postal Service approved Move Update primary methods. Mailers wishing to use the Legal Restraint method first must receive USPS-supplied change-of-address information using one of the primary methods; (ACS, NCOA^{Link}, or Ancillary Service Endorsements) and then contact their addressee to verify that they did indeed move.

Under Legal Restraint, the mailer is subject to periodic auditing of their Move Update method and confirmation process.

Q24: My company applied for Legal Restraint authorization and was denied because

there is no law prohibiting use of USPS-supplied change-of-address information for our mailings. However, it is our legal policy to mail only to the addresses our customers give us. How can we meet the Move Update standard and still claim discounted prices?

A24: The Postal Service acknowledges that there are many companies that have legal policies in place to use change-of-address information received only from their own customers. We suggest the following as a solution:

Process your list through NCOA^{Link} within 95 days of your anticipated mailing date. For those addresses that did not receive a COA match from NCOA^{Link}, continue mail preparation as you normally would to mail at commercial First-Class Mail[®], First-Class Package Service or any Standard Mail[®] prices. These addresses have been processed through the NCOA^{Link} method and are considered compliant with the Move Update standard. The average match rate for NCOA^{Link} in FY2011 was 3.17 percent, which means that approximately 96 percent of your list would be current as is and compliant with Move Update.

For those addresses that did receive a COA match from NCOA^{Link}, separate those records from your normal discounted mail processing, create the mailpieces and mail them at the retail First-Class Mail single-piece price, for which there is no Move Update requirement.

Q25: Can a mailer who constantly polls their customers for correct address information meet the Move Update standard? (e.g., language on the mailpiece that states: “Check this box to indicate whether you have moved. If you have, provide your new mailing address.”)

A25: The polling must occur at least once every 95 days. Even then only if the mailer is eligible to use an alternative Move Update method, can prove that this type of polling results in the mailer maintaining the required 99% accuracy rate, and the mailer gets approval by the NCSC to use the 99% accuracy method as an alternative method. Or, only if polling drives active feedback as to the accuracy of the address information.

Q26: My business does not maintain a mailing list with an address-update cycle. How does the Move Update standard apply when my customer provides an address?

A26: If you send the mailpiece to the address within 95 days of the date the address was provided by the customer, the address complies with the Move Update standard. If you mail to the address 96 days or more after it was provided, you must use a pre-mailing method such as NCOA^{Link} or mail at First-Class Mail single piece prices.

NCOA^{Link}® MPE

Q27: I am a mailing agent and my clients cannot prove that they have updated their addresses within the last 95 days when I process their mail. May I still include those mailpieces in First-Class Mail or Standard Mail presort or automation rate mailings?

A27: Only if you are using MPE to update the addresses directly to the mailpieces. Otherwise,

those mailpieces do not meet the Move Update requirement.

Q28: If my mail is processed for Move Update using MPE, are there mailpiece design issues (other than general automation compatibility) about which I need to be concerned?

A28: The name of the addressee must be in the optical character reader (OCR) read area. Mailpieces with exceptional address formats (such as “Jane Doe or Current Resident”) are not eligible for MPE processing and are not subject to the Move Update standard. All mailpieces must have a barcode clear zone that is completely free of any text, images, or windows so the MLOCR can spray the delivery point barcode and the new address on the lower right bottom of the mailpiece. A letter envelope containing a window that intrudes into the barcode clear zone is not eligible for MPE. This means that on most mailpieces the window must be at least 5/8" from the bottom edge.

Q29: I do not want my mailpieces forwarded to the new address if the addressee has moved, but I do want to receive the new address from the Postal Service. If I endorse my mailpieces with an approved Ancillary Service Endorsement and give them to a presort bureau licensed to use MPE on their MLOCR, what will happen to the mailpiece and what information will I receive from the Postal Service?

A29: The Postal Service provides the new address when the COA is submitted and the mailpiece is addressed for delivery to the old address and bears an approved endorsement for an address correction to be provided. If a mailpiece is processed using MLOCR MPE and a new address is identified, the new address and its associated delivery point barcode are sprayed on the mailpiece and the mailpiece automatically is sent directly to the correct new address. The Postal Service will not return the mailpiece to the sender or provide information about the new address because it is considered to be addressed correctly.

Accordingly, if you want to receive updated address information for a mailpiece and do not want the mailpiece mailed directly to the addressee’s new address, you need to advise the MLOCR service bureau to process in the “DO NOT FORWARD” mode and return the mailpieces with the new address information.

If you choose to use only Ancillary Service Endorsements to meet the Move Update standards, you must use them at least every 95 days before subsequent mailings.

NCOA^{Link}®

Q30: The Postal Service allows NCOA^{Link} licensees to return as few as the most recent six months (based on Move Effective Date) of NCOA^{Link} matches. Will the Postal Service consider a mailer who opts to apply only six months of COA data to their file to have complied with the Move Update standard?

A30: The Postal Service will consider the mailer to have complied based on the use of an NCOA^{Link} 6-month data selection only where the mailer:

1. Previously updated the mailing list using any of the approved Move Update methods

prior to beginning use of the 6-month NCOA^{Link} database for ongoing maintenance, or has done continuous NCOA^{Link} processing based on a 6-month data selection for the past 12 months.

2. Has an ongoing process that reprocesses the mailing list at the required 95-day intervals.

Q31: NCOA^{Link} matches are possible only for “old side” addresses that bear an 11-digit ZIP Code. Consequently, an address that can be coded only to a 5-digit ZIP Code will never receive a match in NCOA^{Link} despite the fact that a COA could exist and the 5-digit (non-DPV[®]) address record is regularly processed through NCOA^{Link}. There are a variety of scenarios (updates to the AMS database, AEC II[®] corrections, street name corrections, etc.) that could result in the address being updated to a condition that allows it at a later date to successfully DPV and subsequently be matched to an NCOA^{Link} record. What if the Move Update verification process may be able to find an NCOA^{Link} hit that did not previously exist – until the mailer processes them through their next NCOA^{Link} cycle?

A31: This condition is possible but is considered to have a minimum negative impact. Within the COA data received from customers, approximately 6% of all old addresses are unable to be coded to a precise 11-digit ZIP + 4 code at time of COA entry. The majority (two-thirds of the 6%) of ZIP + 4 code deficiencies are due to a lack of apartment information. Assuming a 5% typical match rate by NCOA^{Link}, the estimate of the potential of these address records being hit is 0.3% (three-tenths of 1 percent). In addition, the majority of all the changes that causes a non-coded old address to become ZIP + 4 coded occur within the first 30 days of the COA entry. This means that any comparison with the mailer's address by the Move Update verification would typically occur within 125 days of the Move Effective Date (MED) and would not have a significant impact on the Move Update verification assessment.

Q32: If the patron back-dates their move three months on the change-of-address form by the time the move is entered and distributed to the NCOA^{Link} product, it is four months old. So the first time the COA is available for NCOA^{Link} matching it is already outside the 95-day limit and could be flagged. Should the Postal Service reference files include, in addition to the move effective date, the date the COA was added to the file?

A32: The Postal Service will factor the “backdated COAs” into the Move Update verification analysis by using either the Move-Effective-Date (MED) for COAs that are received in advance of the move date or the COA-Entry-Date (CED) for those COAs that arrive with a prior MED. This will minimize any impact on the assessment by the Move Update verification of the age of the COA when compared to the MERLIN[®] processing date.

Q33: Will the Move Update verification process use the same reference files and versions as the NCOA^{Link} providers? Will the Move Update verification process have more current data than the NCOA^{Link} providers?

A33: The update of the NCOA^{Link} data occurs weekly on the last permissible date an NCOA^{Link}

licensee can install an update per the Licensee Performance Requirements. We do not anticipate that the timing of NCOA^{Link} data refreshes will cause mailers to be impacted because the update of any address in the NCOA^{Link} data will fall within the 95 day Move Update performance window.

Move Update and Non-U.S. Mailers

A foreign mailer can use NCOA^{Link} MPE, ACS (Full Service, OneCode or Traditional), and Ancillary Service Endorsements with some restrictions.

ACSTM

Q34: If I want to use ACS, OneCode ACS or Full Service ACS, can I get electronic address corrections if my place of business is in Canada?

A34: Yes. If the business in Canada, or any other country, has a legitimate domestic US return address, ACS and OneCode ACS can be used.

ACS, OneCode ACS and Full Service ACS are dependent upon the mailer's request for Ancillary Service Endorsement and in many cases require a printed endorsement in addition to the service request embedded in the Intelligent Mail[®] barcode. The same dependency on the domestic return address printed on the front of the mailpiece also applies to ACS, OneCode ACS and Full Service ACS mail.

DMM[®] 602 1.5.3 requires that the sender's domestic return address must appear legibly on mail of any class, when the mail's return and/or an address correction service is requested.

Fulfillment of ACS address change information may be retrieved electronically via a secure Internet site. The NCSC provides a login and password to the ACS participant.

Q35: We plan to use the Intelligent Mail barcode on First-Class Mail to request OneCode ACS service and are told we are not required to print an Ancillary Service Endorsement on the mailpiece to request address correction service. Am I eligible to receive electronic address corrections even though my return address is not a domestic US address?

A35: No. All mailpieces that request address correction services are required to bear a domestic United States of America return address to be eligible to receive the address correction electronically.

Ancillary Service Endorsements

Q36: Can a foreign mailer use a printed Ancillary Service Endorsement to request address correction service and meet the Move Update standard?

A36: Current requirements to receive address corrections based on a printed Ancillary Service Endorsement state that a domestic return address must be present on the address side of the mail piece. If the return address on the mailpiece is a legitimate domestic address, then a printed Ancillary Service Endorsement can be used to meet the Move Update standard – even if the mailer itself is based outside of the United

States. If, however, the return address shows a non-domestic return address then a printed Ancillary Service Endorsement cannot be used because the Postal Service has no means of collecting address correction fees from the foreign address.

NCOA^{Link}® MPE

Q37: My company is a service bureau with a place of business in the United States of America. We take finished mailpieces from international mailers and combine them for entry into a Postal Service mail processing facility. Can I use NCOA^{Link} MPE to meet the Move Update standard?

A37: Yes. NCOA^{Link} MPE (Mail Processing Equipment) systems can be used to meet the Move Update standard. As with other change-of-address systems, these Move Update tools are only available for use by companies with business locations and legitimate return addresses in the United States. There is no restriction in the license that limits the Service Provider's ability to do processing for international entities that meet those conditions.

APPENDICES

APPENDIX 1

NCOA^{Link}® RETURN CODES

Move Type			Move type indicates the type of move on the addressee's change-of-address order. The field length is one alpha character. Possible values:
F			Family move (includes everyone with the same last name)
I			Individual move ((includes only the individual)
B			Business move

The matrix below provides: (1) the return codes from NCOA^{Link}® (in Column 1). (2) whether a new address is provided (in Column 2), (3) code description (in Column 3), and (4) what action is suggested (in Column 4). The standardized input record reference in the table below is the original address record that is appended with the correct 5-digit ZIP Code or ZIP + 4 code, other postal values and any other intelligence flags or footnotes that result from the CASS™ processing segment of the NCOA^{Link} processing job.

Code	Returns New Side Address ?	Code Description	Action
A	Yes	COA Match – The input record matched to a COA record. New address is furnished	Use New Address as soon as appropriate. To maintain Move Update Compliance, New Address must be used when MED (Move Effective Date) is greater than 95 days.
91	Yes	COA Match: Secondary Number dropped from COA – The input record matched to a COA record. The COA record had a secondary number and the input address did not.	Use New Address as soon as appropriate. To maintain Move Update Compliance, New Address must be used when MED (Move Effective Date) is greater than 95 days.
92	Yes	COA Match: Secondary Number Dropped from input address – The input record matched to a COA record. The input record had a secondary number and the COA record did not. The record is a ZIP + 4 street level match.	Use New Address as soon as appropriate. To maintain Move Update Compliance, New Address must be used when MED (Move Effective Date) is greater than 95 days.
01	No	Found COA: Foreign Move – Found a COA for a Foreign Move. No forwarding address provided.	Use CASS***** Standardized Input record. Old Address should be suppressed from discounted mailings. New Address record may be acquired through ACS.
02	No	Found COA: Move, Left No Address (MLNA) – Found a COA for Moved Left No Address. (MLNA).	Use Standardized Input record. Old Address should be suppressed from discounted mailings.
03	No	Found COA: Box Closed No Order (BCNO) – Found a COA for Post Box Closed No Order Filed by Customer.	Use Standardized Input record. Old Address should be suppressed from discounted mailings.
00	No	No Match – Input record COULD NOT BE	Use Standardized Input record. Address is

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		matched to a COA record	Move Update compliant.
04	No	Cannot match COA: Street Address with Secondary – In the STANDARD mode utilizing Family matching logic the input record was a potential match to a family type COA record with an old address that contained secondary information. The input record does not contain secondary information. The record is a ZIP + 4® street level match. This address match situation requires individual name matching logic to obtain a match and individual names do not match.	Old Address should be verified and corrected as necessary.
05	No	Found COA: New 11-digit DPBC is Ambiguous – The input record matched to a COA record. The new address on the COA record could not be converted to a deliverable address because the DPBC represents more than one delivery point.	Use Standardized Input record.
06	No	Cannot Match COA: Conflicting Directions: Middle Name Related –There is more than one COA record for the match algorithm and the middle names or initials on the COAs are different. Therefore, a single match result could not be determined.	Use Standardized Input record. Name should be verified and corrected as necessary.
07	No	Cannot Match COA: Conflicting Directions: Gender Related –There is more than one COA record for the match algorithm and the genders of the names on the COAs are different. Therefore, a single match result could not be determined.	Use Standardized Input record. Name should be verified and corrected as necessary.
08	No	Cannot Match COA: Other Conflicting Instructions – The input record was a potential match to two COA records. The two records were compared and due to differences in the new addresses, a match could not be made.	Use Standardized Input record. Name should be verified and corrected as necessary.
09	No	Cannot Match COA: High-rise Default – The input record was a potential match to a family COA record from a High-rise address ZIP + 4 coded to the building default. This address match situation requires individual name matching logic to obtain a match and individual names do not match.	Use Standardized Input record. Name should be verified and corrected as necessary.
10	No	Cannot Match COA: Rural Default – The input record was a potential match to a family COA record from a Rural Route or Highway Contract Route address ZIP + 4 coded to the route default. This address situation requires individual name matching logic to obtain a match and individual names do not match.	Use Standardized Input record. Name should be verified and corrected as necessary.
11	No	Cannot Match COA: Individual Match: Insufficient COA Name for Match – There is a COA record with the same surname and address but there is insufficient first/middle	Use Standardized Input record. Name should be verified and corrected as necessary.

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		name information on the COA record to produce a match using individual matching logic.	
12	No	Cannot Match COA: Middle Name Test Failed – The input record was a potential match to a COA record. A match cannot be made because the input name contains a conflict with the middle name or initials on the COA record.	Use Standardized Input record. Name should be verified and corrected as necessary.
13	No	Cannot Match COA: Gender Test Failed – The input record was a potential match to a COA record. A match cannot be made because the gender of the name on the input record conflicts with the gender of the name on the COA record.	Use Standardized Input record. Name should be verified and corrected as necessary.
14	No	Found COA: New Address Would Not Convert at Run Time – The input record matched to a COA record. The new address could not be converted to a deliverable address.	Use Standardized Input record.
15	No	Cannot Match COA: Individual Name Insufficient – The input record was a potential match to a COA record that contains a first initial and middle initial/name [ex. C M Smith or C Mary Smith]. A match cannot be made because the input middle initial/name is missing or does not equal the middle initial/name on the COA.	Use Standardized Input record. Name should be verified and corrected as necessary.
16	No	Cannot Match COA: Secondary Number Discrepancy – The input record was a potential match to a street level COA record. However, a match is prohibited based on one of the following reasons: 1) There is conflicting secondary information on the input and COA record; 2) the input record contained secondary information and matched to a family record that does not contain secondary information. In item 2, this address match situation requires individual name matching logic to obtain a COA match and individual names do not match.	Use Standardized Input record. The mailer should verify with the addressee and correct the address as necessary.
17	No	Cannot Match COA: Other Insufficient Name – The input record was a potential match to a COA record that contains a full first name and full middle name. The input middle initial/name is missing or different from the middle name on the COA. A match cannot be made because the first name on the COA was truncated (drop-n flag) and the middle names must be equal in order to make this match.	Use Standardized Input record. The mailer should verify with the addressee and correct the address as necessary.
18	No	Cannot Match COA: General Delivery – The input record was a potential match to a COA record from a General Delivery address. This address situation requires individual name matching logic to obtain a match and individual names do not match.	Use Standardized Input record. The mailer should verify with the addressee and correct the address as necessary.

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19	No	<p>Found COA: New Address not ZIP + 4 coded or New address primary number not DPV confirmable or Temporary Change-of-Address – There is a change-of-address on file but the new address cannot be ZIP + 4 coded and therefore there is no 11-digit DPBC to store or return, or the new address primary number cannot be confirmed on DPV or the new address is temporary.</p>	<p>Use Standardized Input record. New address is not ZIP+4 coded or new address primary number not DPV confirmable or new address is temporary.</p>
20	No	<p>Cannot Match COA: Conflicting Directions after re-chaining – Multiple COA records were potential matches to the input record. The COA records contained different new addresses and a single match result could not be determined.</p>	<p>Use Standardized Input record.</p>
66	No	<p>Daily Delete – The input record matched to a business, individual or family type COA record with an old address that is present in the daily delete file. The presence of an address in the daily delete file means that a COA record with this address is pending deletion from the COA master file and that no mail may be forwarded from this address.</p>	<p>Use Standardized Input record.</p>

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APPENDIX 2

ACSTM Return Codes

The matrix below provides: (1) the return codes from ACS, (2) if a new address is provided, (3) what action is required, and (4) comment.

Deliverability Code	Returns New Side Address?	Action Required by Mailer?	Action
Space (null)	Yes	Y	Use New Address as soon as appropriate. To maintain Move Update Compliance, New Address must be used when MED (Move Effective Date) is greater than 95 days.
K	No	Y	Move-Left-No-Address: Old Address should be suppressed from discounted mailings.
G	No	Y	PO Box Closed: Use Old record. Old Address should be suppressed from discounted mailings.
Foreign Move	Yes	Y	Foreign Move: Use Old record. Old Address should be suppressed from discounted mailings. Foreign Moves are identified by the "F" code in the Address-Type-New field of the COA Record from ACS Notification File.
All Other	N	N	These codes are outside the scope of Move Update compliance and verification.
Nixie Codes			Nixie notifications do not contain addressee name, old address, or new address information. Therefore the use of a keyline is needed to identify the addressee record.
A	N	N/A	Identified as ' Attempted, not known '. Address should be verified with the addressee and corrected as appropriate.
B	N	N/A	Identified as ' Returned for better address '. Address should be verified with the addressee and corrected as appropriate.
D	N	N/A	Identified as ' Outside delivery limits '. Address should be verified with the addressee and corrected as appropriate.
E	N	N/A	Identified as ' In dispute '. Address and disposition of the mail should be verified with the addressee and corrected as appropriate.
I	N	N/A	Identified as ' Insufficient address '. Address should be verified with the addressee and corrected as

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			appropriate.
L	N	N/A	Identified as ' Illegible '.
M	N	N/A	Identified as ' No mail receptacle '. Disposition of mail should be verified with the addressee and corrected as appropriate.
N	N	N/A	Identified as ' No such number '. Address should be verified with the addressee and corrected as appropriate.
P	N	N/A	Identified as ' Deceased '. Disposition of mail should be verified with the addressee's family and corrected as appropriate.
Q	N	N/A	Identified as ' Not deliverable as addressed/unable to forward '. Address should be verified with the addressee and corrected as appropriate.
R	N	N/A	Identified as ' Refused '. Disposition of mail should be verified with the addressee and corrected as appropriate.
S	N	N/A	Identified as ' No such street '. Address should be verified with the addressee and corrected as appropriate.
U	N	N/A	Identified as ' Unclaimed '. Disposition of mail should be verified with the addressee and corrected as appropriate.
V	N	N/A	Identified as ' Vacant '. Address should be verified with the addressee and corrected as appropriate.
X	N	N/A	Identified as ' No such office '. Address should be verified with the addressee and corrected as appropriate.
Move Type			Move type indicates the type of move on the customer's change-of-address order. The field length is one alpha character. Possible values:
F			Family move (includes everyone with the same last name)
I			Individual move ((includes only the individual)
B			Business move

Listed below are examples of the Action Code and Deliverability Code Types found in the Full Service ACS and Nixie report.

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Action Code	Identifies action taken for the returned mail	Alpha	F = Forwarded W = Wasted R = Returned U = Unable to determine action
Deliverability Code Type	Delivery Code Type	Alpha	<blank> = COA Match with new address K = COA Match, no forwarding address G = COA Match, PO Box Closed, no forwarding address W = COA Match with a temporary COA. Note: Foreign addresses are currently not supported by <i>PostalOne!</i> SASP file structures.

The Full-Service ACS data comprises both change-of-address (COA) and nixie information, and are available online via download in comma-separated values (CSV), Excel formats, or via Mail.XML push/pull methods.

The Full-Service Reports are accessed from the new Business Customer Gateway landing page Full-Service ACS reports allow users to query ACS records, display sample data, and enables the ability to download COA and Nixie data in Excel and CSV formats.

APPENDIX 3

Example of 99% Certification Test - Summary of Test Results

Date: 06/04/2009 U.S. Postal Service® Move Update 99% Compliance Test Page: 1

Summary of Test Results

Total records input: 7,550
Records Zip+4 coded: 7,453 98.71 %
Records not Zip+4 coded: 97 1.28 %

Records passed to NCOA: 7,453 98.71 %
Records matched to NCOA: 72 0.96 %
Records not matched to NCOA: 7,381 99.03 %

* ----- PASSED ----- PASSED ----- PASSED ----- *

APPENDIX 4

99 Percent Certification Testing Process and Procedures

GENERAL REQUIREMENTS

1. Applicants must complete and return the 99 Percent Certification Mailer Move Update Processing Order Form (Appendix 6) along with a copy of the most recent PS Form 3553 for the list of addresses to be tested.
2. All of the applicant's domestic customer records must be run against the Postal Service ZIP + 4[®] Address Matching Engine and change-of-address process. **Note:** All of the US-based addresses of the file must be submitted. Foreign addresses should be omitted for testing purposes as these will be counted as non ZIP + 4 codeable and will negatively affect the test results.
3. At least 98.5% of the total file must be able to be ZIP+ 4 code.
4. The Postal Service will provide a report that will show the total record count, the number of ZIP + 4 coded records, total records matched, and percentages of each. The report will provide a profile of the addresses that ZIP + 4 coded as well as those that did not ZIP + 4 code.
5. The Postal Service will provide the applicant with a file containing all of the non ZIP + 4 coded records. The purpose of this file is to assist the applicant in identifying addresses that need to be researched and improved.
6. The Postal Service will provide the applicant with a file containing all of the change-of-addresses obtained during this process only if a score of 99% or greater is obtained.
7. Passing the 99% test authorizes the applicant to present mail generated from the tested list/file as Move Update qualified for one year. (Except as noted in Testing Procedures item 6).
8. The applicant will revert to an Initial 99% test (See Testing Procedures item 2) if:
 - a. The tested mailing list/file has significantly changed from one audit to the next (more than 1% growth)
 - b. The tested mailing list/file has been affected by or resulting from company acquisitions, buy-outs, takeovers, or mergers
 - c. The tested mailing list/file falls below the 99% requirement on a subsequent test

SPECIFIC REQUIREMENTS

1. The applicant must fill out the 99 Percent Certification Mailer Move Update Alternative Processing Order Form prior to each test. A separate form is required for each list/file by name.
2. In order for the Postal Service to monitor Move Update compliance, each file must have

a specific name associated with that file. The name must have a meaning to the applicant and to the Postal Service. For the purpose of the 99% Accurate test, a mailing list/file is a single database file or a single file comprised of multiple databases that is designated/deemed/named/mailed as a single entity. For example: ABC telephone company may be comprised of several districts/zones/divisions that print and mail from the same facility. ABC Telephone Company is diversified, so it has billing for long distance, cellular service and normal business and residential billing. If all of the billing files are combined as a single file for the 99% Accurate test, then the name of this file should have a name meaningful or descriptive of the contents of the file, such as ABC Company All Billing. If each of the diversified billings is submitted separately, then the name should correspond to that specific type of diversification (ABC Company Cell Phone Billing). If the files are separated by districts/zones/divisions then the name should indicate that (ABC Company All Billing (TX, AR, TN) or ABC Company Cellular Billing (TX, AR, TN).

3. The applicant must provide the Postal Service with a copy of the most recent PS Form 3553 for the list of addresses to be tested. The Form 3553 must pertain to the entire mailing list and indicate the total number of records in the list, the number and percentage of records ZIP + 4[®] coded, number and percentage of records 5 digit coded. If the mailing list is comprised of several different lists/files that produced multiple 3553's at different times, then a single 3553 must be produced prior to submitting the file to the 99% Accurate test.
4. The applicant submits all address records that result in an actual mail piece submitted to the Postal Service for delivery. Applicants may exclude addresses that are mailed out of the country, internet billing, addresses without names or any address that will not produce an actual mail piece.
5. The list owner provides the address list in the record format as defined later in this appendix.
6. All addresses assigned a valid ZIP + 4 code will be processed by the change-of-address software in the Standard mode. When processing in Standard mode all move types (individual, family and business) are applied in the matching logic. A percentage is computed based on the moves obtained (number of matched moves divided by total ZIP + 4 records). This percentage is applied to the non-coded records and the default ZIP + 4 records to ascertain the number of possible moves in those records. All moves are combined and divided by the total ZIP + 4 coded addresses minus the number of default ZIP + 4 records. If this percentage exceeds 1%, the file is considered NOT to be Move Update compliant.

NON-ZIP + 4 ADDRESSES

1. For the 99% Accurate test, non-ZIP + 4 coded addresses are not presented by the change-of-address logic. After processing the file, if the percentage of non-ZIP + 4 coded addresses exceeds 1.5%, the address file will not qualify for Move Update compliance.
2. The move percentage found in the ZIP + 4 coded records are applied to the non-coded records and added to the total moves.

DEFAULT ZIP + 4 ADDRESSES

Default ZIP + 4 coded addresses are not matched with the change-of-address matching logic. The move percentage found in the ZIP + 4 coded records is applied to the default ZIP + 4 coded records and then added to the total moves.

QUALITY STANDARDS AND TESTING CRITERIA

The accuracy of the name and address matching performed by the change-of-address logic depends upon the quality of the data passed to it from the applicant's address mailing list. No match results occur when incorrect input name or addresses are provided to the system from the applicant's list.

To evaluate the accuracy and validity of the applicant's address mailing list, the 99% Accurate test utilizes the Postal Service ZIP + 4[®] address matching engine and name and address matching logic in Standard mode to determine if change-of-address data is present, according to the following criteria:

1. The percentage of records that are ZIP + 4 coded and passed to the system from the applicant's list shall not be less than 98.5% of the total number of pieces in the original file.
2. The percentage of records containing a move identified by the system plus the possible moves for the records not presented to change-of-address matching logic shall not be less than 99% when compared to the ZIP + 4 coded records minus the non ZIP + 4 records and records without a name.

TESTING PROCEDURES

1. **Preliminary file review:** Prior to testing the applicant must submit a test file in the proper format. This allows the Postal Service the opportunity to process the file and verify the format and identify any potential problems. The file may contain live names or fake names.
2. **Initial 99% Test:** All files submitted are tested for which the applicant is claiming to be Move Update compliant. The results ascertain if the applicant meets the specific requirements and testing standards. If the applicant fails to meet the standards, they are authorized to re-apply after three (3) months.
3. **First Year Audit:** This test occurs approximately one (1) year from the initial 99% Accurate test to ensure continued compliance with the current standards.
4. **Second Year Audit:** This test occurs approximately two (2) years from the initial 99% Accurate test to ensure continued compliance with the current standards.
5. **Third Year Audit:** This test occurs approximately three (3) years from the initial 99% Accurate test to ensure continued compliance with the current standards. If successful (i.e. within compliance for three consecutive years), future audits occur every four years.
6. **Subsequent Audits:** After successful completion of step 5, an audit occurs approximately every four years as long as the applicant continues to show the mailing list is still in compliance with the current standards. Any failure to meet compliance standards will result in reverting to the initial testing (step 2) until the applicant again passes three consecutive years.

7. Mailers who have completed step six are required to submit an annual letter thirty (30) days prior to the expiration date to the Postal Service NCSC stating their current status for eligibility and detailing any business or company modifications, as outlined below:
 - Any merger or acquisition of the company whose list is certified
 - An annual increase in the customer base, or address data that makes up the mailing list, that is greater than 1% of the total base.
 - Any change in, or modifications related to the address matching tools used (CASS™, MASS™, NCOA^{Link®} process)
 - Any change in the type of business originally certified
 - Any change in the customer method for notification or update process made to the business systems that maintain customer address information.
8. After receiving and reviewing the mailer’s annual notification letter, the Postal Service determines whether or not the list needs to recertify. If recertification is required, recertification testing must be performed within 90 days of receipt of the annual notification letter.

FILE FORMATS

The file(s) submitted to the Postal Service for input must utilize the format below. The input file must be a fixed format ASCII file. All null characters and blank fields must be represented as spaces. The input file(s) media must be externally labeled to show the company name and file name. Input media may be returned on a CD(s) or via Internet. Populate the Input Name field with the business name only if it is a business address record or if the record is for an individual first name (space) middle initial (space) last name.

File Layout – INPUT

RECORD	POSITION			
FROM	TO	FIELD NAME AND DESCRIPTION	LENGTH	COBOL
1	64	Input Name	64	PIC X(64)
65	128	Input Address	64	PIC X(64)
129	170	Input City, State, ZIP (five digit ZIP)	42	PIC X(42)
171	190	Input Customer/Account number (optional but recommended)	20	PIC X(20)
191	200	Input parsed primary number (optional)	10	PIC X(10)
201	208	Input parsed secondary number (optional)	8	PIC X(08)
209	213	Input five digit ZIP (optional)	5	PIC X(05)

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214	217	Input ZIP + 4 (optional)	4	PIC X(04)
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The parsed primary number and secondary number along with the input ZIP + 4 can be utilized to attempt a MOVE MATCH when the ZIP + 4 database is unable to produce a ZIP + 4 match on the input record. If the 99% process is unable to obtain a ZIP + 4 and if the customer's Input file contains a ZIP + 4 and a parsed primary number is present, the record will be counted as if a ZIP + 4 match was obtained by the 99% process.

Please note: In the case of Rural Route, Highway Contract, and PO BOX type address, the parsed primary address consists of the BOX NUMBER. For example:

RR 1 BOX 710

HC 1 BOX 710

PO BOX 710

In all cases listed above the parsed primary number is 710 and the parsed secondary consists of spaces.

Move Update Review File Format - file returned to customer indicating potential problems with transactions. This file will be returned whether the list passes or fails the test.

File Layout – 99 Percent Certification Review

RECORD	POSITION			
FROM	TO	FIELD NAME AND DESCRIPTION	LENGTH	COBOL
1	64	Input Name	64	PIC X(64)
65	128	Input Address	64	PIC X(64)
129	170	Input City, State, ZIP	42	PIC X(42)
171	190	Input Customer/Account number	20	PIC X(20)
191	200	Input parsed primary number	10	PIC X(10)
201	208	Input parsed secondary number	8	PIC X(08)
209	213	Input five digit ZIP	5	PIC X(05)
214	217	Input ZIP + 4	4	PIC X(04)
218	219	ZIP + 4 return code	2	PIC X(02)
220	221	ZIP + 4 record type	2	PIC X(02)
222	223	Modified return code	2	PIC X(02)
224	249	ZIP + 4 return footnotes	26	PIC X(26)
250	251	Carriage Return Line	2	PIC X(02)

		Feed (CRLF)		
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All records that are unable to be ZIP + 4 coded by the Postal Service ZIP + 4[®] engine will be returned for your review. Please consult the AMS API User's Guide for ZIP + 4 return codes and footnote codes, which are located at the following web address:
https://ribbs.usps.gov/amsapi/documents/tech_guides/AMSAPIUG.PDF.

The 99% Accurate system may also produce modified return codes. The modified return codes are as follows:

Modified Return Code	Description
01	Five digit ZIP not numeric or 00000
02	Unique Five digit ZIP
03	Input Five digit ZIP different than ZIP + 4 return
04	Non delivery point match by ZIP + 4
05	Greater than 9 words in an address
06	No surname present
19	Reverse 9 digit ZIP + 4 lookup failed

The Postal Service provides the applicant with a file containing all of the changes of address obtained during this process only if a score of 99% or greater is obtained.

File Layout – 99FMATCH

RECORD	POSITION			
FROM	TO	FIELD NAME AND DESCRIPTION	LENGTH	COBOL
1	64	Input name	64	PIC X(64)
65	128	Input address	64	PIC X(64)
129	170	Input city, state, ZIP	42	PIC X(42)
171	190	Input account number	20	PIC X(20)
191	195	Input five digit ZIP Code	5	PIC X(05)
196	199	Input ZIP + 4	4	PIC X(04)
200	209	Input parsed primary number	10	PIC X(10)
210	217	Input parsed secondary number	8	PIC X(08)
The following are ZIP + 4 results of input				
218	281	ZIP + 4 address	64	PIC X(64)
282	309	ZIP + 4 city	28	PIC X(28)
310	311	ZIP + 4 State	2	PIC X(02)
312	316	ZIP + 4 five digit ZIP	5	PIC X(05)
317	320	ZIP + 4 four digit add-on	4	PIC X(04)
321	323	ZIP + 4 DPBC	3	PIC X(03)

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324	327	ZIP + 4 Carrier Route Id (CRID)	4	PIC X(04)
328	328	ZIP + 4 address record type	1	PIC X(01)
329	330	ZIP + 4 Return code	2	PIC X(02)
The following are ZIP + 4 footnote codes				
331	331	ZIP Corrected	1	PIC X(01)
332	332	City State corrected	1	PIC X(01)
333	333	Invalid city state ZIP	1	PIC X(01)
334	334	No ZIP assigned	1	PIC X(01)
335	335	ZIP assigned for multiresp	1	PIC X(01)
336	336	No ZIP available	1	PIC X(01)
337	337	Reserved	1	PIC X(01)
338	338	Secondary number missing	1	PIC X(01)
339	339	Insufficient / incorrect data	1	PIC X(01)
340	340	Dual input address – used PO BOX	1	PIC X(01)
341	341	Dual input address – used non PO BOX	1	PIC X(01)
342	342	Delivery address component	1	PIC X(01)
343	343	Changed street name spelling	1	PIC X(01)
344	344	Standardized delivery address	1	PIC X(01)
345	345	Reserved for future use	1	PIC X(01)
346	346	Better delivery address exists	1	PIC X(01)
347	347	Reserved for future use	1	PIC X(01)
348	348	Reserved	1	PIC X(01)
349	349	Invalid secondary number	1	PIC X(01)
350	350	Reserved	1	PIC X(01)
351	351	Unofficial Post Office TM name	1	PIC X(01)
352	352	Undeliverable city state	1	PIC X(01)

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353	353	Small town default	1	PIC X(01)
354	354	Unique ZIP Code default	1	PIC X(01)
355	355	Reserved	1	PIC X(01)
356	356	Reserved	1	PIC X(01)
357	360	Filler	4	PIC X(04)
The following contains the new address and/or the reason for non delivery				
361	424	Return matched name	64	PIC X(64)
425	488	Return new address	64	PIC X(64)
489	516	Return new city	28	PIC X(28)
517	518	Return new state	2	PIC X(02)
519	523	Return new five digit ZIP	5	PIC X(05)
524	527	Return new ZIP + 4	4	PIC X(04)
528	529	Return Delivery point bar code	2	PIC X(02)
530	530	Return DPBC check digit	1	PIC X(01)
531	534	Return Carrier Route ID	4	PIC X(04)
535	540	Return Move effective date (YYYYMM)	6	PIC X(06)
541	541	Return LACS™ indicator	1	PIC X(01)
542	542	Return COA move type (F, I, B)	1	PIC X(01)
543	543	Return Forwarding flag (M, K, G, F)	1	PIC X(01)
544	544	Return Match flag value 1	1	PIC X(01)
545	545	Return response flag value Y	1	PIC X(01)

APPENDIX 5

99 Percent Certification Mailer Move Update Process Order Form



Mailer Move Update Process Order Form

Customer Information (Please print)

Customer Name _____

Company Name _____

Street Address, PO Box, or Rural/Hwy Contract Route and Box Number _____ Apt/Suite _____

City _____ State _____ ZIP + 4[®] _____

Telephone Number (include area code) _____ Fax Number (include area code) _____

Email Address _____

Input Media (Check one)

Media must be externally labeled showing the company name and the file name.

- CD ROM Internet

Mailing List (One per application)

Enter the name of the mailing list that will be tested. A separate application must be completed for each mailing list.

Input Records

		÷ 1,000 =		X \$1.15 =	
Actual Quantity	Quantity rounded up to the nearest 1,000		Quantity		Total Price

Note: There is a \$1.15 minimum charge for testing. Address files will be billed at \$1.15 per 1,000 records.

Documentation (Required)

Copy of the most recent PS Form 3553 is required and must accompany this order form.

Payment Options

Indicate the method of payment and mail this completed form and payment to the address below. (Returned checks will incur a \$25.00 fee). Please allow 10 business days for processing and delivery. Customers who need assistance may call the Move Update Department at 1-800-589-5766. Prices subject to change without prior notice.

<p style="text-align: center; margin: 0;">Payment Method</p> <p style="margin: 0;">Make check or money order payable to "United States Postal Service"</p> <p style="margin: 0;"> <input type="checkbox"/> Check <input type="checkbox"/> Postal Money Order <input type="checkbox"/> Visa <input type="checkbox"/> MasterCard <input type="checkbox"/> ACH Credit <input type="checkbox"/> American Express </p> <p style="margin: 0;">Card # <input style="width: 150px; height: 15px;" type="text"/></p> <p style="margin: 0;">Card expiration date: <input style="width: 30px; height: 15px;" type="text"/> / <input style="width: 30px; height: 15px;" type="text"/> (MM/YY)</p> <p style="margin: 0;">Authorized Personnel (Please print) _____</p> <p style="margin: 0;">Signature _____</p> <p style="font-size: x-small; margin: 0;">The signature above accepts total responsibility governing the use of this card and agrees to comply with the terms of the issuer.</p>	<p style="margin: 0;">Mail or fax order form and payment to:</p> <p style="margin: 0;">ACCOUNTS RECEIVABLE MOVE UPDATE SUPPORT DEPARTMENT NATIONAL CUSTOMER SUPPORT CENTER UNITED STATES POSTAL SERVICE 225 N HUMPHREYS BLVD STE 501 MEMPHIS TN 38118-1099</p> <p style="margin: 0;">Fax: 901-681-4409</p>
USPS® Use Only	

MUP003, January 2013

APPENDIX 6

Revision History

Date	Reason For Changes	Version
1/27/2013	<ol style="list-style-type: none"> 1. <i>FASTforward</i> system retired - All references to <i>FASTforward</i> have been deleted. 2. 99 Percent Order Form updated to reflect price change 3. Appendix 1 – NCOA^{Link} Return code 19 redefined 	3.0
9/27/2012	<ol style="list-style-type: none"> 1. Reworked Quick Start Guide to emulate DMM QSG. 2. Section “Why is Move Update Necessary?” – Added new subsection “Overview of Change-of-Address Process” 3. Section “What is the Move Update Requirement? – Overview of the Move Update Process” – Clarified process narrative and flow chart 4. Section “Move Update Methods – NCOA^{Link}” – Added new subsections: <ol style="list-style-type: none"> a. “What is a PAF and Why is It Required?” b. “Non-US Mailers and NCOA^{Link}” c. “NCOA^{Link} MPE” 5. Section “Move Update Methods – <i>FASTforward</i>” – <ol style="list-style-type: none"> a. Added announcement of <i>FASTforward</i>’s retirement date of January 27, 2013 b. Added new subsection “<i>FASTforward</i> Modes of Operations” 6. Section “Move Update Methods – Ancillary Service Endorsements” – Made changes to Ancillary Service Endorsements table 7. Section “Move Update Methods – ACS” – Made changes and updates to “Using Ancillary Service Endorsements with ACS” table 8. Section “Move Update Methods – Alternative Methods – Legal Restraint Method” – Reverted to original 4-step Legal Restraint process 9. Section “Move Update Questions and Answers” – Reworked sections and incorporated some questions and answers into the body of the <i>Guide</i> 10. Appendix – Clarified and revised verbiage in Appendices as needed 11. Clarified and revised language throughout document. 	2.0
4/20/2010	<p><i>Guide to Move Update</i> created and posted to RIBBS – Replaced Publication 363 – <i>Updating Address Lists is a Smart Move</i></p>	1.0