

Address Quality Census Measurement and Assessment Process (AQCMAP) Fact Sheet



SUPPORTING DOCUMENTATION

- Guide to Move Update: <https://postalpro.usps.com/node/1116>
- Guide to the Mailer Scorecard: <https://postalpro.usps.com/guidetomailerscorecard>
- Publication for Streamlined Mail Acceptance for Letters and Flats: <https://postalpro.usps.com/node/581>

The Move Update address quality standard is a means of reducing the number of mailpieces in a mailing that require forwarding or return by the Postal Service. Mailers who claim presorted or automation prices for First-Class Mail or USPS Marketing Mail must use an approved Move Update method to ensure the address used on the piece has been updated within 95 days prior to the postage statement finalization date. Addresses that are not updated may impact your overall address quality measurement.

The USPS validates Move Update address quality through an automated process. As mailpieces bearing an Intelligent Mail barcode are processed, name and address information from the mailpiece is compared against the Postal Service Change of Address (COA) database to identify mailpieces that have not been updated with a new address. Quality is measured across a calendar month and any pieces exceeding the .5% tolerance level will be assessed \$.08 per piece. Results of this evaluation can be found through an online reporting tool called the Mailer Scorecard.

Today, mailers are provided no-fee address change service notices for Full-Service mailpieces. On March 1, 2018 the USPS is extending this to include basic and nonautomation mailpieces meeting the following requirements:

- 95% Full-Service at the eDoc submitter Customer Registration Identification (CRID) level
- Unique barcode included in eDoc
- Full-Service or OneCode ACS® requested Service Type Identifier (STID)
- Proper By/For identification in eDoc

MAILER SCORECARD OVERVIEW

The Mailer Scorecard is an online reporting tool available to eDoc submitters, Mail Preparers, and Mail Owners providing summary and detailed information on their mail quality over the calendar month. All Change of Address (COA) errors, both above and below the error threshold, are available to mailers on the Mailer Scorecard. A Move Update error is logged when the address on the mailpiece has not been updated due to a COA record where the more current of the COA Move Effective and COA Create date is between 95 days and 18 months prior to the postage statement finalization date.

The following information is provided on the scorecard to assist in identifying and resolving any move update or undeliverable mail issues that have been identified:

- Move/Update Eligible Pieces — FCM & MKT— Number of FCM & MKT pieces in eDoc that must meet the Move Update standards (this is the denominator used to determine the COA Error Threshold).
- Move/Update Eligible Pieces —Periodicals - Number of Periodicals pieces in eDoc that must meet the Move Update standards.
- ACS Requested STID Pieces - Number of pieces that include Full-Service or OneCode ACS requested STID in the barcode. These are potentially eligible for free ACS.
- Green & Secure Requested STID Pieces— Number of pieces that include Green & Secure requested Service Type Identifier (STID) in the barcode.
- COA Errors—FCM & MKT—Number of FCM & MKT pieces that did not have an updated address. These pieces are assessable (this is the numerator used to determine the COA Error Threshold).
- Green & Secure COA Warnings—FCM & MKT—Number of Green & Secure pieces that did not have an updated address. This field is not assessable, but provides valuable information to resolve errors.
- COA Warnings—Periodicals— Number of Periodicals pieces that did not have an updated address. This field is not assessable, however provides valuable information to reduce errors.
- UAA Warnings - Pieces that had incorrect addresses for other reason than COA e.g., no such address, return to sender, refused at delivery, not assessable but provides valuable information to assist in reducing undeliverable mailpieces.

Mailer Scorecard		April 2018	
Verifications			
Mailer Profile	Electronic Verification	eInduction	Seamless
<input checked="" type="radio"/> # Metrics <input type="radio"/> # Trending <input type="radio"/> % Metrics <input type="radio"/> % Trending			
eDoc Submitter		Total	20548194
			Location One
# Pieces with By/For Errors		138,031	--
# Barcode Uniqueness Container Errors		3	--
# Containers with Barcode Uniqueness Errors		3	--
# Barcode Uniqueness HU Errors		129	--
# HUs with Barcode Uniqueness Errors		129	--
# Barcode Uniqueness Piece Errors		124,589	--
# Pieces with Barcode Uniqueness Errors		122,676	--
# Entry Facility Container Errors		11	--
# Containers with Entry Facility Errors		11	--
# Entry Facility HU Errors		29	29
# HUs with Entry Facility Errors		29	29
Move/Update Verifications			
Type of Move/Update verification		N/A	Automated
# Move/Update Eligible Pieces - FCM & MKT		23,812,784	1,564,155
# Move/Update Eligible Pieces - Periodicals		161,913	--
# ACS Requested STID Pieces		8,937,781	--
# Green & Secure Requested STID Pieces		150,000	50,000
# COA Errors - FCM & MKT		104,300	9,382
# Green & Secure COA Warnings - FCM & MKT		100	--
# COA Warnings - Periodicals		126	N/A
# UAA Warnings - FCM, MKT, & Periodicals		212,622	35
Total Additional Postage Due (Move/Update) - Info Only		\$143.60	\$124.88
# COA Warnings - Periodicals		126	N/A
# UAA Warnings - FCM, MKT, & Periodicals		212,622	35
Total Additional Postage Due (Move/Update) - Info Only		\$143.60	\$124.88
Entry Point Validations - Info Only			
# eDoc/Appointment Entry Point Mismatch		2	--
# No Valid MDF Match		1	--
# Out of Date MDF Match		3	--

* Detailed piece level information is available by drilling down into this report.

The Move Update Error Percentage Calculation

$$\text{COA Errors \%} = \frac{\text{\# COA Errors—FCM \& MKT}}{\text{\# of Move Update Eligible Pieces—FCM \& MKT}}$$