



# *Guide to Move Update*

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# Guide to MoveUpdate

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The following trademarks are among the many trademarks owned by the United States Postal Service: ACS<sup>™</sup>, CASS<sup>™</sup>, CASS Certified<sup>™</sup>, Certified Mail<sup>™</sup>, DMM<sup>®</sup>, DPV<sup>®</sup>, FAST<sup>®</sup>, First-Class<sup>™</sup>, First-Class Mail<sup>®</sup>, Full-Service ACS<sup>™</sup>, IM<sup>®</sup>, IMb<sup>™</sup>, IMb Tracing<sup>™</sup>, Intelligent Mail<sup>®</sup>, Mover's Guide<sup>®</sup>, NCOA<sup>Link</sup><sup>®</sup>, OneCode ACS<sup>®</sup>, OneCode Solution<sup>®</sup>, PLANET Code<sup>®</sup>, *PostalOne!*<sup>®</sup>, POSTNET<sup>™</sup>, Postal Service<sup>™</sup>, Priority Mail<sup>®</sup>, Registered Mail<sup>™</sup>, RIBBS<sup>®</sup>, PostalPro<sup>™</sup>, Standard Mail<sup>®</sup>, USPS Marketing Mail<sup>™</sup>, The Postal Service<sup>®</sup>, United States Postal Service<sup>®</sup>, USPS<sup>®</sup>, USPS.COM<sup>®</sup>, ZIP<sup>™</sup>, ZIP Code<sup>™</sup>, ZIP + 4<sup>®</sup> and ZIP+4<sup>™</sup>.

## Quick Start Guide

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### ***Overview of Move Update Standards***

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 First-Class Mail presorted or automation prices, USPS Marketing Mail prices, and Parcel Select Lightweight prices must demonstrate that they have updated their mailing list within 95 days before the mailing date.

The Postal Service offers three preapproved methods: National Change-of-Address Linkage System (NCOA<sup>Link</sup>), Address Change Service (ACS), and Ancillary Service Endorsements. 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, USPS Marketing Mail, or Parcel Select Lightweight mailing within 95 days after the address has been updated. Except for mail bearing an alternative address format, addresses used on all pieces claiming USPS Marketing 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, USPS Marketing Mail, or Parcel Select Lightweight mailing within 95 days after the address has been updated.

A mailer wishing to enter mail at commercial First-Class Mail, USPS Marketing Mail, and Parcel Select Lightweight prices, must identify on the postage statement the Move Update method that was used for the mailing.

### ***Overview of Move Update Methods***

#### ***NCOA<sup>Link</sup> (602.5.0)***

NCOA<sup>Link</sup> is an address correction service provided to mailers through companies licensed by the Postal Service.

Updated change-of-address information from customers that have submitted a request to forward mail is provided on a regular basis to the licensees by the Postal Service. The licensees match

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names and addresses from mailing lists submitted to them by mailers against the computerized and encrypted change-of-address information. If a match is made, NCOA<sup>Link</sup> can correct the address before it is printed.

There are different NCOA<sup>Link</sup> licensing levels that authorize software developers, vendors, and mail service providers the ability to offer different levels and types of services. There is even an NCOA<sup>Link</sup> End User License available to businesses that prefer to manage, process, and update their own mailing lists.

NCOA<sup>Link</sup> updates may be applied to pieces mailed at USPS Marketing Mail, Parcel Select Lightweight, and discounted First-Class Mail to meet Move Update standards. The updates will include standardized and Delivery Point Validated (DPV) addresses that meet all requirements for automation postage prices.

A mailer may determine the frequency with which to use NCOA<sup>Link</sup> as long as the mailer can certify that each address in a USPS Marketing Mail, Parcel Select Lightweight, or discounted First-Class Mail mailing has been updated for customer moves within 95 days before the mailing date.

NCOA<sup>Link</sup> provides additional return codes and feedback that may be used to determine if further investigation is needed to obtain an updated address for the customer on your mailing list.

## Benefits:

- NCOA<sup>Link</sup> is a pre-mailing method and therefore meets Move Update standards the first time it is used to update an address.
- Providing the most current address information for matches made to the NCOA<sup>Link</sup> file for individual, family, and business moves.
- Prevents the need to re-mail 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.
- NCOA<sup>Link</sup> processing includes CASS/MASS address standardization.
- Costs are established by the licensed NCOA<sup>Link</sup> provider

For more information about NCOA<sup>Link</sup>, including a list of licensees, see: <https://postalpro.usps.com/mailing-and-shipping-services/NCOALink>.

## **ACS - Address Change Service (507.4.2)**

Address Change Service (ACS) is an electronic enhancement to manual ancillary service endorsement methods of providing change-of-address (COA) information to mailers. There are four distinct versions of ACS service: OneCode and Full-Service, which is requested through the Intelligent Mail barcode for letters and flats, IMpb ACS, which is requested through the Intelligent

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Mail Package Barcode, and Traditional ACS that requires a USPS assigned Participant ID and (optional) “keyline” to be printed in the address block of the mailpiece. ACS 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. Full Service and Seamless Acceptance mailers and publishers that desire address correction information from undeliverable as addressed (UAA) mail are required to receive address correction notices electronically via ACS.

ACS may be used on any class of mail to meet Move Update standards and qualify the addresses in a mailing list used for USPS Marketing Mail, Parcel Select Lightweight, and discounted First-Class Mail. Electronic notices can be obtained using download or push/pull services available through USPS secure web services – options vary based on the type of mail and ACS utilized.

A mailer may determine the frequency with which to use ACS as long as the mailer can certify that each address in a USPS Marketing Mail, Parcel Select Lightweight, or discounted First-Class Mail mailing has been updated for customer moves within 95 days before the mailing date.

ACS provides additional undeliverable mailpiece disposition options that are not available with manual address corrections, such as the ability to receive electronic address corrections on mail that is returned to the sender, and “Secure Destruction” for First-Class Mail containing sensitive or personally identifiable information (PII).

**IMPORTANT NOTE:** Since ACS is a post-mailing method, when using ACS for the very first time, the mailing does not meet Move Update Standards unless:

- Each address in the mailing was directly acquired from the addressee within 95 days prior to the first mailing requesting ACS.
- Each address in the mailing was processed through NCOA<sup>Link</sup> and the addresses were updated within 95 days prior to the first mailing requesting ACS.
- The mailer used ancillary service endorsements and the addresses were updated within 95 days prior to the first mailing requesting ACS.
- The first mailing requesting ACS was mailed at First-Class Mail single-piece postage prices and the addresses were updated within 95 days prior to mailing at USPS Marketing Mail, Parcel Select Lightweight, or discounted First-Class Mailpieces.

For an address to meet the Move Update requirement using ACS, the mailer must send at least one letter or card to the address with an ACS request within 95 days before reuse of the address in a mailing at USPS Marketing Mail, Parcel Select Lightweight, or discounted First-Class Mail prices. To complete the Move Update process, the mailer must make the address changes received within 95 days of the next mailing. It is recommended that mailers retain address correction records for up to one year.

## Benefits:

- ACS provides significant cost-saving and cost containment benefits to mailers and the Postal Service.



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- Electronic and automated address correction fees are significantly lower than the fees charged for manual (hard-copy) address correction notices.
- ACS notices generated by Undeliverable-As-Addressed mail processing is made available to the mailer in a more timely manner than those provided via a manual notice and return-to-sender mail.
- ACS participants can use electronically generated address correction information to automate the update of their mailing lists.
- ACS is available with several ACS-enabled ancillary service endorsements with a variety of disposition options for undeliverable-as-addressed mail, including Secure Destruction for First-Class Mail.
- ACS is the catalyst for the Green & Secure option that helps mailers avoid Move Update non-compliance Assessment charges.
- There are multiple ACS electronic notification file formats and resources available depending on the type of ACS requested.

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

### ***Ancillary Service Endorsements (507.1.5)***

Any mailer may use one of four move update compliant Ancillary Service Endorsements to request a notification of the addressee's new address. These endorsements also provide the Postal Service with instruction on how to handle undeliverable-as-addressed mail. When these endorsements are used manual notices or returned mail may be provided. The handling of USPS Marketing Mail and Parcel Select Lightweight items using ancillary service endorsements may result in additional forwarding or return to sender postage and fees. See DMM [Exhibit 507.1.5.3](http://pe.usps.com/text/dmm300/507.htm) at <http://pe.usps.com/text/dmm300/507.htm>

Mailers may use the following endorsements with First-Class Mail, USPS Marketing Mail, and Parcel Select Lightweight service to initiate this updating method:

**Address Service Requested:** The mailpiece is forwarded to the new address when possible and a separate notice with the new address is sent to the mailer and the manual address correction fee is charged. This notice is then used by the mailer to update the address list. If mail cannot be forwarded, it is returned with the reason it cannot be delivered. First-Class Mail is returned at no additional charge, all other mail classes will be charged postage and/or fees for the return of the piece.

**IMPORTANT NOTE:** This endorsement is not recommended for USPS Marketing Mail or Parcel Select Lightweight because the Weighted Fee is charged for returned mail, which is equal to the comparable First-Class Mail postage, plus any non-machinable surcharges, multiplied by 2.472.

Full Service mailers that apply the ancillary service endorsement "Address Service Requested" to their mail will receive ACS notices. Separate manual address corrections (PS Form 3547) are not available for full-service mail.

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**Change Service Requested:** A separate notice of new address or reason for nondelivery is provided and the manual address correction fee is charged. The Postal Service disposes of the mailpiece. NOTE: This endorsement is not available for First-Class Mail unless used in conjunction with electronic ACS.

Full-Service mailers that apply the ancillary service endorsement "Change Service Requested" to their mail will receive ACS notices. Separate manual address corrections (PS Form 3547) are not available for full-service mail.

**Return Service Requested:** The mailpiece is returned with the new address information or reason for nondelivery affixed. No forwarding service is provided. The return of First-Class Mail is provided at no charge. USPS Marketing Mail and Parcel Select Lightweight 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 choose to mail a new piece to the new address.

**Temp-Return Service Requested:** This endorsement is only available for First-Class Mail pieces. This endorsement is similar to Return Service Requested, however if the change-of-address is temporary, the piece will be forwarded to the temporary address. The temporary address information is not provided to the mailer. If there is a permanent change-of-address, the mailpiece is handled the same as Return Service Requested.

Note that *Forwarding Service Requested* is not listed as a move update compliant ancillary service endorsement. That is because this endorsement does not request address corrections. It is used only to request forwarding where forwarding service is not normally provided.

**IMPORTANT NOTE:** Since ancillary service endorsements is a post-mailing method, when using ancillary service endorsements for the very first time, the mailing does not meet Move Update Standards unless:

- Each address in the mailing was directly acquired from the addressee within 95 days prior to the first mailing with ancillary service endorsement requests.
- Each address in the mailing was processed through NCOA<sup>Link</sup> and the addresses were updated within 95 days prior to the first mailing with ancillary service endorsement requests.
- The first mailing with ancillary service endorsement requests was mailed at First-Class Mail single-piece postage prices and the addresses were updated within 95 days prior to mailing at USPS Marketing Mail, Parcel Select Lightweight, or discounted First-Class Mail prices.

For an address to meet the Move Update requirement using ancillary service endorsements, 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.



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## 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 of First-Class Mail with legitimate restrictions on incorporating USPS-supplied change-of-address information into their mailing lists. The National Customer Support Center (NCSC) administers and approves mailer Move Update Process Certification and alternative methods.

For First-Class Mail 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.

## **Addresses Not Subject to the Move Update Standard**

There are two types of addresses used on mail that are not subject to the Move Update standard:

- **Alternative Addressing:** 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.
- **Directly Acquired:** 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. 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.

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## Introduction

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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, USPS Marketing Mail, and Parcel Select Lightweight 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](mailto:ncsc.moveupdate@usps.gov), visit the Postal Service Web site at <https://postalpro.usps.com/address-quality/moveupdate> or call the NCSC at 800-238-3150.

This 2018 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 5 for the Summary of Changes in this version. Additional copies of this Guide can be obtained by downloading it from the PostalPro Website at <https://postalpro.usps.com/moveupdate/guide>.

The following are among the trademarks owned by the United States Postal Service: ACS™, CASS™, CASS-Certified™, Delivery Force Knowledge®, First-Class Mail®, NCOA<sup>Link</sup>®, OneCode ACS®, MASS™, Postal Service™, *PostalOne!*®, PostalPro™, USPS Marketing Mail®, Postal Service™, USPS®, U.S. Postal Service®.

## Why is Move Update Necessary?

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### **Nearly 40 Million People Change Their Addresses Each Year.**

Many of them are good customers of yours — customers 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.

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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.

## 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). 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:

- **Mover's Guide Online** (requires a verification fee) – For information, go to the Internet Change-of-Address FAQ at: <http://faq.usps.com>
- **PS Form 3575 – Official Mail Forwarding Change-of-Address Order**

PS Form 3575 (Front)

The front of PS Form 3575 features the United States Postal Service logo and a barcode. It includes a 'NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES' stamp. The form contains a 'BUSINESS REPLY MAIL' label and a 'POSTAGE WILL BE PAID BY ADDRESSEE' stamp. The recipient information is listed as 'TO: POSTMASTER, UNITED STATES POSTAL SERVICE'. A privacy notice is printed at the bottom.

PS Form 3575 (Back)

The back of PS Form 3575 is titled 'OFFICIAL MAIL FORWARDING CHANGE OF ADDRESS ORDER' and includes an 'OFFICIAL USE ONLY' section. It contains several numbered fields for personal information, including name, date of birth, and address. There are checkboxes for 'Permanent' or 'Temporary' change and a section for 'Business' addresses. A signature line and date are provided at the bottom.

- Customers are able to make changes or cancel their COA using the USPS Mover's Guide online COA Correct application. To access their COA information, the customer must use the COA Confirmation number provided to them via the Customer Notification Letter or email notice received as a result of their COA request.

Customers have an option to submit either a permanent or temporary forwarding request:

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## Permanent

A Permanent COA is retained for 18 months, and forwarding is provided for the first 12 months of the order. Mail received during months 12+ through 18 is considered undeliverable-as-addressed and is no longer forwarded. Address corrections containing the new address information are available for the entire 18 month period.

## Temporary

A Temporary COA is retained for the length of time requested by the customer not to exceed 6 months. An extension may be requested for no more than 1 year. The Postal Service does not provide the new address when the recipient has filed a Temporary COA order. Mail will be forwarded to the temporary address according to the mail class and ancillary endorsement used. If address correction or return-to-sender is required, the mailer is notified that the addressee is “Temporarily Away”.

Three types of COAs are available that will determine whose mail needs to be forwarded:

- Individual (person)
- Family
- Business

## Individual COA

An Individual may submit a COA request to have only their mail forwarded from an address. Individual COAs may need to include the proper suffix if more than one person shares the same name, as in when a child is named after a parent. In those cases, it is critical that “Jr”, “Sr”, “I” “II”, “III” (etc.) is included in the COA request to help prevent misdirection of mail when they shared the same address and one of them requests mail forwarding.

## Family COA

A Family may submit a COA when mail forwarding is requested for every person that shares the same last name at the old address. If any person with the same last name will remain, then an Individual COA must be filed only for each person that wants their mail forwarded. This is because a Family COA will redirect ALL mail with that last name.

## Business COA

A Business can submit a COA request to have all mail for the business forwarded to a new address. Mail addressed to an individual at a business that has moved will be forwarded under the Business COA.

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## Special COA Conditions

In the case of a home business where the address receives business mail as well as mail addressed to individuals at the residence, to have all the mail forwarded correctly, the owner will need to file a Business COA for the business name and either a Family COA or an Individual COA for each individual that requires mail forwarding, whichever is appropriate.

The Postal Service accepts COA requests from military bases, including APO/FPO, but mail forwarding is limited, especially for those military personnel in a transient or training status, and when their location is outside of the continental United States. Therefore mail forwarding may also be provided by the military and ACS notices for those pieces will be limited.

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

The jurisdiction of the Postal Service over mail addressed to persons receiving their mail at an institution ends upon delivery. 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. 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. ACS notices for those pieces will be limited.

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. ACS notices for those pieces will be limited. (Reference Domestic Mail Manual 508.1.6.1)

## USPS Filed Actions

### PS Form 3575-Z

Similar to PS Form 3575 but submitted by Postal personnel on behalf of customers and businesses who have:

- Moved, Left No Forwarding Address(MLNA)
- P.O. Box Closed, No Forwarding Order(BCNO)

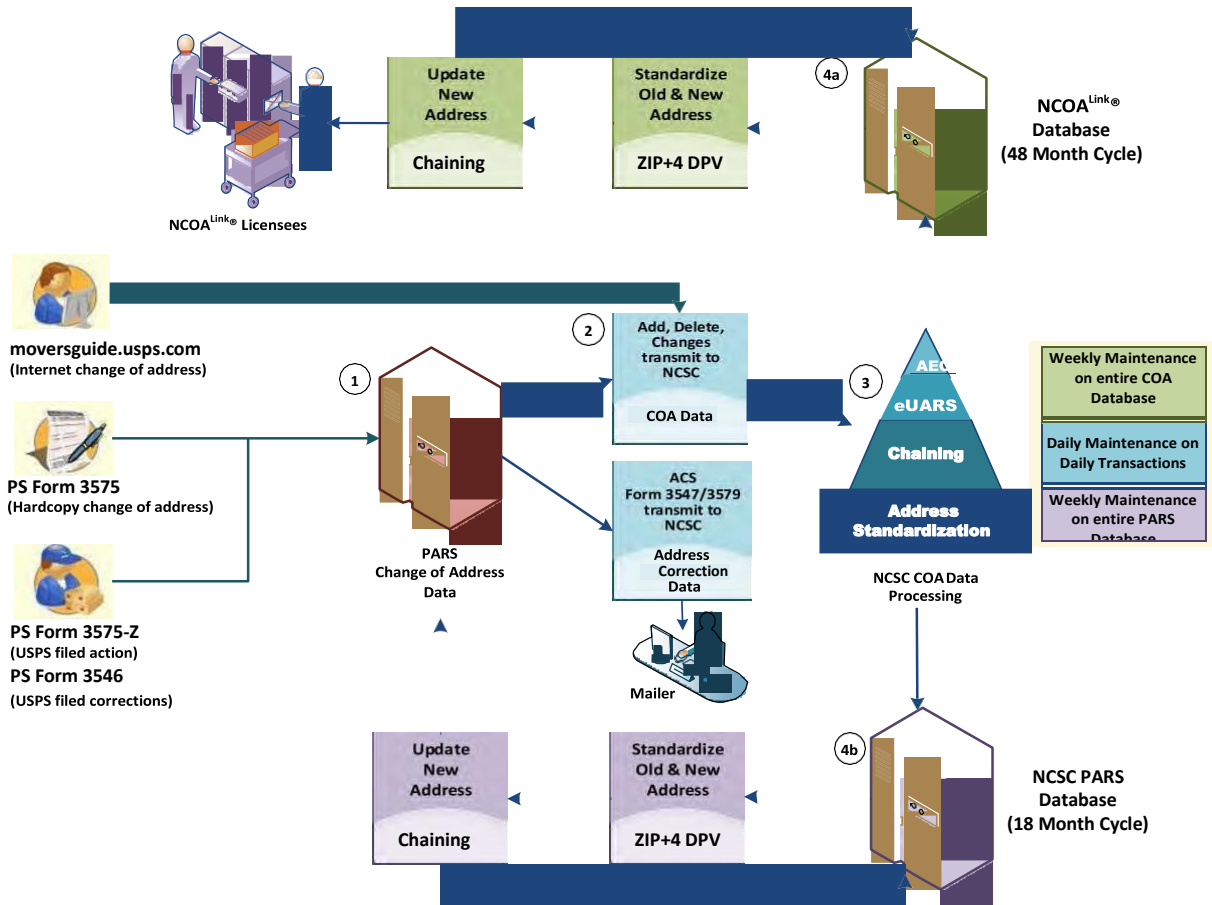
An Employee Generated COA is entered after a 10-day waiting period once it is determined the customer is not retrieving mail at address, and the customer has not submitted a COA.

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## USPS Filed Correction

When a Postal employee becomes aware of an error on a COA, they will complete a PS Form 3546 to correct the COA. Corrections may include spelling issues for the name, corrections to the old or new address, changing the COA type (Family, Individual, Business or Permanent vs Temporary), or cancelling the COA when the customer has returned to the old address.

Figure 1: COA Process



From the illustration above:

1. COA add, modification, and delete requests flow through the National Customer Support Center (NCSC) and Postal Automation Redirection System (PARS) and are used for mail forwarding and address correction notices (ACS and Form 3547/3579). Addresses are validated and standardized during entry.
2. PARS transmits additions to the COA data, requests for changes and deletes to the NCSC for inclusion into the change-of-address data.
3. NCSC validates and standardizes address data in the change-of-address request as they are received using current Address Management System (AMS) data.



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- *Deletes are removed from the COA data used for mail forwarding and address correction notices and a Daily Delete record is created for NCOA<sup>Link</sup>.*
  - *Incomplete and invalid addresses are sent to the Delivery Unit via the Electronic Uncoded Address Resolution Service (eUARS). Corrections are processed as they are received.*
  - *Chaining occurs to update previous moves (move from address A to address B, and then from address B to address C, chaining updates COA from address A).*
4. *NCSC weekly COA data processing incorporates AMS address updates and distributes the updated COA data to the NCOA<sup>Link</sup> (4a) and PARS (4b) databases.*

# What is the Move Update Standard?

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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 and all USPS Marketing Mail and Parcel Select Lightweight mail must demonstrate that they have updated their mailing list within 95 days before the mailing date.

The Postal Service offers three preapproved methods: National Change-of-Address Linkage System (NCOA<sup>Link</sup>), Address Change Service (ACS), 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, USPS Marketing Mail and Parcel Select Lightweight mailing within 95 days after the address has been updated. Except for mail bearing an alternative address format, addresses used on all pieces claiming presorted or automation prices for First-Class Mail, all USPS Marketing Mail, and Parcel Select Lightweight 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, USPS Marketing Mail, and Parcel Select Lightweight mailing within 95 days after the address has been updated.

All of the pre-approved Move Update methods, i.e., NCOA<sup>Link</sup>, NCOA<sup>Link</sup> MPE (a subset of NCOA<sup>Link</sup>), ACS, and Ancillary Service Endorsements provide information when a recipient and address combination is MLNA, BCNO or a Foreign Move. Mailpieces bearing addresses that are classified by the Postal Service as Moved, Left No Forwarding Address (MLNA), P.O. Box Closed, No Forwarding Order (BCNO) and having a change-of-address to a Foreign address are exempt from the Move Update requirement. Therefore, these satisfy the Move Update requirement towards qualification for discounted mail preparation. Be advised that these are undeliverable as addressed situations and the Postal Service recommends that mailers suppress them from their mailings.

## ***Move Update 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 described 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.

# Guide to MoveUpdate

## Pre-Mailing Method

The Postal Service offers one pre-mailing method:

1. NCOA<sup>Link</sup>® (including NCOA<sup>Link</sup> MPE)

## Post-Mailing Methods

2. ACS<sup>TM</sup> (Full-Service, OneCode and Traditional)
3. Ancillary Service Endorsement

## Alternative Methods

For First-Class Mail two alternative methods are also available that require separate approval or pre-registration from the National Customer Support Center (NCSC):

4. 99 Percent Accuracy
5. Legal Restraint

A mailer wishing to enter mail at commercial First-Class Mail, USPS Marketing Mail, or Parcel Select Lightweight prices, must identify on the postage statement the Move Update method that was used for the mailing.

## Addresses Not Subject to the Move Update Standard

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

- Alternative Address format, as outlined in DMM602.3.
- Directly acquired by the mailer from the addressees.

## *Pre-Mailing Methods*

Of the primary methods, NCOA<sup>Link</sup> including NCOA<sup>Link</sup> 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 the address needs to be updated.

**Pre-mailing** is when you perform Move Update processing on your address list or the mailpiece before it is mailed. In the case of NCOA<sup>Link</sup>, if any of your name and address records are matched to a change-of-address order (COA), the new address information is provided. Then you simply use the new addresses when creating the mailpieces for your mailing. In the case of NCOA<sup>Link</sup> MPE, the mailpieces are already created so if any COA matches are identified, the new address information will be applied directly to the mailpieces prior to mailing. In both cases, Undeliverable as Addressed (UAA) Mail is avoided. As long as you process and update the addresses using NCOA<sup>Link</sup> within 95 days prior to mailing to those addresses, you are in compliance with Move Update.

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## ***Name Matching Logic Available in Pre-Mailing Methods***

NCOA<sup>Link</sup> and NCOA<sup>Link</sup> 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 performed on the mail. Standard Name Matching Logic is matching all three COA move types: Individual, Family, and Business.

In NCOA<sup>Link</sup> and NCOA<sup>Link</sup> 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<sup>Link</sup> documentation available on PostalPro™.

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<sup>Link</sup> 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 performed on the mail.

Approximately 97 percent of all addresses processed through NCOA<sup>Link</sup> during a 12 month period 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<sup>Link</sup> 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 Move Update verification process.

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## ***Post-Mailing Methods***

**Post-mailing** is when you mail to the 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 (or addresses) that you obtain other than directly from the addressee, you must use an approved pre-mailing method or you must mail the pieces at the single-piece First-Class Mail price.

## ***Name Matching Logic Used in Post-Mailing Methods***

ACS and Ancillary Service Endorsements (post-mailing methods) always provide standard matching to all Business, Individual, and Family change-of-address orders. Additionally, Move Update verification uses Standard Mode when checking for compliance during the mailing acceptance process.

The Postal Service uses automated equipment to process undeliverable-as-addressed mail that has a COA on file. The equipment used to process automation compatible letters has the ability to “Intercept” mail when there is a COA on file. The name matching logic used is based on Standard Matching logic for NCOA<sup>Link</sup>, however it has been enhanced to include match criteria based on Delivery Force Knowledge. This allow for a more ‘relaxed’ matching logic for mail that was not able to be intercepted and therefore was sorted to the old address. When mail is sent by the delivery employee for processing due to a COA, there are additional variations in the name that are allowed.

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. Similarly, a mail piece addressed to J Doe would not match to the individual COA for John Doe, but if sent by the delivery employee, a match will be made as long as there are no conflicting COAs from that address (i.e. John Doe and Jane Doe).

The Postal Service prescribes the matching process utilized in attempting to make a match so that the mail can be forwarded as requested by the customer.

## ***Directly Acquired Addresses***

When a customer requests goods, services, or information and is added to your list as a result or verifies their 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

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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 or confirmed 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 prohibited from use in Section 602.3 of the DMM.

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.
- c) Alternative addressing formats for First-Class Mail, USPS Marketing Mail, and Parcel Select - Lightweight may not be used on:
  - Mail with any extra service under *DMM*503,
  - Mail with any Ancillary Service Endorsement under *DMM*507.1.5, or
  - 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, USPS Marketing Mail, or Parcel Select Lightweight mailing within 95 days after the address has been updated.

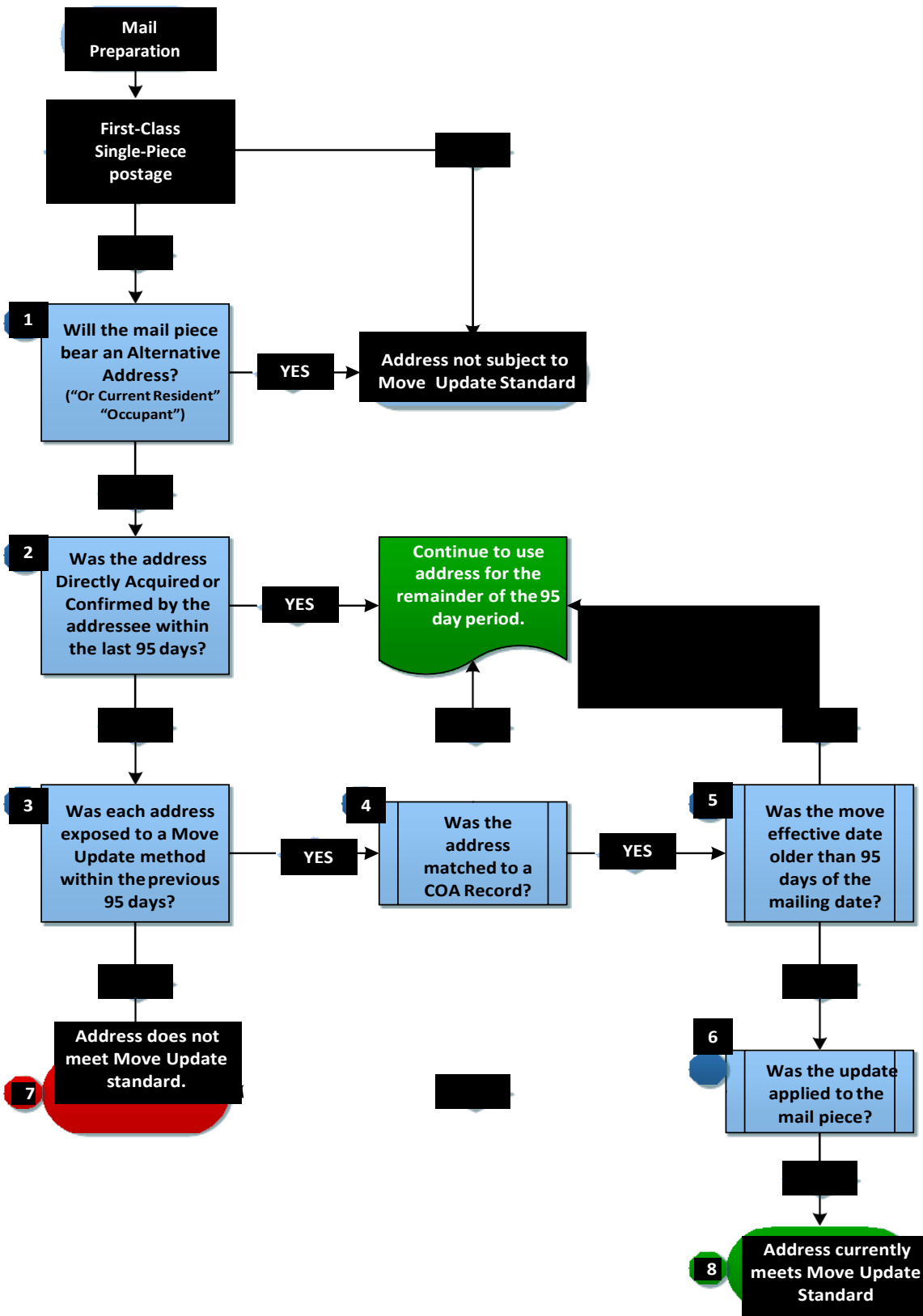


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For example, you may request ACS or Ancillary Service endorsements on First-Class Mail and apply the updates from address corrections received to the addresses on your mailing list. USPS Marketing Mail, Parcel Select Lightweight or First-Class Mail sent to the same addresses within 95 days of the initial First-Class mailing will meet the Move Update Standard.

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Figure 2 - Move Update Process



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## Move Update Process

Figure 1 shows the general process workflow to meet the Move Update standard, excluding the alternative methods. Mail pieces mailed at First-Class Mail single-piece postage are not required to meet the Move Update standard. When preparing either a commercial First-Class Mail, USPS Marketing Mail, or Parcel Select Lightweight mailing:

- 1 The first consideration is “[Will the mailpiece bear an alternative address format](#)”, i.e. “Jane Doe or Current Resident”?
  - If YES, then the “[Address is not subject to the Move Update standard](#)”.
  - If the answer is NO then go to the next question:
- 2 “[Was the address directly acquired from or confirmed by the addressee within the last 95 days?](#)” The Postal Service will give you an initial 95-day grace period for those addresses you obtain directly from or have confirmed with the addressee.
  - If your answer is YES then go to the green box: “[Continue to use existing address for remaining 95 days](#)”, these addresses currently meet Move Update standard. No further action is necessary for those addresses within your mailing. We recommend you retain information regarding your contact with the addressee.
  - If the answer is NO, then go to the question in the third and most important question that needs to be asked:
- 3 “[Was each address exposed to a Move Update method within the previous 95 days?](#)”
  - If the answer is NO, then go to the red box: [Address does not meet Move Update standard](#). If you must mail to this address, you must either apply First-Class Single-Piece postage to avoid being subject to the Move Update Standard and potential assessment fees.
  - If the answer is YES, then go to the question on the right:
- 4 “[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 NO move to the green box that says: [Continue to use existing address for remaining 95 days](#)”, these addresses currently meet Move Update standard. No further action is necessary on these addresses for this mailing.
  - If the answer is YES, then go question 5:
- 5 “[Was the Move Effective Date older than 95 days of the 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 may “[Continue to use existing address for remaining 95 days](#)”, but you must be sure to update the address on any mail piece that is mailed after 95 days from the Move Effective Date.
  - However, if your answer is YES then proceed to the next question below:
- 6 “[Was updated address applied to mailpiece?](#)” In other words, determine whether you used the new address you received for this customer when applying their address to this mailpiece
  - If NO, go to the red box “7”: “[Address does not meet Move Update standard](#)”.

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- If the answer is YES, go to the green box “8”: “[Address currently meets Move Update standard](#)”.

**7** [Address does not meet Move Update standard indicates](#) that address does not comply and is at risk of a Move Update error. If you must mail to this address, you must apply First-Class Single-Piece postage to avoid being subject to the Move Update Standard and potential assessment fees. Mail with First-Class single-piece postage is not subject to the Move Update Standard.

**8** “[Address currently meets Move Update standard](#)” means that the address fully satisfies the Move Update standard for this mailing.

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## Move Update Approved Methods

### NCOALink

NCOALink 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 NCOALink, 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 NCOALink prior to mailing. By using NCOALink before mailing, the mailer reduces UAA handling costs for the Postal Service and the mailer.

NCOALink 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 NCOALink.

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

NCOALink 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 NCOALink return codes with appropriate action to be taken to stay compliant with Move Update.

The table below denotes how many months of data each NCOALink License's COA database contains and how often the data is refreshed.

NCOALink License	Months of COA Data Available	Update Frequency
Full-Service Provider	48 Months	Weekly
Limited Service Provider	18 Months	Weekly
End User	18 Months	Monthly
Mail Processing Equipment (MPE) for MLOCR users	18 Months	Weekly

### NCOALink Processing Modes

There are five (5) processing modes available that are determined based on the mailing list being processed and will either enhance or limit the match results.

- **Standard Processing Mode "S"** is recommended because it provides the best opportunity to match regardless of the COA type. Names and addresses are processed and matched in the following order:
  - Business – match to the Business name on the COA
  - Individual – match to the first name, middle name, surname, and title.

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- Family – match on the surname only.
- **Business and Individual Processing Mode “C”** omits matching to family orders.
- **Individual Processing Mode “I”** omits matching to a business orders when processing individual names for mailing lists that contain no business addresses.
- **Business Processing Mode “B”** is used when only business matches are needed for “Business-to-Business” mailing lists.
- **Residential Processing Mode “R”** omits business matches and allows only individual and family matches.

When a match or a near match of a name and address to NCOA<sup>Link</sup> is identified, an NCOA<sup>Link</sup> return code is provided indicating the type of match made or reason that a match could not be made.

### NCOA<sup>Link</sup> MPE

NCOA<sup>Link</sup> 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<sup>Link</sup> MPE Basic License**

This license allows the processing of mailpieces through an NCOA<sup>Link</sup> 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<sup>Link</sup> MPE Enhanced License**

Licensees who enter into an NCOA<sup>Link</sup> 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<sup>Link</sup> MPE Wide Area Network (WAN) - No USPS license or fees required**

The NCOA<sup>Link</sup> 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<sup>Link</sup> database by a third party NCOA<sup>Link</sup> licensee via the internet. End users are not required to have an NCOA<sup>Link</sup> license with the Postal Service to use this method of processing as the NCOA<sup>Link</sup> 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



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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.

Figure 3 Example of an NCOALink MPE MLOCR redirected letter-size mailpiece

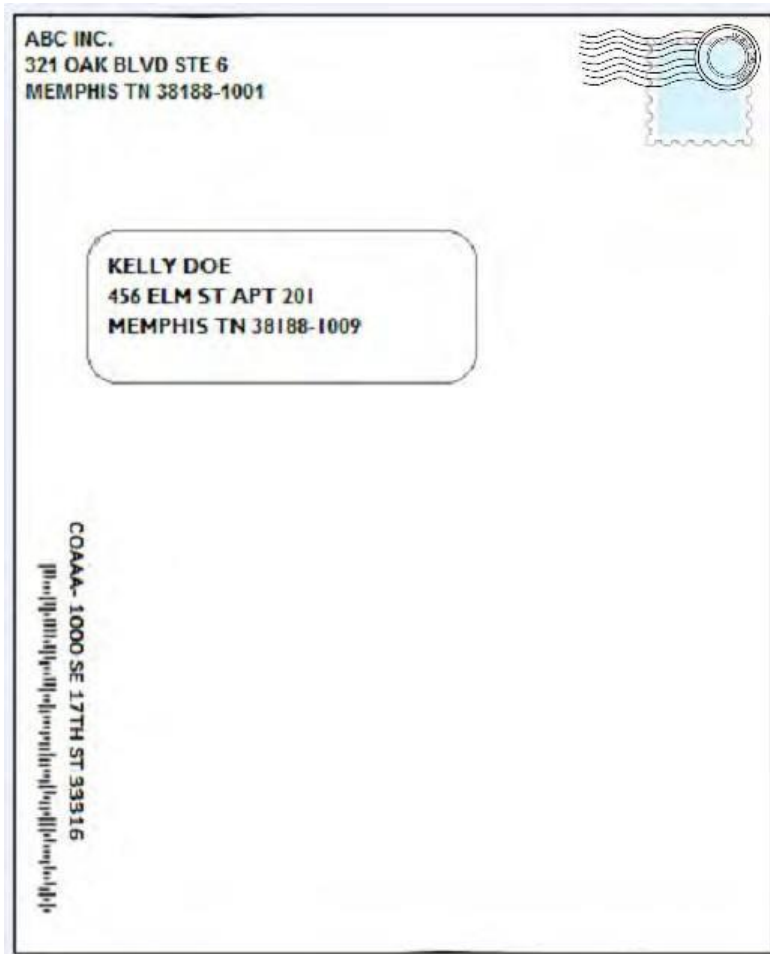


For letters, within the Barcode Clear Zone in the lower right-hand corner of this mailpiece, the delivery point barcode indicates the customer's new address, which is printed in text immediately above the barcode. Because the barcode is for the new address, it will cause the mailpiece to be automatically 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-**.

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Figure 4 Example of an NCOALink MPE 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.

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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<sup>Link</sup> and how you can acquire a license contact the National Customer Support Center NCOA<sup>Link</sup> department by e-mail at [ncoalink@usps.gov](mailto:ncoalink@usps.gov) or by calling 800-589-5766.

## ***What is a PAF and why is it required?***

NCOA<sup>Link</sup> 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<sup>Link</sup> End User licensees, since they only process lists internally.

The PAF is an essential part of the NCOA<sup>Link</sup> 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<sup>Link</sup> PAF:

- Identifies those mailers to whom Postal Service has disclosed change-of-address information via the use of NCOA<sup>Link</sup> processing.
- Ensures mailers' acknowledgement that 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<sup>Link</sup> processing. This form must be completed and signed by the mail list owner, the NCOA<sup>Link</sup> 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<sup>Link</sup> 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<sup>Link</sup> 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 List Administrators, or Broker/Agent. 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 or Agent acts as a 'go-between' for 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

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Broker is which sections must be completed on the PAF. In all cases, the PAF must identify the List Owner. More information about completing PAFs can be found on PostalPro at: [https://postalpro.usps.com/PAF\\_Guide](https://postalpro.usps.com/PAF_Guide)

## **Non-US Mailers and NCOA<sup>Link</sup>**

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

Only NCOA<sup>Link</sup> Full and Limited Service Providers are allowed to perform NCOA<sup>Link</sup> services to entities outside of the Territory of the United States of America. Approval to process address lists from non-domestic mailers must be initiated by the NCOA<sup>Link</sup> Service Provider on behalf of the non-domestic mailer. The NCOA<sup>Link</sup> Service Provider works with the mailer to ensure that the mailer's intended use of NCOA<sup>Link</sup> processing is appropriate before requesting approval from the Postal Service.

Approval Process:

- The Foreign Entities located or operating outside of the Territory will contact an NCOA<sup>Link</sup> Full or Limited Service Provider.
- The NCOA<sup>Link</sup> licensee must obtain the following information from the foreign customer:
  - A properly completed NCOA<sup>Link</sup> PAF that correctly represents all parties involved in the transaction
  - A Letter of Intent requesting NCOA<sup>Link</sup> processing for the sole purpose of mailing and includes information regarding the nature of the mailing(s).
  - The USPS Permit Number that will be used upon entering the mail into the USPS mail stream.
  - The USPS location where the mail will be entered.
- The NCOA<sup>Link</sup> Service Provider must first contact the NCSC Licensing & Certification department at 800-589-5766 or [ncoalink@usps.gov](mailto:ncoalink@usps.gov) and obtain pre-approval to process the foreign mailer's address list. List processing must not be performed until USPS approval has been finalized.
- Upon receipt of the completed requests, the USPS will review requests for approval in 24 hours within normal business days.
- Once Postal Service approval is granted, the approval is good for as long as the foreign mailer continues to use the same NCOA<sup>Link</sup> Service Provider; however the PAF must be renewed annually. If a mailer switches to a different NCOA<sup>Link</sup> Service Provider, the new Service Provider will request approval to process for the foreign mailer.
- Mailpieces must be deposited directly into the Postal Service mail stream.
- The Postal Service has the right to prohibit Service Providers from performing NCOA<sup>Link</sup> services for certain entities located or operating outside of the Territory at its sole discretion.

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## ***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.

**IMPORTANT NOTE:** Full Service and Seamless Acceptance mailers and publishers that desire address correction information from undeliverable as addressed (UAA) mail are required to receive address correction notices electronically via ACS.

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, USPS Marketing Mail, or Parcel Select Lightweight 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 USPS Marketing Mail, Parcel Select Lightweight, 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 USPS Marketing Mail and Parcel Select Lightweight mailers can indicate their desire to have any UAA mail forwarded (when possible) to the addressee's new address.

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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
- 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.

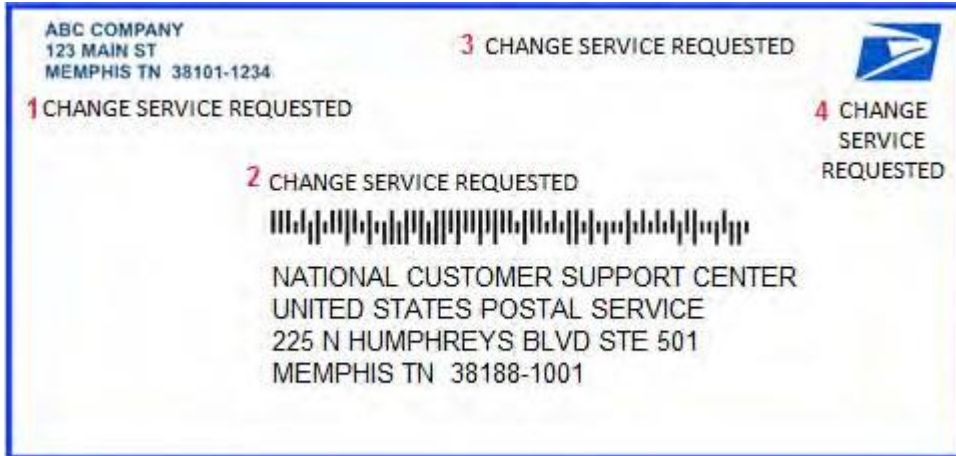
As an example, the use of Address Service Requested on a USPS Marketing Mail or Parcel Select Lightweight mailpiece will provide forwarding if a change-of-address is on file and return of undeliverable mailpieces at a weighted fee. Since forwarding is not normally provided as part of USPS Marketing Mail or Parcel Select Lightweight 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 USPS Marketing Mail or Parcel Select Lightweight that is forwarded.



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Placement of Endorsement:

Figure 5 Authorized Placement of Endorsements



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

1. Directly below the return address, with at least  $\frac{1}{4}$ " 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 pricemarking.
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.

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.

## **Ancillary Service Endorsements with Basic or Full-Service IMb Mailings**

First-Class Mail and USPS Marketing Mail mailpieces in a Basic / Nonautomation or Full-Service IMb mailing require a printed Ancillary Service Endorsement on the mailpiece if the mailer desires to receive hard copy address correction notices. The Service Type ID used in the IMb must request manual corrections.

On Basic or Full-Service mailings for which address correction is not desired, mailers must not include a printed Ancillary Service Endorsement and the Service Type ID used in the IMb must request no corrections.

If a conflict exists between the request represented by the Service Type ID in the IMb and the printed ancillary service endorsement, the printed endorsement will take precedence.

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There are situations where the ancillary service endorsement method will provide a notification of a new address for the intended recipient that is not delivery point validated. To satisfy the Move Update requirement all new addresses returned by the endorsement method must be used to update the addresses used on future mailings. Electing to mail to the original address means the Move Update requirement is not satisfied and the piece is ineligible for discounted mail preparation.

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## ACS

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 (see Appendix 3 for a list of ACS return codes). 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 that instruct the Postal Service on how to handle their UAA mail that is undeliverable.

ACS has many benefits over manual address corrections provided through the use of Ancillary Service Endorsements.

ACS users can:

- Reduce manual address correction costs.
- Reduce labor-intensive address change functions by minimizing returned mail and allow the automated updating of mailing lists.
- Retrieve address change information electronically via a secure internet site.
- Receive notifications that relate specifically to their address files.
- Receive the electronic notices sooner than manual notices would have been received
- Reduce the risk of Move Update Assessments by using the ACS “Green & Secure” options.

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 meet Move Update standards. The means by which a mailer can receive ACS address corrections are:

- OneCode ACS
- Full-Service ACS
- Traditional ACS

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

### **OneCode ACS**

OneCode ACS is available for all classes and shapes of mail except parcels. It uses an Intelligent Mail® barcode (IMb) for letters and flats that identifies the mailer, mail class, and the type of ancillary service requested.

OneCode ACS is a 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 ancillary service request and mailer information in the IMb

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frees up a great deal of “real estate” on a mail piece, giving mailers the advantage of having more space for customer messaging, or to leave the mailpiece cleaner and more streamlined.

Another benefit of OneCode ACS is that a single numeric Mailer ID can be used for all classes of mail and simply varying the Service Type Identifier allows flexibility in the ancillary services requested.

If you do not have a Mailer ID, you may request one through the Business Customer Gateway at <https://gateway.usps.com>. 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://postalpro.usps.com/resources>. An overview brochure for the MDA Customer Service Help Desk, including services, benefits, and contact information can be found in the [Mailpiece Design Analyst \(MDA\) Customer Service Help Desk Brochure](#) and at: <https://postalpro.usps.com/mailing/mailpiece-design-analyst-md-a-customer-service-help-desk>

First-Class Mail letters requesting OneCode ACS do not have to print an ancillary service endorsement on the envelope. The request for ACS in the IMb will suffice. First-Class Mail flats and for USPS Marketing Mail, OneCode ACS requires a printed Ancillary Service Endorsement in conjunction with an Intelligent Mail barcode and a Mailer ID.

The following applies to OneCode ACS:

- Automated and Electronic Address Correction Fees are charged for OneCode ACS. These fees are considerably lower than the Manual Address Correction Fees.
- To meet the Move Update Standard, mailers must use the OneCode ACS notices received to update the address within 95 days of the next mailing.
- OneCode ACS requires the use of the Intelligent Mail barcode (IMb) for letters and flats.
- An OneCode ACS Service Type ID must be included in the IMb when ACS is desired. A complete list of OneCode ACS Service Type IDs is available at: <https://postalpro.usps.com/mailing/service-type-identifiers>
- A return address must be printed on the address side of mail pieces that request OneCode ACS.
- To meet the Move Update Standard, mailers must use the OneCode ACS notices received to update the address within 95 days of the Move Effective Date. Mailing to the recipient 95 days after the Move Effective date will put you at risk of Move Update Error assessment charges.
- A printed endorsement is required for First-Class Mail flats, all USPS Marketing Mail letters and flats, and Bound Printed Mail flats. A printed endorsement on First-Class Mail letters is optional.
- If there is a conflict between the printed ancillary service endorsement and the one identified by the Service Type ID in the IMb, the printed endorsement will take precedence. To prevent a conflict, "Electronic Service Requested" serves as a 'proxy' endorsement that indicates the Service Type ID in the IMb should be used. Do not print Electronic Service Requested unless ACS is requested in the IMb.
- Non-Full-Service mailers and those that mail Nonautomation mail pieces must enroll in ACS and register the Mailer ID used in the IMb with the ACS Department at the National Customer

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Support Center in Memphis TN. Information on how to enroll in ACS and the [ACS Enrollment Form](#) can be found here: <https://postalpro.usps.com/address-quality/ACS>

- OneCode ACS notices are fulfilled through the Electronic Product Fulfillment secure web site at <https://epf.usps.gov/> Mailers must complete and submit the [EPF Web Access Request Form](#) before they are able to retrieve their ACS fulfillment data. Access to the ACS data is available for up to three (3) login users.
- Information and samples of the ACS fulfillment file layout provided can be found in the [ACS File Format Technical Guide](#) at: <https://postalpro.usps.com/address-quality/ACS>
- For more information about the technical aspects of OneCode ACS, please refer to the [OneCode ACS Technical Guide](#) at <https://postalpro.usps.com/acs/OneCodeACSTechnicalGuide.pdf>

## **Full-Service ACS**

Full-Service ACS is available for First-Class Mail, Periodicals, Standard Mail, and Bound Printed Matter cards, letters, and flats. Just like OneCode ACS, it uses an Intelligent Mail® barcode (IMb) for letters and flats that identifies the mailer, mail class, and the type of ancillary service requested. And also like OneCode ACS, a single numeric Mailer ID can be used for all classes of mail and simply varying the Service Type Identifier allows flexibility in the ancillary services requested.

Full-Service Intelligent Mail enables seamless acceptance and verification, as well as end-to-end visibility into the mail stream. It streamlines mail entry, provides visibility via scan data, and expands access to scan data and mail-quality feedback to improve decision making and efficiency. Full-Service 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. Information on full-service mailing solutions can be found at: <https://postalpro.usps.com/mailing>

As a benefit for the work-share that Full-Service mailers provide, mailers receive additional postage discounts, and Full-Service ACS notices are provided at no charge, allowing mailers to lower costs even more when using ACS as their Move Update method.

The following applies to Full-Service ACS:

- Full-Service ACS requires the use of the Intelligent Mail barcode (IMb) for letters and flats.
- To meet the Move Update Standard, mailers must use the Full-Service ACS notices received to update the address within 95 days of the next mailing.
- A return address must be printed on the address side of mail pieces that request Full-Service ACS.
- To meet the Move Update Standard, mailers must use the Full-Service ACS notices received to update the address within 95 days of the Move Effective Date. Mailing to the recipient 95 days after the Move Effective date will put you at risk of Move Update Error assessment charges.
- A Full-Service ACS Service Type ID must be included in the IMb when ACS is desired. A complete list of Full-Service Service Type IDs is available at:

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<https://postalpro.usps.com/mailing/service-type-identifiers>

- A Business Customer Gateway account is required to access the Full-Service ACS Reports. Access to the Mailing Reports in the gateway is required. Business Customer Gateway Account set up and access to Mailing Reports can be requested at: <https://gateway.usps.com/>
- A printed endorsement is required for First-Class Mail flats, all USPS Marketing Mail letters and flats, and Bound Printed Mail flats requesting Full-Service ACS. A printed endorsement on First-Class Mail letters is optional.
- If there is a conflict between the printed ancillary service endorsement and the one identified by the Service Type ID in the IMb, the printed endorsement will take precedence. To prevent a conflict, "Electronic Service Requested" serves as a 'proxy' endorsement that indicates the Service Type ID in the IMb should be used. Do not print Electronic Service Requested unless ACS is requested in the IMb.
- Information and samples of the Full-Service ACS Reports can be found in the [Full-Service Electronic Mailing Information and Reports Guide](https://postalpro.usps.com/mnt/glusterfs/2018-06/ElectronicMailingInfoReportsGuide.pdf) at: <https://postalpro.usps.com/mnt/glusterfs/2018-06/ElectronicMailingInfoReportsGuide.pdf>

Full-Service ACS™ and OneCode ACS® data is generated from USPS processing of Undeliverable-As-Addressed mail. Although the process provide the same information, when the ACS records are fulfilled the most notable differences involve three components:

- Pricing (Full-Service ACS is a no-feeservice)
- Record format and layout, plus Full-Service ACS Reports include information unique to the Full-Service mailing, OneCode ACS does not.
- Fulfillment method

If you do not have a Mailer ID, you may request one through the Business Customer Gateway at <https://gateway.usps.com>. 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://postalpro.usps.com/resources>. An overview brochure for the MDA Customer Service Help Desk, including services, benefits, and contact information can be found in the [Mailpiece Design Analyst \(MDA\) Customer Service Help Desk Brochure](https://postalpro.usps.com/mailing/mailpiece-design-analyst-mda-customer-service-help-desk) and at: <https://postalpro.usps.com/mailing/mailpiece-design-analyst-mda-customer-service-help-desk>

New Mailer IDs that will be used in the IMb to request Full-Service ACS must select the "Full Service ACS" Program Option in the Mailer ID System, accessible via the Business Customer Gateway account. The following illustration shows the selections in the Mailer ID System:



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Figure 6: Mailer ID System Program Options

[Add Data Distribution Profile](#)  
[Edit Program Options](#)  
[Add ACS Billing](#)  
[More Info](#)

**Select the Program Options**

Mailer ID:  Add a Customer Reference

Continuous Mailer/Induction ?

Check the boxes for the Program options you are selecting. Note: If you select one of these options you can not select a Package Product program option for this Mailer ID.

- Confirmation Services for Package Service Products and Extra Services (i.e. USPS Tracking, Signature Confirmation, Certified Mail, Express Mail, Priority Mail Open and Distribute)
- Full / Basic Service
- Full Service ACS (Must select Full / Basic Service to receive Full Service ACS)
- IMb Tracing (Complete the IMb Tracing application form available at <https://ribbs.usps.gov/confirm>)
- One Code ACS (Complete the ACS Enrollment form available at <https://ribbs.usps.gov/acs>)
- One Code ACS with IMb Tracing (Complete the ACS Enrollment form available at <https://ribbs.usps.gov/acs>)
- Share Mail ? Share Mail provides an easy way to send Single-Piece First-Class Mail letters or postcards without affixing a stamp.
- Traditional ACS Complete the ACS Enrollment form at <https://ribbs.usps.gov/acs>. Not available with OneCode or Full Service ACS.

Electronic Verification System (eVS) for Package Products

NOTE: “Add Data Distribution Profile” allows Full Service mailers to determine the recipient of the ACS data generated from the mail. “Add ACS Billing” allows Full-Service mailers to identify address to send ACS invoices when Full-Service ACS require payment of postage and fees. For example, Change Service Requested Option 2 used on USPS Marketing Mail and Bound Printed Matter will incur forwarding fees for mail forwarded due to an active change-of-address. Full-Service ACS is provided at no charge, but forwarding fees will be applied.

## Full-Service Change-of-Address (COA) and Nixie Reports

Full-Service ACS comprises two feedback products: Change-of-Address (COA) information when a change-of-address is available for the intended recipient, and “Nixie”, also referred to as “Return-To-Sender” (RTS) information when the piece is not deliverable for any other reason. Full-Service mailers may elect to download the reports from the Mailing Reports in the Business Customer Gateway, or use the Full-Service PostalOne! Push or Pull Data subscriptions available. Information and technical specifications regarding USPS Mail XML Tech Spec Data Distribution (DD) can be found in the documentation available at: <https://postalpro.usps.com/mailing/techspecs>

**Full-Service ACS Change-of-Address (COA) Report:** Mailers presenting Full-Service mailings are provided an online Change-of-Address downloadable 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. If the mailer provided a “keyline” in the electronic documentation, it will be provided in the report. The Full-Service Address Correction Delivery and Response message in the Mail.XML specification supports this data exchange.

**Nixie Feedback:** Mailers presenting Full-Service mailings are provided an online Nixie downloadable report and automated data exchange. The report provides information including the original Intelligent Mail barcode on the piece, the nixie reason, and a reverse-lookup of the address represented in the IMb from 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.

To obtain more information about the online reports, see the [Full-Service Electronic Mailing Information and Reports Guide](#) available on PostalPro. It contains information on the interface, the



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data elements provided, and the file structure. The specifics of Mail.XML data provisioning are available in the *Postal Service Mail.XML Technical Specification*.

Figure 7: Example of an OneCode ACS and Full-Service ACS mailpiece



## **Traditional ACS**

Traditional ACS is the original ACS program. It uses a USPS assigned 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,

#BWNBB CD.

Traditional ACS is available for all classes and shapes of mail including parcels. The Participant ID identifies the mailer, mail class, and the type of ancillary service requested. When enrolling in Traditional ACS, the mailer provides this information and it is retained in the Participant ID ACS mailer profile retained by the ACS Department at the National Customer Support Center in Memphis TN.

Unlike the Mailer ID used in the IMb for OneCode ACS and Full-Service ACS, the Participant ID assigned by the US Postal Service ACS Department and is mail class-specific. The 2<sup>nd</sup> alpha of the Participant ID identifies the mail class. If the Participant ID begins with:

#BW – it may be used only on First-Class Mail

#BX – it may be used only on Periodicals

#BY – it may be used only on USPS Marketing Mail and Parcel Select Lightweight

#BZ – it may be used only on Bound Printed Matter or Package Services mail

For example, a Participant ID assigned for First-Class Mail is restricted to First-Class Mail and may not be used on Marketing Mail, Periodicals, Bound Printed Matter, or Package Services mail. The same is true for those assigned for other mail classes.

The optional Keyline is created by the mailer. It consists of information that helps them to identify the addressee or the mail piece. If Nixie notices are desired for the ancillary service requested, the keyline is required.

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Traditional ACS does not require the IMb, but if used, the Service Type ID must request Traditional ACS. A complete list of Traditional ACS Service Type IDs is available at:

<https://postalpro.usps.com/mailing/service-type-identifiers>

The Participant ID and optional Keyline must be printed in the address block and the font type and size used is critical to enable Postal Automation to recognize the characters and generate the electronic ACS notices. The USPS recommends use of a san-serif font printed in a minimum 10 point font size to enable the best readability from the digital images captured by Postal automation equipment. Sufficient kerning, that is the space between the characters is required to be sure the characters do not touch.

Mailers using Traditional ACS receive notifications electronically via a secure Web site.

The following applies to Traditional ACS service:

- ❑ Electronic Address Correction Fees are charged for Traditional ACS. These fees are considerably lower than the Manual Address Correction Fees.
- ❑ Traditional ACS does not require the Intelligent Mail barcode (IMb), but when used a Traditional ACS Service Type ID must be included in the IMb when ACS is desired. A complete list of OneCode ACS Service Type IDs is available at:  
<https://postalpro.usps.com/mailing/service-type-identifiers>
- ❑ To meet the Move Update Standard, mailers must use the Traditional ACS notices received to update the address within 95 days of the Move Effective Date. Mailing to the recipient 95 days after the Move Effective date will put you at risk of Move Update Error assessment charges.
- ❑ A return address must be printed on the address side of mail pieces that request Traditional ACS.
- ❑ A printed endorsement is required to receive Traditional ACS.
- ❑ When the IMb is used, the ancillary service represented by the Traditional ACS Service Type ID in the IMb will take precedence over the mailers ACS Participant ID profile, allowing for more flexibility in the ancillary service endorsements desired.
- ❑ If the IMb is not used, the printed endorsement and/or the one identified in the mailer profile will be used.
- ❑ If there is a conflict between the printed ancillary service endorsement and the one identified by the Service Type ID in the IMb or ACS Participant ID profile, the printed endorsement will take precedence. To prevent a conflict, "Electronic Service Requested" serves as a 'proxy' endorsement that indicates the Service Type ID in the IMb or ACS Participant ID profile should be used. Do not print Electronic Service Requested unless ACS is requested in the IMb.
- ❑ The Optional Keyline is user-definable, and must end with a correct check-digit. The keyline is required when the mailer prefers to receive ACS Nixie notices electronically instead of manually.
- ❑ Mailers that wish to receive Traditional ACS must enroll in ACS to be assigned a Participant ID by the ACS Department at the National Customer Support Center in Memphis TN. Information on how to enroll in Traditional ACS and the [ACS Enrollment Form](#) can be found here:  
<https://postalpro.usps.com/address-quality/ACS>

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- Traditional ACS notices are fulfilled through the Electronic Product Fulfillment secure web site at <https://epf.usps.gov/>. Mailers must complete and submit the [EPF Web Access Request Form](#) before they are able to retrieve their ACS fulfillment data. Access to the ACS data is available for up to three (3) login users.
- Information and samples of the ACS fulfillment file layout provided can be found in the [ACS File Format Technical Guide](#) at: <https://postalpro.usps.com/address-quality/ACS>
- For more information about the technical aspects of Traditional ACS, please refer to the [Traditional ACS™ Technical Guide](#) at: <https://postalpro.usps.com/acs/TraditionalACSTechnicalGuide.pdf>

To satisfy Move Update requirements and to complete the Move Update process, mailers who rely on ACS or printed Ancillary Service Endorsements without ACS must use the address changes received to update the address 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 of any class of mail.

There are situations where the ACS method will provide a notification of a new address for the intended recipient that is not delivery point validated. To satisfy the Move Update requirement all new addresses returned by the ACS method must be used to update the addresses used on future mailings. Electing to mail to the original address means the Move Update requirement is not satisfied and the piece is ineligible for discounted mail preparation.

Figure 8: Example of a Traditional ACS Mailpiece



**Note:** Both the Participant Code and Keyline must always be preceded by a pound sign (#). For window envelopes, the mailer must perform a Tap Test from top and bottom to make sure that the Participant ID can always be seen. The readability of the Participant ID and Keyline 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.

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### **ACS Ancillary Service Endorsements Available**

Ancillary Service Endorsement used in conjunction with OneCode ACS, Full-Service ACS, or Traditional ACS will produce electronic notification of the customer's change-of-address information or the reason why the mailpiece could not be delivered. The Ancillary Service Endorsements available with ACS are Address Service Requested, Change Service Requested, and Return Service Requested (see also *DMM*<sup>®</sup> 507.1.5 and 507.4).

ACS Ancillary Service Endorsements have additional mail disposition options that are not available with manual address corrections. Each of the endorsements and options have Service Type IDs assigned to them that must be used in the IMb when these options are desired.

When a printed ancillary service is required to receive ACS, the printed endorsement must match the ancillary service requested in the Service Type ID in the IMb (except for Electronic Service Requested). When printing the endorsement, the "Option" desired must not be printed.

ACS Ancillary Service Endorsements and their options provide similar services for each class, however there are some differences. The following table provides details about those differences and includes information about postage and or fees that will be charged. Refer to [DMM Notice 123](#) "Other Services" for the current postage and fees.

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**Table I: Ancillary Service Endorsements Available with ACS**

Endorsement and Option	First-Class Mail See DMM 507.1.5.1	USPS Marketing Mail and Parcel Select Lightweight, See DMM 507.1.5.3
<b>Electronic Service Requested</b>	For Full-Service and OneCode ACS, "Address Service Requested", "Change Service Requested", or "Return Service Requested" handling instructions and options are requested through a valid Service Type ID in an Intelligent Mail barcode. For Traditional ACS, the ACS Participant ID for contains the mailer profile identifying the ancillary service endorsement preference, however if an IMb is present, the Service Type ID takes precedence over the mailer profile for that Participant ID if there is a conflict.	
<b>Change Service Requested Option 1 *</b>	Separate electronic notice of new address or reason for nondelivery provided); mailpiece disposed of by USPS (recycled). <i>FEES: Electronic or Automated Address Correction fees when applicable</i>	Separate notice of new address or reason for nondelivery provided; mailpiece disposed of by USPS (recycled). <i>FEES: Electronic or Automated Address Correction fees when applicable.</i>
<b>Change Service Requested Option 2 *</b>	Same as Option 1, but mail will be forwarded for a change-of-address during months 1 through 12. <i>FEES: Electronic or Automated Address Correction fees when applicable</i>	Same as Option 1, but mail will be forwarded for a change-of-address during months 1 through 12. <i>FEES: Electronic or Automated Address Correction fees when applicable plus Forwarded USPS Marketing Mail Letter, Flat, or Parcel fees or Forwarded Parcel Select Lightweight Parcel fees when applicable</i>
<b>Change Service Requested Option 1 with Secure Destruction</b>	Separate electronic notice of new address or reason for nondelivery provided); mailpiece securely destroyed by USPS (shredded then recycled). <i>FEES: Electronic or Automated Address Correction fees when applicable</i>	Not available for USPS Marketing Mail or Parcel Select Lightweight
<b>Change Service Requested Option 2 with Secure Destruction</b>	Same as Option 1, but mail will be forwarded for a change-of-address during months 1 through 12. <i>FEES: Electronic or Automated Address Correction fees when applicable</i>	Not available for USPS Marketing Mail or Parcel Select Lightweight
<b>Address Service Requested Option 1</b>	Mailpiece forwarded during months 1 through 12; separate electronic notice of new address provided. After month 12 or if undeliverable for other reason, mailpiece returned with new address or reason for non-delivery attached. <i>FEES: Electronic or Automated Address Correction fees when applicable</i>	Mailpiece forwarded during months 1 through 12; separate electronic notice of new address provided. After month 12 or if undeliverable for other reason, mailpiece returned with new address or reason for non-delivery attached. <i>FEES: Electronic or Automated Address Correction fees when applicable</i>  <i>Return postage charged at the Weighted Fee for the return of USPS Marketing Mail or Parcel Select Lightweight that could not be forwarded</i>

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Endorsement and Option	First-Class Mail See DMM 507.1.5.1	USPS Marketing Mail and Parcel Select Lightweight, See DMM 507.1.5.3
<b>Address Service Requested</b> <b>Option 2</b>	Same as Option 1, ACS notice provided for returned mailpiece. <i>FEES: Electronic or Automated Address Correction fees when applicable</i>	Same as Option 1, ACS notice provided for returned mailpiece. <i>FEES: Electronic or Automated Address Correction fees when applicable</i> <i>Weighted Fee for the return of USPS Marketing Mail or Parcel Select Lightweight that could not be forwarded</i>
<b>Return Service Requested</b> <b>Option 2</b>	Mailpiece returned with new address or reason for nondelivery attached. Separate electronic notice with new address or reason for nondelivery provided. <i>FEES: Electronic or Automated Address Correction fees when applicable</i>	Mailpiece returned with new address or reason for nondelivery attached. Separate electronic notice with new address or reason for nondelivery provided. <i>FEES: Electronic or Automated Address Correction fees when applicable</i>  <i>Return postage charged at the First-Class single-piece price for the return of USPS Marketing Mail or Parcel Select Lightweight</i>
<b>Temp—Return Service Requested</b> <b>Option 2</b>	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. <i>FEES: Electronic or Automated Address Correction fees when applicable</i>	Not available for USPS Marketing Mail or Parcel Select Lightweight

\* indicates Green & Secure ACS Option

### Green & Secure ACS Options

Green & Secure allows USPS to dispose of undeliverable mailpieces in one of two ways, either with or without secure destruction. This program reduces the handling costs associated to returning mailpieces to the sender and is being offered with ACS. Mailpieces bearing an ACS Change Service Requested Service Type ID is considered a Green & Secure option. It is available for First-Class Mail and USPS Marketing Mail letters and flats, however only First-Class Mail can utilize the secure destruction option.

Mailers using Green & Secure ACS options are still expected to meet Move Update Standards by updating their list with new address information that is received through ACS.

Information about Green & Secure ACS options can be found at:  
[https://postalpro.usps.com/ACS\\_Green&Secure\\_FactSheet](https://postalpro.usps.com/ACS_Green&Secure_FactSheet)

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## ***First-Class Mail***

First-Class letters and flats may meet the Move Update Standard by utilizing an ACS Change Service Requested Service Type ID (STID) or an ACS Change Service Requested with Secure Destruction STID in the Intelligent Mail barcode. Undeliverable mail bearing these STIDs would be recycled or securely destroyed and then recycled by the Postal Service. Electronic ACS notification is provided with the new address or reason the mail is not deliverable. The Mailer ID used in the mailpiece barcode must be enrolled in either the One Code ACS, Full-Service ACS, or Traditional ACS programs.

In addition to the electronic ACS notice, secure destruction participation also provides a Secure Destruction Notification that indicates the mailpiece was securely destroyed by the USPS. The notice includes the date and USPS location where the piece was shredded. To participate in secure destruction, the mailer must also enroll the Mailer ID in the ACS Secure Destruction program so the Secure Destruction Notification can be provided.

Green & Secure provides an option that avoids Move Update assessment charges for those First-Class mailers that do not qualify for Alternative Move Update methods, but policy requires them to confirm the address change with the customer before updating their address. The undeliverable mailpieces would be verified separately from the Address Quality Census Measurement and Assessment Process and would not be subject to Move Update assessment charges.

Information about Secure Destruction can be found at:

<https://postalpro.usps.com/mailing/secure-destruction>

## ***USPS Marketing Mail***

USPS Marketing Mail letters and flats may use the Green & Secure ACS Option to meet the Move Update Standard by utilizing a Change Service Requested STID in the IMb. Undeliverable mail bearing these STIDs would be recycled and electronic ACS notification is provided with the new address or reason the mail cannot be delivered. Secure Destruction is not available for USPS Marketing Mail. The undeliverable mailpieces would be verified separately from the Address Quality Census Measurement and Assessment Process and would not be subject to Move Update assessment charges.



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## **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 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 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<sup>Link</sup>, 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.

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Legal Restraint is not available to mailers that mail exclusively under USPS Marketing Mail or Parcel Select Lightweight 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 automatically meet the Move Update requirement for USPS Marketing Mail [DMM602.5.1.b](#).

The USPS states that mailers who are authorized for the Legal Restraint Move Update Alternative method must use an exclusive Mailer Identification (MID) or multiple exclusive MIDs for their legally restrained mailings. This will allow the USPS to properly identify these types of mailings and, where appropriate, exclude the mailings from the normal Seamless Acceptance Move Update compliance review. The mailer cannot use these MIDs for other types of mailings that do not fall under the Legal Restraint authorization. The USPS has already worked with the Legal Restraint mailers to identify these MIDs.

To allow all current Legal Restraint authorized mailers ample time to transition to use of the exclusive MID(s), the USPS will allow a minimum of one year transition period calculated starting from the date of their next annual renewal authorization granted by the USPS. Existing Legal Restraint mailers able to implement the exclusive MID are encouraged to do so prior to the end of the transition period. Any mailers seeking a new authorization of the Legal Restraint Move Update Alternative method will be required to use the exclusive MID(s) upon approval.

## **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<sup>®</sup> 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.

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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<sup>Link</sup> 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<sup>Link</sup> 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.

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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.

## **Move Update Questions and Answers**

### ***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](mailto:ncsc.moveupdate@usps.gov), visit the Postal Service Web site at <https://postalpro.usps.com/address-quality/moveupdate>, or call the NCSC at 800-238-3150.

### ***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 USPS Marketing Mail, or Parcel Select Lightweight 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

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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, USPS Marketing Mail, or Parcel Select Lightweight 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:** Are pieces with a change-of-address that is more than 18 months ineligible for discounted mail preparation rates?

**A5:** Each address used on the mailpieces in a mailing must be updated via an approved Move Update method within 95 days prior to the mailing date. If the customer’s change-of-address is older than 95 days it is expected that the new address has been updated to the customer’s system for use on future mailings. If the Move Update method used by the mailer did not provide a match and new address because the change-of-address data was not available via the Move Update method used, the mailer is considered to have satisfied the Move Update requirement assuming that the mailer had properly performed the Move Update processing in a timeframe and configuration compliant with the USPS approved methods.

**Q6:** Must entire lists be updated every time?

**A6:** 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, USPS Marketing Mail, or Parcel Select Lightweight mailing need to meet the Move Update requirement.

**Q7:** 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?

**A7:** We recommend the addresses be processed with NCOA<sup>Link</sup> or MPE after the mailpieces are created.

**Q8:** 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?

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**A8:** No. These addresses are not considered to be directly acquired addresses because you did not receive them directly from the addressees.

**Q9:** Must I accept every new address I receive from a Move Update Method?

**A9:** 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.

**Q10:** Is any Move Update documentation required at the time of mailing?

**A10:** No. The mailer's signature on the postage statement or electronic submission (i.e., *PostalOne!*<sup>®</sup>, 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.

**Q11:** Are USPS Marketing Mail mailings for non-profits subject to the Move Update requirement?

**A11:** Yes. Mailpieces mailed at the Nonprofit USPS Marketing Mail prices must meet the Move Update requirement for USPS Marketing Mail, see *DMM* section 602.5.

**Q12:** How do I meet the Move Update standard when mailing to an address recently added to my address list?

**A12:** 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.

**Q13:** 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?

**A13:** 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<sup>Link</sup>. Address matches to NCOA<sup>Link</sup> 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.

**Q14:** 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<sup>Link</sup> database. The first processing of a record through



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NCOA<sup>Link</sup> will make the A to B change and the B to C change will occur during the next cycle of processing through NCOA<sup>Link</sup>. Assuming the Move Update verification process sees a mail piece between the two NCOA<sup>Link</sup> processing cycles, will it “fail” a piece for not yet having the C address?

**A14:** 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<sup>Link</sup> will move him based on a last name only match to Address B. Where MERLIN<sup>®</sup> 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.

**Q15:** 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?

**A15:** 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.

**Q16:** 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<sup>Link</sup> 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 USPS Marketing Mail or Parcel Select Lightweight mailing (promotional and advertising mail). How will the Postal Service determine if these companies’ addresses are in Move Update compliance?

**A16:** 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 USPS Marketing Mail or Parcel Select Lightweight when it involves the same address list covered by the allowance under First-Class Mail mailing.



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**Q17:** 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?

**A17:** 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.

**Q18:** 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 First-Class Mail, USPS Marketing Mail, and Parcel Select Lightweight 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?

**A18:** 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.

**Q19:** 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?

**A19:** Yes. If the addresses were acquired more than 95 days previously, then the addresses must undergo processing through a Move Update method.

**Q20:** 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 <sup>Link</sup>.

**A20:** 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.

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## **ACS/ OneCode ACS / Full-Service ACS**

**Q21:** I am preparing my first direct mail campaign using USPS Marketing 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?

**A21:** 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<sup>Link</sup> or NCOA<sup>Link</sup>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.

**Q22:** 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?

**A22:** Potentially. Only certain endorsements can be used as a stand-alone method for meeting the Move Update requirement. For First-Class Mail<sup>®</sup>, 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 USPS Marketing Mail and Parcel Select Lightweight, the following endorsements meet the Move Update standard as a stand-alone method: Change Service Requested, Return Service Requested, and Address Service Requested.

On First-Class Mail 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 Intelligent Mail barcode or 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**

**Q23:** 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 samelist?

**A23:** Yes.

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**Q24:** 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?

**A24:** 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<sup>Link</sup>, 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.

**Q25:** 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?

**A25:** 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<sup>Link</sup> within 95 days of your anticipated mailing date. For those addresses that did not receive a COA match from NCOA<sup>Link</sup>, continue mail preparation as you normally would to mail at commercial First-Class Mail<sup>®</sup>, USPS Marketing Mail, or Parcel Select Lightweight prices. These addresses have been processed through the NCOA<sup>Link</sup> method and are considered compliant with the Move Update standard. The average match rate for NCOA<sup>Link</sup> 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<sup>Link</sup>, 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.

**Q26:** 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.")

**A26:** 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.

**Q27:** 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?

**A27:** 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<sup>Link</sup> or mail at First-Class Mail single piece prices.

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## NCOA<sup>Link</sup> MPE

**Q28:** 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 USPS Marketing Mail presort or automation rate mailings?

**A28:** Only if you are using NCOA<sup>Link</sup>MPE to update the addresses directly to the mailpieces. Otherwise, those mailpieces do not meet the Move Update requirement.

**Q29:** 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?

**A29:** 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.

**Q30:** 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?

**A30:** 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<sup>Link</sup>

**Q31:** The Postal Service allows NCOA<sup>Link</sup> licensees to return as few as the most recent six months (based on Move Effective Date) of NCOA<sup>Link</sup> matches. Will the Postal Service consider a

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mailer who opts to apply only six months of COA data to their file to have complied with the Move Update standard?

**A31:** The Postal Service will consider the mailer to have complied based on the use of an NCOA<sup>Link</sup> 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<sup>Link</sup> database for ongoing maintenance, or has done continuous NCOA<sup>Link</sup> 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.

**Q32:** NCOA<sup>Link</sup> 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<sup>Link</sup> despite the fact that a COA could exist and the 5-digit (non-DPV<sup>®</sup>) address record is regularly processed through NCOA<sup>Link</sup>.

There are a variety of scenarios (updates to the AMS database, AEC II<sup>®</sup> 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<sup>Link</sup> record. What if the Move Update verification process may be able to find an NCOA<sup>Link</sup> hit that did not previously exist – until the mailer processes them through their next NCOA<sup>Link</sup> cycle?

**A32:** 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<sup>Link</sup>, 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.

**Q33:** 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<sup>Link</sup> product, it is four months old. So the first time the COA is available for NCOA<sup>Link</sup> 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?

**A33:** 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<sup>®</sup> processing date.

**Q34:** Will the Move Update verification process use the same reference files and versions as the NCOA<sup>Link</sup> providers? Will the Move Update verification process have more current data than the NCOA<sup>Link</sup> providers?

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**A34:** The update of the NCOA<sup>Link</sup> data occurs weekly on the last permissible date an NCOA<sup>Link</sup> licensee can install an update per the Licensee Performance Requirements. We do not anticipate that the timing of NCOA<sup>Link</sup> data refreshes will cause mailers to be impacted because the update of any address in the NCOA<sup>Link</sup> data will fall within the 95 day Move Update performance window.

### **Move Update and Non-U.S. Mailers**

A foreign mailer can use NCOA<sup>Link</sup> MPE, ACS (Full-Service, OneCode or Traditional), and Ancillary Service Endorsements with some restrictions.

### **ACS**

**Q35:** 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?

**A35:** 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<sup>®</sup> 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*<sup>®</sup> 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.

**Q36:** 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?

**A36:** 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**

**Q37:** Can a foreign mailer use a printed Ancillary Service Endorsement to request address correction service and meet the Move Update standard?

**A37:** 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-



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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<sup>LINK</sup> MPE**

**Q38:** 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<sup>LINK</sup> MPE to meet the Move Update standard?

**A38:** Yes. NCOA<sup>LINK</sup> 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.

### **Move Update Assessment Charges**

**Q39:** How does the USPS determine when a mailer will be assessed charges for failing to meet move update standards?

**A39:** The USPS validates Move Update address quality through an automated process referred to as the Address Quality Census Measurement and Assessment 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 Move Update assessment charges. Results of this evaluation can be found through an online reporting tool called the Mailer Scorecard.

Information about the Address Quality Census Measurement and Assessment Process can be found at: <https://postalpro.usps.com/moveupdatequalitymeasurement>

**Q40:** Why is the tolerance level so low? 0.5% seems unreasonable to achieve.

**A40:** The USPS performed an in-depth analysis of the Move Update methods and determined that mailers that apply the updates received through NCOALink, ACS, or Ancillary Service Endorsements are able to meet or exceed the threshold. The 0.5% allowance was determined based on data for those circumstances beyond the USPS or the mailers control, for example the addressee does not provide a valid old or new address on their COA request, the name and address used to mail has spelling or formatting issues, or there is a timing issue for the mailer to be able to apply the update within the 95 days required. Mailers unable to meet the threshold must evaluate their internal procedures to verify that updates are applied when received.

Best Practices recommended by those successful mailing industry resources are available in the following documents:

<http://postalpro.usps.com/MTAC/BestPractices-AddressQualityMethodology.pdf>

<http://postalpro.usps.com/storages/2017-01/BestPracticesforACS.pdf>



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**Q41:** How does participating in the ACS Green & Secure program help to avoid Move Update Assessment charges?

**A41:** A Move Update warning error is logged when the address on a mail piece was not updated due to a COA that has a move effective date or COA create date (whichever is most recent) that is more than 95 days and less than 18 months prior to the date the postage statement was finalized. Mail with a Green & Secure STID in the IMb that falls within this category are reported and evaluated separately and removed from the Move Update error percentage calculation. The calculation used is as follows:

$$\text{COA Error \%} = \frac{\text{\# COA Errors from First-Class and USPS Marketing Mail}}{\text{\# Move Update Eligible First-Class and USPS Marketing Mail pieces}}$$

The number of COA Errors in the numerator will NOT include mail with a Green & Secure STID.

**Q42:** The Mailer Scorecard reports “# Green & Secure Requested STID Pieces” and “# Green & Secure COA Warnings – FCM & MKT” for my mail. What do those figures mean?

**A42:** The “# Green & Secure Requested STID Pieces” indicates your mail has an ACS Change Service Requested STID in the IMb, therefore you are already taking advantage of the ACS Green & Secure option. The “# Green & Secure COA Warnings – FCM & MKT” are mailpieces that would have been logged as errors if the STID was not requesting ACS Change Service Requested.

**Q43:** Do I need to take action on the COA Warnings?

**A43:** The Mailer Scorecard contains hyperlinks that allow you to drill down into this report for details about the mail pieces that received Green & Secure COA Warnings. This allows you to investigate and evaluate the issue to determine why the address was not updated. Action can be taken so that future mail sent to this address are not at risk for Move Update Assessment charges.

## **APPENDICES**

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## APPENDIX 1: NCOA<sup>LINK</sup> 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<sup>Link</sup>® (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<sup>Link</sup> processing job.

Code	Returns New Address?	Code Description	Action
A	Yes	<b>COA Match</b> – 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	<b>COA Match: Secondary Number dropped from COA</b> – 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	<b>COA Match: Secondary Number Dropped from input address</b> – 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	<b>Found COA: Foreign Move</b> – Found a COA for a Foreign Move. No forwarding address provided.	Use Standardized Input record. New Address record may be acquired through ACS.
02	No	<b>Found COA: Move, Left No Address (MLNA)</b> – Found a COA for Moved Left No Address. (MLNA).	Use Standardized Input record. The mailer should verify with the addressee and correct the address as necessary.
03	No	<b>Found COA: Box Closed No Order (BCNO)</b> – Found a COA for Post Box Closed No Order Filed by Customer.	Use Standardized Input record. The mailer should verify with the addressee and correct the address as necessary.
00	No	<b>No Match</b> – Input record COULD NOT BE matched to a COA record	Use Standardized Input record. Address is Move Update compliant.
04	No	<b>Cannot match COA: Street Address with Secondary</b> – In STANDARD mode utilizing Family	Old Address should be verified and corrected as necessary.

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Code	Returns New Address?	Code Description	Action
		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.	
05	No	<b>Found COA: New 11-digit DPBC is Ambiguous –</b> 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	<b>Cannot Match COA: Conflicting Directions: Middle Name Related –</b> 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	<b>Cannot Match COA: Conflicting Directions: Gender Related –</b> 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	<b>Cannot Match COA: Other Conflicting Instructions –</b> 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	<b>Cannot Match COA: High-rise Default –</b> 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	<b>Cannot Match COA: Rural Default –</b> 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	<b>Cannot Match COA: Individual Match: Insufficient COA Name for Match –</b> There is a COA record with the same surname and address but there is insufficient name information on the COA record to produce a match using individual matching logic. first/middle	Use Standardized Input record. Name should be verified and corrected as necessary.
12	No	<b>Cannot Match COA: Middle Name Test Failed –</b> 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.

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Code	Returns New Address?	Code Description	Action
13	No	<b>Cannot Match COA: Gender Test Failed</b> – 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	<b>Found COA: New Address Would Not Convert at Run Time</b> – 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	<b>Cannot Match COA: Individual Name Insufficient</b> – 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	<b>Cannot Match COA: Secondary Number Discrepancy</b> – 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	<b>Cannot Match COA: Other Insufficient Name</b> – 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	<b>Cannot Match COA: General Delivery</b> – 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.
19	No	<b>Found COA: New Address not ZIP + 4 coded or New address primary number not DPV confirmable or Temporary Change-of- Address</b> – 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.	Use Standardized Input record. New address is not ZIP+4 coded or new address primary number not DPV confirmable or new address is temporary.

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Code	Returns New Address?	Code Description	Action
20	No	<b>Cannot Match COA: Conflicting Directions after re-chaining</b> – 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.	Use Standardized Input record.
66	No	<b>Daily Delete</b> – 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.	Use Standardized Input record.

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### **APPENDIX 2: ACS Return Codes**

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

Code	Code Description	Action
Space (null)	New Address Provided	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	Move-Left-No-Address	Old Address should be suppressed from discounted mailings.
G	PO Box Closed	Old Address should be suppressed from discounted mailings.
W	Temporarily Away	The COA is temporary. The mail was forwarded to the temporary address unless "Return Service Requested" or "Change Service Requested" (ACS option 1) was used. Contact addressee to obtain temporary address. Use Temp-Return Service Requested on First-Class Mail or Change Service Requested ACS Option 2 in the future as appropriate.
Foreign COA	Foreign New Address	Old Address and new 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.
<b>Move Type</b>	<b>Move type indicates the type of move on the customer's change-of-address order. The field length is one alpha character.</b>	
F	Family move (everyone with the same last name)	Update address regardless of the first name
I	Individual move (only the individual)	Update address only if the first, middle, and last name matches
B	Business move (entire business moved)	Update address for each record containing the business name
<b>The following codes are outside the scope of Move Update compliance and verification.</b>		
<b>Nixie Codes</b>	<b>Reason for Nondelivery</b>	<b>Nixie notifications do not contain addressee name and address from the mail piece. There is no new address information.</b>
A	Attempted Not Known	Delivery was attempted but the addressee is not known at that address. The address should be verified with the addressee and corrected as appropriate.
L	Illegible	The address information could not be read. Re-mail, taking care to print legibly and that the address information is visible in a window envelope.



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E	In Dispute	Mail returned to sender by order of chief field counsel (or under <a href="#">508.1.0</a> and <a href="#">508.2.0</a> ) because of dispute about right to delivery of mail and cannot be determined which disputing party has better right to mail.
M	No Mail Receptacle	The addressee has not provided a receptacle for mail deliver or delivery is not established for the address. Address should be verified with the addressee and corrected as appropriate.
N	No Such Number	The primary and/or secondary number is not valid. Address should be verified with the addressee and corrected as appropriate.
P	Deceased	The addressee is deceased, and the mail is not deliverable to another person. Address should be verified with the addressee's family
Q	Not Deliverable as Addressed/Unable to Forward	The addressee is not at that address, and there is no change-of-address on file. The forwarding order is expired (over 18 months old). Address should be verified with the addressee and corrected as appropriate. NOTE: COA may be available through an NCOA <sup>Link</sup> Full Service provider
R	Refused	The mail piece was refused, or the addressee refused to pay postage due charges for it. Contact the addressee as needed or re-mail to the correct address and apply proper postage.
S	No Such Street	The street does not exist in the ZIP Code. Address should be verified with the addressee and corrected as appropriate
U	Unclaimed	The mail was not picked up or was abandoned. Contact the addressee and re-mail as appropriate.
V	Vacant	The address is not occupied at time of delivery. (applies to Alternative Address and Occupant mail)

Listed below are examples of the Action Code found in the ACS data:

Action Code	Identifies the action taken for the mailpiece
F	Mail was forwarded to the new address
W	Mail was discarded (treated as waste)
R	Mail was returned to the sender (return address on mailpiece)
U	Unable to determine action

### ***APPENDIX 3: Legal Restraint Alternative Request Process***

Approval for the Legal Restraint Alternative is dependent upon the mailer requirement to clearly demonstrate how the use of a primary Move Update method would violate the law. The following procedures are recommended to help you through the process and ensure that the request is complete.

Federal, state, and local government and other mailers of First-Class Mail pieces who assert they are restricted by law from incorporating Postal Service COA information onto their mailpieces without permission from addressees should:

1. Draft a letter requesting authorization to use the Legal Restraint method to meet the Move Update standard. The request must contain the following:
  - a. 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. The letter should include the language included in the specified citation and a link to the law that exists on-line (if applicable).
  - b. Provide a flowchart and/or process description of the Move Update method and the related confirmation process currently being used.
  - c. Include a statement that confirms the following steps will be followed if approved:
    - i. Receive Postal Service COA information using one of the pre-approved methods (ACS, NCOA<sup>Link</sup>, MPE, or on-piece Ancillary Service Endorsement) within 95 days prior to the mailing.
    - ii. For each address identified as having a COA:
      1. Contact the addressee within 30 days after receiving the COA information.
      2. Request confirmation of the move in a format that will satisfy your legal requirements.
      3. Choose the format with which to receive confirmation from the addressee — written, telephone, or electronic.
    - iii. Incorporate all COA confirmations received in response to step ii 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.
    - iv. Keep documentation of the process described in steps i to iii 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

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failure to use the new address may affect your Move Update verification score during mail acceptance.

2. Mail the request to:

United States Postal Service NCSC  
Move Update Support  
225 N Humphreys Blvd Ste 501,  
Memphis TN 38188-1001

The NCSC will review your request. A response will be provided within 5 to 10 business days.

If approved:

3. Provide the NCSC with the Mailer ID(s) that will be used in the Intelligent Mail barcode for the legally restrained mailings. Do NOT use these Mailer ID(s) on other types of mail that do not fall under the Legal Restraint authorization. Doing so may risk losing authorization for the Legal Restraint Alternative method.
4. Each year, submit a request to renew your Legal Restraint Authorization prior to the anniversary of the initial approval date. Send an updated letter that contains the information identified in 1a and 1c above. Be sure to include any updates to the legislation cited.
5. Should there be any need to change the procedures outlined in your description, you are required to inform the USPS NCSC prior to making the change to retain authorization for the Legal Restraint Alternative method.

# **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 at: [https://postalpro.usps.com/99\\_MUProcess\\_Form](https://postalpro.usps.com/99_MUProcess_Form) 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<sup>®</sup> 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 coded.
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.

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

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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, or 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, or divisions then the name should indicate that (ABC Company All Billing (TX, AR, TN) or ABC Company Cellular Billing (TX, AR, TN).

2. 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<sup>®</sup> 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.
3. 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.
4. The list owner provides the address list in the record format as defined later in this appendix.
5. All addresses assigned a valid ZIP + 4 code will be processed by the change-of-address software in the Standard Processing 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 for change-of-address testing. 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. After processing the file, if the percentage of non-ZIP + 4 coded addresses added to the total moves exceeds 1.5%, the address file will not qualify for Move Update compliance.

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## 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<sup>®</sup> 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.

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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<sup>Link®</sup> 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 Format Required for 99% Accuracy Testing

The file(s) submitted to the Postal Service for input must utilize the format below. The input file may be presented in either a data file or fixed format ASCII text file. All null characters and blank fields must be represented as spaces. The input file(s) must be named or externally labeled to show the company name and file name. Input media may be provided via USPS Mail or 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. The required Input File Layout is described in the following table:

#### **File Layout – INPUT**

RECORD FROM	POSITION TO	FIELD NAME AND DESCRIPTION	MAXIMUM LENGTH
1	64	Input Name	64
65	128	Input Address	64
129	170	Input City, State, ZIP Code (five or nine digit ZIP)	42



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171	190	Input Customer/Account number (optional but recommended)	20
191	200	Input parsed primary number (optional)	10
201	208	Input parsed secondary number (optional)	8
209	213	Input five digit ZIP (optional)	5
214	217	Input ZIP + 4 (optional)	4

NOTE: Populating the optional parsed primary number and secondary number along with the optional input five digit ZIP and 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 the optional 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 optional parsed primary number is 710 and the optional parsed secondary consists of spaces. For example:

1	64	<i>JOHN Q ADDRESSEE</i>	64
65	128	<i>RR1 BOX 710</i>	64
129	170	<i>XANADU TN 38888</i>	42
171	190	<i>23450987456700003217</i>	20
191	200	<i>710</i>	10
201	208	<i>[spaces]</i>	8
209	213	<i>38888</i>	5
214	217	<i>9875</i>	4

### 99% Accuracy Testing Results

The test results will be returned to customer indicating potential problems with addresses in the input file. This file will be returned whether the list passes or fails the test. The results will be provided in a spreadsheet format that includes the original Input Record and the Output Record results. Three files will be returned:

**99% Results Summary Report** – this text document provides the ZIP + 4 Coding Statistics, ZIP + 4 Footnotes Profile, and NCOA Matching Statistics with a detailed count and percentage of those records that passed or failed the tests performed.

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## Example – 99% Results Summary Report

Date: 08/29/2018	USPS Move Update 99% Compliance Test	Page: 1
Summary of Test Results		
ZIP + 4 Coding Statistics		
Total Records Input:	100,111	
Records ZIP+4 Coded:	99,611	99.50 %
Records Not ZIP+4 Coded:	500	0.50 %
* ----- PASSED ----- PASSED ----- PASSED ----- *		
NCOA Matching Statistics		
Records Passed to NCOA:	99,611	99.50 %
Records Matched to NCOA:	349	0.35 %
Records Not Matched to NCOA:	99,262	99.65 %
* ----- PASSED ----- PASSED ----- PASSED ----- *		
ZIP + 4 Coding Statistics		

**99% Results Records Not ZIP + 4 Coded** – This file includes the input records that could not be coded with a DPV 11-Digit ZIP Code. The ZIP + 4 Return Code and ZIP + 4 Footnotes are appended to the end of each record. A description of these codes are provided with the file.

## File Description – 99% Results Records Not ZIP + 4 Coded

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

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**99% Results NCOA Matches** – 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. This file includes the input records that matched to a change-of-address record in NCOA<sup>Link</sup>. Each record includes the standardized address found during the initial ZIP + 4 processing and the change-of-address information found. Each record will also include ZIP + 4 Return Code and ZIP + 4 Footnotes as well as the Move Effective Date, Move Type, and a “Forwarding Flag”. A description of these codes and flags are provided with the file.

### File Description – 99% Results NCOA Matches

RECORD FROM	POSITION TO	FIELD NAME AND DESCRIPTION	MAXIMUM LENGTH
1	64	Input name	64
65	128	Input address	64
129	170	Input city, state, ZIP	42
171	190	Input account number	20
191	195	Input five digit ZIP Code	5
196	199	Input ZIP + 4	4
200	209	Input parsed primary number	10
210	217	Input parsed secondary number	8
The following are ZIP + 4 results of input			
218	281	ZIP + 4 address	64
282	309	ZIP + 4 city	28
310	311	ZIP + 4 State	2
312	316	ZIP + 4 five digit ZIP	5
317	320	ZIP + 4 four digit add-on	4
321	323	ZIP + 4 DPBC	3
324	327	ZIP + 4 Carrier Route Id (CRID)	4
328	328	ZIP + 4 address record type	1
329	330	ZIP + 4 Return code	2
The following are ZIP + 4 footnote codes			
331	331	ZIP Corrected	1
332	332	City State corrected	1
333	333	Invalid city state ZIP	1
334	334	No ZIP assigned	1
335	335	ZIP assigned for multiresp	1
336	336	No ZIP available	1

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337	337	Reserved	1
338	338	Secondary number missing	1
339	339	Insufficient / incorrect data	1
340	340	Dual input address – used PO BOX	1
341	341	Dual input address – used non PO BOX	1
342	342	Delivery address component	1
343	343	Changed street name spelling	1
344	344	Standardized delivery address	1
345	345	Reserved for future use	1
346	346	Better delivery address exists	1
347	347	Reserved for future use	1
348	348	Reserved	1
349	349	Invalid secondary number	1
350	350	Reserved	1
351	351	Unofficial Post Office TM name	1
352	352	Undeliverable city state	1
353	353	Small town default	1
354	354	Unique ZIP Code default	1
355	355	Reserved	1
356	356	Reserved	1
357	360	Filler	4
The following contains the new address and/or the reason for nondelivery			
361	424	Return matched name	64
425	488	Return new address	64
489	516	Return new city	28
517	518	Return new state	2
519	523	Return new five digit ZIP	5
524	527	Return new ZIP + 4	4
528	529	Return Delivery point bar code	2
530	530	Return DPBC check digit	1
531	534	Return Carrier Route ID	4
535	540	Return Move effective date (YYYYMM)	6
541	541	Return LACS™ indicator	1

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542	542	Return COA move type (F, I, B)	1
543	543	Return Forwarding flag (M, K, G, F)	1

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### ***APPENDIX 5: Revision History***

<b>Date</b>	<b>Reason For Changes</b>	<b>Version</b>
7/9/2023	<ol style="list-style-type: none"> <li>1. Effective July 2023: Full Service and Seamless Acceptance mailers and publishers that desire address correction information from undeliverable as addressed (UAA) mail are required to receive address correction notices electronically via ACS. ACS and Ancillary Service Endorsement sections updated to reflect this change.</li> <li>2. Removed First-Class Package Services from Legal Restraint Alternative process.</li> </ol>	3.5
1/29/2020	<ol style="list-style-type: none"> <li>1. Removed 99 Percent Certification Mailer Move Update Process Order Form from Appendix 5 and moved Revision History to Appendix 5</li> <li>2. Added web link to 99 Percent Certification Mailer Move Update Processing Order Form on PostalPro under General Requirements #1 in Appendix 4 and removed reference to Appendix 5</li> </ol>	3.4
11/1/2019	<ol style="list-style-type: none"> <li>1. Added Parcel Select Lightweight to Move Update standard references</li> <li>2. Removed First-Class Package Services from Move Update standard references</li> <li>3. Added reference to Forwarded USPS Marketing Mail Parcel and Forwarded Parcel Select Lightweight Parcel fees to the Ancillary Service Endorsements Available with ACS table - Change Service Requested Option 2</li> </ol>	3.4
1/25/2019	<ol style="list-style-type: none"> <li>1. Clarification of Green &amp; Secure ACS options</li> <li>2. Added Q&amp;A for Move Update Assessments resulting from the Address Quality Census Measurement and Assessment Process</li> </ol>	3.3
8/20/2018	<ol style="list-style-type: none"> <li>1. Updated links provided throughout document</li> <li>2. Removed obsolete "ACS Profile" references</li> <li>3. Inclusion of ACS "Green &amp; Secure" options</li> <li>4. Content updated for clarity and remove duplicated information</li> <li>5. Appx 3 changed to include Legal Restraint Authorization process</li> <li>6. Updated Appx 4 99% Accuracy Testing information</li> </ol>	3.3
1/22/2017	USPS Standard Mail name changed to USPS Marketing Mail	3.2
9/6/2016	Mailer Move form updated to reflect pricing change	3.2



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7/29/2016	<ol style="list-style-type: none"> <li>1. Updated hyperlink for DMM Exhibit 507.1.5.3a – pg. 3</li> <li>2. Updated hyperlink Move Update page – pg. 5 &amp; 39.</li> <li>3. Removed filing COA option by telephone – pg. 6</li> <li>4. Reworded MLNA, BCNO, and foreign address text – pg. 7</li> <li>5. Removed telephone COA picture from COA data process diagram – pg. 9</li> <li>6. Changed font on hyperlink for PAF Guide – pg. 16</li> <li>7. Added section on Alternative PAF policy – pg. 16-17</li> <li>8. Reworded text relating to timeframe for responding to foreign processing requests for NCOA<sup>Link</sup> – pg. 18</li> <li>9. Added paragraph under Traditional ACS – features section relating to mailing to new addresses that do not ZIP + 4 code – pg. 26</li> <li>10. Changed “Guide to Intelligent Mail for Letters and Flats” to “Guide to Full-Service” and updated hyperlink – pg. 29, 30, &amp; 34.</li> <li>11. Added paragraphs at end of Legal Restraint section dealing with exclusion from Move Update verification of MIDs for Legal Restraint mailings – pg. 36</li> <li>12. Inserted Q5 and A5 under General Questions – relating to COAs over 18 months and meeting Move Update requirement – pg. 40</li> </ol>	3.2
1/24/2014	Mailer Move form updated to reflect pricing change	3.1
1/27/2013	<ol style="list-style-type: none"> <li>1. <i>FASTforward</i> system retired - All references to <i>FASTforward</i> have been deleted.</li> <li>2. 99 Percent Order form updated to reflect price change</li> <li>3. Appendix 1 – NCOA<sup>Link</sup> Return code 19 redefined</li> </ol>	3.0
9/27/2012	<ol style="list-style-type: none"> <li>1. Reworked Quick Start Guide to emulate DMMQSG.</li> <li>2. Section “Why is Move Update Necessary?” – Added new subsection “Overview of Change-of-Address Process”</li> <li>3. Section “What is the Move Update Requirement? – Overview of the Move Update Process” – Clarified process narrative and flow chart</li> <li>4. Section “Move Update Methods – NCOA<sup>Link</sup>” – Added new subsections: <ol style="list-style-type: none"> <li>a. “What is a PAF and Why is It Required?”</li> <li>b. “Non-US Mailers and NCOA<sup>Link</sup>”</li> <li>c. “NCOA<sup>Link</sup>MPE”</li> </ol> </li> <li>5. Section “Move Update Methods – <i>FASTforward</i>” – <ol style="list-style-type: none"> <li>a. Added announcement of <i>FASTforward</i>’s retirement date of January 27, 2013</li> <li>b. Added new subsection “<i>FASTforward</i> Modes of Operations”</li> </ol> </li> </ol>	2.0

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9/27/2012	<ol style="list-style-type: none"> <li>6. Section “Move Update Methods – Ancillary Service Endorsements” – Made changes to Ancillary Service Endorsements table</li> <li>7. Section “Move Update Methods – ACS” – Made changes and updates to “Using Ancillary Service Endorsements with ACS” table</li> <li>8. Section “Move Update Methods – Alternative Methods – Legal Restraint Method” – Reverted to original 4-step Legal Restraint process</li> <li>9. Section “Move Update Questions and Answers” – Reworked sections and incorporated some questions and answers into the body of the <i>Guide</i></li> <li>10. Appendix – Clarified and revised verbiage in Appendices as needed - Clarified and revised language throughout document.</li> </ol>	2.0
4/20/2010	<i>Guide to Move Update</i> created and posted to RIBBS – Replaced Publication 363 – <i>Updating Address Lists is a Smart Move</i>	1.0