

ACS Periodical IM barcode Refund Policy

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Periodical mailers that received Traditional ACS notices or hardcopy PS Form 3579 for UAA publications that were properly prepared with the Intelligent Mail (IM) barcode to generate Full Service ACS may be eligible for a refund or credit for Traditional ACS and/or PS Form 3579 manual address correction fees charged between September 25, 2010 and February 24, 2011. There are certain exceptions to this offer:

- The Periodical mailer requested that the Mailer ID (MID) be 'disabled' for ACS created from the IM barcode. This requested action specifically indicates that Traditional ACS notices are requested and ACS notices created from the IM barcode is not available. No adjustments to Traditional ACS charges will be provided when the MID in the IM barcode on the publication has been disabled.
- The Periodical mailer will receive adjustments for Traditional ACS notices only for those months during which Full Service qualified mailings were submitted. No adjustments to Traditional ACS charges will be provided if Full Service ACS notices were not requested or provided.
- The Periodical mailer did not properly prepare the mail piece with an IM barcode that requests Full Service ACS notices and therefore they received PS Form 3579 for UAA publications.

The following information provides a description of the process that will be used to provide the refunds or credits as appropriate.

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Traditional ACS Refund/Credit:

The NCSC will investigate and define the relationship of Traditional ACS Participant ID (PID) to a specific Mailer ID (MID) based on current information maintained in ACS customer profile for each publication title.

NCSC will extract all Full-Service ACS transactions processed for period between September 25 and February 24 to determine Mailer IDs producing Full-Service ACS notices eligible for refund analysis.

The refunded amount will equal the Traditional ACS count multiplied by 26¢.

NCSC will produce an Excel spreadsheet outlining the reconciliation that will show, by billing cycle:

- ACS Account affected (associated to the Traditional ACS Participant ID)
- Tax ID associated with the affected ACS Account
- Publisher Name
- Participant ID
- Mailer ID
- Participant ID Publication Title
- Mailer ID Publication Title
- Traditional ACS 'Ship To' Address
- Traditional ACS 'Bill To' Address
- Count of Traditional ACS Records Provided by billing cycle
- Flag indicating whether eligible for Traditional ACS or PS Form 3579 refund/credit for billing cycle
- Total Traditional ACS Notices fulfilled for period September 25 – February 24
- Total Refund/Credit Amount

Written confirmation of the information provided in the spreadsheet must be received by the NCSC ACS Department via email (acs@usps.gov) or fax (901-821-6204) no later than Thursday, March 24, 2011 to be included in the refund consideration for the Traditional ACS records that will be implemented on March 24th, 2011.

Where total refund due to mailer is less than \$250.00, NCSC will coordinate with the San Mateo Accounting Services Center (SMASC) to post credit to the Traditional ACS account. SMASC will apply the credit to the ACS Account indicated and will generate a Statement on the 15th of April that will show the amount of credit issued to those accounts. If the customer wishes to be issued a check for the credit balance on their account, they must contact the SMASC via email (smascaracs@usps.gov) or phone (650-377-1449).

For those refunds that equal or exceed \$250.01 the NCSC will prepare and submit PS Form 3533 to USPS Scanning and Imaging and a refund check will be issued to the "Bill To" information for the account. Refund checks will be issued to customers within 21 days of processing at the USPS Scanning and Imaging Center.

NOTE: If the Periodical mailer ACS account is in arrears as of close of business on March 21, 2011, the account will not be issued a check. Credit to the account will be provided. The ACS account affected must not have an overdue amount to be issued a check automatically.

Moving forward after this initial refund/credit, each billing cycle (25th of prior month thru 24th of subsequent month) the NCSC will analyze ACS data received for the PID and MID relationships to determine if Full-Service ACS transactions were provided to determine if any Traditional ACS notices fulfilled should be provided at a reduced charge for that time period.

When no Full-Service ACS notices are generated or fulfilled during the billing cycle, all Traditional ACS notices will be charged for that billing period. No refund consideration will be made for Traditional ACS notices fulfilled during that billing cycle.

This refund/credit process will continue until further notice. Advanced announcement of the end date will be provided to all Periodical mailers affected by these refund/credit procedures.

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Manual PS Form 3579 Fee Refunds/Credits:

Customers seeking a refund of hardcopy address correction charges must work through the local post office for any adjustment of charges. The following instructions outline the procedures to follow when requesting a refund at your local Post Office. You may request the assistance of your local Business Services Network (BSN) or Strategic Account Manager (SAM), if needed.

Contact your local BSN, SAM, Post Office or BMEU to request a locally generated PS Form 3533. You must provide the following information with your request:

- Customer/Company Name
- Attention (optional)
- Complete Mailing Address, including City, State, and ZIP+4
- Telephone (include area code)
- Postage Due Account number to or from which credit or refund will be applied (if appropriate).
- Tax ID

Your Post Office or BMEU will provide a partially completed Form 3533 that includes the information you provided above.

- Fill in the Amount of Refund Request in the appropriate field and indicate your *Request Disbursement* will be for *Refund Postage and Fees (AIC 553)*.
- Those mailers that had disabled their MID so they could receive Traditional ACS may apply for a partial refund/credit equal to the difference between the manual and the electronic address correction fees.

○ Manual fee	50¢
○ Electronic fee (subtract)	<u>26¢</u>
○ Refund amount	24¢
- Sign the form (failure to sign will result in rejection of the request for a refund).

Provide the following supporting documentation with the completed and signed form:

1. A copy of the original spreadsheet provided by the USPS (as described above).

And/or

A hardcopy of the Mailing Summary Report that indicates the mailing qualified for Full Service discounts. The date of the mailing must be no earlier than 45 days from the date of the request for refund.

2. The original or facsimile of each of the PS Forms 3579 for which you are requesting the refund. These may have been provided to you in any of the following formats:
 - The original address label from the UAA mail piece that contains the Intelligent Mail barcode and either a CFS label or PS Form 3579 label indicating the new address or reason for UAA.
 - A PS Form 3547 that contains a photocopy image of the address label containing an IM barcode.
 - A PS Form 3547 postal card containing the original addressee information and subsequent UAA or new address information.

Work with your local Post Office to determine if you will be issued credit to your Postage Due account (if appropriate) or if a refund check is more appropriate. For those refund checks requested, your local Post Office will submit the completed form to the USPS Scanning and Imaging Center for processing.

Refund checks will be issued to customers within 21 days of processing at the USPS Scanning and Imaging Center.