

SAVING TIME AND MONEY WITH THE ADDRESS CHANGE SERVICE (ACS)

- I. Background:
 - A. The WV Bureau for Child Support Enforcement generates over 175,000 batch letters every month.
 - B. Much of this mail was returned by the Post Office at a cost of 75¢ each.
 - C. If addresses were not corrected in a timely manner by workers, mail would be repeatedly sent to the same bad address.

- II. The Solution: US Postal Service Address Change Service (ACS)
 - A. The ACS provides a cost-effective, efficient means of obtaining accurate change-of-address information.
 - B. It is used by the WV BCSE for large batch mailings, such as the monthly Caretaker statements, not for local office mail.
 - C. The ACS saves time and money by reducing:
 - 1. The amount of undeliverable as addressed mail.
 - 2. The need to manually key address changes.
 - 3. The amount of mail repeatedly sent to bad address.
 - 4. The need for address verification letters sent to local post offices.
 - D. The cost is only 21¢ per transaction.
 - E. To participate in the ACS the BCSE made changes to our mailing label format and also computer programming changes necessary to properly interface with the ACS.
 - F. Once a week the BCSE interfaces with the ACS via the Postal Service's secure website.
 - G. Depending on the ACS code for returned mail the BCSE system will automatically correct the address and code it verified, make no change to the address, or code the address bad.

- III. WV BCSE Implementation and Results:

- A. The WV BCSE began with a pilot project in April 2005, and rolled out to all appropriate batch mailings through August 2005.
 - B. From the pilot in April 2005 – June 2006 the postal fee savings was \$20,503.10.
 - C. Other benefits include:
 - 1. No more returned batch letters.
 - 2. Hours of Employee-time is saved in not having to manually process returned mail or send out postal verification letters.
 - 3. Addresses are automatically changed therefore mail is no longer repeatedly sent to the same bad address.
 - 4. From July 2005-Dec. 2006 2.65% of mail generated an ACS notification. From January 2006-June 2006 only 1.77% of mail generated an ACS notification.
- IV. Cautions:
- A. The ACS is only an enhancement to the traditional process of correcting address. It does not completely eliminate manually keying address changes.
 - B. Adhering to the proper way to enter addresses according to Post Office standards, otherwise known as “address hygiene” is critical for the ACS interface to be most effective.
- V. Resources:
- A. For Information concerning address hygiene:
<http://pe.usps.gov/text/dmm300/602.htm#wp1078946> and
http://www.usps.com/ncsc/lookups/usps_abbreviations.html
 - B. For general Information about the ACS system:
<http://www.usps.com/ncsc/addressservices/moveupdate/acs.htm>
 - C. For Information concerning ACS technical guidance:
<http://www.usps.com/cpim/ftp/pubs/pub8.pdf>