



A900 Customer Support

## A920 Address Sequencing Services

**Summary** A920 describes address card sequencing services, including the procedures for preparation and submission of address cards and the fees associated with each of these services.

### 1.0 SERVICE LEVELS

The USPS provides the following levels of manual or electronic address sequencing service for city carrier routes, rural routes, highway contract routes, and post office box sections:

- a. Sequencing of address cards or electronic address files.
- b. Sequencing of address cards or electronic address files, plus inserting only blank cards for missing addresses or missing sequence numbers for the addresses missing from the electronic files.
- c. Sequencing of address cards or electronic address files, plus inserting cards with addresses for missing or new addresses, or inserting addresses into electronic files for missing or new addresses.
- d. For address cards or electronic files, if qualification is met, the USPS will provide seeded addresses to the list owners for inclusion in their address files for file protection.
- e. If a request for sequencing contains a seeded address, the owner of the seeded address will be notified within 30 days of detection. If all known possibilities of fraud cannot be ruled out, the request will be denied and the Postal Inspection Service will be notified.

### 2.0 CARD PREPARATION AND SUBMISSION

**Color, Size, and Quantity**  
2.1 When submitting cards, all address cards must be made of white or buff-colored card stock and of an identical size (5 to 8-5/16 inches long and 2-1/4 to 4-1/4 inches high). Blank cards for missing and/or new addresses must be of the same size as the submitted address cards but of a different color. A customer must provide enough blank cards to equal at least 10% of the number of address cards submitted.

**Limitation**  
2.2 The customer must not submit address cards or an address file in excess of 110% of the possible deliveries for a specific 5-digit ZIP Code delivery area. Customers requesting the service level in 1.0c will be allowed three attempts to qualify a ZIP Code for the service within a 12-month period. Failure to qualify within three attempts within 12 months will result in a suspension of 1 year for any additional attempts to qualify the ZIP Code.

- Addressing Format**  
2.3 Addressing format is specific to the media being used.
- a. Card Processing. Cards must be faced in the same direction and bear only one address each. The customer's current address information must be computer-generated, typed, or printed along the top of the card. The address must be within 1 inch from the top edge of the card in about the same location on each card submitted. Each card must include a complete address, but the ZIP Code is optional. Street designators may be abbreviated as shown in Publication 28, *Postal Addressing Standards*. When sequence cards are used to obtain address sequencing information for post office boxes, the box section number must be substituted for the carrier route number (if shown).
  - b. Electronic Processing. The customer must submit address files on electronic media, as described by the Postal Service. Call the National Customer Support Center at 1-800-331-5747 for a copy of the required format.
- Header Cards**  
2.4 When submitting address cards, customers must provide carrier route header cards prepared with standard 80-column computer card stock (or another size as described in 2.1). The header cards must be typed, computer-generated, or printed by the customer. A route header card of the same size as the address cards must be placed in front of the cards for each route. All columns must be provided on the header cards, regardless of the service level requested. Column headings may be abbreviated. Examples of the required format for the route header card can be obtained from the National Customer Support Center (see [G043](#) for address).
- Delivery Unit Summary**  
2.5 A Delivery Unit Summary must be typed, computer-generated, or printed and provided by the customer for card processing. A printed copy or electronic file will be acceptable for address file submissions. When submitting address cards, an original and two copies must be submitted for each 5-digit ZIP Code. When submitting an address file, an original and two copies of a printed form or one electronic file must be submitted for each 5-digit ZIP Code. This form, used by the USPS to provide summary information to the customer, is necessary for calculating total charges for the service level provided. For address card submissions, the original is returned to the customer with the cards as the customer's bill. For electronic address file submissions, a computer-generated Delivery Unit Summary is returned as the customer's bill. Upon receipt of payment, the ZIP Code will be qualified for Computerized Delivery Sequence (CDS), and product fulfillment will begin. Examples of the required printed or electronic format of the Delivery Unit Summary can be obtained from the National Customer Support Center (see [G043](#) for address).
- 5-Digit ZIP Codes**  
2.6 When submitting address cards, the cards for each 5-digit ZIP Code must be placed in separate containers, each with an envelope affixed containing a packing list and Delivery Unit Summary sheets for that 5-digit ZIP Code. For each 5-digit ZIP Code, the customer must also show the number of containers submitted on the Delivery Unit Summary and number those containers sequentially (e.g., "1 of 3," "2 of 3," and "3 of 3"). If there is more than one container for the 5-digit ZIP Code, the Delivery Unit Summary must be affixed to the first container.



- Submitting Cards or Electronic Files**  
2.7
- The designated place for submission of addresses for sequencing depends on the type of media used.
- a. Card Processing. The customer must submit the containers of address cards to the district manager of Address Management Systems for carrier routes within the corresponding district. (Exception: Address cards only for addresses in the city where the customer is located may be submitted to the postmaster of that city.) Unless directed otherwise, the customer must address containers of address cards to:  
MANAGER ADDRESS MANAGEMENT SYSTEMS  
UNITED STATES POSTAL SERVICE  
[STREET ADDRESS]  
[CITY/STATE/ZIP+4]
  - b. Electronic Processing. The customer must submit address files on electronic media to:  
COMPUTERIZED DELIVERY SEQUENCING DEPARTMENT  
NATIONAL CUSTOMER SUPPORT CENTER  
UNITED STATES POSTAL SERVICE  
6060 PRIMACY PKWY STE 201  
MEMPHIS TN 38188-0001
- Postage**  
2.8
- Containers of cards mailed to the post office must have postage paid at the applicable rate. Address files can be mailed at the appropriate rate or be electronically transmitted, as determined by the USPS, to the National Customer Support Center. They are returned to the customer free of postage.
- USPS Sequencing**  
2.9
- Unsequenced address cards received at post offices or unsequenced address files received at the National Customer Support Center will be arranged in sequence of carrier route delivery without charge. Cards with incorrect or undeliverable addresses are removed from carrier route bundles, bundled separately, and returned to the customer. When address files are submitted, incorrect or undeliverable addresses are removed from the original file and returned as a separate file.
- USPS Time Limits and Billing**  
2.10
- The post office or the National Customer Support Center, whichever performs the service, returns the cards or address file and the bill for applicable charges to the customer within 15 working days after receiving a properly prepared request for address sequencing. This time limit does not apply to cards received between November 16 and January 1; they are returned as soon as possible.
- Seasonal Addresses**  
2.11
- Under all service levels, correct addresses subject to seasonal occupancy, but which do not indicate seasonal treatment, will be identified with an "S" on cards or a flag on address files. If the address is included in a series, such as those used for apartment buildings, trailer parks, and seasonal delivery areas in general, the appropriate "seasonal" indicator box is checked on the card or flagged on the address file. When correct address cards or address files that are not subject to seasonal occupancy but that include seasonal treatment notations are submitted, the seasonal indicator is marked out on cards or left blank on address files. For cards, a rubber band is placed around the card to identify it before it is put in carrier route sequence order in the returned deck of cards. No charge is assessed for this service.

### 3.0 SEQUENCING CARDS WITH BLANKS FOR MISSING ADDRESSES OR SEQUENCING ADDRESS FILES WITH MISSING SEQUENCE NUMBERS

USPS employees at post offices (for cards) or the National Customer Support Center (for address files) arrange unsequenced addresses in sequence of carrier route delivery without charge, remove incorrect or undeliverable addresses, and, if cards, package separately for return to the customer, and insert a blank card or missing sequence number for address files for each existing address that is not included in the customer's cards or address file. (If several addresses in a series are missing, a single blank card is inserted for the series showing the number of missing addresses, or for address files a series of missing sequence numbers will be omitted identifying the number of missing addresses.)

### 4.0 SEQUENCING WITH ADDRESS CARDS OR ADDRESS FILE SEQUENCING WITH ADDRESSES ADDED FOR MISSING AND NEW ADDRESSES

#### USPS Sequencing

4.1

USPS employees at post offices (for cards) or the National Customer Support Center (for address files) arrange unsequenced addresses in sequence of carrier route delivery without charge, remove incorrect or undeliverable addresses, and, if cards, package separately for return to the customer or, if an address file, return as a separate file, and add new or missing addresses (including rural address conversions to city delivery) for each existing address that is not included in the customer's cards or address file.

#### Separate Address Groups

4.2

Separate groups of address cards must be submitted for the addresses in each 5-digit ZIP Code delivery area: city carrier (residential addresses only); city carrier (business addresses only); city carrier (combination of residential and business addresses); rural and highway contract route addresses; or post office box addresses (whether business, residential, or a combination). If submitting an electronic address file, a single file meeting the same requirements is acceptable. Each group must be accompanied by a statement showing:

- a. Types of addresses (i.e., residential, business, or a combination).
- b. Number of addresses on the cards or in the address file.
- c. Name, mailing address, and telephone number of the list owner or agent.

#### Post Office Boxes

4.3

Within a 5-digit ZIP Code, post office box addresses must be placed in separate groups from city carrier, rural, and highway contract route addresses and separately identified on the customer's statement.

#### Address Percentage

4.4

For the 5-digit ZIP Code, the mailing list that the cards or address file represents must contain 90% of all possible residential or business city carrier addresses in the respective address group, 90% of all city carrier addresses in a combination residential/business address group, or 90% of all possible deliveries in rural/highway contract route and post office box groups.

#### Calculating Percentage

4.5

In calculating the total number of addresses within a 5-digit ZIP Code, each apartment unit in an apartment building or each office in an office building that is a deliverable address is treated as a separate address.

#### Resubmitting Cards or Address File

4.6

Customers must monitor community growth and determine when address cards or address files need to be submitted for resequencing to maintain the 90% eligibility level of address coverage. Such a determination is not supplied by the USPS. See [A930](#) for information on obtaining delivery statistics.



## 5.0 SERVICE CHARGES

- Basic Service**  
5.1 For sequencing of address cards or address files, the fee in [R900.2.1](#) is charged for each address card or address that is removed because of an incorrect or undeliverable address. All cards removed are packaged separately and returned to the customer.
- Blanks for Missing Addresses**  
5.2 For sequencing of address cards or address files with total possible deliveries shown, the fee in [R900.2.2](#) is charged for each address card or address that is removed because it is incorrect or undeliverable. No charge is assessed for the insertion of blank cards or missing sequence numbers (for address files) showing the range of missing addresses in a submitted list.
- Missing or New Addresses**  
5.3 For sequencing of address cards or address files with missing or new addresses added, the fee in [R900.2.3](#) is charged for each address card or address that is removed because it is incorrect or undeliverable, and for each address (possible delivery) that is added to the customer's list. For apartment or office buildings with a series of addresses for which the USPS provides a range of addresses, the charge is for each address (possible delivery) in the range or series.
- Customer's Bill**  
5.4 For all services, the original of the Delivery Unit Summary is returned to the customer after completion by USPS employees and serves as the customer's bill. The customer must submit payment for the amount due to the local post office or as instructed.
- Free Services**  
5.5 These services are provided at no charge for all three levels of service:
- a. If the customer includes a rural address (box number) in a deck of cards or address file submitted for sequencing, and a street address is assigned to that box number so it can be served on a city delivery route, a correct address card or address is included at no charge.
  - b. The USPS attempts, but does not guarantee, to make simple corrections to addresses (e.g., obvious spelling errors) that can be identified as a specific delivery address and are not undeliverable as addressed or nonexistent. Corrections are noted on the cards placed in proper carrier route sequence in the returned cards and identified by a rubber band around the card.

## 6.0 SUBMITTING PROPERLY SEQUENCED MAILINGS

- Customer Responsibility**  
6.1 The customer must ensure that mailings are prepared in correct carrier route delivery sequence and resequence cards or an address file when necessary. The USPS does not provide list-sequencing service for mailings not prepared in correct carrier route delivery sequence if the customer is so notified but fails to take corrective action.
- Changes**  
6.2 When delivery changes affect delivery sequence but do not cause scheme changes, card customers will be notified in writing and must then submit cards for the affected routes or the complete ZIP Code for resequencing. Computerized Delivery Sequence (CDS) customers will automatically receive an updated electronic file from the USPS.
- Out-of-Sequence Mailing**  
6.3 If a mailing is found to be out of sequence, the customer is informed in writing both of the error and that, unless the situation is corrected, the USPS will not provide carrier route sequencing service. If the customer does not take corrective action, the USPS gives written notice that the customer is no longer allowed to submit



address cards to the post office or address files to the National Customer Support Center for sequencing. Within 30 days, the customer may file a written appeal with the postmaster who gave notice.

**Reinstatement**

6.4 Generally, a customer denied address card or address file sequencing service for a specific ZIP Code may not submit address cards (to the post office) or address files (to the National Customer Support Center) for sequencing where that sequencing service was terminated for 1 year after the effective date of termination. After that time, the customer is again authorized to submit the ZIP Code address cards (to the post office) or address files (to the National Customer Support Center) for sequencing. At any time during the year after termination of service, the customer may renew the submission if the postmaster (for address cards) or the National Customer Support Center (for address files) is convinced that the customer has taken all necessary action to correct the past errors.