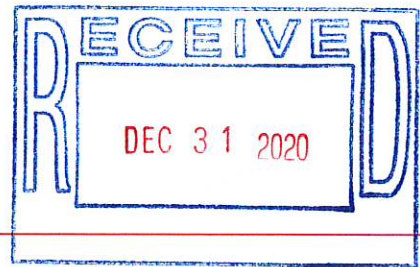


LABOR RELATIONS



December 28, 2020

Mr. Brian J. Wagner
President
National Association of Postal
Supervisors
1727 King Street, Suite 400
Alexandria, VA 22314-2753

Dear Mr. Wagner:

As a matter of general interest, the Postal Service has issued a series of Standard Work Instructions (SWI) and a Service Talk for managers regarding the proper handling of the Change of Address Correct and Move Validation letters.

This is an effort to increase managers awareness of the proper handling of the Change of Address Correct and Move Validation letters. The following enclosures have been created to outline the proper procedures for handling these activities:

- Standard Work Instruction (SWI): Change of Address Correct for Managers (COAC-M)
- Standard Work Instruction (SWI): Move Validation Letter (MVL) – Change Notification Letter (CNL)
- Service Talk: Change of Address Correct for Managers (COAC-M)

Please contact Bruce Nicholson at extension 7773 if you have questions concerning this matter.

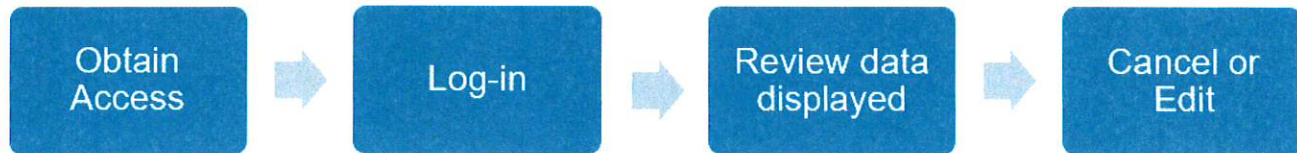
Sincerely,

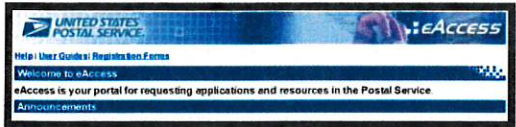

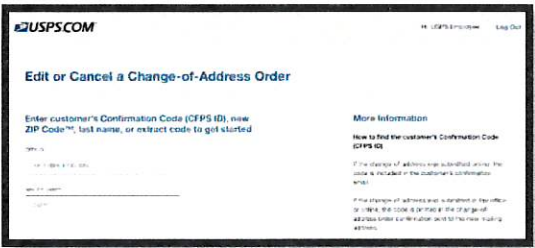
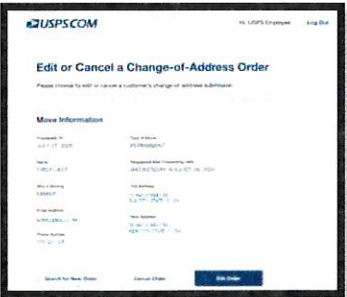
A handwritten signature in blue ink, appearing to read "David E Mills", with a long horizontal flourish extending to the right.

David E Mills
Manager
Labor Relations Policies and Programs


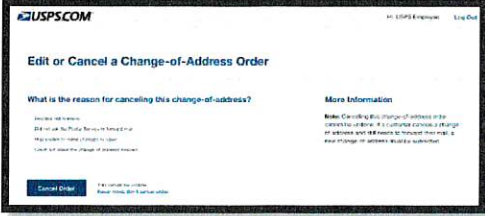
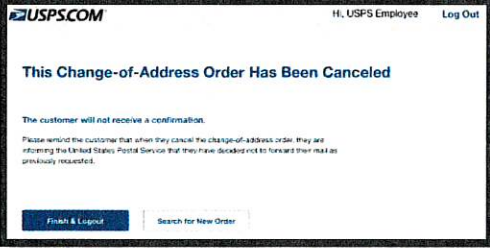

Enclosures

Standard Work Instruction: COAC-M Change of Address Correct for Managers

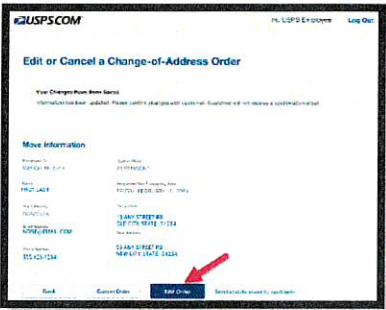



	Important Steps	Key Points	Reasons for Key Points
	1) Utilize eAccess to request access to COAC Managers Access	<ul style="list-style-type: none"> Manager, Postmaster, Supervisor must request access through eAccess Acting Supervisor or OIC must request access through eAccess 	<ul style="list-style-type: none"> Access is limited to Form 50 EAS or those in an acting position with a current PS Form 1723 on file.
	2) Go to https://coac-managers-prd.usps.com/ 3) Log in with your ACE ID and log-in	<ul style="list-style-type: none"> Log in to COAC-M via the link and entering your ACE ID and password COAC-M is used to edit or cancel a COA (Change of Address) order 	<ul style="list-style-type: none"> The access is limited because COA data is sensitive data. COAC-M is an electronic version of PS Form 3546
	4) Enter the CFPS ID and ZIP code for the NEW address on a COA currently in the database	<ul style="list-style-type: none"> The customer must provide the CFPS ID from their confirmation email or hard copy confirmation letter 	<ul style="list-style-type: none"> The CFPS ID is not the same as the transaction ID found in COARS The CFPS ID and new address ZIP code is required to move to the next step If CFPS ID is not available utilize PS Form 3546 to edit or cancel an existing COA
	5) If a matching COA is found after entering the CFPS ID and new ZIP code a listing from the COA will be displayed	<ul style="list-style-type: none"> Verify that the data displayed matches the COA you intend to edit or cancel 	<ul style="list-style-type: none"> Take care to verify the information so that changes are not made to the wrong COA Verify name, addresses and other elements listed

Standard Work Instruction: COAC-M Change of Address Correct for Managers

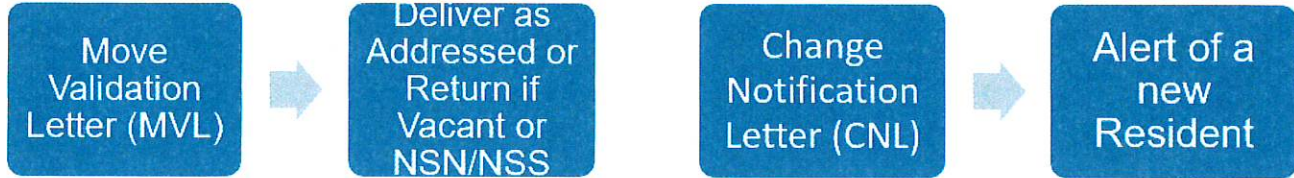
	<p>6) After verifying information choose from three buttons: <i>Search for New Order</i>, <i>Cancel Order</i> or <i>Edit Order</i></p>	<ul style="list-style-type: none"> Choose the appropriate button for the next step 	<ul style="list-style-type: none"> <i>Search for New Order</i> if the COA data shown is not the COA you want to edit or cancel <i>Cancel Order</i> to delete the COA from database <i>Edit Order</i> to make changes to the COA shown
	<p>7) If the user chooses <i>Cancel Order</i> then next choose the reason to Cancel the COA</p>	<ul style="list-style-type: none"> Do not cancel a COA without an appropriate reason 	<ul style="list-style-type: none"> Caution: Once a COA is cancelled it cannot be undone
	<p>8) Click on <i>Finish & Logout</i> or <i>Search for New Order</i></p>	<ul style="list-style-type: none"> <i>Finish & Logout</i> will result in exit from the application <i>Search for New Order</i> will result in opportunity for a new look-up to edit or cancel more COA orders 	<ul style="list-style-type: none"> Note: Information on the screen reminds the user that the customer will not receive a confirmation that the COA has been cancelled This action will result in a new 3982 label as notification to the carrier at the old address
	<p>9) If the user chooses <i>Edit Order</i> in step 6 then review the data elements displayed</p>	<ul style="list-style-type: none"> Make changes at the prompts designated available for change as necessary 	<ul style="list-style-type: none"> Note items not available for edit: Last Name, Primary Number Change Start Date only available if changing future date to current date Be careful with corrections because this will change the COA database



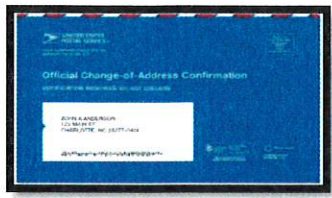

Standard Work Instruction: COAC-M Change of Address Correct for Managers

	<p>10) Finalization page</p>	<ul style="list-style-type: none"> Verify the edits just made then click on <i>Edit Order</i> to finalize the changes 	<ul style="list-style-type: none"> Without finalizing the COA data will not be changed Click on link to send update email to customer
	<p>11) Utilize PS Form 3546 to cancel or edit COA currently in the database if unable to use COAC-M</p>	<ul style="list-style-type: none"> PS Form 3546 is used to cancel or edit a COA currently in the database 	<ul style="list-style-type: none"> On PS Form 3546 place 3982 label in box #2, mark selection in section #1 then complete the associated lines for correction if not a cancel.

Standard Work Instruction: MVL CNL

Move Validation Letter – Change Notification Letter



	Important Steps	Key Points	Reasons for Key Points
	1) Move Validation Letter (MVL) is sent to the old address after a Change of Address (COA) is finalized for a customer	<ul style="list-style-type: none"> This letter provides the resident an opportunity to verify the validity of the Change of Address (COA) request 	<ul style="list-style-type: none"> The MVL contains only the old address with instructions for customer actions to take if the COA request is not valid or needs correction
	2) MVL is sent with exceptional address and is to be delivered to the address shown	<ul style="list-style-type: none"> Deliver the piece as addressed unless the address is vacant or invalid 	<ul style="list-style-type: none"> If vacant return the piece through PARS as RTS Vacant If invalid go to COARS to investigate the COA and resolve if possible then return the piece through PARS as RTS with appropriate reason code (NSN, NSS)
 	3) Change Notification Letter (CNL) is sent to the new address after a Change of Address (COA) is finalized for a customer	<ul style="list-style-type: none"> The Change Notification Letter (CNL) is addressed to an individual, family or business. The CNL letter contains the old and new address with instructions for customer actions if not correct 	<ul style="list-style-type: none"> The CNL acts also acts as an alert for the new address carrier or box clerk of a new resident at the address listed If the residence or business is VACANT place mail on 10-day HOLD and check COARS record for possible error to be resolved if possible.

It is not appropriate to return either of these notifications as Unable to Forward (UTF) or Attempted Not Known (ANK). If the information from either letter is not valid then management must investigate the record and use PS Form 3546 to cancel the COA if appropriate. If the investigation results in possible fraud the Postal Inspection Service must be contacted.

COAC-M Change of Address Correct for Managers

An electronic option to correct or cancel a COA (Change of Address) is available for managers, supervisors and Postmasters.

Through customer contact a USPS manager, supervisor or Postmaster obtains information about a needed change or cancellation of a COA (Change of Address): Confirmation Code (if available), customer's name, old address and what change is needed.

COAC-M (Change of Address Correct for Managers) can be used to edit an existing COA (Change of Address). Edits can include:

- Edit the first name on the COA order
- Change Family COA to Individual COA or vice versa
- Change a Temporary End Date (within the 6-month period)
- Edit the street name, city, state or ZIP of the old address (but not the primary number)
- Edit the new address

COAC-M (Change of Address Correct for Managers) cannot be used to edit certain aspects of the COA. Edits cannot include:

- COAC-M (Change of Address Correction for Managers) does not allow a change to the Last Name or Primary Address of the old address. To make these changes a PS Form 3546 must be submitted.
- COAC-M is not to be used to extend a temporary COA. The customer must submit a new PS Form 3575 for a new temporary forwarding period.
- COAC-M does not allow for cancellation of one COA and adding a new COA. If COAC-M is used to cancel a COA this will completely cancel the COA from the COA database. Once a COA is cancelled PS Form 3575 must be submitted to add a COA.
- COAC-M allows for a change to the Start Date on a COA only if changing from a future date to the current date. If a change is needed on the Start Date for any other situation an email must be sent to the CFS Manager with details of the needed change.

This electronic option is not replacing PS Form 3546. PS Form 3546 is still available for making changes to an existing COA.

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Customer Service
Updated: November 23, 2020