pitney bowes

Shipping & Mailing
Address Management

TrackMyMail®

Address Change Service (ACS) options simplified

Improve list hygiene, costs and response rates with ACS.

The TrackMyMail service, from Pitney Bowes, the global authority on mailstream solutions and processes, is an Intelligent Mail® tracking solution. Our solutions are entirely web-based and provide easy access to real-time tracking data and custom reports for end users, printers and mailers. Our service for capturing and reporting address updates, change of addresses and Nixie information through Single Source ACS® is available for First-Class® or Standard Mail® letters and flats.

UpdatePro service provides you with USPS® full service and Single Source ACS reporting matched to your own mail list data.

Standard Mail with ACS

TrackMyMail offers the following Address Change Service (ACS) options for Standard Mail:

- Change Service Requested (CSR) option 1
- Address Service Requested (ASR) options 1 and 2
- Return Service Requested (RSR) option 2

Change Service Requested (CSR) option 1
All UAA (Undeliverable As Addressed) mail is discarded and an ACS notice provided.

Please note: While Change Service Requested (CSR) option 2 is available from the USPS for Standard Mail, because of the forwarding fees charged to the ACS account holder, TrackMyMail is not currently supporting this option. You may read more about this option at ribbs.usps.gov/index.cfm?page=acs

Address Service Requested (ASR) option 1
Mail is forwarded, if possible; returned if not possible. An ACS notice is generated on forwards only. A weighted fee is charged to the sender for the return of Standard Mail pieces.

Address Service Requested (ASR) option 2
Mail is forwarded, if possible; returned if not possible. An ACS notice provided for both forwards and returns. A weighted fee charged to the sender for the return of Standard Mail pieces.

Please note: For Address Change Service, options 1 and 2, the sender is charged a weighted fee for returned pieces. For option 1, the electronic ACS notice is supplied for forwarded pieces only. If you do not want to incur these fees, please consider Change Service option 1.

Return Service Requested (RSR) option 2
All UAA mail is returned to sender with a new address or reason for non-delivery, and a separate ACS notice is provided. Standard Mail is returned at the First-Class single piece rate.

Please note: There is no RSR -option 1 currently available from the USPS.

For more information, visit us online: pitneybowes.com/us/trackmymail

Standard Mail Options, continued

Requirement of endorsement:
When ACS is used with Standard Mail®, an endorsement of Electronic Service Requested is required.

Placement of endorsement:
While the TrackMyMail® service is glad to scan samples of your IMB for barcode readability, questions regarding approval of endorsement placement should be directed to your USPS® mailpiece design analyst.

The endorsement may be placed in one of four positions:

01. Directly below the return address.
02. Directly above the delivery address area (which includes the delivery address block and any related non-address elements such as a barcode, keyline, or an optional endorsement line.)
03. Directly to the left of the postage area and below or to the left of any rate marking.
04. Directly below the postage area and below any rate marking.

Physical standards for endorsement
The endorsement must meet these physical standards:

- The type size of the endorsement must be at least eight points.
- The read direction of the endorsement and return address must be the same as the read direction of the delivery address.
- The color contrast between the endorsement and the mail piece background must be kept at a reasonable degree.
- A brilliant colored background or reverse printing is not permitted.

First-Class Mail® with ACS

TrackMyMail offers the following ACS options for First-Class Mail:

- Change Service Requested (CSR) options 1 and 2
- Address Service Requested (ASR) options 1 and 2
- Return Service Requested (RSR) option 2

Change Service Requested (CSR) option 1
All UAA mail is discarded. An ACS notice is provided.

Change Service Requested (CSR) option 2
Mail is forwarded if possible; all other UAA mail is discarded. An ACS notice is provided.

Address Service Requested (ASR) option 1
Mail is forwarded, if possible; returned if not possible. An ACS notice is provided for forwarded pieces only.

Address Service Requested (ASR) option 2
Mail is forwarded, if possible; returned if not possible. An ACS notice is provided for both forwarded pieces and returns.

Return Service Requested (RSR) option 2
All UAA mail is returned to sender with new address or reason for non-delivery, and a separate ACS notice is provided.

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RECYCLE PLEASE
recycleplease.org

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