

Political Mail Guide

Designed for County
Election Officials, Printers
and Mail Service Providers

2020 Edition



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Political Mail Guide

The political mail guide for 2020 is designed to prepare your organization for the upcoming elections. In addition to the Presidential election, there will be numerous congressional, gubernatorial, state, and local races. The need for handling of Election Mail and Political Mail is critical. As an organization who is focused on ensuring the success of Political Mail programs, there are always concerns raised about how long it takes for Election Mail and Political Mail to reach voters. In working closely with the Postal Service™, we know that they take these concerns very seriously. Coast to coast, plans are in place to ensure the timely receipt, processing, and delivery of Election Mail and Political Mail.

Election Mail

Election Mail is any item mailed to or from authorized election officials that enables citizens to participate in the voting process, such as balloting materials, voter registration cards, absentee applications, and polling place notifications.

Political Mail

Political Mail includes Political Campaign Mail and Political Message Mail.

Political Campaign Mail is any material mailed at First-Class Mail® or USPS Marketing Mail® prices for political campaign purposes by a registered political candidate, a campaign committee (federal, state, or local), or a committee of a political party (e.g., Democratic National Committee or Republican Congressional Campaign Committee) to promote political candidates, referendums, or political campaigns.

Political Message Mail is any material mailed at First-Class Mail or USPS Marketing Mail prices by a political action committee (PAC), super-PAC, or other organizations engaging in campaign activity, issue advocacy, or voter mobilization.

Election Mail - Absentee Ballots

An absentee ballot is the printed ballot marked by an absent voter, sealed in a special envelope, and returned to election officials, usually in person or through the mail. Each election cycle presents a different set of parameters for ballot creation and for the size and weight of the return mailpiece. As a result, many voters do not know the correct amount of postage required to return their ballots by mail. Election officials must consult with a Postal Service Business Mail Entry manager, mailpiece design analyst, or election/political mail coordinator to determine the proper postage required for mailing ballots to voters and for voters mailing ballots back to election officials.

Election officials are required to indicate in a prominent location the proper amount of First-Class Mail postage that must be applied to balloting materials for any election, whether sent in hard copy or electronic formats. An exception may apply in certain circumstances for balloting materials for military and overseas voters or where postage is prepaid. See Mailing Standards of the United States Postal Service, Domestic Mail Manual (DMM®), section 703.8.1, to learn more about the postage marking requirements.

Absentee and Early Voting

As reported by the National Conference of State Legislatures (NCSL), most states have a method for eligible voters to cast ballots before Election Day, either during the early voting period or by requesting an absentee ballot. However, several states require a reason to request an absentee ballot.

Political Mail Guide

Key Election Dates to Consider:

- General Election – November 3, 2020
- A total of 470 seats in the U.S. Congress are up for election
- 35 Senate seats — AK, AL, AR, AZ, CO, DE, GA (2), IA, ID, IL, KS, KY, LA, MA, ME, MI, MN, MS, MT, NC, NE, NH, NJ, NM, OK, OR, RI, SC, SD, TN, TX, VA, WV, and WY.
- All 435 House seats and 6 non-voting seats representing American territories and the District of Columbia.
- Due to retirements and deaths in Congress, certain special elections will be held in AZ, CA, GA, MD, NY, and WI throughout the year.
- 11 Gubernatorial seats — DE, IN, MO, MT, NC, ND, NH, UT, VT, WA, and WV.

States Typically Offer Three Ways for Voters to Cast a Ballot:

- **Early Voting.** In most states, any qualified voter may cast a ballot in person during a designated period before Election Day. No excuse or justification is required.
- **Absentee Voting.** All states will mail an absentee ballot to qualified voters who request one. The voter may return the ballot by mail or in person. It is up to the individual state if a reason is required to vote absentee.
- **Mail Voting.** In all-mail election states, a ballot is automatically mailed to every eligible voter (no request or application is necessary). In-person voting sites may also be available. A handful of states use all-mail elections for at least some types of elections.

Vote-By-Mail

According to the NCSL, several states have provisions allowing certain elections to be conducted entirely by mail. For these elections, all registered voters receive a ballot in the mail. Typically, the voter marks the ballot, puts it in a secrecy envelope or sleeve, places it into a separate mailing envelope, signs an affidavit on the exterior of the mailing envelope, and returns the envelope via mail or by dropping it off at a designated site.

Ballots are mailed in advance of Election Day so voters have an “election period” instead of a single day to vote. All-mail elections, known as Vote-By-Mail elections, can be seen as absentee voting for everyone.

Five states, including Oregon (2000), Washington (2011), Colorado (2013), Hawaii (2019), and Utah (2020), hold Vote-By-Mail elections. Voters return marked ballots by mail or at a drop-off location, and in some cases, vote in person at voter centers. In California, some counties are currently permitted to conduct all-mail elections. After 2020, the option will be available to all counties in the state. Other states permit all-mail elections in certain circumstances, such as for special districts, municipal elections, when candidates run unopposed, or at the discretion of the county clerk. Some states have opted to conduct Vote-By-Mail elections for an increasing number of contests in 2020, in response to the COVID-19 pandemic.

Service Type Identifiers and Improved Mailpiece Visibility

The Postal Service provides customized Service Type Identifiers (STIDs) specifically for ballots to improve ballot mail visibility. These STIDs have proven instrumental in identifying and tracking ballots on hand and in the mailstream. In addition, STIDs have increased the visibility of outbound/returning ballot mail within the automation environment, and have enhanced passive identification and tracking of ballot mail. STID processing leverages Intelligent Mail® barcode (IMb®) scan data that is available via Informed Visibility® (IV®) reports.

Political Mail Guide

Election and Political Mail Map

The interactive Election and Political Mail map provides election officials with contact information for election and political mail coordinators. The interactive map includes

Business Mail Entry Unit addresses and phone numbers, and a ZIP Code™ lookup feature to streamline the resource identification process.

View the Election and Political Mail map: <https://about.usps.com/gov-services/election-mail>

Election Mail and Political Mail Sites

Please refer to the following resources for guidance during the election cycle:

- For external information and resources on Election Mail, visit usps.com/electionmail.
- For Political Mail guidance and tips, visit deliverthewin.com.

Tracking and Reporting Election Mail Issues

- Report Election Mail issues to the Postal Service via the ElectionMail.org web form.
- Report Political Mail issues to the Postal Service at tools.usps.com/political-mail-issue.htm.
- Report any Election Mail or Political Mail matters requiring federal law enforcement attention to the U.S. Postal Inspection Service at 877-876-2455 or at uspis.gov.
- Notify USPS in advance of your political mailing by providing a copy of your mailpiece and PS Form 3600 or 3602 to help us plan for receiving your mail.
- Create the notice at tools.usps.com/political-mailalert.htm.

Service Type Identifiers (STIDs)

In 2018, the Postal Service™ developed customized Service Type Identifiers (STIDs) specifically for ballots to improve ballot mail visibility. These STIDs have proven instrumental in identifying and tracking ballots on-hand and in the mailstream. In addition, STIDs have increased the visibility of outbound and return Election Mail within the automation environment. This has helped elevate the public's confidence in the Vote-By-Mail process.

STID processing leverages Intelligent Mail® barcode (IMb®) scan data that is available via Informed Visibility® (IV®) reports. To learn more about the ballot STIDs, see <https://postalpro.usps.com/mailing/service-type-identifiers>.

Green Tag 191

Tag 191, Domestic and International Ballots, is a green container tag used by election officials to identify trays and sacks of ballot mail destined for either domestic or international addresses. Tag 191 can be ordered online and mailed directly to local election offices.

Election/Political Mail Coordinators

The Election Mail interactive map is intended to help you determine, based on your location, the correct USPS election & political mail coordinator contact. Contact your Postal Service election mail coordinator to discuss: mailpiece design, mailing preparation/entry, as well as delivery and pickup activities. The interactive map now includes Business Mail Entry Unit addresses and phone numbers, as well as a new ZIP® Code lookup feature to streamline the resource identification process. <https://about.usps.com/gov-services/election-mail/political-mail-map.htm>

USPS® 2020 Mailing Promotions Calendar

The USPS has published the list of mailing promotions for 2020 for First-Class Mail® and Marketing Mail™. These promotions are designed to advance various aspects of mailing. Mailers participating in the various promotions will receive postage discounts and/or credits. Here are the promotions descriptions and the calendar showing the dates for each promotion.

Tactile, Sensory and Interactive Mailpiece Engagement Promotion:

Encourages mailers to enhance customer engagement with the mail through the use of advanced print innovations in paper and stock, substrates, inks, interactive elements, and finishing techniques. Regular and nonprofit Marketing Mail™ letters and flats that meet the promotion requirements will be eligible for an upfront 2% postage discount during the promotion period.

Emerging and Advanced Technology Promotion:

Encourages mailers to incorporate emerging technologies such as AR, VR/MR, NFC, Video in Print, multichannel mail integration with digital assistance/smart speakers into their direct mailpieces. Addressable TV or digital assistance into their direct mail pieces. Regular and nonprofit Marketing Mail letters and flats, and First-Class Mail® presort or automation letters, cards, and flats that meet the promotion requirements will be eligible for an upfront 2% postage discount during the promotion period.

Earned Value Reply Mail Promotion:

Encourages mailers to continue to distribute Business Reply Mail (BRM), Courtesy Reply Mail (CRM), and Share Mail envelopes and cards by providing them with a financial benefit when their customers put those pieces back in the mail. New participants will earn a 3 cent credit per counted reply pieces between April-June of 2020. Repeat participants must meet a threshold equating to 95% of the volumes counted during the same period in 2018 to earn the 3 cent per piece

credit. Credits may be applied to postage for First-Class Mail presort and automation cards, letters and flats and Marketing Mail letters and flats, and must be used by December 31, 2020.

Personalized Color Transpromo Promotion:

Enhances the value of First-Class Mail by encouraging mailers of bills and statements to incorporate color marketing messaging in order to foster a better connection and response from their customers. First-Class Mail presort and automation letters – bills and statements only – that meet the updated dynamic print and personalization requirements will be eligible for an upfront 2% postage discount during the promotion period. First-time participants must meet only the dynamic color print requirements.

Mobile Shopping Promotion:

Encourages mailers to integrate their direct mail pieces with mobile technologies that facilitate a convenient online shopping experience for consumers during the holiday season. There are many new mobile barcode formats that can be leveraged to qualify for this promotion, in addition to the use of Payment QRs, or those connected to an integrated social shopping platform to facilitate a seamless shopping/purchase experience. Regular and nonprofit Marketing Mail letters and flats that meet the promotion requirements will be eligible for an upfront 2% postage discount during the promotion period.

Informed Delivery Promotion:

Encourages mailers to continue to adopt use of the USPS' omnichannel tool, Informed Delivery. Participants may create Informed Delivery campaigns through the Portal or submit elements through their eDoc submission, and develop campaigns that meet new best-practice requirements. Regular and nonprofit Marketing Mail letters and flats, and First-Class Mail presort and automation letters, cards, and flats that meet the promotion requirements will be eligible for an upfront 2% postage discount during the promotion.

USPS® 2020 Mailing Promotions Calendar¹



UNITED STATES
POSTAL SERVICE®

JAN

FEB

MAR

APR

MAY

FIRST-CLASS MAIL

EARNED VALUE
REPLY MAIL

Registration
Feb 15 - Mar 31

Promotion Period
(3 months)
Apr 1 - Jun 30

Reg
May

FIRST-CLASS
MAIL AND
MARKETING MAIL

EMERGING & ADVANCED TECH

Registration
Jan 15 - Aug 31

Promotion Period
(6 months)
Mar 1 - Aug 31

MARKETING MAIL

TACTILE, SENSORY & INTERACTIVE
MAILPIECE ENGAGEMENT

Registration
Dec 15 - Jul 31

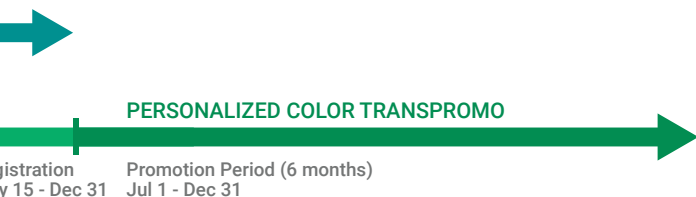
Promotion Period
(6 months)
Feb 1 - Jul 31

1. The "2020 Mailing Promotions Calendar" image courtesy of the USPS PostalPro website:
<https://www.usps.com/business/promotions-incentives.htm>

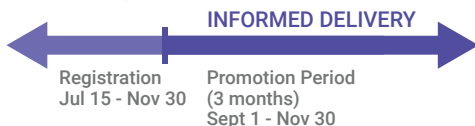
2020 Mailing Promotions Calendar

FINAL VERSION, APPROVED 2020 RATE CASE FILING

JUN JUL AUG SEP OCT NOV DEC



TECHNOLOGY



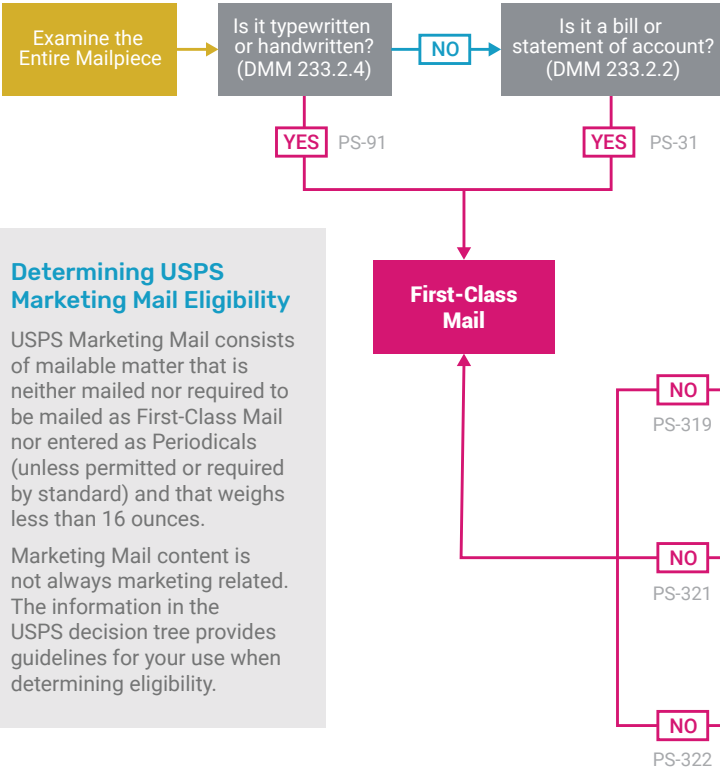
MOBILE SHOPPING

An orange arrow points to the right, starting from the left edge of the page. A vertical orange line marks the start of the promotion period in August. The text "MOBILE SHOPPING" is written in orange above the arrow. Below the arrow, the text "Registration Jun 15 - Dec 31" and "Promotion Period (5 months) Aug 1 - Dec 31" are displayed.

Registration Jun 15 - Dec 31

Promotion Period (5 months) Aug 1 - Dec 31

USPS® Marketing Mail™ Eligibility Decision Tree²



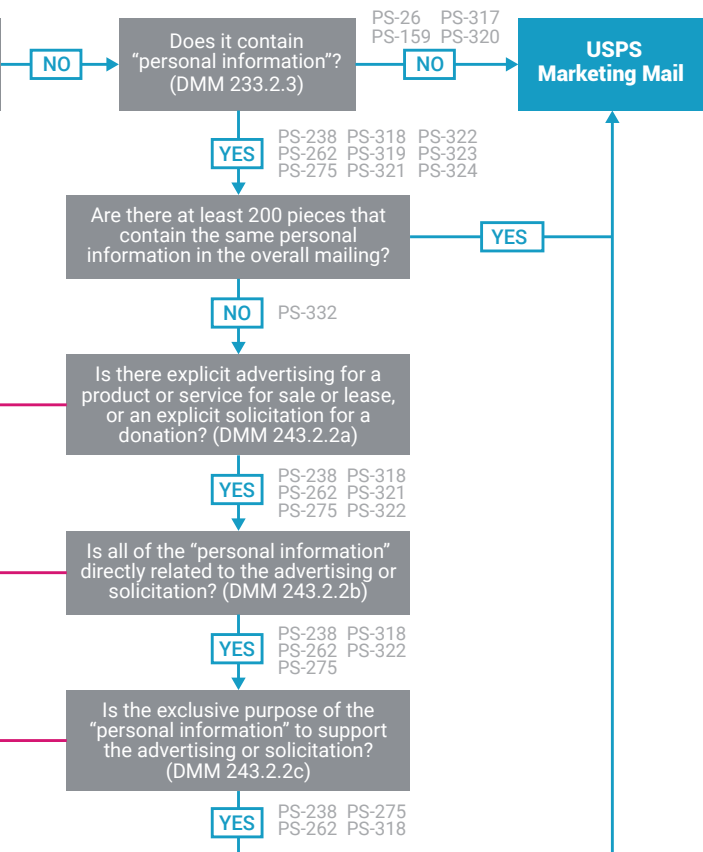
Determining USPS Marketing Mail Eligibility

USPS Marketing Mail consists of mailable matter that is neither mailed nor required to be mailed as First-Class Mail nor entered as Periodicals (unless permitted or required by standard) and that weighs less than 16 ounces.

Marketing Mail content is not always marketing related. The information in the USPS decision tree provides guidelines for your use when determining eligibility.

Mailing Standards
United States Postal Service
Issue Date: July 2008
Effective Date: January 22, 2017

2. "Determining USPS Marketing Mail Eligibility," USPS Postal Explorer; retrieved from <https://pe.usps.com/text/dmm300/243.htm>



Informed Delivery

What is it and how do I sign up for it?

The [USPS® PostalPro site*](https://www.usps.com/business/informed-delivery.htm) provides videos and links to helpful information about Informed Delivery including an overview, guides, requirements, and FAQs.

For business mailers: The U.S. Postal Service® is enhancing the mail experience nationwide with Informed Delivery — an optional notification service that provides eligible residential consumers with a digital preview of their household's mail. This also allows businesses to increase marketing campaign reach through a synchronized physical and digital touchpoint.

Each morning, Informed Delivery subscribers receive an email containing up to 10 images of letter sized mailpieces and information on any flat sized mailpieces and packages being delivered to their mailboxes that day. Notifications are sent through email, you can download the Informed Delivery app, or access via your USPS account.

To sign up for the free Informed Delivery service, visit <https://informedelivery.usps.com/box/pages/intro/start.action> and follow the simple instructions:

1. Create your account
2. Verify your identity
3. Receive notifications

*<https://www.usps.com/business/informed-delivery.htm>

Secure Destruction

Secure Destruction is a newer Intelligent Mail® opt-in mail service offered by the United States Postal Service® that was developed as a USPS® BlueEarth® sustainability initiative. The service provides mailers with an option to reduce the amount of return to sender (RTS) First-Class Mail® they receive by directing the USPS® to securely destroy the mail and provide electronic information regarding the disposition of the piece.

What is USPS Secure Destruction?

- USPS labels and sorts undeliverable First-Class Mail
 - Identifies pieces that cannot be forwarded and would normally be returned to the sender
- Verifies the “return to sender” Secure Destruction mail
- Generates electronic notifications of Secure Destruction and ACS record for indication of the cause
- USPS shredding process exceeds NAID standards
- Recycles shredded mail



USPS Sorting Center



Return to Sender Mail identified



USPS verifies mail before shredding



Electronic Notification of Mail sent to shredder



USPS Shredder



Shredded mail recycled

Benefits of USPS Secure Destruction

- Reduces labor and disposal costs
- Lowers risk of data breach
- Frees up floor space
- Secure and sustainable process



Certified Mail®

What is Certified Mail?

Certified Mail® is First-Class Mail® sent with Proof of Mailing and optional Proof of Delivery. It is a USPS® service that gives mailers an official receipt providing proof an item was mailed. When the Certified Mail® document is delivered, the mail carrier requires a signature from the recipient, that is valid for financial services, insurance and legal solutions.

Traditional Processes Are Cumbersome



The GrayHair Intelligent Enterprise Certified Mail Can Simply The Process:

Prepare	Send
Prepare your USPS® Certified Mail in 30 seconds or less	Send from any mailbox or hand to your mail carrier
Simple User Interface or Full Suite of RESTful APIs	Connect to APIs to prepare and manage larger certified mailings
Single record or batch entry	Get Proof of Acceptance right in your office
Print a USPS Certified Mail "label" (with address, USPS Certified Mail barcode and Electronic Postage) for any recipient, on standard paper or a label from any printer	
Save your mail room from the hassles of Green Cards, the PS3811, the Firm Book and postage meters	



Bring Intelligence to Certified Mail
with Intelligent Enterprise Certified Mail.

Visit grayhairsoftware.com/certified-mail-service for more information.

Postal Processing Hierarchy

The basic organizational structure of the Postal Service is comprised of Headquarters, areas, districts, P&DCs, and Post Offices. Each center/facility serves a different purpose. Here's a list of the postal processing hierarchy:

USPS Regions

- 7 Regions: Capital Metro, Eastern, Great Lakes, Northeast, Pacific, Southern, Western
- Military, Overseas

Network Distribution Centers (NDC)

- 3 Tiers of Centers: local, regional and nationwide
- Process Pallets only
- There is some parcel sorting performed at these facilities

Auxiliary Service Facility (ASF)

- Smaller more Rural NDCs
- Some Processing equipment

Sectional Center Facilities (SCF)

- Sorting Equipment to process all mail
- Multi Line Optical Character Readers (MLOCR)
- Postal Automated Redirection System (PARS)
- Certain facilities designated as Flats Sequencing Sorter (FSS) sites

Destination Delivery Unit (DDU)

- Where you buy stamps
- Where carriers pick up their mail processed at the SCF for delivery
- Little processing, very little automation

Other Facilities

- Detached Mail Units (DMU)
- Business Mail Entry Unit (BMEU)
- Computerized Forwarding System (CFS)

Delivery Point Validation Codes

Delivery Point Validation Codes (DPV® Codes and DPV Footnotes) indicate the USPS® level of validation of the address as an address to which the USPS delivers. It also indicates when the address does not match to or partially matches to an address to which the USPS currently delivers. The DPV Codes can also be used to identify pieces that will not qualify for postage discounts and those that do qualify but may be deficient of some information that may cause the piece to not be deliverable as addressed.

DPV	Current Definition	Planned Cycle O (optional) extended set
"Y"	Address was DPV confirmed for both primary and (if present) secondary numbers	No Change
"D"	Address was DPV confirmed for the primary number only, and the secondary number information was missing	No Change
"S"	Address was DPV confirmed for the primary number only, and the secondary number information was present but not confirmed	Address was DPV confirmed for the primary number only, and the secondary number information was present but invalid (valid secondary information required)
"P"	N/A – as this scenario fell under the definition of "S"	Address was DPV confirmed for the primary number only, and the secondary number information was present but not required
"R"	N/A – as this scenario fell under "Y", "D", or "S"	Address confirmed but falls on a route where delivery not provided – residents must use a PO Box
"T"	N/A – as this scenario fell under the definition of "S"	Address was DPV confirmed for the primary number only by dropping a single-trailing alpha from the primary and treating it as secondary address information
"N"	Both primary and (if present) secondary number information failed to DPV confirm	Address failed to DPV confirm, primary number missing or invalid

Delivery Point Validation Codes

DPV Footnotes	Current Definition	Planned Cycle 0
AA	Input Address Matched to the ZIP + 4®	No Change
A1	Input Address Not Matched to the ZIP + 4®	No Change
BB	Input Address Matched to DPV (all components)	No Change
CC	Input Address Primary Number Matched to DPV. Secondary Number present but not Matched either because USPS has no Secondary data (not needed) – or has different data	Input Address Primary Number Matched to DPV. Secondary Number present, but USPS has no Secondary data (extraneous information)
F1	Input Address Matched to a Military Address	No Change
G1	Input Address Matched to a General Delivery Address	No Change
N1	Input Address Primary Number Matched to DPV but Address Missing Secondary Number	Input Address Primary Number Matched to DPV. Address requires Secondary data and was not on input or does not validate against USPS Secondary data
M1	Input Address Primary Number Missing	No Change
M3	Input Address Primary Number Invalid	No Change

DPV Footnotes	Current Definition	Planned Cycle O
P1	Input Address RR, or HC Box number Missing	No Change
P3	Input Address PO, RR, or HC Box number Invalid	No Change
RR	Input Address Matched to CMRA and PMB designator present (PMB 123 or #123)	No Change
R1	Input Address Matched to CMRA but PMB designator not present (PMB 123 or #123)	No Change
U1	Input Address Matched to a Unique ZIP Code	No Change
TA	N/A	Address was DPV confirmed for the primary number only by dropping a single-trailing alpha from the primary and treating it as secondary address information
R7	N/A	Address confirmed but falls on a route where delivery not provided – residents must use a PO Box
PB	N/A	Input Address Matched to a PBSA (PO Box Street Address equivalent)
IA	N/A	Planned Cycle O "Input address matched to an Informed Address"

Commonly Used Postal Acronyms

In the postal world, like many other industries, acronyms can be a bit daunting. Here is a list of some of the more common acronyms you will hear in a discussion with industry experts.

ABRM	Automated Business Reply Mail	CRID	Customer Registration Identification number
ACS™	Address Change Service	CRM	Courtesy Reply Mail
AEC	Address Element Correction	CS or CSR	Change Service Requested
AMS	Address Matching System	DBMC	Destination Bulk Mail Center
APO	Army Post Office	DMM®	Domestic Mail Manual
AS or ASR	Address Service Requested	DNA	Door Not Accessible
BCG	Business Customer Gateway	DNF	Do Not Forward
BCR	Barcode Reader	DPBC	Delivery Point Barcode
BMC	Bulk Mail Center	DPV®	Delivery Point Validation
BMEU	Business Mail Entry Unit	DSF	Delivery Sequence File
BRM	Business Reply Mail	EDDM	Every Door Direct Mail®
CAPS	Centralized Accounting Payment System	eDoc	Electronic Documentation
CASS™	Coding Accuracy Support System	eLOT®	Enhanced Line of Travel
CDS	Computerized Delivery Sequence	EPF	Electronic Product Fulfillment
CFS	Computerized Forwarding System	EPS	Electronic Payment System
CMA	Commercial Mailing Agent	FAST®	Facility Access and Shipment Tracking
CMRA	Commercial Mail Receiving Agency	FC	First-Class
COA	Change of Address	FS	Full Service (<i>PostalOne!</i> ®)
CR or CRRT	Carrier Route	GAA	Good As Addressed
		HC or HCR	Highway Contracts (Route)

IA	Informed Addressing	PARS	Postal Automated Redirection System
ID	Informed Delivery	PAF	Processing Acknowledgment Form
IV	Informed Visibility	PAF	Postage Adjustment Factor
IMb™	Intelligent Mail® barcode	PAVE™	Postal Accuracy Validation and Evaluation
IMpb®	Intelligent Mail® package barcode	PBSA	PO Box Street Address equivalent
LACS	Location Address Conversion System	PMB	Private Mail Box
MASS	Multiline Accuracy Support System	PO	Post Office
MID	Mailer Identifier	RDI	Residential Delivery Indicator
MLOCR	Multiline Optical Character Reader	RR	Rural Route
MTAC	Mailers' Technical Advisory Committee	RTS	Return to Sender
NCOA	National Change of Address	SSACS	Single Source ACS
NCSC	National Customer Support Center	STID	Service Type Identifier
NDD	Non Delivery Days	UAA	Undeliverable as Addressed
NoStat	No Statistical information flag	USPS®	United States Postal Service®
NSL	No Secure Location (for package delivery)	ZIP™	Zone Improvement Plan
		ZIP Code™	Zone Improvement Plan Code

Postal Industry Terms³

This is a list of terms commonly used in the postal industry along with a short explanation of what the term means and other relevant information.

Postal Term	Definition
Address Change Service (ACS™)	One of the types of Address Correction Services that is available for First-Class Mail®, First-Class™ Package Service — Retail, First-Class Package Service — Commercial, and Priority Mail® pieces and allows for the electronic return of the UAA information (new address or reason for nondelivery).
Address Correction	If mail cannot be delivered as addressed, address correction service allows the sender on request to obtain the addressee's new (forwarding) address (if the addressee filed a change-of-address order with the USPS) or the reason for nondelivery.
Ancillary service	Forwarding, change, return, or address correction service included within a mail class. Depending on the mail class, these services are performed at a charge or at no additional charge, if and when the service is actually provided.
Ancillary service endorsement	A marking used by a mailer to provide the USPS® with instructions on how to handle mail that is undeliverable as addressed.
APO/FPO/DPO	City names used for addressing Military and Diplomatic Mai. Air/Army Post Office (APO), Fleet Post Office (FPO) or Diplomatic Post Office (DPO).
Change of Address	Is when a person moves and files a Change of Address to a new location. This does not include where addresses are simply renamed or renumbered.

3. Source: https://postalpro.usps.com/address-quality/ACS/AppendixD_ACS_Glossary

Postal Term	Definition
Commercial Mail Receiving Agency (CMRA)	A private business that acts as the mail receiving agent for their clients by providing a delivery address and other services.
Computerized Forwarding System (CFS)	A centralized, computerized address label-generating operation that performs address correction and forwards or returns undeliverable-as-addressed mail to customers.
Dead mail	Mail that is undeliverable as addressed and cannot be returned to the sender (usually because there is no return address on the piece).
Domestic Mail Manual (DMM)—Mailing Standards of the United States Postal Service	The USPS manual that contains the standards governing domestic mail services, descriptions of the mail classes and services and conditions governing their uses, standards for price eligibility and mail preparation, and all postage prices and fees. Domestic mail is classified by size, weight, shape, content, service, and other factors.
Endorsement	An authorized marking on a mailpiece that shows handling instructions, a service, or a request for an ancillary service.
Face	The side of a mailpiece with the delivery address. Also, to arrange mail in a uniform orientation; that is, with the delivery address facing forward and the postage area positioned in the upper right corner.
First-Class Mail® (FCM)	A class of mail that includes all matter wholly or partly in writing or typewriting, all actual and personal correspondence, all bills and statements of account, and all matter sealed or otherwise closed against inspection. Priority Mail is a subclass of First-Class Mail. Any mailable matter may be sent as First-Class Mail.
Flat	The general term for flat-size mail, so called because the large mail is sorted without bending it so that the mail remains flat.

Postal Industry Terms

Postal Term	Definition
Flat-size mail	A flexible rectangular mailpiece that exceeds one of the dimensions for letter-size mail (11-1/2 inches long, 6-1/8 inches high, 1/4 inch thick) but that does not exceed the maximum dimension for the mail processing category (15 inches long, 12 inches high, 3/4 inch thick). Dimensions are different for Periodicals automation flat-size mail. Flat-size mail may be unwrapped, sleeved, wrapped, or enveloped.
Forward	To redirect mail to the intended recipient's new delivery address in cases where PS Form 3575, Change of Address Order, or other written or personal notice has been filed with the local Post Office.
General Delivery	Intended for temporary use, mail recipients can register with a local Post Office for mail to be delivered to the Post Office where they can pick it up. The street address is simply "General Delivery". Change of Addresses can be filed to and from these addresses.
Good as Addressed – Undeliverable as Addressed (GAA-UAA) mail	Refers to addresses where, by all available indications mail to a given name and address is deliverable and yet, actual mail to those locations are returned as Undeliverable as Addressed with a reason that does not align with other address information – suggesting that the piece was returned as UAA in error.
GoPost addresses	GoPost addresses represent USPS parcel lockers locked in public areas. These addresses are only valid for packages. Other types of mail will be treated as UAA. The street name for these addresses is "GoPost".
Keyline	Optional mailer information printed in or above the address or in the lower left corner of the envelope. The information in a keyline identifies the mailpiece and its presort level. Under some postage payment systems, the keyline is a required line that contains specific information about the mailpiece.

Postal Term	Definition
Letter	According to the Private Express Statutes, a message directed to a specific person or an address and recorded in or on a tangible object. Also a shortened way to refer to letter-size mail.
Letter-size mail	A mail processing category of mailpieces, including cards that do not exceed any of the dimensions for letter-size mail (i.e., 11-1/2 inches long, 6-1/8 inches high, 1/4 inch thick).
Library Mail	A subclass of Package Services for items sent to or from or exchanged between academic institutions, public libraries, museums, and other authorized organizations. Books, sound recordings, academic theses, and certain other items may be mailed at the Library Mail price if properly marked.
Machineable	The ability of a mailpiece to be sorted by mail processing equipment. Compare with non-machineable.
Mail	Any mailable matter that is accepted for mail processing and delivery by the USPS. Also, the sum total of the mail at any time that is in USPS custody. To deposit a mailable item in a collection box or present the item (or a mailing for large quantities of mailpieces) at a Post Office or business mail entry unit.
Mail class	The classification of domestic mail according to content (e.g., personal correspondence versus printed advertising). It is codified in the Mail Classification Schedule.
Mailing	A group of mailpieces within the same mail class and mail processing category that may be sorted together under the appropriate standards. Also, the action of depositing or presenting mail at a Post Office™.

Postal Industry Terms

Postal Term	Definition
Mailing agent	A private third party that mails on behalf of someone else.
Marketing Mail™	<p><i>The USPS has re-defined the class of "Standard" mail to "Marketing" mail. There are no changes to what does/ does not qualify for this class of mail which includes both marketing and non-marketing content.</i></p> <p>A class of mail that weighs less than 16 ounces. It comprises the subclasses of Regular Marketing/Standard Mail, Nonprofit Marketing/Standard Mail, Carrier Route Marketing/ Standard Mail, and Nonprofit Carrier Route Marketing/Standard Mail. These subclasses include circulars, printed matter, pamphlets, catalogs, newsletters, direct mail and merchandise. Marketing/ Standard Mail may be sent at Carrier Route, automation, non-automation and Non-Flat machineable prices.</p>
Marking	Words or abbreviations printed on a mailpiece that show the class of mail, presort level, or ancillary service endorsement.
Media Mail	A subclass of Package Services that consists of books, sheet music, printed educational material, film, videocassettes, and computer prerecorded media such as CD-ROMs. Advertising restrictions apply.
Military Post Office (MPO)	A branch of a U.S. civil Post Office operated by the Army, Navy, Air Force, or Marine Corps to serve military personnel overseas or aboard ships.

Postal Term	Definition
NCOALink®	An address correction service that the USPS provides to mailers through USPS licensees. The licensees match names and addresses to be used in mailings against change-of-address information. If a match is made, NCOALink can update the address before it is mailed. Additional information and a list of Vendors and Licensees that have been certified through CASS™ and MASS™ address matching software, as well as those offering the NCOALink product and services, are available online.
Nixie	Mail that is undeliverable for reasons other than a change of address.
Non-machineable	The inability of a mailpiece to be sorted on mail processing equipment because of size, shape, content, or address legibility. Such mail must be processed manually.
Non-mailing address	Refers to cases where an address represents where a person or business resides, but not where mail is delivered. This could be an elective by the mail recipient. However, in many rural areas and areas immediately surrounding a Post Office, the USPS may mandate this, providing a free PO BOX instead.
Non-physical address	Refers to the many cases where an address does represent where mail is delivered, but does not represent a location where a person or business actually resides. These include PO Box, PBSA, CMRA, General Delivery, and GoPost.
Nonprofit Standard Mail	A subclass of Standard Mail® that is available only to qualified organizations specified by U.S. statute.

Postal Industry Terms

Postal Term	Definition
NoStat	An address characteristic available via CASS processing that indicates when the USPS does not have Statistical Information on the final delivery point for an address because they do not make the final delivery to this address. Reasons include: delivery has yet to be established to a location, is a gated community where mail is delivered to the gate house. In Address Quality Cycle O scheduled for 2021, a new NoStat reason field will be available to indicate the reason for the NoStat setting.
OneCode ACS®	OneCode is a type of ACS service that uses an IM® barcode, STID, MID and Sequence number applied to a mailing.
Package Services	A class of mail that comprises four subclasses: Bound Printed Matter, Library Mail, Parcel Post, and Media Mail. There is no minimum weight limit for Package Services.
Parcel	Mail that does not meet the mail processing category of letter-size mail or flat-size mail. It is usually enclosed in a mailing container such as a box.
Parcel Post	A subclass of Package Services with prices based generally on weight and zone.
Periodicals	A class of mail consisting of magazines, newspapers, or other publications formed of printed sheets that are issued at least four times a year at regular, specified intervals (frequency) from a known office of publication. Periodicals usually must have a legitimate list of subscribers and requesters.
Piece	An individually addressed mailpiece. This definition also applies when the term “piece” is used in eligibility standards. Quantities indicated for optional or required sortations always refer to pieces unless specifically excepted.

Postal Term	Definition
PO Box Street Address equivalent (PBSA)	Post Offices in areas with CMRAs offer street address format equivalents to the PO Box address. Items using the PBSA address format but delivered by other carriers will be accepted by these Post Offices for final delivery. Rates for these PO Boxes are higher.
Postage	Payment for delivery service that is affixed or imprinted to a mailpiece, usually in the form of a postage stamp, permit imprint, or meter stamp.
Postcard	A privately printed mailing card. Compare to stamped card.
Presorted Standard	The postage price for Standard Mailpieces that are part of a mailing and that meet minimum volume and preparation requirements.
Price List (Notice 123)	The Price List is a publication that contains domestic and international prices and fees in a concise and accessible manner.
Pricing and Classification Service Center (PCSC)	A USPS field office that provides guidance to employees and customers on mail classification, postage prices, and mail preparation.
Priority Mail®	First-Class Mail that weighs more than 13 ounces and, at the mailer's option, any other mail matter weighing less than 13 ounces mailed at Priority Mail prices. Priority Mail provides expedited delivery. Any mailable matter may be sent as Priority Mail.
Publication 8, Pub8	Pub8 serves as an overview of all ACS services.

Postal Industry Terms

Postal Term	Definition
Publication 28, Pub 28	Publication 28 describes both standardized address formats and content. It outlines the guidelines that govern how address information appears in the Address Information System (AIS) products. Format describes how the various elements appear on a mailpiece or in an address record. Content describes the characters that constitute the various address elements.
Quick Service Guide (QSG)	Quick Service Guides are concise overviews of mail preparation and deposit for specific mail classes.
Residual Mail	After presort operations, the remaining pieces that lack the volume to meet the standards/requirements to allow bundle preparation to a particular destination, and therefore, does not qualify for presort pricing.
Rural Route (RR)	A delivery route served by a rural carrier.
Shipper Paid Forwarding (SPF) Forwards	An ACS fulfillment vehicle used with Traditional ACS. It allows mailers of Marketing Mail machineable parcels and most Package Services pieces to pay forwarding charges via approved ACS participant code(s).
Shipper Paid Forwarding (SPS) Forwards and Returns	An ACS fulfillment vehicle used with IMpb ACS to pay for Forwarding and Return shipping cost via the mailers ACS account. It allows mailers of Standard Mail machineable parcels and most Package Services pieces to pay forwarding charges via approved IMpb ACS MID and SingleSource.

Postal Term	Definition
Standard Mail®	<p><i>The USPS has re-defined the class of "Standard" mail to "Marketing" mail. There are no changes to what does/does not qualify for this class of mail which includes both marketing and non-marketing content.</i></p> <p>A class of mail that weighs less than 16 ounces. It comprises the subclasses of Regular Marketing/Standard Mail, Nonprofit Marketing/Standard Mail, Carrier Route Marketing/Standard Mail, and Nonprofit Carrier Route Marketing/Standard Mail. These subclasses include circulars, printed matter, pamphlets, catalogs, newsletters, direct mail, and merchandise. Marketing/Standard Mail may be sent at Carrier Route, automation, non-automation, and Non-Flat machineable prices.</p>
SingleSource ACS	Mailers using SSACS receive all ACS fulfillment files and billing via the EPF website.
Subclass	A subdivision of a mail class, usually based on the consideration of a physical characteristic rather than content.
Tap test	When an insert showing through the window is moved to any of its limits inside the envelope, the entire barcode must remain within the barcode clear zone, and a clear space must be maintained that is at least 1/8 inch between the barcode and the left and right edges of the window, at least 1/25 inch between the barcode and the top edge of the window, and at least 3/16 inch between the barcode and the bottom edge of the mailpiece.
Traditional ACS	A type of ACS that uses a Participant Identifier and a keyline.

SuiteLink® Indicators and Return Code Values —

Postal Term	Definition
Undeliverable-As-Addressed (UAA)	Mail that the USPS cannot deliver as addressed and must forward to the addressee, return to the sender, or send to a mail recovery center.

One of the biggest issues for the USPS is missing or incorrect secondary address information requiring additional time and effort by carriers to determine the proper delivery location. SuiteLink was developed to use business name and address information to attempt to identify the correct secondary address information for mail delivery for that business.

SuiteLink® Indicator

Only populated when the SuiteLink tables are queried. The return codes are A, 00 and blank.

Indicator Values

- Y** = SuiteLink Record Match Business address improved. The input record matched to a record in the master file. An improved business address could be furnished.
- N** = Match Business address is not improved. The input record could not be matched to a record in the master file. An improved business address could not be furnished.

Return Code Values

- A** = SuiteLink Record Match Business address improved. The input record matched to a record in the master file. An improved business address could be furnished.
- 00** = Match Business address is not improved. The input record could not be matched to a record in the master file. An improved business address could not be furnished.

LACSLink® Indicators and Return Code Values —

Streets are renamed and addresses renumbered all the time. LACSLink identifies addresses with such changes and endeavors to return the updated address information. **NOTE:** once converted, local postmasters are only required to support delivery of pieces addressed with the old address format for a period of one year.

LACS Indicator

Contains the results of the call to the DPV® LACS table:
dph.hsl Field Description

- Y** = Address was found in LACS table
- N** = Address was not found in LACS table
- Blank** = Address was not presented to hash table for evaluation

LACSLink® Return Codes

LACSLink return code values are A, 00, 14, 92 or blank.

Return Code Values

- A** = LACS Record Match; a new address could be furnished. The input record matched to a record in the master file.
- 00** = No Match; a new address could not be furnished. The input record could not be matched to a record in the master file.
- 14** = Found LACS record, new address would not covert at run time. The new address could not be converted to a deliverable address. The input record matched to a record in the master file.
- 92** = LACS record secondary number dropped from the input address.
The record is a ZIP + 4® street level or highrise match. The input record matched to a master file record, but the input address had a secondary number and the master file record did not.

Templates and Websites

Plastic Templates

There are several templates that are handy to have around. Here are the two that we find our experts use the most:

- **Notice 67, Automation Letter Template**

A multipurpose template for determining automation-compatibility for letter-size mailpieces. This clear plastic overlay simplifies address placement, identifies the barcode clear zone, and includes positioning marks for facing identification mark (FIM) patterns, character height and spacing gauges. Notice 67 is available through your Business Mail Entry Office and some large post offices.

<https://ribbs.usps.gov/locators/find-bme.cfm>

- **Notice 3A**

Use Notice 3A to determine if your mailpiece meets the dimensions for letter-size mail. A handy “slot” on the template measures maximum thickness. The template also provides the aspect ratio (length divided by height) requirements for automated processing. Notice 3A is available through your Business Mail Entry Office and some large post offices.

<https://ribbs.usps.gov/locators/find-bme.cfm>

Websites

GrayHair Software	https://www.grayhairsoftware.com
Postal Explorer	https://pe.usps.com
PostalPro	https://postalpro.usps.com
USPS Address Lookup	https://tools.usps.com/go/ZipLookupAction!input.action
Mail.dat	http://www.idealliance.org
PostalOne!	http://www.uspspostalone.com/WizardXML
Intelligent Mail Barcode	http://ribbs.usps.gov/onecodesolution
Other resources	http://www.usps.com

NCOALink® Return Code Descriptions

The USPS® National Change of Address (NCOA) database stores information related to when people move. NCOALink allows pre-mailing access to Permanent Changes of Address (COAs). New addresses are provided when possible – and other codes when not known, foreign, unable to be returned, or simply not matched with enough confidence.

The table below details the NCOALink footnote codes:

Code	Y = New Address Provided
Return Code	N = New Address Not Provided
Description	How
Explanation of Return Code	D = Derived by data–returned in lieu of 11 digit
Address	S = Derived by software

Code	Description	Address	How
A	COA Match – The input record matched to a COA record. A new address could be furnished. Please Note: If this return code is achieved, no other matching attempts are permitted regardless of the PROCESSING mode.	Y	S
00	NO Match – The input record COULD NOT BE matched to a COA record. A new address could not be furnished. This return code may be returned regardless of the processing mode, matching logic, or COA type. Please Note: When processing in any mode and this return code is received, it is required to attempt the match again using the next level of matching logic allowed by the processing mode.	N	S
01	Found COA: Foreign Move – The input record matched to a COA record but the new address was outside the USPS delivery area. This return code may be returned regardless of the processing mode, matching logic, or COA type. Please Note: If this return code is achieved, no other matching attempts are permitted regardless of the PROCESSING mode.	N	D

NCOALink® Return Code Descriptions

Code	Description	Address	How
02	Found COA: Moved Left No Address (MLNA) – The input record matched to a COA record but the new address was not provided to the USPS®. This return code may be returned regardless of the processing mode, matching logic, or COA type. Please Note: If this return code is achieved, no other matching attempts are permitted regardless of the PROCESSING mode.	N	D
03	Found COA: Box Closed No Order (BCNO) – The Input record matched to a COA record containing an old address of PO Box, which has been closed without a forwarding address provided. This return code may be returned regardless of the processing mode, matching logic, or COA type. Please Note: If this return code is achieved, no other matching attempts are permitted regardless of the PROCESSING mode.	N	D
04	Cannot Match COA: Street Address with Secondary – In the STANDARD mode utilizing Family matching logic the input record was a potential match to a family type COA record with an old address that contained secondary information. The input record does not contain secondary information. The record is a ZIP+4 street level match. This address match situation requires individual name matching logic to obtain a match and individual names do not match. Please Note: This return code is only obtained when processing in the STANDARD mode using Family matching logic.	N	D
05	Found COA: New 11-digit DPBC is Ambiguous – The input record matched to a COA record. The new address on the COA record could not be converted to a deliverable address because the DPBC represents more than one delivery point. This return code may be returned regardless of the processing mode, matching logic, or COA type. Please Note: If this return code is achieved, no other matching attempts are permitted regardless of the PROCESSING mode.	N	D

Code	Description	Address	How
06	Cannot Match COA: Conflicting Directions: Middle Name Related – There is more than one COA record for the match algorithm and the middle names or initials on the COAs are different. Therefore, a single match result could not be determined. This return code is only obtained when using individual matching logic. Please Note: If this return code is achieved, no other matching attempts are permitted regardless of the PROCESSING mode.	N	D
07	Cannot Match COA: Conflicting Directions: Gender Related – There is more than one COA record for the match algorithm and the genders of the names on the COAs are different. Therefore, a single match result could not be determined. This return code is only obtained when using individual matching logic. Please Note: If this return code is achieved, no other matching attempts are permitted regardless of the PROCESSING mode.	N	D
08	Cannot Match COA: Other Conflicting Instructions – The input record was a potential match to two COA records. The two records were compared and due to differences in the new addresses, a match could not be made. This return code may be returned regardless of the processing mode, matching logic, or COA type. Please Note: If this return code is achieved, no other matching attempts are permitted regardless of the PROCESSING mode.	N	D
09	Cannot Match COA: High-rise Default – The input record was a potential match to a family COA record from a High-rise address ZIP+4 coded to the building default. This address match situation requires individual name matching logic to obtain a match and individual names do not match. Please Note: This return code is only obtained when processing in the STANDARD mode using Family matching logic.	N	D

NCOALink® Return Code Descriptions

Code	Description	Address	How
10	Cannot Match COA: Rural Default – The input record was a potential match to a family COA record from a Rural Route or Highway Contract Route address ZIP+4 coded to the route default. This address situation requires individual name matching logic to obtain a match and individual names do not match. Please Note: This return code is only obtained when processing in the STANDARD mode using Family matching logic.	N	D
11	Cannot Match COA: Individual Match: Insufficient COA Name for Match – There is a COA record with the same surname and address but there is insufficient first/middle name information on the COA record to produce a match using individual matching logic. This return code is only obtained when using individual matching logic. Please Note: When processing in the STANDARD mode and this return code is received utilizing Individual Logic, discontinue the Individual logic sequence and go straight to FAMILY matching logic.	N	D
12	Cannot Match COA: Middle Name Test Failed – The input record was a potential match to a COA record. A match cannot be made because the input name contains a conflict with the middle name or initials on the COA record. This return code is only obtained when using individual matching logic. Please Note: If this return code is achieved, no other matching attempts are permitted regardless of the PROCESSING mode.	N	S
13	Cannot Match COA: Gender Test Failed – The input record was a potential match to a COA record. A match cannot be made because the gender of the name on the input record conflicts with the gender of the name on the COA record. This return code is only obtained when using individual matching logic. Please Note: When processing in the STANDARD mode and this return code is received utilizing Individual Logic, discontinue the Individual logic sequence and go straight to FAMILY matching logic.	N	S

Code	Description	Address	How
14	<p>Found COA: New Address Would Not Convert at Run Time – The input record matched to a COA record. The new address could not be converted to a deliverable address. This return code may be returned regardless of the processing mode, matching logic, or COA type. Please Note: If this return code is achieved, no other matching attempts are permitted regardless of the PROCESSING mode.</p>	N	S
15	<p>Cannot Match COA: Individual Name Insufficient – The input record was a potential match to a COA record that contains a first initial and middle initial/ name [ex. C M Smith or C Mary Smith]. A match cannot be made because the input middle initial/ name is missing or does not equal the middle initial/ name on the COA. This return code is only obtained when using individual matching logic. Please Note: When processing in the STANDARD mode and this return code is received utilizing Individual Logic, discontinue the Individual logic sequence and go straight to FAMILY matching logic.</p>	N	S
16	<p>Cannot Match COA: Secondary Number Discrepancy – The input record was a potential match to a street level COA record. However, a match is prohibited because there is conflicting secondary information on the input and COA record. This return code is only obtained when using individual matching logic. Please Note: If this return code is achieved, no other matching attempts are permitted regardless of the PROCESSING mode.</p>	N	S

NCOALink® Return Code Descriptions

Code	Description	Address	How
17	Cannot Match COA: Other Insufficient Name – The input record was a potential match to a COA record that contains a full first name and full middle name. The input middle initial/name is missing or different from the middle name on the COA. A match cannot be made because the first name on the COA was truncated (drop-n-flag) and the middle names must be equal in order to make this match. This return code is only obtained when using individual matching logic. Please Note: When processing in the STANDARD mode and this return code is received utilizing Individual Logic, discontinue the Individual logic sequence and go straight to FAMILY matching logic.	N	S
18	Cannot Match COA: General Delivery – The input record was a potential match to a COA record from a General Delivery address. This address situation requires individual name matching logic to obtain a match and individual names do not match. Please Note: This return code is only obtained when processing in the STANDARD mode using Family matching logic.	N	D
19	Found COA: New Address not ZIP + 4 coded, New address primary number not DPV confirmable or Temporary Change Of Address – There is a change of address on file but the new address cannot be ZIP + 4 coded and therefore there is no 11-digit DPBC to store or return, the new address primary number cannot be confirmed on DPV or the new address is temporary. This return code may be returned regardless of the processing mode, matching logic, or COA type. Please Note: If this return code is achieved, no other matching attempts are permitted regardless of the PROCESSING mode.	N	D

Code	Description	Address	How
20	Cannot Match COA: Conflicting Directions after re-chaining – Multiple COA records were potential matches to the input record. The COA records contained different new addresses and a single match result could not be determined. This return code may be returned regardless of the processing mode, matching logic, or COA type. Please Note: If this return code is achieved, no other matching attempts are permitted regardless of the PROCESSING mode.	N	D
66	Daily Delete – The input record matched to a business, individual or family type COA record with an old address that is present in the daily delete file. The presence of an address in the daily delete file means that a COA record with this address is pending deletion from the COA master file and that no mail may be forwarded from this address. This return code may be returned regardless of the processing mode, matching logic or COA type. Please Note: If this return code is achieved, no other matching attempts are permitted regardless of the PROCESSING mode.	N	S
91	COA Match: Secondary Number dropped from COA – The input record matched to a COA record. The COA record had a secondary number and the input address did not. Please Note: This return code is derived from Individual and business matching logic only. If this return code is achieved, no other matching attempts are permitted regardless of the PROCESSING mode.	Y	S
92	COA Match: Secondary Number Dropped from input address – The input record matched to a COA record. The input address had a secondary number and the COA record did not. The record is a ZIP+4 street level match. Please Note: This return code is derived from individual and business matching logic only. If this return code is achieved, no other matching attempts are permitted regardless of the PROCESSING mode.	Y	S

Please Note: When processing in STANDARD mode and return codes 00, 11, 13, 15 and 17 are received utilizing Individual Logic, it is required to attempt the match again using FAMILY matching logic.

Regarding return code 19, temporary COAs are only in the 48-month product.

ACS Codes and Nixie Codes

ACS provides post-mailing information relative to any delivery issues on a piece of mail – including Change of Address (providing a new address when available – domestic and foreign) and other reasons for non-delivery as indicated by specific codes.

Value / Is Action Expected for Move Update Compliance?	Description/Details	Abbreviation Written on Mailpiece by Carrier
COA Codes	COA Code notifications contain customer name, old address, and new address (when applicable). NOTE: Name and old address are not necessarily what was on the mailpiece – but are what was on the COA record matched to.	
Space or Blank / Yes	New address information is present.	FOE or FTE (when expired)
G / No	Post Office Box™ has been closed – created from a USPS filed COA – no new address present.	BCNO
K / No	Customer has moved and left no forwarding address – created from a USPS filed COA – no new address present.	MLNA
W / No	Temporary COA – no new address present – Temporarily Away is provided in the Parsed New Address field. Addressee temporarily away and period for holding mail expired. (W)	TA
Nixie Codes	Nixie notifications do not contain customer name, old address, or new address information.	
A / No	Attempted, not known Delivery attempted, addressee not known at place of address. Not known by carrier or current residents.	ANK

Value / Is Action Expected for Move Update Compliance?	Description/Details	Abbreviation Written on Mailpiece by Carrier
D / No	<p>Outside delivery limits</p> <p>Addressed to location outside delivery limits of Post Office™ of address. Hold mail for out-of-bounds customers in general delivery for specified period unless addressee filed order.</p>	As held for General Delivery, there is no carrier. Therefore, no need for Carrier to put a code on the piece during their route to indicate reason for UAA.
E / No	<p>In dispute</p> <p>Mail returned to sender by order of chief field counsel because of dispute about right to delivery of mail and cannot be determined which disputing party has better right to mail.</p> <p>Example: Divorce and both file a full COA -> conflict until dispute settled. Handled by a mediator until dispute settled.</p> <p>Suggestion:</p> <p>Marketing – do not mail or limit frequency of mailing. Continue to check in the future.</p> <p>First-Class – consider suspending until a new address is provided by the recipient.</p>	DIS
I / No	<p>Insufficient address</p> <p>Mail without number, street, box number, route number, or geographical section of city or city and state omitted and correct address not known.</p> <p>Includes missing secondary.</p>	IA
L / No	<p>Illegible</p> <p>Address not readable. Or insert shifted out of window.</p>	ILL

ACS Codes and Nixie Codes

Value / Is Action Expected for Move Update Compliance?	Description/Details	Abbreviation Written on Mailpiece by Carrier
M / No	<p>No mail receptacle</p> <p>Addressee failed to provide a receptacle for receipt of mail.</p> <p>May be a temporary thing. Example: Pulled mailbox due to a hurricane and put back in afterwards. Or, based on person living at an address.</p>	NMR
N / No	<p>No such number</p> <p>Addressed to nonexistent number and correct number not known.</p> <p>Primary number is not known and carrier does not know what it is either.</p>	NSN or NS#
P / No	<p>Deceased</p> <p>Current resident returned the piece to the carrier indicating on the piece that the intended recipient was deceased. Piece was processed manually to assign the "Deceased" designation. NOTE: the USPS does not perform any activities to confirm the "deceased" status.</p> <p>Available with all ACS.</p>	DEC
Q / No	<p>Not deliverable as addressed/unable to forward</p> <p>Mail undeliverable at address given; no change-of-address order on file; forwarding order expired.</p> <p>Usually was a forward, over 18 months old. PARS only looks for moves within 18 months.</p>	NDA or UTF

Value / Is Action Expected for Move Update Compliance?	Description/Details	Abbreviation Written on Mailpiece by Carrier
R / No	<p>Refused</p> <p>Addressee refused to accept mail or pay postage charges on it.</p> <p>Recipient does not want this – refused. Customer must convey refusal statement to the carrier. A lot of this comes from pieces forwarded with postage due. Fulfillment companies get a lot of these.</p>	REF
S / No	<p>No such street</p> <p>Addressed to nonexistent street and correct street not known.</p> <p>No street name. Should also be failing CASS™.</p>	NSS
U / No	<p>Unclaimed</p> <p>Addressee abandoned or failed to call for mail.</p> <p>Going to general delivery and/or never picked up (certified mail not signed for). Could be on registered mailpiece or COD – time limit before sent back.</p>	UNC
V / No	<p>Vacant</p> <p>House, apartment, office, or building not occupied. (Use only if mail addressed “Occupant”.)</p> <p>Only supposed to be possible when “or current resident” is on the address. If there is a name, other Nixie codes should take precedent.</p> <p>Once a address has been vacant over 90 days, the address itself is flagged in via the DPV vacant indicator.</p>	VAC

Intelligent Mail® Barcode Components and Specifications

The Intelligent Mail barcode is required on mailpieces to qualify for the maximum postage discounts. The barcode can be a complex part of a mailpiece. Here’s a breakdown of the various parts that make up an Intelligent Mail barcode to help you better understand all the information that this set of long and short bars contains.

Intelligent Mail Barcode (for letters and flats):

6-Digit and 9-Digit Mailer IDs

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Barcode ID (2N)		Service Type ID (2N)		Mailer ID (6N)							Serial Number (9N)									ZIP Code (0, 5, 9, or 11N)										
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Barcode ID (2N)		Service Type ID (2N)		Mailer ID (9N)							Serial Number (6N)									ZIP Code (0, 5, 9, or 11N)										

Barcode ID

Identified the presort makeup in conjunction with an Optional Endorsement Line – most users will leave it as “00” unless you are using it on flats for example.

Service Type ID

Identifies special service requests or Mail Class when used for automation rate discount without any services. If no Special Services are requested use: 700 for First-Class Mail®; 702 for Marketing Mail™; 704 for Periodicals; 706 for Bound Printed Matter.

Mailer ID

6-digit or 9-digit number that uniquely identifies the mail owner or mailing agent.

Note: Together the class of mail in the STID, Mailer ID, and Serial Number determine uniqueness.

Serial Number

Uniquely identifies the mailpiece or mailing; a 9-digit MID reduces the Serial ID field to 6 digits.

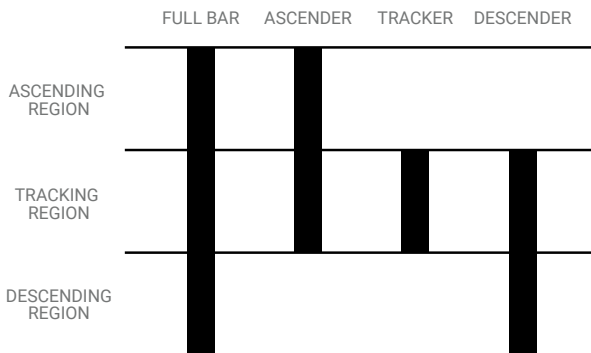
Routing ZIP Code

For routing, must contain a proper ZIP Code™ to obtain automation rate discount.



For letters and flats:

- Height-modulated barcode
- Uses 4-state symbology:
 - Full, Ascender, Tracker, and Descender bar



- Overall barcode length between 2.667 and 3.225 inches
- Overall barcode height between 0.125 and 0.165 inch
- Vertical barcode clear zone at least 0.028 inch

Other physical characteristics are same as POSTNET.

Attribute	11-digit POSTNET	13-digit PLANET	Intelligent Mail Barcode
Number of bars	62	72	65
Horizontal Pitch	22 ± 2 bars per inch	22 ± 2 bars per inch	22 ± 2 bars per inch

United States Postal Service®

Registration and Trademarks

Registrations

AEC II®	OneCode Confirm®
ANKLink®	OneCode Solution®
Certified Mail®	OneCode Vision®
Click-N-Ship®	Parcel Post®
Confirm®	Parcel Select®
Customized MarketMail®	PCC®
DMM®	PLANET®
DPV®	PLANET Code®
DSF®	Postal Explorer®
EDDM®	<i>PostalOne!</i> ®
eLOT®	Priority Mail®
Express Mail®	RIBBS®
FAST®	Standard Mail®
First-Class Mail®	SuiteLink®
FOREVER®	U.S. Postal Service®
IM® ('IM' cannot be used alone)	United States Post Office®
IMB®	United States Postal Service®
IMB Tracing®	United States Postal Inspection Service®
Intelligent Mail®	United States Post Office Express®
LACSLink®	USPS®
MarketMail®	USPS Click-N-Ship®
Media Mail®	USPS.COM®
MERLIN®	ZIP + 4®
Mover's Guide®	1-800-ASK-USPS®
NCOALink®	
OneCode ACS®	

Trademarks⁴

ACS™	POSTNET™
CASS™	Post Office™
CASS Certified™	Post Office Box™
Delivery Confirmation™	Postal Service™
Delivery Force Knowledge™	Registered Mail™
First-Class™	RDI™
IMb™	Shipping Standard™
Marketing Mail™	Signature Confirmation™
MASS™	Standard Post™
PAVE™	Village Post Office™
P.O. Box™	ZIP™
PO Box™	ZIP Code™

4. Source: https://postalpro.usps.com/storages/2016-12-2314_trademarks.pdf

Mailing Industry Organizations

Alliance of NonProfit Mailers (ANM)

nonprofitmailers.org

ANM is a national coalition of nonprofit organizations sharing a vested interest in nonprofit postal policy and the primary representative of nonprofit mailers before the Postal Regulatory Commission, at U.S. Postal Service® (USPS®) Headquarters, and on Capitol Hill.

American Catalog Mailers Association (ACMA)

catalogmailers.org

Founded in 2007, the ACMA is the only industry association advocating specifically for catalog marketers and their suppliers. As the primary advocate and voice for the Catalog Industry, they represent their members on issues that directly concern their immediate and long term commercial interests.

Association for Mail Electronic Enhancement (AMEE)

postalpro.usps.com

AMEE promotes electronic enhancements of mail to increase its value and utility by working in partnership with industry colleagues and the USPS for the common good. There is no website.

Association for Postal Commerce (PostCom)

postcom.org

The Association for Postal Commerce is a national association of businesses and organizations that uses or supports the use of mail as a medium for business communication and commerce. PostCom represents its members on all matters pertaining to the development and implementation of postal policies and operations that affect their use of the mail. PostCom works on its members behalf before the U.S. Congress, the USPS, the Postal Service's Board of Governors, the Postal Regulatory Commission and all other federal agencies and audiences that affect our nation's postal policies and operations.

Continuity Shippers Association (CSA)

thechsagroup.wordpress.com

CSA represents members mailing of small parcels in the Bound Printed Matter, Standard and Media subclasses, while supporting the Association for Postal Commerce, the Direct Marketing Association and the Parcel Shippers Association.

Direct Marketing Association (DMA)

thedma.org

The Direct Marketing Association is the world's largest trade association dedicated to advancing and protecting responsible data-driven marketing.

Idealliance

idealliance.org

Idealliance is a global community of brand owners, agencies, publishers, print and premedia service providers, material suppliers, and technology companies. Idealliance identifies best practices and creates the media production industry's most valued standards.

MAILCOM

mailcom.org

For over 40 years, Mailcom's efforts focus on promoting the advancement of the art and science of mail communications via the use of educational sessions, training programs, and certification opportunities.

Mailers' Technical Advisory Committee (MTAC)

postalpro.usps.com/mtac

The Postmaster General's Mailers' Technical Advisory Committee (MTAC) is a venue for the USPS to share technical information with mailers, and to receive their advice and recommendations on matters concerning mail-related products and services, in order to enhance customer value and expand the use of these products and services for the mutual benefit of Mailing Industry stakeholders and the Postal Service.

Mailing Industry Organizations

Major Mailers Associations (MMA)

majormailers.org

MMA represents the common interests of major First-Class™ mailers with the USPS®. (USPS rates charged, regulatory cases, USPS strategy and operational issues such as delivery standards and mailing systems.)

National Association of Presort Mailers (NAPM)

presortmailer.org

Established in June of 1984, NAPM is an association of firms concerned with postal programs, especially worksharing and discounts for presorted, automated mail. Representing a significant percentage of the presort mailing industry, the NAPM is currently comprised of over 90 corporate members operating over 140 businesses in 36 states.

National Postal Forum (NPF)

npf.org

NPF a not-for-profit educational corporation, established in 1968 by a group of major postal customers/mailers committed to an ongoing partnership with the United States Postal Service®.

National Postal Policy Council (NPPC)

postalcouncil.org

NPPC focuses primarily on First-Class Mail®, a key element for the members' business success for the foreseeable future is a healthy national postal system.

Parcel Shippers Association (PSA)

parcelshippers.org

PSA is dedicated to supporting the vitality of the parcel shipping industry.

Postal Customer Council® (PCC®)

about.usps.com/what-we-are-doing/postal-customer-council/welcome.htm

The Postal Customer Council program is a valuable resource for business mailers, large & small, serving as an open channel for USPS-to-business communication, providing education and training, and helping to solve local challenges.

Post and Parcel North America (Formerly PostalVision 2020)

postalvision2020.com

Post and Parcel North America is an independent organization to foster dialogue and build consensus for the future of postal services and related businesses.

Professional Insurance Marketing Association (PIMA)

pimainsights.org

For nearly 40 years, PIMA has served the leading brokers, distributors, administrators, product manufacturers, underwriters and direct marketers of insurance programs and related affinity benefits and services.

The Association of Magazine Media (MPA)

magazine.org

MPA is the primary advocate and voice for the magazine media industry, driving thought leadership and game-changing strategies to promote the industry's vitality, increase its revenues and grow market share. Established in 1919, MPA engages 150 domestic, associate and international members, representing over 500 magazine media brands. MPA is headquartered in New York City, with a government affairs office in Washington, D.C.



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