

GENERAL SERVICES ADMINISTRATION  
Washington, DC 20405

GSA Bulletin FMR G-05  
MAIL MANAGEMENT

TO: Heads of Federal Agencies

SUBJECT: Improved Management of Undeliverable-as-Addressed (UAA) Mail

1. What is the purpose of this bulletin? This bulletin provides Federal agencies the tools and best practices to reduce costs associated with undeliverable-as-addressed (UAA) mail. The Federal Government spends over a hundred thousand dollars a year on UAA mail (including producing, mailing, and processing the returns).
2. What is the effective date of this bulletin? This bulletin is effective on August 7, 2015.
3. What is the definition of UAA mail? UAA mail is all mailpieces that are not able to be delivered as addressed and require additional USPS<sup>®</sup> handling to either determine the correct delivery location, forward to the addressee's new address, return to the sender, or treat as waste, as authorized for the class of mail and ancillary service endorsement on the mailpiece. More information can be found at <http://pe.usps.com/businessmail101/addressing/specialAddress.htm>.
4. Why is it important to reduce UAA mail? Reducing UAA mail improves customer outreach/relations and reduces printing and paper use, energy consumption, postage expenses, and associated personnel costs.
5. Why does UAA mail occur? UAA mail can occur for several reasons. These include mail with no postage; mail with an incomplete, illegible, or incorrect address; unclaimed or refused mail; mail not meeting minimum mail-ability criteria; mail exceeding maximum dimensions or weights; mail not conforming to USPS address adjustments and conversions; or the addressee is not at that address because the addressee has moved or is deceased. Mail can also become UAA because of address adjustments, such as the renumbering of houses, renaming of streets, or conversion from rural route and box number-style addresses to city-style street addresses.

## 6. How can agencies reduce UAA mail?

- a. When interacting with customers; obtain and verify that their address is correct, complete, and deliverable.
- b. Prior to mailing, use USPS<sup>®</sup> and certified vendor's address management tools and resources to update and validate a person's address. Mailers must use one of the preapproved or alternative methods to meet the "Move Update" standard and also Address Change Services. "Move Update" requires that mailers who claim presorted or automation prices for First-Class Mail<sup>®</sup> or Standard Mail<sup>®</sup> must demonstrate that they have updated their mailing list within 95 days before the mailing date.

These include:

- National Change of Address. The NCOA<sup>Link</sup><sup>®</sup> is an address correction service provided to mailers through companies licensed by the USPS<sup>®</sup>. Updated change-of-address information for the entire country is provided on a regular basis to the licensees by the USPS<sup>®</sup>. The licensees match mailing lists submitted to them by mailers against the computerized information. If a match is made, NCOA<sup>Link</sup><sup>®</sup> can correct the address before it is printed.
  - Coding Accuracy Support System (CASS<sup>™</sup>). CASS-certified address matching software will help standardize addresses and update agency files with ZIP+4 codes. Agencies can get CASS-certified software from numerous mail service providers, or have custom software CASS-certified. Having ZIP+4 codes on mailpieces improves the speed and efficiency of mail delivery and can reduce postage rates.
  - Delivery Point Validation (DPV<sup>®</sup>). DPV can confirm the existence of an address on a mailing list as a valid delivery point and helps identify inaccurate or incomplete addresses. Mailers must use the DPV product in conjunction with CASS-certified address matching software. DPV is available from various vendors or can be acquired by the end user.
- NCOA<sup>Link</sup><sup>®</sup> MPE (Mail Processing Equipment) is a pre-mailing method that uses a Multiline Optical Character Reader (MLOCR) system or a Remote Video Encoding (RVE) system to print the COA update directly on the mailpiece. NCOA<sup>Link</sup><sup>®</sup> MPE contains change-of-address records maintained by the USPS<sup>®</sup> within the previous 18 months. As a mailpiece (letter or flat) runs through the MLOCR or RVE, the names and addresses are checked against a USPS<sup>®</sup> encrypted database. If a change-of-address is identified, the new address is printed directly on the mailpiece. MPE licensees receive COA updates weekly from the USPS<sup>®</sup>.
- Address Change Service. Full Service ACS<sup>®</sup> is a post mailing service that allows mailers to electronically receive change-of-address information and reasons for non-delivery and reduce the number of manual (hardcopy) address notifications.

- Address Element Correction (AEC). AEC is an entirely computerized address correction process which uses logic routines to assist in ZIP+4 coding previously un-coded addresses, allowing mail to qualify for automation rate discounts.
  - Address Element Correction II (AEC II®). AEC II® is for addresses that AEC cannot resolve electronically. In AEC II®, addresses are sent to delivery personnel, carriers, and clerks in local Post Offices for resolution.
- c. Actively manage returned mail with barcodes and scanning technology to convert into data files, research, update the address, and resend the mail.
  - d. Track, monitor, and report returned mail on an annual basis to help the Federal community avoid UAA mail. As large agencies report UAA mail annually in the Simplified Mail Accountable Reporting System (SMART), this is one visible indication of mail performance management (see [www.gsa.gov/mailperformancemeasures](http://www.gsa.gov/mailperformancemeasures)). Although not required to file annual reports, small agencies can help by voluntarily reporting their UAA mail on an annual basis. The reported data allows the General Services Administration (GSA) to refine UAA mail policy.

7. What are other methods to reduce UAA mail and/or costs?

- a. When using ACS®, agencies can sign up for the USPS® Secure Destruction program at no additional cost. Mailers that enroll in the program will receive Daily Electronic Notice of the mailpieces sorted for Secure Destruction, which is generated and provided to registered mailers through the USPS® Electronic Product Fulfillment website. The program securely shreds and recycles letter-size pieces of UAA First-Class Mail® with personal protected information that would otherwise be returned to the sender. This program reduces labor, processing, and transportation costs for the Federal agency and the USPS®. More information is available at <https://ribbs.usps.gov/securedestruction>.
- b. Adding special addressing services called "ancillary service endorsements," provides USPS® specific instructions for handling mail if it is undeliverable as addressed. Depending on the purpose of the mailing, agencies may want those UAA pieces forwarded to customers who have moved, or have a corrected address returned to the agency. Ancillary service endorsements include five basic phrases that are printed on the address side of the mailpiece: Address Service Requested, Return Service Requested, Change Service Requested, Forwarding Service Requested, and Electronic Service Requested. More information is available at <http://pe.usps.com/businessmail101/addressing/specialAddress.htm>.
- c. When a Change of Address forwarding order has expired, the mailpiece is undeliverable.

8. What are the UAA return codes for UAA mail?

UAA Reason (ACS <sup>®</sup> code)	Action Suggested	Defined	Reason for nondelivery
(A) Attempted—Not Known	Remove/Suspend Marketing-use Alt Addressing	Attempted, not known	Delivery attempted, not known at place of address
(E) In Dispute	Suspend or Delay Mailing	In dispute	Mail returned to sender by order of chief field counsel (or under DMM 508.1) because of dispute about right to delivery of mail and cannot be determined which disputing party has better right to mail.
(G) Box Closed No Order (BCNO)	Remove / Suspend  Investigate using alternate communication method  Use NCOA <sup>Link</sup> <sup>®</sup> to watch for COA filed in the future  Marketing-use Alt Addressing	USPS <sup>®</sup> Employee generated COA	No new address available. Addressee PO Box closed or rental expired without submitting a change-of-address request. USPS <sup>®</sup> Carrier filed BCNO COA.
(I) Insufficient Address	Investigate Address & Update	Insufficient address	Mail without number, street, box number, route number, apartment number or geographical section of city or city and state omitted and correct address not known.
(K) Moved Left No Address (MLNA)	Remove / Suspend  Investigate using alternate communication method  Use NCOA <sup>Link</sup> <sup>®</sup> to watch for COA filed in the future  Marketing-use Alt Addressing	USPS <sup>®</sup> Employee generated COA	No new address available. Addressee moved without submitting a change-of-address request. USPS <sup>®</sup> Carrier filed MLNA COA.
(L) Illegible	Re-mail	Illegible	Address not readable
(M) No Mail Receptacle	Investigate Address & Update	No mail receptacle	Addressee failed to provide a receptacle for receipt of mail.
(N) No Such Number	investigate Address & Update	No such number	Addressed to nonexistent number and correct number not known.
(P) Deceased	Investigate, confirm	* Deceased	Used only when known that

	& update		addressee is deceased and mail is not properly deliverable to another person.
(Q) Not Deliverable as Addressed— Unable to Forward (Forwarding Order Expired)	NCOA <sup>Link®</sup> if available. Remove/Suspend Marketing-use Alt Addressing	Not deliverable as addressed	Mail undeliverable at address given; no change-of-address order on file or forwarding order expired.
(D) Outside Delivery Limits	Remove/Suspend Investigate to obtain an alternate address	Outside Delivery Limits	Addressed to location outside the delivery limits of the Post Office.
(R) Refused	Remove/Suspend	Refused	Addressee refused to accept mail or pay postage charges on it.
(S) No Such Street	Investigate Address & Update	No such street	Addressed to nonexistent street and correct street not known.
(U) Unclaimed	Investigate Suspend or Delay Mailing	Unclaimed	Addressee abandoned or failed to call for mail.
(V) Vacant	Use NCOA <sup>Link®</sup> to check for long-term Vacant Flag. If none, delay mailing for up to 90 days.	Vacant	House, apartment, office, or building not occupied. (Most commonly used on mail addressed "Occupant.")
(W) Temporarily Away	Suspend or Delay Mailing Re-mail as FCM with Temp-RSR or unendorsed	Temporarily Away	Addressee temporarily away.

9. Who should we contact for further information?

Contact the Office of Government-wide Policy, Office of Asset and Transportation Management, Mail Management Policy by email at [federal.mail@gsa.gov](mailto:federal.mail@gsa.gov).

By delegation of the Administrator of General Services,

  
Christine Harada  
Associate Administrator  
Government-wide Policy