

## Ancillary Service Endorsements

**Overview**  
(507.1.4) Ancillary service endorsements are used by mailers to request an addressee’s new address and to provide the USPS with instructions on how to handle undeliverable-as-addressed pieces. The endorsements consist of one keyword: “Electronic,” “Address,” “Return,” “Change,” or “Forwarding,” followed by the two words “Service Requested.” The endorsements are the same for all classes of mail, but the treatment and cost differ by class of mail. Use of an ancillary service endorsement on a mailpiece obligates the mailer to pay any applicable charges for forwarding, return, and separate address notification charges.

**General Information**  
(102.4.0) Proper placement of the endorsement is required. If the endorsement cannot be seen or understood, you might not receive the service requested. A return address as presented in 602.1.6 must be used and placed in the upper left corner of the address side of the mailpiece or the upper left corner of the addressing area. If a return address is a multiple delivery address, it must show a unit designation (e.g., apartment number) The “Electronic Service Requested” ancillary service endorsement is available for participants of Address Change Service (ACS) or OneCode ACS (used with mailpieces bearing Intelligent Mail barcodes). Mailers using Intelligent Mail barcodes may encode ancillary service requests into mailpiece barcodes, but must also include a printed endorsement on USPS Marketing Mail pieces. Information about traditional ACS and OneCode ACS is located in Publication 8a, *Address Change Service*.

**Physical Standards**  
(102.4.0) An endorsement must be printed in no smaller than 8-point type, and it must stand out clearly against its background. Brilliant-colored envelopes and reverse printing are not permitted. There must be a 1/4-inch clear space around all sides of the endorsement. The endorsement and return address must read in the same direction as the delivery address.

**Placement of Endorsement**  
(202.4.0) The exhibit below shows the options for placing an endorsement. The endorsement shown (ADDRESS SERVICE REQUESTED) is just one of several options. See DMM 507.1.5 for a complete list of endorsements, treatment, and fee consequences according to the class of mail.



The endorsement must be placed in one of these four positions:

1. Directly below the return address.
2. Directly above the delivery address area (which includes the delivery address block and any related nonaddress elements such as a barcode, keyline, or optional endorsement line).
3. Directly to the left of the postage area and below or to the left of any price marking.
4. Directly below the postage area and below any price marking.

For a detailed description of USPS actions, see 507.1.5.

For Periodicals, see 507.1.5.2. For Parcel Select, see 507.1.5.4

| Mailer Endorsement and USPS Action  | Priority Mail and First-Class Mail                      | USPS Marketing Mail   | Package Services/Parcel Select  |
|---|---|---|---|
| <b>Electronic Service Requested<sup>1</sup></b>   | See DMM <a href="#">507.1.5.1</a> for more information. | See DMM <a href="#">507.1.5.3</a> for more information.                   | See DMM <a href="#">507.1.5.4</a> for more information.   |
| <b>Address Service Requested<sup>2</sup></b><br><i>(Except for Shipper Paid Forwarding participants-see DMM <a href="#">507.1.5.4</a>)<br/>Forwarding and return. New separate address notification provided.</i> |   |   |   |
| Months 1 through 12: mailpiece forwarded; notice of new address provided, address correction fee charged.   | Forwarded at no charge.                                 | Forwarded at no charge.   | Forwarded as postage due. <sup>3</sup>  |
| Months 13 through 18: mailpiece returned with new address attached.   | Returned at no charge.                                  | Weighted fee charged. <sup>4</sup>  | Return postage charged at appropriate single-piece price. <sup>3</sup>  |
| After 18 months or if undeliverable at any time: mailpiece returned with reason for nondelivery attached.   | Returned at no charge.                                  | Weighted fee charged. <sup>2</sup>  | Returned if undeliverable or if addressee refused to pay postage due. Forwarding (where attempted) and return postage charged at appropriate single-piece price. <sup>3</sup> |
| <b>Return Service Requested</b><br><i>No forwarding, only return. New address notification provided.</i>  |   |   |   |
| Mailpiece returned with new address or reason for nondelivery attached.   | No charge.  | Appropriate single-piece First-Class Mail or Priority Mail price charged. | Return postage charged at appropriate single-piece price. <sup>3</sup>  |
| <b>Change Service Requested<sup>1,5</sup></b><br><i>(Except for Shipper Paid Forwarding participants.)<br/>No forwarding or return. New address notification provided.</i>  |   |   |   |
| Separate notice of new address or reason for nondelivery provided; mailpiece disposed of by USPS.   | See <a href="#">Notice 123—Price List</a>               | See <a href="#">Notice 123—Price List</a>                                 | See <a href="#">Notice 123—Price List</a>   |
| <b>Forwarding Service Requested<sup>6</sup></b><br><i>Forwarding and return. New address notification provided only with return.</i>  |   |   |   |
| Months 1 through 12: mailpiece forwarded.   | Forwarded at no charge                                  | Forwarded at no charge.   | Forwarded as postage due at appropriate single-piece price. <sup>3</sup>  |
| Months 13 through 18: mailpiece returned with new address attached.   | Returned at no charge.                                  | Weighted fee charged. <sup>2</sup>  | Return postage charged at appropriate single-piece price. <sup>3</sup>  |
| After 18 months or if undeliverable at any time: mailpiece returned with reason for nondelivery attached.   | Returned at no charge.                                  | Weighted fee charged. <sup>2</sup>  | Return postage charged at appropriate single-piece price. <sup>3</sup>  |

| Mailer Endorsement and USPS Action   | Priority Mail and First-Class Mail                      | USPS Marketing Mail            | Package Services/Parcel Select   |
|--|---|--------------------------------|--|
| <b>Temp—Return Service Requested</b>   |   |                                |  |
| Piece returned with new address or reason for nondelivery attached. If temporary change of address, piece forwarded; no separate notice of temporary change of address provided. | No charge.  | N/A                            | N/A  |
| <b>No Endorsement</b>  |   |                                |  |
| <i>UAA handled by class of mail.</i>   | Same as USPS action for “Forwarding Service Requested.” | Mailpiece disposed of by USPS. | Same treatment as “Forwarding Service Requested.” Media Mail and Library Mail forwarded as postage due to the addressee. If item is refused or being returned, mailer pays postage at the appropriate single-piece price <sup>3</sup> (507.1.5.4). USPS disposes of Bound Printed Matter (BPM) flat-sized pieces with no mailer endorsement that does not have an eligible extra service, and BPM parcels with USPS Tracking, Signature Confirmation, or Signature Confirmation Restricted Delivery, but with no other eligible extra service. |

1. Mailpiece is directed to a Computerized Forwarding System (CFS) or Postal Automated Redirection System (PARS) site for processing. Handling instructions and options are required to be predefined within the ACS mailer profile data. OneCode ACS mailers are also required to insert this service request through a valid service type code in an Intelligent Mail barcode. The service type code in the Intelligent Mail barcode will take precedence over the instructions in the mailer account profile.
2. For Address Change Service with First-Class Mail and Priority Mail, see [507.1.5.1](#), for ACS with USPS Marketing Mail see [507.1.5.3a](#).
3. Media Mail or Library Mail pieces are charged at the single-piece price for the class of mail. Parcel Select pieces are charged the USPS Ground Advantage - Commercial price plus the additional service fee. See [Notice 123—Price List](#). (DMM [Exhibit 507.1.5.4](#))
4. Weighted fee is the appropriate single-piece First-Class Mail, USPS Ground Advantage - Retail, or Priority Mail price for the piece plus the non-machinable surcharge if it applies ([101.1.2](#)), multiplied by 2.472 and rounded up to the next whole cent. For letter-size weighted fee prices, see [243.1.5.2](#).
5. For First-Class Mail and Priority Mail, Change Service Requested is only available with electronic Address Change Service (ACS). Only available for Priority Mail pieces containing perishable matter that bear the endorsement “Perishable.” USPS Tracking and Signature Confirmation are the only two extra services permitted with this endorsement. Change Service Requested is not valid for Ballot Mail under [703.8.0](#).
6. Does not meet Move Update Requirement.

