

**NPF** 2016 National Postal Forum *Tune in to Success*



*Address Quality 101*

**National Postal Forum**  
**March 20 – 23, 2016**

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United States Postal Service®

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Farrington Transportation

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*Overview*



- What is a quality address?
- How address validation tools can help
- Address validation scenarios
- Keeping up with your customers

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*Great Addressing Is Important!*

Mmm, Perfecto!

A quality address helps:

- Acquire customers
- Retain existing customers
- Increase response rate
- Keep postage costs in check



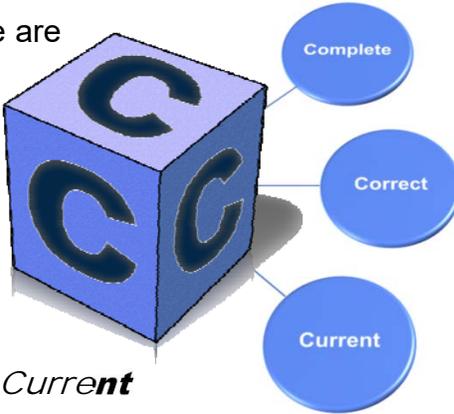
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*Why Address Validation Matters*

- Address Validation is one of the key components to your mailing process
- Addresses that do not validate are at risk of non-delivery
- Databases go “stale” over time without continually updating the information
- There are many reasons an address can fail. You need to ensure they are:

*Complete — Correct — Current*



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*Can You Recognize a Bad Address?*

Mr. [redacted]  
EntchevDotCom, Inc.

Baker Wood Johnson Hospital  
Trench St.  
Livingston Ave.  
George St.  
Raritan River  
New Brunswick  
New Jersey  
Rutgers  
Douglass

Somewhere in here

USPS  
NEW YORK  
MAR 12 2011

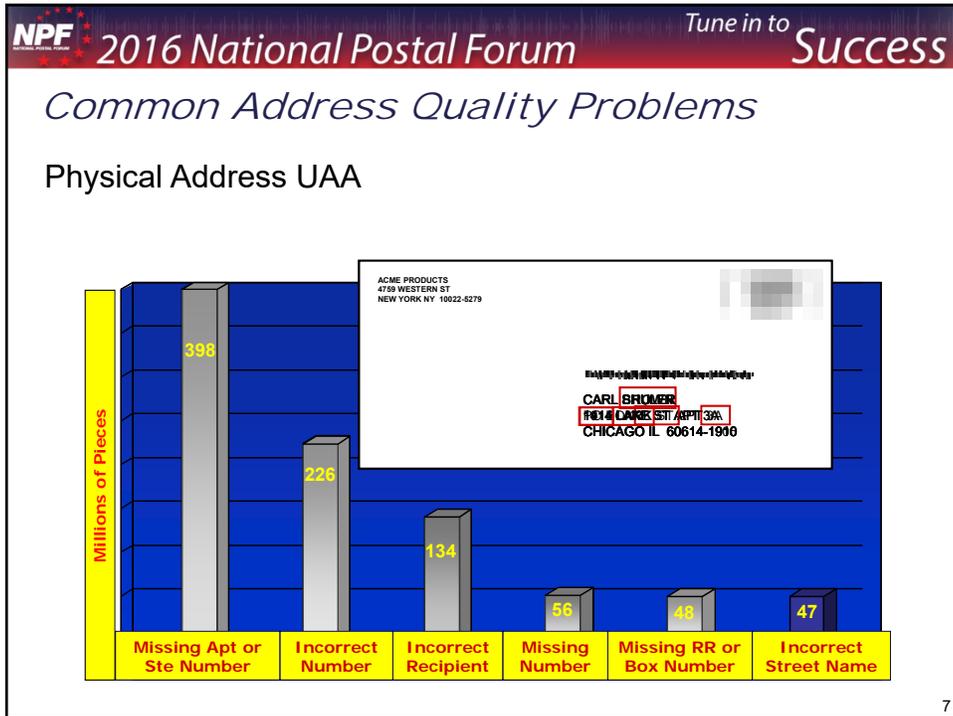
5

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*Can You Recognize A Bad Address?*

2425 COMMUNICATIONS PKW. PLANO TX 75093 75093+8079 R052 4900289303	NIXIE 750 CC 1 05 04/13/08 RETURN TO SENDER INSUFFICIENT ADDRESS UNABLE TO FORWARD BC: 49002893039 *1485-04058-10-40
701 RICHARD M SCRUSHY PKY FAIRFIELD AL 35064 35064 4900289303	NIXIE 352 CC 1 00 04/13/08 RETURN TO SENDER NOT DELIVERABLE AS ADDRESSED UNABLE TO FORWARD BC: 49002893039 *3075-16208-13-23
2550 EAST CHANDLER #24 STRYKFLOW- NC FREIGHT LAS VEGAS NV 89120 89120 4900289303	NIXIE 891 AC 1 09 04/13/08 RETURN TO SENDER NOT DELIVERABLE AS ADDRESSED UNABLE TO FORWARD BC: 49002893039 *0184-07261-14-44
4574 WINDING WAY SACRAMENTO CA 95841 95841 4900289303	NIXIE 957 CC 1 77 04/13/08 RETURN TO SENDER NOT DELIVERABLE AS ADDRESSED UNABLE TO FORWARD BC: 49002893039 *2072-04854-13-11

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### Address Quality Connection

- Complete
- Correct
- Current

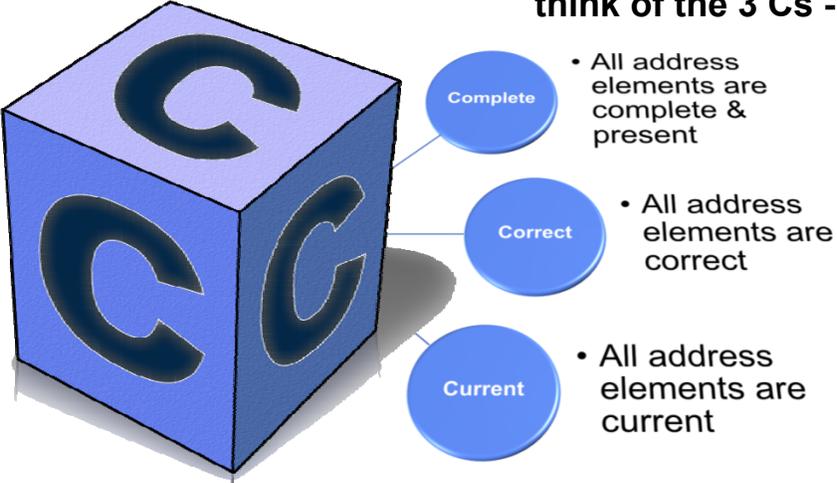
CASS™, DPV®, DSF2®, LACS Link®, Suite Link®, AEC II®, NCOA Link®, ANK Link® and ACS™ are registered trademarks of the United States Postal Service®.

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*Address Quality Connection*

To achieve **Total Address Quality** think of the 3 Cs -

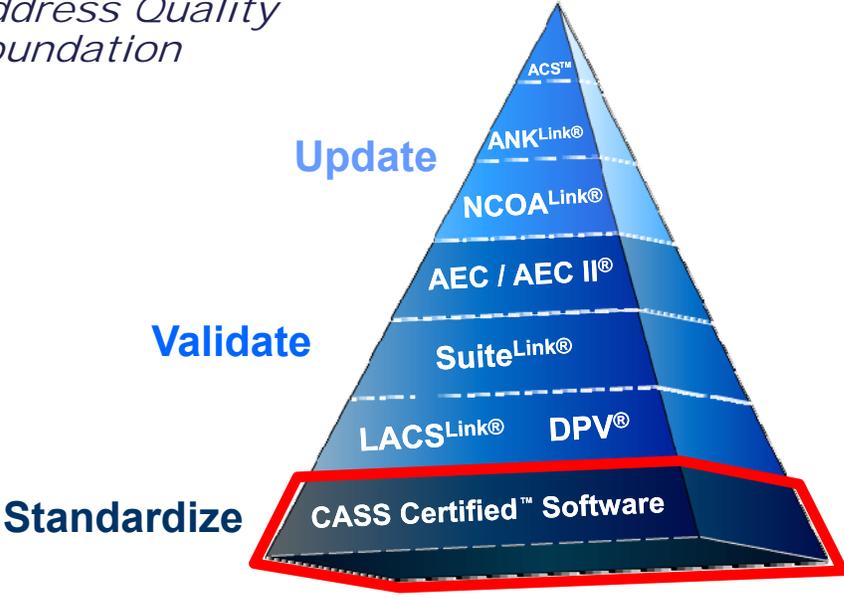


- All address elements are complete & present
- All address elements are correct
- All address elements are current

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*Address Quality Foundation*



**Update**

**Validate**

**Standardize**

ACS™

ANKLink®

NCOALink®

AEC / AEC II®

SuiteLink®

LACSLink® DPV®

CASS Certified™ Software

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### *What is a Quality Address?*

A quality address is defined when:  
All necessary elements are complete and correct...

✓ Pre-directional	✓ Secondary identifier
✓ Primary address number	✓ Secondary number
✓ Street name	✓ City
✓ Street suffix	✓ State
✓ Post-directional	✓ ZIP + 4 <sup>®</sup> code

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### *What Is A Standardized Address?*

Address elements are printed on envelopes in standard format:

- Format all lines of the address with a uniform left margin
- Uppercase letters are preferred on all lines of the address block
- Fully spell out or abbreviate words using USPS<sup>®</sup> standard abbreviations

[www.usps.com](http://www.usps.com)  
[ribbs.usps.gov](http://ribbs.usps.gov)

- Publication 28, *Postal Addressing Standards*

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### *Address Standardization Does Help*

- There are many CASS Certified™ tools; each is unique with different strengths
- Evaluate what's available and choose which best fits your needs
- CASS Vendor List available on:  
<https://ribbs.usps.gov/files/vendors/#index.txt>

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### *Products to Use to Achieve Quality Addressing*

**Update**

**Validate**

**Standardize**

ACS™

ANKLink®

NCOALink®

AEC / AEC II®

SuiteLink®

LACSLink® DPV®

CASS Certified™ Software

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### *LACSLink® Product*

- Provides a database of municipality-introduced address changes
- The data is provided by USPS® through the LACSLink product
  - Conversions come into the database from postal carriers and municipalities
- Updating the addresses using LACSLink data ensures deliverability and prevents further UAA mail

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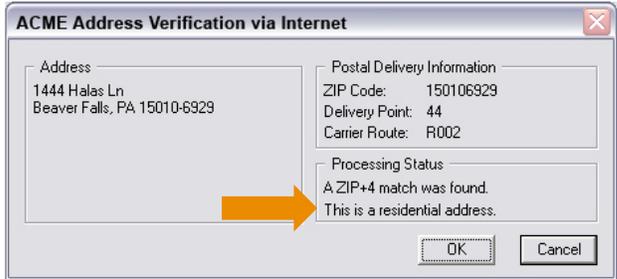
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### *Scenario: LACSLink® Conversion*

It reassigns rural addresses to a more friendly format that is more easily accessible by emergency services.

Example:  
 RR 2 Box 317  
 Beaver Falls, PA

Becomes . . .  
 1444 Halas Ln  
 Beaver Falls, PA  
 15010-6929



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*Scenario: LACSLink® Conversion*

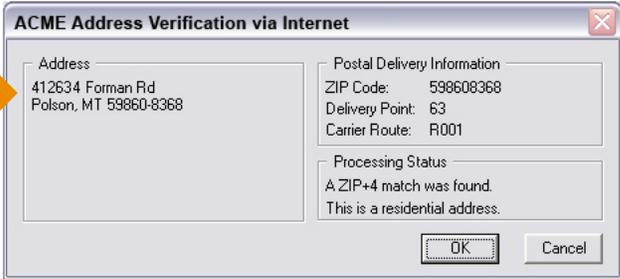
LACSLink® also provides updated addresses when local municipalities expand an address range - usually because they have run out of numbers - and reassigns addresses within that area.

Example:

47785 Forman Rd  
Polson, MT 59860

Becomes . . .

412634 Forman Rd  
Polson, MT 59860-8368



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*DPV® Product*

- Confirms the existence of a delivery point in AMS
- Identifies a commercial mail receiving agency
- Improves address assignments
- Helps identify vacancies
- Helps to reduce UAA



**Is 249 High St in ZIP Code™ 94301 a valid address?**

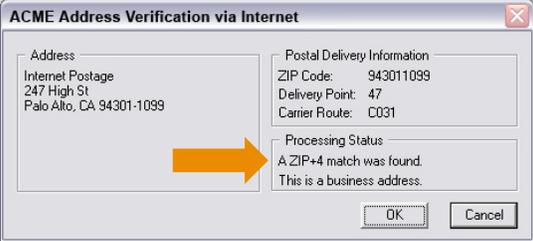
**Yes or No**

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*Scenario: Precise Match With Valid DPV®  
CASS™ Return Code 31*

A precise match is ideal



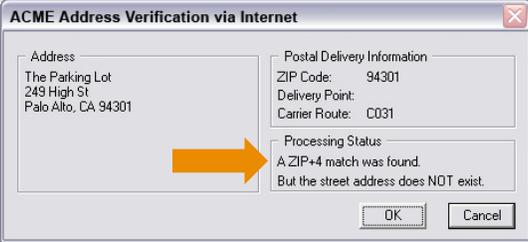

Be aware that there are multiple scenarios that have a return code of 31, not all ideal

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*Scenario: Precise Match With Invalid DPV®  
CASS™ Return Code 31*

- This occurs when the address is within a valid ZIP + 4® range BUT the street number doesn't exist
- Precise CASS match with invalid DPV cause return code 31, Address Exists fails




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*Scenario: Non Deliverable Address, Also - CASS™ Return Code 31*

In cases where there is a known address in the system, but no mail is accepted  
 Example: a warehouse with no mail receptacle

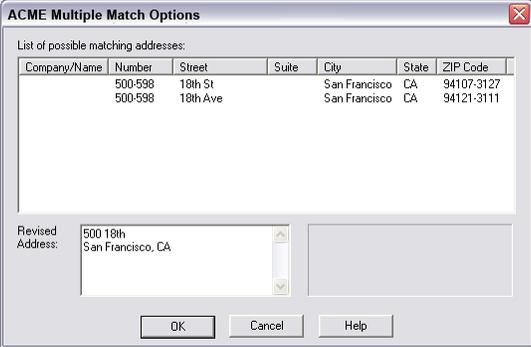



Just because it shows up on the internet doesn't mean it's a deliverable address.

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*Scenario: Multiple Match, Insufficient Information, Return Code 22*

This scenario occurs when there are address elements missing (such as *Street versus Avenue*)

Company/Name	Number	Street	Suite	City	State	ZIP Code
	500-598	18th St		San Francisco	CA	94107-3127
	500-598	18th Ave		San Francisco	CA	94121-3111

Revised Address: 500 18th San Francisco, CA

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*Scenario: No Address Found  
Return Code 21*

- This scenario occurs when the address is not found and there is no city/state/ZIP Code™ match
- A CASS™ engine will try to match, but match may not be correct

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*SuiteLink® Product*

Improves address assignments to business addresses by adding known secondary (suite) numbers

Provided a business name and an associated ZIP + 4® coded address matches to a high-rise default, the SuiteLink process will return the appropriate suite number when available

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*Scenario: Default Match Return Code 32*

**ACME Designer**

This address has more than one possible matching address. Would you like to view the list of possible matches?

Yes No

Address requires additional information for a precise match

Notice the Suite column. Data is not contiguous in high rises.

**ACME Multiple Match Options**

List of possible matching addresses:

Company/Name	Number	Street	Suite	City	State	ZIP Code
	101	California St	2940	San Francisco	CA	94111-5861
American E & S	101	California St	900	San Francisco	CA	94111-5861
	101	California St	2750...	San Francisco	CA	94111-5861
Hines Prop	101	California St	1000	San Francisco	CA	94111-5861
	101	California St	4	San Francisco	CA	94111-5861
	101	California St	400	San Francisco	CA	94111-5861
Merrill Lynch	101	California St	925	San Francisco	CA	94111-5861
Morgan Stanley	101	California St	2	San Francisco	CA	94111-5861
	101	California St	900	San Francisco	CA	94111-5861

Revised Address: Cooley Godward Castro  
Hines Prop  
101 California St Ste 1000  
San Francisco, CA 94111-5861

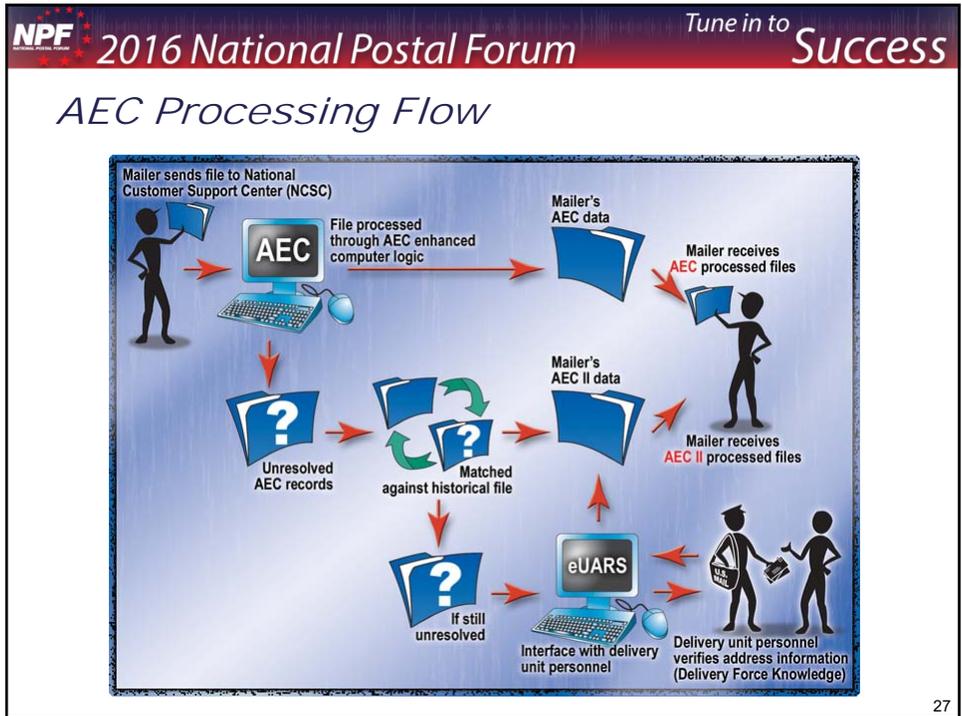
You have selected an address with a firm name - you MUST include the firm name in the address to get an exact address match.

OK Cancel Help

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**AEC & AECII® Service**

- AEC provides a crucial “last resort” approach to stubborn addresses
  - USPS® service to help correct addresses that CASS Certified™ software cannot fix
- AECII expands AEC processing
  - Leverages Delivery Force Knowledge™ for addresses that AEC cannot correct

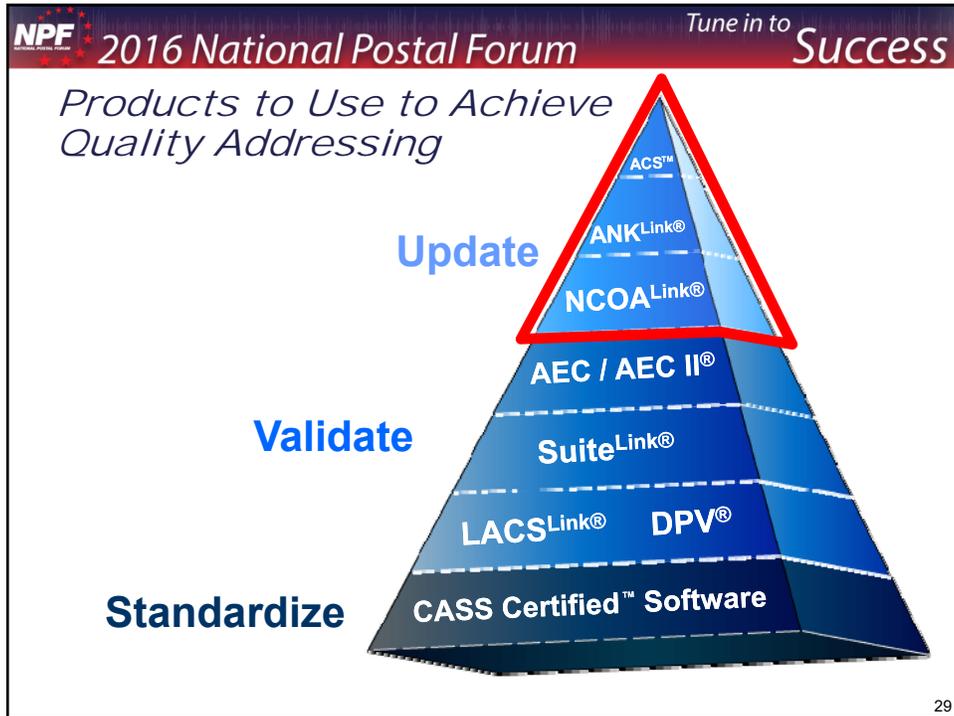


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### AEC & AECII® ROI

- 1,000 records submitted to AEC

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*What is Move Update?*

Move Update describes the process of periodically matching a mailer's address records with customer-filed Change-of-Address orders received and maintained by the Postal Service™

**Move Update =**

**Fewer Forwarded**

**Fewer Returned**

**Mailpieces**

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*Who Must Use Move Update?*

- First-Class Mail®
- Standard Mail®
- Parcel Select® Lightweight
- Addresses on mailpieces updated using an approved method within 95 days prior to the mailing date
- Mailpieces with exceptional or an alternative address format are not required to meet Move Update (mail is not forwarded)
  - Or Current Resident
  - Postal Customer

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*Move Update Methods*

- **ACS™** (Address Change Service)
- **NCOALink®** (National Change-of-Address)
  - Pre-mail NCOALink processing system
  - Physical mailpiece processing equipment system via NCOALink MPE Solutions
- **Applicable ancillary service endorsements** under DMM [507.1.5.1](#) or [507.1.5.3](#)
  - ❖ **NOTE:** Except “Forwarding Service Requested.” Just printing the endorsement on the piece does not meet the requirement!
- **Alternative Methods – Prior USPS Approval Required**
  - **Legal Restraint**
  - **99 Percent Accuracy**

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### Move Update Verification

Traditionally, Move Update verification is sample-based and measured on mailpieces verified through the MERLIN process.

MERLIN verifies First-Class Mail®, Standard Mail®, and Periodicals mail against the standards set in the [Domestic Mail Manual \(DMM®\)](#) for:

*Postage – Sorting - Barcodes*



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### Merlin Move Update Scoring

Mailing with passing score of 70% (tolerance 30%) or higher will pass verification

Mailing with score below 70% will fail verification if there are also more than 5 pieces with COAs not updated

Only failed pieces above tolerance pay assessment

- If 40% of COAs not-updated
- Assessment applied to 10% (= 40 - 30) of mailing

Assessment = \$0.073 per piece at acceptance

Both First-Class Mail® and Standard Mail®

$$\left[ \frac{\text{Failed COAS}}{\text{Total COAS}} - 30\% \right] \times 7.3\text{¢} \times (\text{pieces in mailing})$$

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 <span style="float: right;">Tune in to <b>Success</b></span>	
<i>Move Update Cost Breakdown</i>	
<b>Mailing Size: 100,000</b>	<b>Postage</b>
Postage 5-Digit Auto (\$0.266)	\$26,600
Assessment for failed percent above tolerance	\$0.073 per piece
40% of COAs not updated	Pieces assessed: 10,000 (10% = 40 – 30 tolerance)
Assessment: 10,000 x \$0.073 =	<b>\$730</b> + \$26,600 = \$27,330
80% of COAs not updated	Pieces assessed: 50,000 (50% = 80 – 30 tolerance)
Assessment: 50,000 x \$0.073 =	<b>\$3,650</b> + \$26,600 = \$30,250

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 <span style="float: right;">Tune in to <b>Success</b></span>	
<i>Move Update in Transition</i>	
Transition away from MERLIN	
<ul style="list-style-type: none"> <li>▪ The USPS® has begun using mail processing equipment scans and eDoc to measure Move Update quality           <ul style="list-style-type: none"> <li>• For mailers who submit 75% or more of their eligible volume as Full-Service</li> </ul> </li> <li>▪ Move/Update error is logged on the Mailer Scorecard           <ul style="list-style-type: none"> <li>• When the address on the mailpiece has not been updated due to a COA record where the more current of the COA Move Effective and COA Create date is between 95 days and 18 months of the postage statement finalization date</li> </ul> </li> </ul>	

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### Move Update in Transition

Mailers have an opportunity to review results and make any adjustments necessary to avoid additional postage assessment charges.

- Anything over the proposed .8% threshold will be assessed
- Implementation date TBD

eDoc Submitter		Total	944529289
# Containers processed for eDoc validations		140	140
# Handling Units processed for eDoc validations		122	122
# Bundles processed for eDoc validations		145	145
# Pieces processed for eDoc validations		46,751	46,751
# Full-Service Containers processed for eDoc validations		46	46
# Full-Service Handling Units processed for eDoc validations		103	103
# Full-Service Orphan Handling Units processed for eDoc validation		---	---
# Full-Service Pieces processed for eDoc validations		16,666	16,666
<b>Full-Service Verifications</b>			
# MID Container Errors		---	---
# MID HU Errors		9	9
# MID Piece Errors		1,334	1,334
# STD Errors		---	---
# By/for Errors		3,206	3,206
# Barcode Uniqueness Container Errors		---	---
# Barcode Uniqueness HU Errors		---	---
# Barcode Uniqueness Piece Errors		---	---
# PS Entry Facility Container Errors		---	---
# PS Entry Facility HU Errors		N/A	N/A
# Unlinked Copal Tray Errors		N/A	N/A
Total Additional Postage Due (Full-Service Electronic) - Info Only		\$25.31	\$25.31
# Early Scheduled Ship Date Warnings		N/A	N/A
# DMU Verified USPS Transported Containers		---	---
# Default-Tray Barcode Warnings		---	---
# Unlinked Copal Bundle Warnings		---	---
Move/Update Validations - Info Only		---	---
<b>Entry Point Validations - Info Only</b>			
# eDoc Appointment Entry Point Mismatch		---	---
# NO Yield HOF Match		---	---
# Out of Date MDF Match		---	---

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### Products to Use to Achieve Quality Addressing

**Update**

- ACS™
- ANKLink®
- NCOALink®**
- AEC / AEC II®

**Validate**

- SuiteLink®
- LACSLink®
- DPV®

**Standardize**

- CASS Certified™ Software

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### NCOALink® Service

A pre-mailing Move Update method leveraging USPS® provided data

Data delivery from USPS to certified licensees

Four levels of usage for certified licensees:

- **End User Mailer**  
*(18 months of data updated monthly)*
- **Limited Service Provider**  
*(18 months of data updated weekly)*
- **Mail Processing Equipment**  
*(18 months of data updated weekly)*
- **Full-Service Provider**  
*(48 months of data updated weekly)*

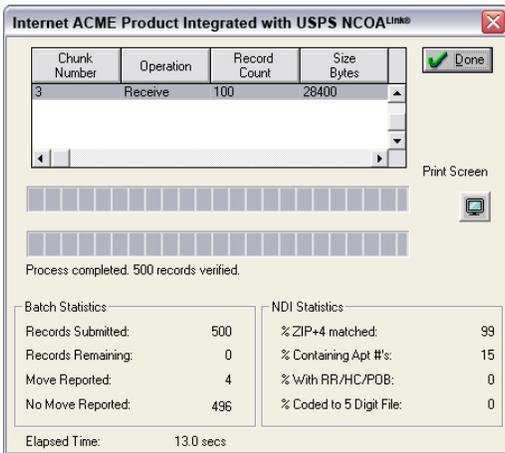


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### NCOALink® Service

- USPS® Change of Address Database
- Entirely separate from the AMS database
- Contains personal names and business names
- NCOALink® requires client software
  - Pay service



Chunk Number	Operation	Record Count	Size Bytes
3	Receive	100	28400

Process completed. 500 records verified.

Batch Statistics		NDI Statistics	
Records Submitted:	500	% ZIP+4 matched:	99
Records Remaining:	0	% Containing Apt #s:	15
Move Reported:	4	% With RR/HC/PDB:	0
No Move Reported:	496	% Coded to 5 Digit File:	0

Elapsed Time: 13.0 secs

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### NCOALink® Service

- Example of an NCOALink® result of a business address move
- Addresses with “no forward on file” are excluded from the database
- It is recommended that users compare their databases against NCOALink every 90 days

**NCOALink® Address Change Review**

Original Address  
 Anjou  
 44 Campton Pl  
 San Francisco, CA 94108-4602

Address Change on Record  
 Anjou  
 1470 10th Ave  
 San Francisco, CA 94122-3603

Move Type: Business  
 Effective Date: 12/2008  
 Footnote: A : Moved to this new address

**The USPS® and the mailing industry spend about \$1.4 billion on UAA mail annually.**

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### Products to Use to Achieve Quality Addressing

**Update**

**Validate**

**Standardize**

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### ANK<sup>Link</sup>® Service

- A valuable add-on to NCOA<sup>Link</sup>® Limited Service Providers and End User Mailers
- Provides an indicator that a move may have occurred in months 19 through 48
  - Does not contain the actual new address
- Allows for more value out of move update processing
  - Only the flagged addresses need to be sent to a 48-month NCOA<sup>Link</sup> Full-Service Provider

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### Products to Use to Achieve Quality Addressing

**Update**

**Validate**

**Standardize**

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### ACS™ Service

- ACS is a cost-effective post-mailing service that allows mailers to receive accurate change-of-address (COA) and other reasons for non-delivery electronically and reduce the number of manual (hardcopy) address notifications.
- Utilizing ACS can:
  - Reduce manual address correction costs.
  - Reduce labor-intensive address change functions by eliminating returned mail.
  - Choose when to receive fulfillment of time-sensitive information on a daily, weekly, or monthly schedule.
- Retrieves COA information electronically via a secure Internet site to allow automated updating of mailing lists.
- Receives notifications related specifically to their address files.

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### ACS™ Service

- Participants include an identification code on mailpieces and receive the change-of-address data directly from the USPS®
- Example of a manual notice

```
#BWNFXZT
#P123456789 2572X 7 #
JOHN E SMITH
916 N 5TH ST APT 3
SPRINGFIELD IL 62702-5288
```

ACS participant code provided by Postal Service™

ACS key line provided by the mailer for nixies

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## OneCode ACS® Typical Mailpiece

### Intelligent Mail® Barcode



The image shows a typical mailpiece with the following details:

- Sender:** ABC BUSINESS MEMBERS DIVISION, 123 West Pleasant Avenue, Anytown, Nebraska 00000-0000
- Barcode:** An Intelligent Mail barcode is located below the sender's address.
- Recipient:** NATIONAL CUSTOMER SUPPORT CENTER, 225 N HUMPHREYS BLVD STE 501, MEMPHIS TN 38188-1001

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## ACS™ Service

ACS has distinct implementation methods which offer several different options:

- OneCode ACS® Technical Guide contains information to participate in OneCode ACS. (uses IM® barcode)
- Traditional ACS Technical Guide contains information to participate in Traditional ACS.
- Full-Service ACS, which is currently provided as an additional benefit for mail that qualifies for Full-Service discount postage prices. (uses IM barcode)
- IMpb ACS Technical Guide contains information to participate in IMpb ACS. (uses IM package barcode)

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### Documentation From List Vendor

- CASS™ Report 3553
  - DPV®
  - LACSLink®
  - Total ZIP + 4® Coding
- CASS Summary Report
- AEC Summary Reports
- NCOALink® Summary Report



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### Form 3553 – Important Numbers

UNITED STATES POSTAL SERVICE  
CASS™ Summary Report

C. Output							
Output Rating	1. Total Coded	2. Validation Period		Output Rating	1. Total Coded	2. Validation Period	
a. ZIP + 4/DPV Confirmed ▶		From	To	d. 5-Digit Coded ▶		From	To
b. Z4Change Processed ▶				e. CRRT Coded ▶		From	To
c. DirectDPV ▶		From	To	f. eLOT Assigned ▶		From	To

D. Mailer							
Output Rating	1. Total Coded	2. Validation Period		Output Rating	1. Total Coded	2. Validation Period	
a. ZIP + 4/DPV Confirmed ▶		From	To	d. 5-Digit Coded ▶		From	To
b. Z4Change Processed ▶				e. CRRT Coded ▶		From	To
c. DirectDPV ▶		From	To	f. eLOT Assigned ▶		From	To

4. List Name or ID No. (If using ID No., include street address, ZIP #)  
 5. Name and Address of Mailer  
 I certify that the mailing submitted with this form has been coded (as indicated above) using CASS Certified software meeting all of the requirements listed in the OMM Section 708.  
 2. Date Signed

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Tune in to **Success**

## 2016 National Postal Forum




### Form 3553 Other Information

**CASS™ Summary Report**

**E. Qualitative Statistical Summary (QSS)**

For informational Purposes Only: QSS is solely made available for the list processor's review and analysis. This information is not to be considered by the Postal Service™ personnel in determining rate eligibility under any circumstances. See reverse for a detailed explanation.

High Rise Default	High Rise Exact	RR Default	RR Exact	LACS <sup>LINK</sup> ™	EWS	Suite <sup>LINK</sup> ™
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**Privacy Notice:** For information regarding our Privacy Policy, visit [www.usps.gov](http://www.usps.gov).

Form 3553, March 2007 (Page 1 of 2)

**D. Mailer**

I certify that the mailing submitted with this form has been coded (as indicated above) using CASS Certified software meeting all of the requirements listed in the DMM Section 708.

1. Mailer's Signature \_\_\_\_\_ 2. Date Signed \_\_\_\_\_

3. Name and Address of Mailer \_\_\_\_\_

**E. Qualitative Statistical Summary (QSS)**

For informational Purposes Only: QSS is solely made available for the list processor's review and analysis. This information is not to be considered by the Postal Service™ personnel in determining rate eligibility under any circumstances. See reverse for a detailed explanation.

High Rise Default	High Rise Exact	RR Default	RR Exact	LACS <sup>LINK</sup> ™	EWS	Suite <sup>LINK</sup> ™
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**Privacy Notice:** For information regarding our Privacy Policy, visit [www.usps.gov](http://www.usps.gov).

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## 2016 National Postal Forum

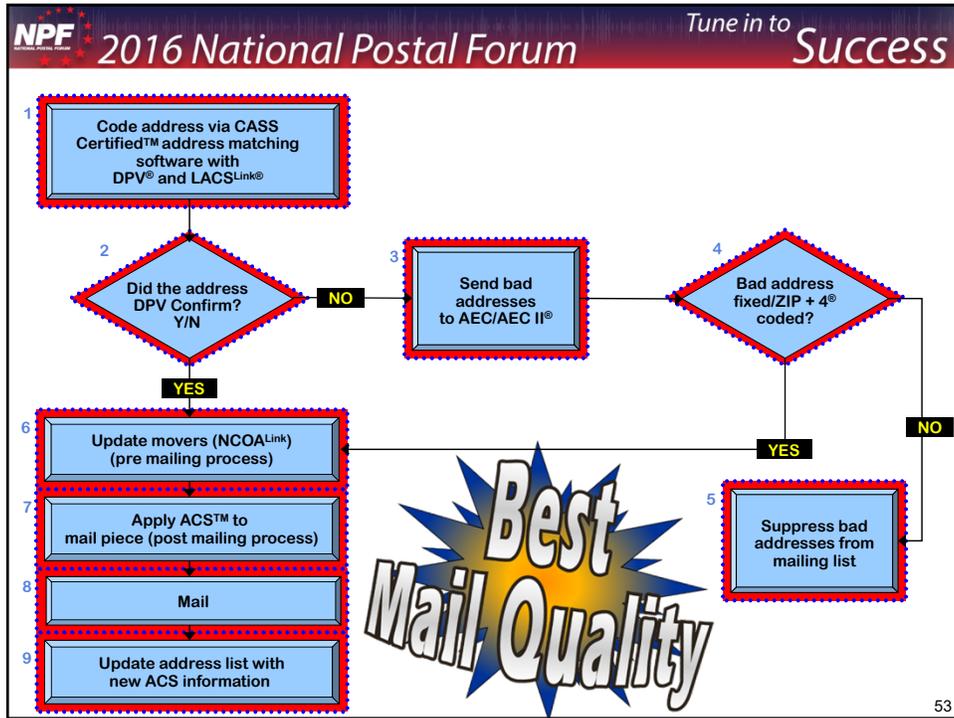



### Summary

- The quality of your address data directly affects the deliverability of your mail!
- USPS® provides an extensive suite of Address Quality products and services; check out [ribbs.usps.gov](http://ribbs.usps.gov).
- USPS is committed to continuous address hygiene improvements to enhance the value of mail.
- Small efforts can bring big results!



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### Address Quality Connection

The right combination sequence puts your addresses in order

When things align, great things happen!

A 3D Rubik's cube is shown with red faces and white faces. The red faces are labeled with postal services: CASS, DPV/DSF2, LACSLink®, SuiteLink®, AEC, AEC II, NCOALink®, ANKLink®, and ACS. The white faces show a sample address: JOHN Q DOE, 128 N ELM ST, SALEM MA 01970-1234.

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### Glossary

DPV® – Identify inaccurate or incomplete addresses

LACS – Locatable Address Conversion System. Automated process of obtaining new address when the address has been changed by the local planning authority or building management

SuiteLink® – Improves address assignments to business addresses by adding known secondary (suite) numbers

AEC – Address Element Correction. Corrects and standardizes address elements on the worst addresses not resolved by CASS™

NCOALink® – Aids mailers in identifying address changes before mail enters the mail stream

ANK – Attempted Not Known. For NCOALink® limited service providers and end user mailers. ANKLink® is an enhancement to the existing 18 month NCOALink product. ANKLink provides an additional 30 months of COA information.

ACS™ – Cost effective means of obtaining accurate change of address information

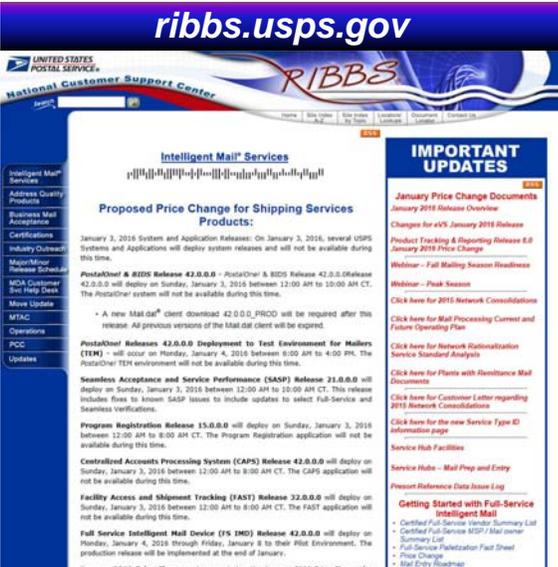
UAA – Undeliverable-As-Addressed

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### For More Information



**ribbs.usps.gov**

**Intelligent Mail® Services**

**Proposed Price Change for Shipping Services Products:**

January 3, 2016 System and Application Releases: On January 3, 2016, several USPS Systems and Applications will deploy system releases and will not be available during this time.

**PostaOne® & eBID® Release 42.0.0.0** - PostaOne® & eBID® Release 42.0.0.0 Release 42.0.0.0 will deploy on Sunday, January 3, 2016 between 12:00 AM to 10:00 AM CT. The PostaOne® T21 environment will not be available during this time.

- A new Mail.dat® client download 42.0.0.0\_PROD will be required after this release. All previous versions of the Mail.dat client will be expired.

**PostaOne® Release 42.0.0.0 Deployment to Test Environment for Mailers (TEM)** - will occur on Monday, January 4, 2016 between 9:00 AM to 4:00 PM. The PostaOne® TEM environment will not be available during this time.

**Seamless Acceptance and Service Performance (SASP) Release 21.0.0.0** will deploy on Sunday, January 3, 2016 between 12:00 AM to 10:00 AM CT. This release includes fixes to known SASP issues to include updates to select Full-Service and Seamless Verifications.

**Program Registration Release 15.0.0.0** will deploy on Sunday, January 3, 2016 between 12:00 AM to 8:00 AM CT. The Program Registration application will not be available during this time.

**Controlled Accounts Processing System (CAPS) Release 42.0.0.0** will deploy on Sunday, January 3, 2016 between 12:00 AM to 8:00 AM CT. The CAPS application will not be available during this time.

**Facility Access and Shipment Tracking (FAST) Release 32.0.0.0** will deploy on Sunday, January 3, 2016 between 12:00 AM to 8:00 AM CT. The FAST application will not be available during this time.

**Full Service Intelligent Mail Device (FS IMD) Release 42.0.0.0** will deploy on Monday, January 4, 2016 through Friday, January 8 to their Pilot Environment. The production release will be implemented at the end of January.

**January 2016 Price Change** - As a reminder, the January 2016 Price Change for

### National Customer Support Center



1-800-238-3150

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*USPS® Co-Presentations Schedule*

**Sunday**

- **Address Quality 101**  
Ed Wanta & Paula Stoskopf *Period 5, 2:45 - 3:45 Rm. Bayou E*

**Monday**

- **Your Software is Talking, Are You Listening?**  
Jim Wilson & Chris Lien *Period 10, 4 - 5 Rm. Bayou E*

**Wednesday**

- **Demystifying UAA Mail - Where Did It Come From? How Can We Fix It?**  
Jim Wilson & Gary Seitz *Period 17, 3:15 - 4:15 Rm. Bayou E*

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**Thank You!**



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