Undeliverable As Addressed Mail

Process Flow

Federal Mail Education Forum
Washington DC
Thursday, June 9 2016

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Address Management Support Analyst

USPS® Enterprise Analytics and Geospatial Technology

National Customer Support Center - Memphis TN

Mail owners and mail service providers may use Address Management pre-mailing products and services to validate, standardize, and update addresses for their customers.

- **DSF$^{2®}$ – assists in obtaining accurate delivery address information and identify erroneous addresses contained in an address file. It provides additional information such as type of delivery and LACSLink$^®$ information.**

- **AMS API – used to develop address matching software and provides access to USPS$^®$ matching logic. Used to verify the accuracy of ZIP+4$^®$.**

- **CASS™ / MASS™ – validates and standardizes addresses to the 11-Digit DPV$^®$ (Delivery Point Validated) ZIP Code™. Includes LACS$^{Link®}$ and Suite$^{Link®}$. CASS and MASS are Certification Programs.**

- **NCOA$^{Link®}$ – validates, standardizes and looks for change-of-address information for those customers that have moved. NCOALink is only available through licenses from the USPS$^®$.**

- **AEC & AECII$^®$ – helps to correct addresses that cannot be validated or standardized using other methods.**

UNITED STATES POSTAL SERVICE®

Information about Address Quality Solutions can be found on PostalPro™

beta PostalPro™

Mailing and Shipping Services	Operations	Industry Forum		Support

Use the Awesome Search Function!

address management 🔍

MAILING
Intelligent Mail Barcodes (IMb and IMcb)
Full-Service
e-Induction
Seamless Acceptance
Secure Destruction

ADDRESS QUALITY SOLUTIONS
Correct and Standardize Your Address List
Verify Your Address List
Enrich Your Data
Stay Compliant

VISIBILITY

MAIL QUALITY REPORTING

EXPLORE 2016 PROMOTIONS

RELEASE SCHEDULE 2016

SHIPPING
Intelligent Mail Package barcode (IMpb)
Electronic Verification System (eVS)

✉ Addressing Requirements

✪ Find Certified Vendors and Providers

http://beta.postalpro.usps.com/

- **Sender applies the name and address, ancillary endorsements to request address corrections (if desired), and the postage to their mail.**
- **Business mailers apply the Intelligent Mail® barcode (IMb®) to qualify for postage discounts and to request ACS™ and IMb Tracing®.**
  - **No Address Corrections**
  - **Manual Address Corrections**
  - **Ancillary endorsements:**
    - **Change Service Requested**
    - **Address Service Requested**
    - **Return Service Requested**
    - **Temp – Return Service Requested (First-Class Mail Only)**
    - **Forwarding Service Requested (Does not provide address corrections & does not meet Move Update requirements)**
  - **Ancillary endorsements are *restricted when Alternative Addressing is used (Or Current Resident, Postal Customer, etc).**

* First-Class Mail® with Alternative Addressing may request ACS with Change Service Requested Opt 1. Mail is not forwarded. ACS Nixie notice is provided if UAA. The mail is discarded.
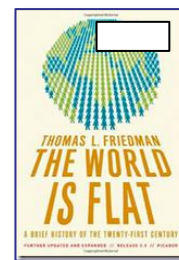
- **Mail is presented to a BMEU, drop-shipped to a Post Office™, or dropped into a collection box**
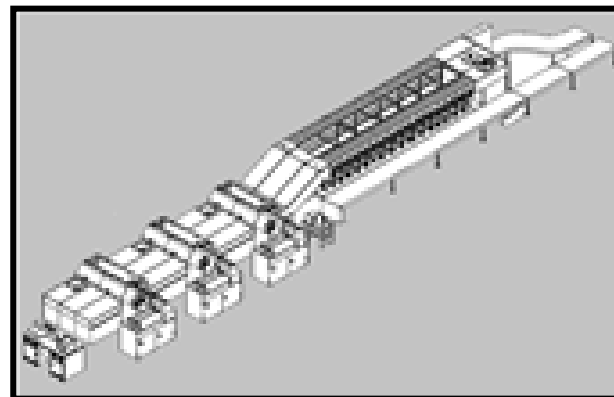
Personal Mail

Business Mail
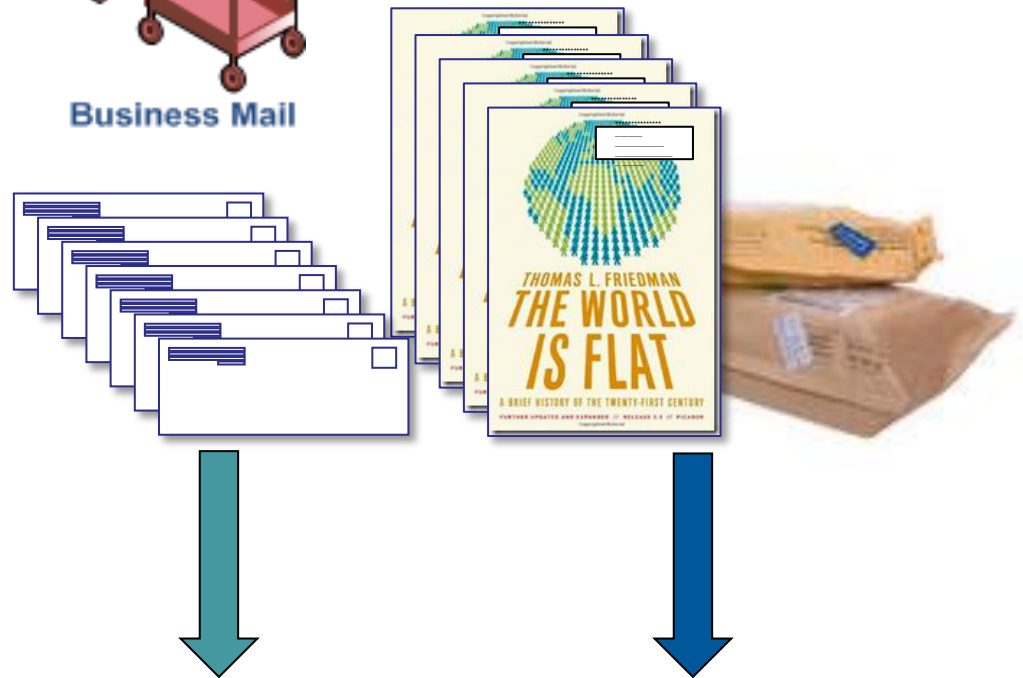
- **The mail is processed on Postal automated equipment to sort it to the Delivery Unit and Carrier using the ZIP Code™.**
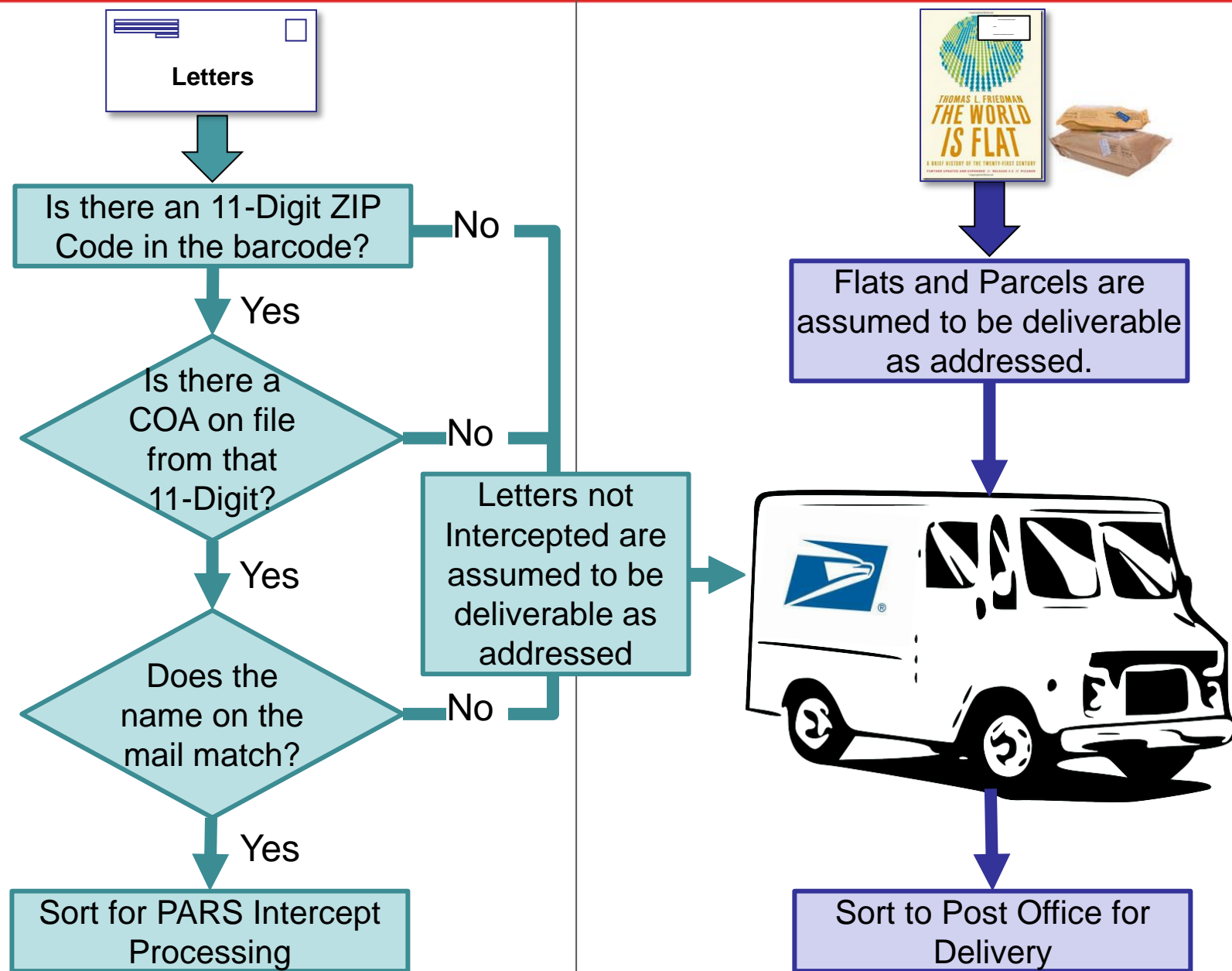

Letters are processed on Letter Sorting Equipment

Flats & Parcels are processed on Flats & Parcel sorting equipment

- **The Postal Automated Redirection System (PARS) is available on most letter automation equipment in USPS Mail Processing facilities.**

Letters

Is there an 11-Digit ZIP Code in the barcode? — **No**

↓ **Yes**

Is there a COA on file from that 11-Digit? — **No**

↓ **Yes**

Does the name on the mail match? — **No**

↓ **Yes**

Sort for PARS Intercept Processing

Letters not Intercepted are assumed to be deliverable as addressed

THOMAS L. FRIEDMAN
THE WORLD IS FLAT
A BRIEF HISTORY OF THE TWENTY-FIRST CENTURY

Flats and Parcels are assumed to be deliverable as addressed.

Sort to Post Office for Delivery

Letters

Intercepted Letters

This branch describes
PARS Intercept
Letter mail that is redirected by Letter Automation to the new address due to a COA

Intercepted mail is sent to the P&DC that has a PARS CIOSS*

* **Combined Input/Output Sub System. There are 61 USPS facilities that have CIOSS machines. The CIOSS may not be in the same facility as the one that Intercepted the letter.**

Flats & Parcels
Letters not Intercepted

This branch describes
Delivery Unit, PARS & CFS Processing
Carrier ID Forward (CIF)
& **RTS (Nixie)**
Flats, Parcels & Letter mail not Intercepted.
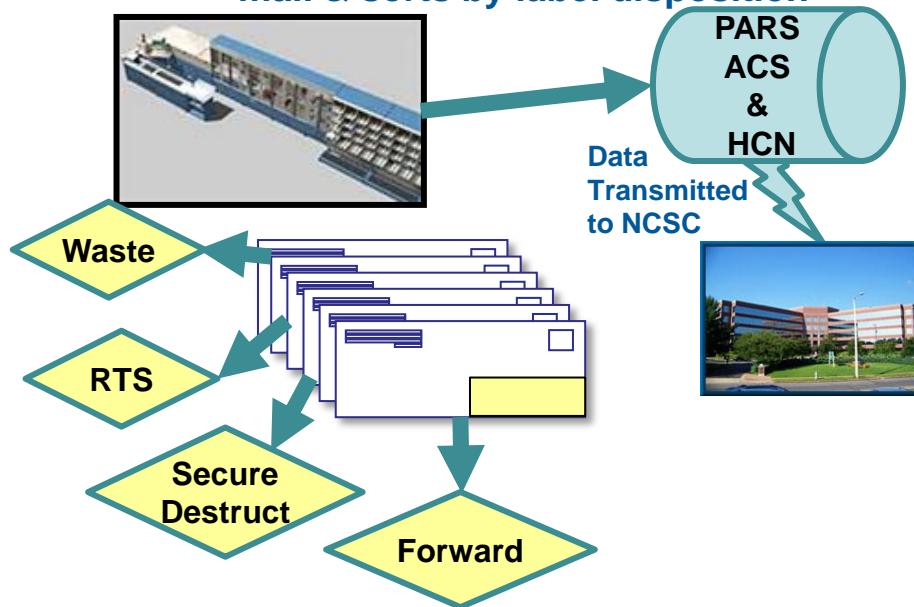(There is no Intercept for Flats & Parcels. They always sort to the old address)

Delivery Employee

PARS Intercept Letters

An image of the letter is used by PARS to verify the COA Match. The CIOSS machine applies the label to the COA mail & sorts by label disposition

PARS ACS & HCN

Data Transmitted to NCSC

- Waste
- RTS
- Secure Destruct
- Forward

- **Name and address matching rules for PARS Intercepted mail is very strict. The address must match exactly, and the Name match allows for limited variations.**
- **The mail is treated based on the mail class, the age of the COA, and ancillary endorsement requests:**
  - **Forwarded – R-IMb (aka 93 R-IMb) for NEW address**
  - **Returned To Sender – R-IMb for Return Address**
  - **Waste – No IMb or IMb for Secure Destruction**
- **ACS & Hard Copy address correction PS Form 3547/3579 data is generated and transmitted to the NCSC.**

Flats & Parcels
Letters not Intercepted

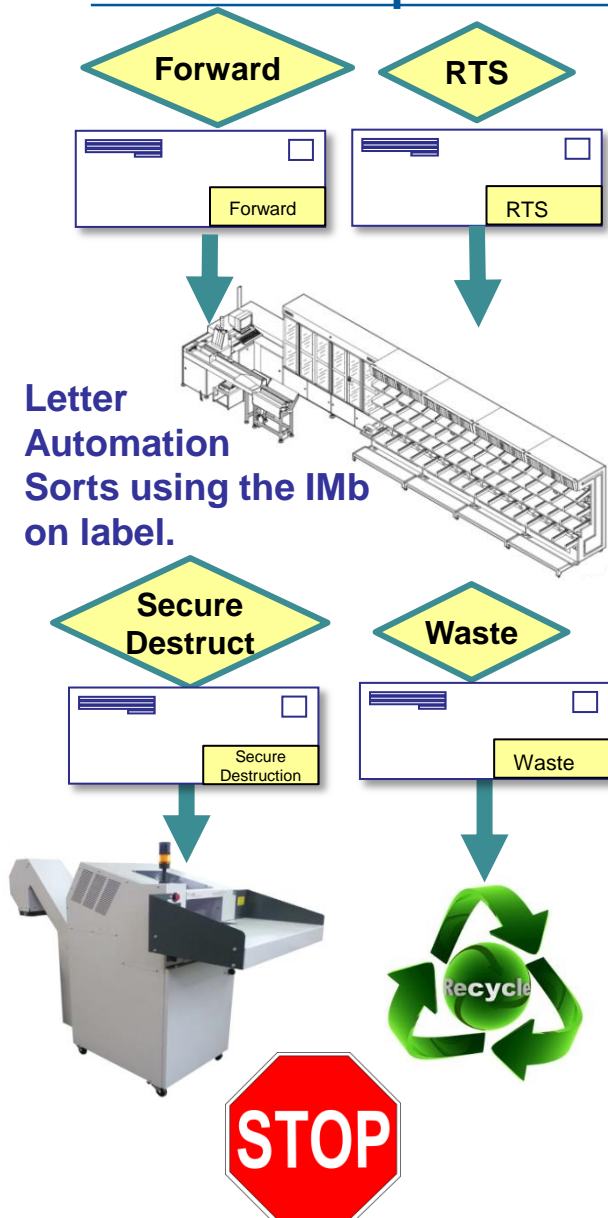**Delivery Employee Identifies mail as UAA**
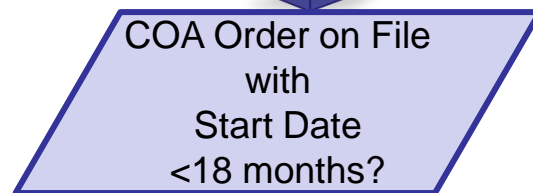
COA Order on File with Start Date <18 months?

YES COA → Separate COA Letters, Flats, & Parcels

NO NIXIE → Separate Letters, Flats, & Parcels, then sort by UAA Reason:
- Attempted Not Known
- In Dispute
- Insufficient Address
- Illegible
- No Mail Receptacle
- Deceased
- Unable to Forward
- Refused
- No Such Number
- No Such Street
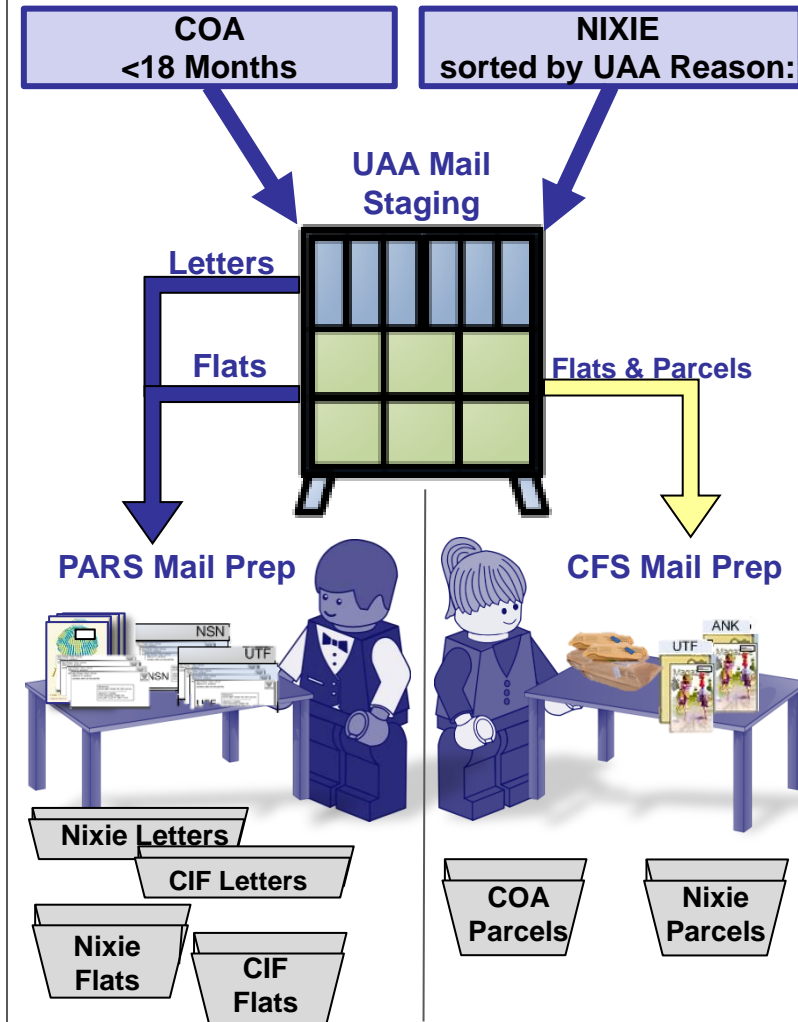- Unclaimed
- Vacant

PARS Intercept Letters

Forward

RTS

Forward

RTS

Letter Automation Sorts using the IMb on label.

Secure Destruct

Waste

Secure Destruction

Waste

STOP

National Customer Support Center

ACS & HCN Data from PARS Intercepted Mail is processed & distributed by the NCSC

STOP

Flats & Parcels Letters not Intercepted

COA <18 Months	NIXIE sorted by UAA Reason:

UAA Mail Staging

Letters

Flats

Flats & Parcels

PARS Mail Prep

CFS Mail Prep

NSN

UTF
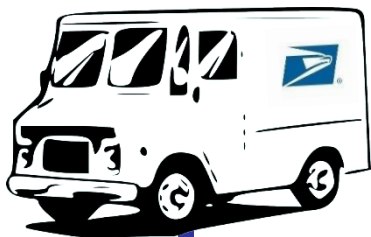
NSN
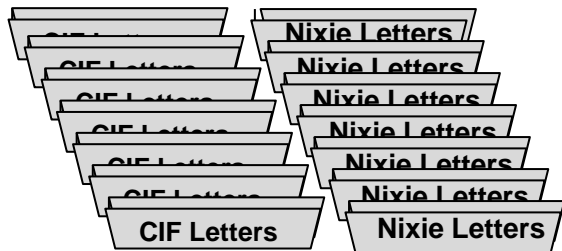
ANK

UTF

Nixie Letters

CIF Letters

Nixie Flats

CIF Flats

COA Parcels

Nixie Parcels

UAA Separator Cards are used to identify the UAA Reason for NIXIE mail in both PARS and CFS

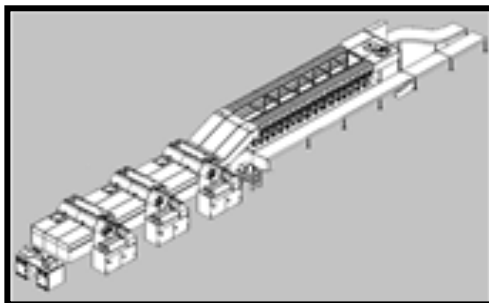## Flats & Parcels and Letters not Intercepted

CIF Letters | Nixie Letters
CIF Letters | Nixie Letters
CIF Letters | Nixie Letters
CIF Letters | Nixie Letters
CIF Letters | Nixie Letters
CIF Letters | Nixie Letters
CIF Letters | **Nixie Letters**

CIF | Nixie
CIF | Nixie
CIF | Nixie
CIF | Nixie
CIF Flats | **Nixie Flats**

COA Fl | Nixie
COA | Nixie
COA | Nixie
COA Parcels | **Nixie Parcels**

Carrier ID Fwd & RTS Nixie Letters are sent to PARS CIOSS Site
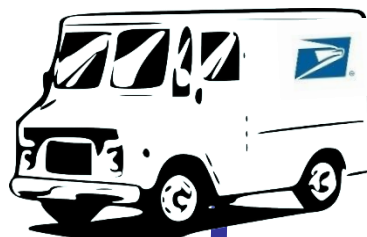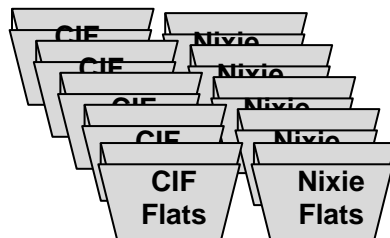
Carrier ID Fwd & RTS Nixie Flats are sent to FPARS *AFSM100 Site

COA & Nixie parcels & PARS/FPARS Rejects are sent to **CFS Site

There are 61 USPS facilities that have CIOSS machines.

***** **Advanced Flats Sorting Machine. There are 17 USPS facilities that have FPARS enabled flat sorters.**
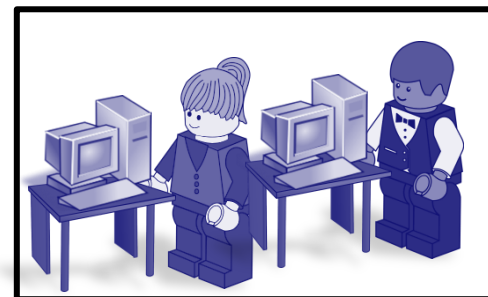
****** **Computerized Forwarding System. There are 22 CFS sites.**

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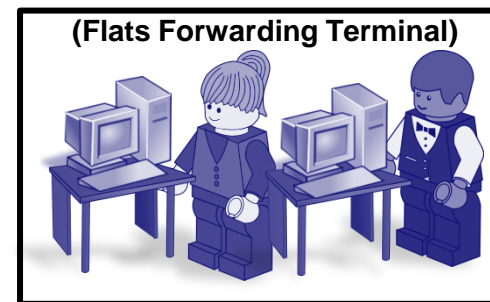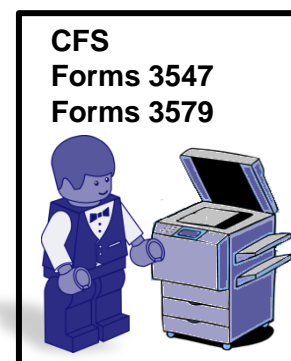| PARS CIF & RTS	FPARS CIF & RTS	CFS
		(Flats Forwarding Terminal)
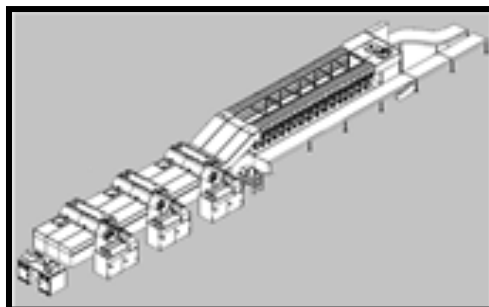
- **Name and address matching rules are more relaxed in CIF, allowing for some limited variations.**

- **The mail is treated based on the mail class, the age of the COA, and ancillary endorsement requests:**
  - **Forwarded – R-IMb (aka 93 R-IMb) for NEW address**
  - **Returned To Sender – R-IMb for Return Address**
  - **Waste – No IMb or IMb for Secure Destruction** (not available in CFS or FPARS)
  - **Return to Carrier – R-IMb on the label is for Carrier Route of address**

- **PARS and FPARS labels are applied by the machine. ACS & Hard Copy address correction data (Forms 3547/3579) is generated and transmitted to the NCSC.**

- **CFS applies the labels by hand. ACS data is generated and transmitted to the NCSC. Hard Copy Notices are sent directly from the CFS unit.**

**CFS
Forms 3547
Forms 3579**

PARS CIF & RTS Letters and FPARS CIF & RTS Flats

PARS CIOSS applies the label to the mail & sorts by label disposition or IMb

FPARS AFSM100 applies the label to the COA mail & sorts by label disposition or IMb

Rtn to Carrier

PARS ACS & HCN

Data Transmitted to NCSC

COA Order on File with Start Date <18 months?

YES COA

NO NIXIE

Waste

RTS

Secure Destruct

Forward

Waste

RTS

Forward

Make the necessary corrections to the name or address on the mail.

Separate Letters, Flats, & Parcels, then sort by UAA Reason:
- Attempted Not Known
- In Dispute
- Insufficient Address
- Illegible
- No Mail Receptacle
- Deceased
- Unable to Forward
- Refused
- No Such Number
- No Such Street
- Unclaimed
- Vacant
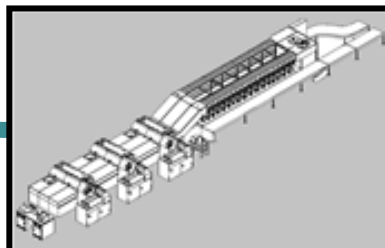
Return to Carrier

Transport back to Delivery

. Separate COA Letters, Flats, & Parcels

PARS CIF & RTS Letters

Forward

RTS

Forward

RTS

Letter Automation sorts using the IMb on the label.

Secure Destruct

Waste

Secure Destruction

Waste

Recycle
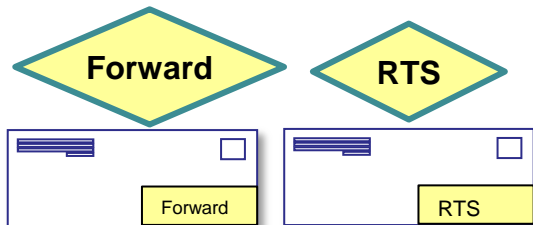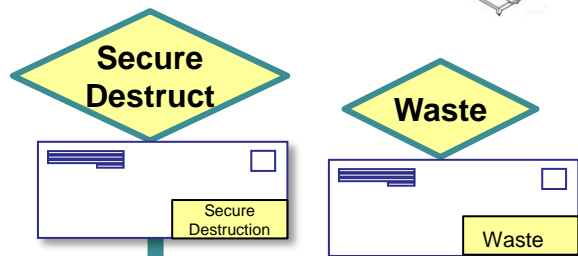
CFS & FPARS CIF & RTS Flats

Forward

RTS

Forward

RTS

Flats Automation sorts using the IMb on the label.

Waste

Secure Destruct

Waste

Secure Destruction is not available for Flats at this time.

Recycle

ACS & HCN address correction data from PARS & FPARS is processed and distributed by NCSC

ACS address correction data from CFS is processed and distributed by NCSC

Forms 3547/3579

Full Service ACS

USPS® Print Facility

Full Service

ACS for NCSC Customers is fulfilled to EPF within 24 hours

Associated to eDoc

Forms 3547 to Return Address

Forms 3579 to Publisher Address
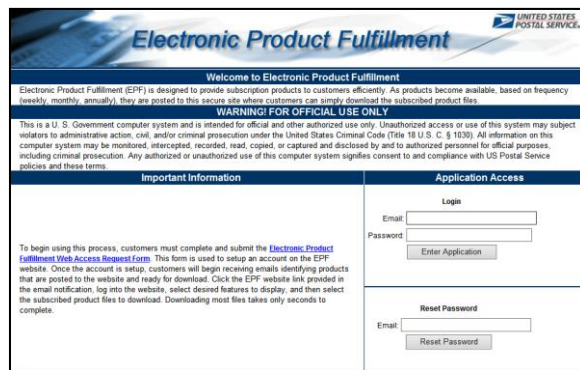
Electronic Product Fulfillment (EPF) Web Service
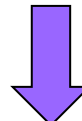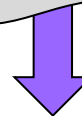
Business Customer Gateway or PostalOne! Push/Pull Service

Database ID & Task Indicator
D= Daily national
N= National
L= Local Daily

Month & Year of COA Start Date
1-9 : January-September
A : October
B : November
C : December
N : No Order on File

Mail Class & 3 Digit STID from IMb
1= First-Class
2= Periodicals
3= STD Mail
4= Parcels

T= temporary order
X= Forwarding order expired

2-digit REC Site ID

COA Extract Code (optional)

Multiple COAs (also #)

3- digit USPS Site ID

I = Intercept
C = Carrier ID Fwd
F = RTS COA found

Date mail processed as UAA

NIGE470 * T 381 NDE 1331 C14 I 15 02/01/2016
FORWARDING TIME EXPIRED 2ACS←
: NIGEL ' JAMES
5040 SMILE LN APT 927
SWEETNESS TN 37777-1432
RETURN TO SENDER
BC: 37777143240 *1234-04385-29-23

Redirection Intelligent Mail Barcode (R-IMb)
retains Tracking info from mailer applied IMb
Human Readable Barcode information
Routing ZIP Code in R-IMb for new address or
return address

Human Readable ID tag

Address Correction Generated:
ACS← = ACS Option 1
2ACS← = ACS Option 2
Form 3547 = Manual Notice
Form 3579 = Manual Notice for Periodical

…and that's now the United States Postal Service processes Undeliverable-As-Addressed Mail.

UNITED STATES POSTAL SERVICE®

The default (no endorsement) treatment for:

- **First-Class Mail**® **is forwarded or returned at no additional charge.**

- **Periodicals are forwarded for 60 days and a manual address correction is sent after 60 days (PS Form 3579). Any further pieces received are discarded. If Nixie*, a notice is sent every time.**

- **Standard Mail**® **& Bound Printed Matter is discarded with no notice to the mailer.**

- **Package Service**® **& Parcel Select**® **is forwarded to the addressee as postage due. Nixies* are returned, forwarding (if appropriate) and return postage is charged. NOTE: The IMb is not used on parcels.**

*Nixie – mail undeliverable for reasons other than a change-of-address.

Address Corrections & Disposition Options:

- **Return it**
- **Discard it**
- **Forward or Return it**
- **Forward or Discard it**
- **Forward or Securely Destroy it**
- **Periodicals** that use ACS™ can schedule their address corrections and receive follow-up notices

Some of these are ONLY available with ACS™!

Ask yourself:

- ✓ **Do you need the undeliverable mail piece back?**
- ✓ **Does it contain PII (Personally Identifiable Information)?**
- ✓ **If so what does it cost you to shred it?**
- ✓ **Will you let the USPS® shred your undeliverable mail?**

Secure Destruction was created in response to mailers asking to reduce handling costs for "Return to Sender" mail with Privacy Protected Information (PPI)
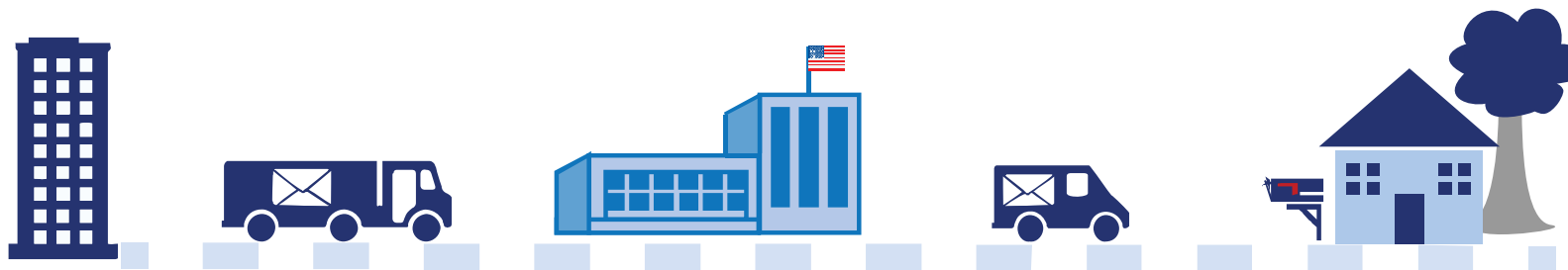
✉ **Applies only to letter-sized First-Class Mail**®
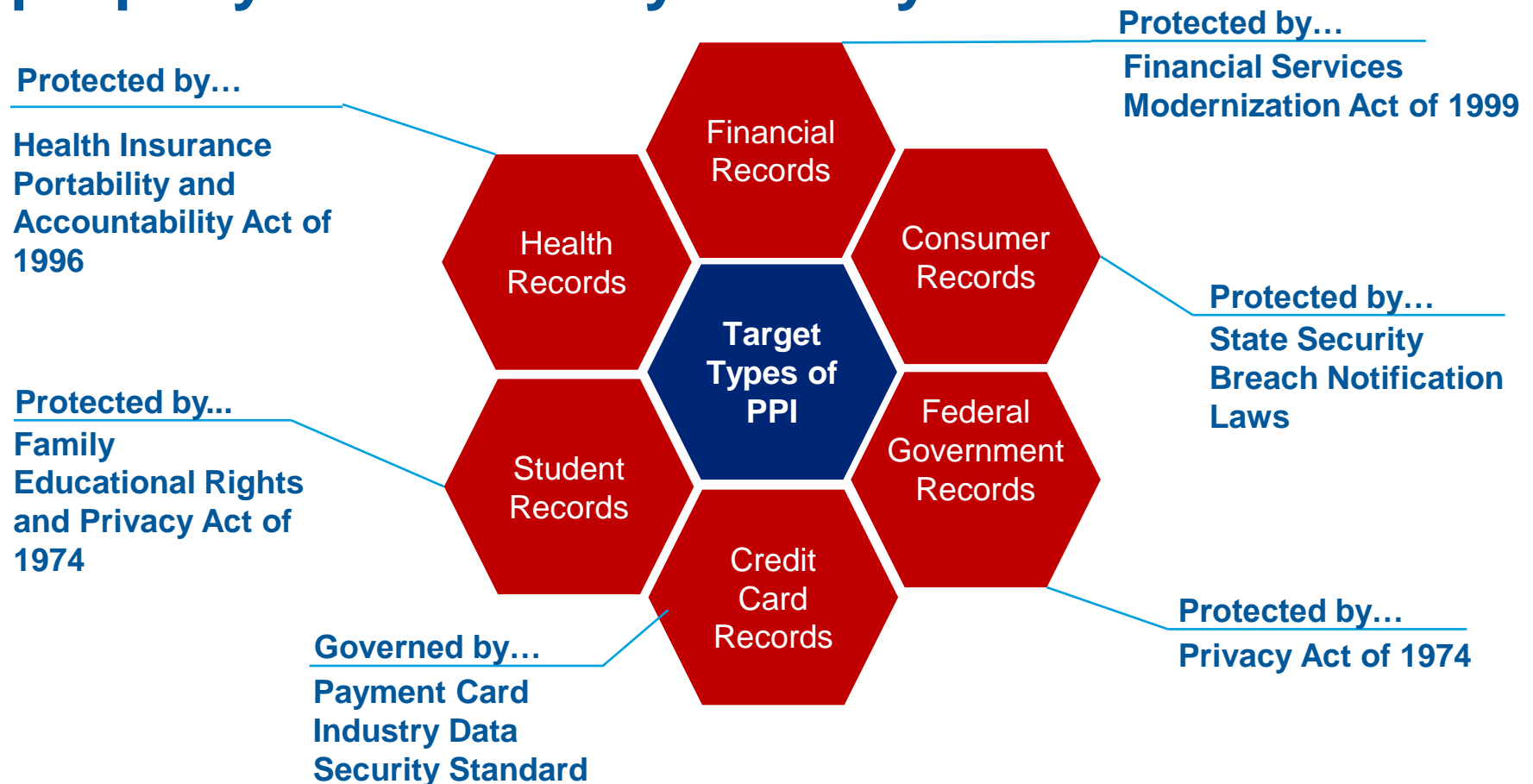
👤👤👤👤 **Performed by USPS**® **employees in USPS**® **facilities**

☑ **An opt-in service for mailers provided at no additional fee**

Secure Destruction minimizes UAA Return to Sender mail for the USPS® **facility and the mailer.**

UNITED STATES POSTAL SERVICE®

Secure Destruction may be of interest to mailers who face the risk of liabilities if they don't properly and securely destroy PPI

Protected by…
Health Insurance Portability and Accountability Act of 1996

Protected by…
Financial Services Modernization Act of 1999

Financial Records

Health Records

Consumer Records

Target Types of PPI

Protected by...
Family Educational Rights and Privacy Act of 1974

Student Records

Federal Government Records

Protected by…
State Security Breach Notification Laws

Credit Card Records

Governed by…
Payment Card Industry Data Security Standard

Protected by…
Privacy Act of 1974

What additional in-house quality controls are used to ensure undeliverable SD mail is securely destroyed ?

Mail Verification - All SD mail generated undergoes <u>individual</u> mailpiece verification prior to destruction

Standard Handling Procedures - Mail that is not eligible or that could not be processed is handled per standard procedures

Postal Inspection Service - Periodic security assessments of Secure Destruction processes and procedures are conducted

Office of the Inspector General - Per Title 18, United States Code, investigations will occur for any allegations of mail theft by individuals and entities under contract with the Postal Service

The Postal Service has a long history of protecting the sanctity of the mail.

Securely destroying mail within USPS® processing facilities provides three types of benefits:

Environmental - Reduces the carbon footprint of UAA mail through recycling and eliminating unnecessary reverse logistics associated with returning mailpieces to the sender

Economic - Reduces the costs for mailers for handling and destroying RTS mail in-house or through third party contactors

Security - Strengthens mailers' information security programs, processes, and procedures

Secure Destruction shreds to a smaller size than NAID standard

NAID maximum shred size:

- **Width: 0.75 inch**
- **Length 2.5 inches**
- **Surface Area: 1210 mm²**

USPS® maximum shred size:

- **Width: 0.24 inch (6mm)**
- **Length: 1 inch (25.4mm)**
- **Surface Area: 152 mm²**

USPS uses industrial cross-cut shredders

MEDIA ENDORSEMENT

PAPER or PRINTED MEDIA is destroyed by commercial grade destruction equipment with the following OEM specifications or produces particle sizes no larger than those listed below (applicant to check and complete details for all equipment used):
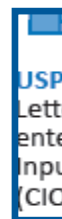
☐ **Continuous Shred:**
   Width (max): 5/8 inch & Length: Indefinite

☐ **Cross Cut or Pierce & Tear:**
   Width (max): 3/4 inch & Length (max): 2.5 inches

☐ **Pulverizer, Disintegrator or Hammermill***
   Screen Size (max): 2-inch diameter holes

☐ **Unspecified Equipment**
   Please describe the type of equipment and cutting mechanism specifications (screen hole size*, blade width, etc.): _____

NAID® – National Association for Information Destruction

International Standard DIN 66399 has seven levels for paper data destruction

The Secure De

USPS CIOSS Mail Pro
Letter-size First-Class
enters the USPS Con
Input-Output Sub Sy
(CIOSS) processing f

P-1: General Data
Surface Area: ≤ to 2000mm²
or strip width: ≤ 12mm
(unlimited length)

USPS CIOSS M
Letter-size Firs
enters the USF
Input-Output
(CIOSS) proces

P-2: Internal Data Surface
Area: ≤ 800mm²
or Strip width: ≤ 6mm
(unlimited length)

SPS CIO
etter-siz
nput-Ou
CIOSS) p

P-3: Sensitive & Confidential Data
Surface Area: ≤ 320mm²
or Strip width: ≤ 2mm
(unlimited length

USP
Lette
ente
Inpu
(CIO

P-4: Particularly Sensitive & Confidential Data
Surface Area: ≤ 160mm² and
Strip width: ≤ 6mm

P-Level 5: Secret Data
Surface Area: ≤ 30mm² and
strip width: ≤ 2mm

P-Level 6: Highly Secret Data
Surface Area: ≤ 10mm² and strip
width: ≤ 1mm

P-Level 7: Top Secret Data
Surface Area: ≤ 5mm² and
strip width: ≤ 1mm

DIN - Deutsches Institut für Normung

USPS® Secure Destruction shred size is more stringent than NAID, DIN, and common US industry practice for documents with sensitive and/or confidential information
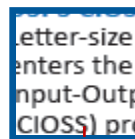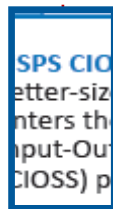
NAID
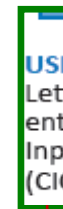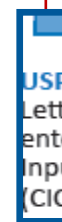**Surface Area: 1210 mm²**
Dimension: 0.75" x 2.5"

DIN Standards Level P-3
Surface Area: ≤ 320 mm² or
Strip width: ≤ 2mm

DIN Standards Level P-4
Surface Area: ≤ 160 mm² and
Strip width: ≤ 6mm (0.24")

Common Industry Practice
Surface Area: 252 mm²
Dimension: 0.63" x 0.63"
(5/8" x 5/8")

USPS SD Standard
Surface Area: 152 mm²
Dimension: 0.24" x 1"

A USPS® Secure Destruction industrial cross-cut shredder and paper shred size is pictured below

Watch the Secure Destruction Video at:
https://www.youtube.com/watch?v=0H4KJVA2vik
and get more information from:
ribbs.usps.gov/securedestruction

UNITED STATES POSTAL SERVICE®

beta
PostalPro™

Mailing and Shipping Services   Operations   Industry Forum   Certifications

Use the Awesome Search Function!

Welcome to PostalPro beta 1.0!
What can we help you find?

secure destruction   🔍

Price Change   Intelligent Mail   eVS   Release Notes   CIO Roadmap   Streamlined Mail Entry for Letters and Flats

About 475 results (0.21 seconds)   Sort by: Relevance ▾

Secure Destruction Frequently Asked Questions (FAQs)   ⬅
File Format: PDF/Adobe Acrobat
Secure Destruction is a new Intelligent Mail® opt-in mail service offered by the United ... **Secure Destruction** service provides mailers with an option to reduce the ...
https://ribbs.usps.gov/securedestruction/documents/.../SDFAQs.pdf

Secure Destruction – A Primer for Mailers   ⬅
File Format: PDF/Adobe Acrobat
Secure Destruction eliminates UAA Return to Sender mail at the USPS® facility. **Secure Destruction** was created in response to mailers asking to reduce ...
https://ribbs.usps.gov/securedestruction/.../tech.../SDPrimerMailers.pdf

Secure Destruction   ⬅
Feb 10, 2016 ... **Secure Destruction** is a part of the USPS® BlueEarth sustainability initiatives. The program securely shreds and recycles letter-size pieces of ...
https://ribbs.usps.gov/index.cfm?page=securedestruction

http://beta.postalpro.usps.com