



**Central Print
County Purchase**

San Luis Obispo County
SLO – 2023-01

Electronic Return Mail Notification

December 11, 2023

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
7/27/2023	1.0	Created Document	Geoff Cosner
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REQUESTED SERVICES

Overview

The CalSAWS Electronic Return Mail Notification service provides faster information related to CalSAWS correspondence mailed from Central Print that will result in return mail. Information on which mail pieces will be returned and why can be provided electronically via a report or a task within CalSAWS. Optionally, physical mail pieces determined to be return mail through the electronic return mail service can be prevented from being returned to the County.

This County Purchase is for San Luis Obispo specific costs based upon the options chosen by San Luis Obispo associated with use of the CalSAWS electronic return mail notification service.

Scope of Work

USPS determines whether a mail piece is deliverable or not deliverable. Mail that is not deliverable is returned with a USPS return label. The USPS determines the information that goes on the USPS return label (typically a yellow sticker) from one of two USPS services:

- **Coding Accuracy Support System (CASS)** – USPS service that returns a properly formatted address
- **National Change of Address (NCOA)** – USPS service that returns the data for a name/address that has a change of address on file prior to mailing (intended to replace ACS)

As part of the Electronic Return Mail Notification service, Central Print processes both CASS and NCOA for all mail. Based on results of CASS and NCOA inquiries, mail is identified as either deliverable or return mail at the time of mailing.

Per policy, all correspondence whether it will be delivered or returned is mailed.

For those mail pieces that are going to be returned, the information that it will be returned and why is provided to the County by the next business day rather than several weeks later when the physical mail piece is returned. This faster identification can help Counties prevent additional undeliverable mail going out – providing better service to clients while saving on postage for additional mail pieces.

For Counties using the Electronic Return Mail Notification service, Central Print sends a transaction for each mail piece to USPS' CASS and NCOA services. USPS returns an official USPS notification of what will happen with that particular mail piece.

RECEIVE RESULT INFORMATION

Addresses determined to be incorrect or non-deliverable are flagged. This information is then returned to the County. The information can be returned in the form of a report or as a task within CalSAWS based on the County's preference.

1: Receive Result Information - Report Option

For addresses determined to be undeliverable, an entry is included on the Electronic Return Mail Notification report. This report is available the next business day following mailing of the correspondence and is provided through a secure method due to the Personally Identifiable Information included.

The combination of Case Number, NOA/Form Number and Recipient Name point the County staff member to which correspondence generated the undeliverable or forwarding address return information from USPS. Error Description provides the information on what the problem is such as Invalid city and ZIP code.

When a County staff member resolves the address issue listed on the report, future correspondence will be corrected. However, the correspondence that caused the item to be on the report will still be returned with a return label applied by the USPS. Please refer to the subsection titled, *"Physical Returned Mail Piece Handling"* for information on processing the physical mail piece.

2: Receive Result Information - Task Option

For addresses determined to be undeliverable, a task is generated in the CalSAWS system. This task should appear within 24 hours of the completion of the Central Print processing on the Task Dashboard shown below.

The screenshot displays the 'Task Search' interface in the CalSAWS system. The top navigation bar includes 'My Tasks', 'My Watchlist', 'Task Search' (selected), and 'My Banks'. Below the navigation bar, the 'Task Search' section includes a search bar, a 'Help' icon, and a 'Refine Your Search' link. A 'Search Results Summary' bar indicates 'Results 1 - 1 of 1'. The main table lists task details with columns: Due Date, Case, Case Name, Program(s), Category, Type/Sub-Type, Status, Worker ID, and Bank ID. A single task is shown with a due date of 09/15/2023, Case ID 37L5013T02, Case Name 'CW', Category 'Case Update', Type/Sub-Type 'Change Address', Status 'Assigned', Worker ID '37L5013T02', and Bank ID. A blue callout box on the right states: 'Tasks will be automatically added to correct mailing addresses'.

Due Date	Case	Case Name	Program(s)	Category	Type/Sub-Type	Status	Worker ID	Bank ID
09/15/2023	37L5013T02	CW		Case Update	Change Address	Assigned	37L5013T02	

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When the task is selected, the Task Detail window appears. An example of the Task Detail window where the task can be accessed is shown below.

Task Detail
Result 1 of 1 - 1

* - Indicates required fields

Case Number: 1821	Case Name: St. [REDACTED]	Program(s): * CalWORKs - St. [REDACTED]	Status: * Assigned
Category: * Case Update	Type: * Change Address	Sub-Type:	Reference Number:
Due Date: * 09/15/2023	Date Created: 09/01/2023	Worker Assigned Date: 09/01/2023	Priority: Expedited: Medium No
Assign to Program Worker: No	Worker ID: 37LS013T02	Bank ID:	Start Date:

Long Description:
Message: [REDACTED]
Recipient Name: S. [REDACTED]
NOA/Form Number: AR 2
CASS Error Description/Code: Secondary street number does not exist, [REDACTED]
**Current CalSAWS Address Fields:
17 [REDACTED]
AN [REDACTED] 005
**Corrected CalSAWS Address Fields:
[REDACTED]
County Instructions: Contact the recipient for the correct address, then update CalSAWS.

Start Watching Print Close

The Long Description area of the Task Detail window contains the information that would have been available on the envelope. An example of the type of information that would be included in the Long Description on the Task Detail window is shown below.

Message: Undeliverable based on current address

Recipient Name: John Doe
NOA/Form Number: CW 7
CASS Error Description/Code: Street name invalid (412)

**Current CalSAWS Address Fields:
950 W El Camino, Apt 401
San Diego, CA 94040

**Corrected CalSAWS Address Fields:
Not available

County Instructions: Contact the recipient for the correct address, then update CalSAWS.

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Completion of the task by the County staff member should resolve the address issue on future correspondence, but the correspondence that caused the initiation of the task will still be returned with a return label applied by the USPS. Please refer to the subsection titled, "*Physical Returned Mail Piece Handling*" for information on processing the physical mail piece.

PHYSICAL RETURNED MAIL PIECE HANDLING

Completing the task or resolving the item on the report as noted in the previous subsection, corrects the mailing address for the future correspondence. The recently mailed physical mail piece will be returned by USPS, typically within 2 to 6 weeks following mailing. There are two options for the returned mail piece – return to the County return address or return to Central Print.

1: Returned Mail Piece - County Return Address Option

The County may receive return mail that was mailed by Central Print or mail pieces that were mailed by the County. Processing of return mail pieces that are mailed by the County should continue per the existing County process.

For correspondence that is mailed by Central Print, the majority of the envelopes can be securely destroyed upon receipt because the information on the envelope was provided through the Electronic Return Mail Notification service.

All outgoing CalSAWS correspondence use envelopes that have the following indicia printed on the upper right corner:



Mail which includes this indicia in the upper right corner was mailed by Central Print and therefore has gone through the Electronic Return Mail Notification service for Counties that participate in Electronic Return Mail Notification.

Also, the envelope will include the endorsement of "Return Service Requested" below the indicia.

Envelopes without the indicia shown above, were not mailed by Central Print and the return mail should continue to be processed using existing County procedures.

Additionally, any envelope mailed by Central Print **without** a USPS return label (typically a yellow sticker) should also be processed using existing County procedures for return

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mail as it is possible that this mail piece was refused upon delivery rather than due to an address error or forwarding information.

2: Returned Mail Piece – Central Print Return Address Option

By using an envelope with Central Print's return mail address when mailing from Central Print, return mail will be routed back to Central Print for handling. **In this option, Central Print will only receive return mail that was mailed by Central Print.** Undeliverable correspondence that was mailed locally by the County staff will return to the County.

There are some return mail items that may still have to be returned to the County for processing because they were determined to be undeliverable at the time of delivery by the USPS. These include returned envelopes with the following USPS return reasons:

- "Attempted – Not Known" (Delivery attempted, addressee not known at place of address)
- "Deceased" – (Addressee is deceased and mail is not properly deliverable to another person)
- "Refused" (Addressee refused to accept mail)
- "Unclaimed" (Addressee abandoned or failed to call for mail)

When the returned mail reason is one of the above, the return mail piece will be shipped to the County address provided. Return mail sent to the County by Central Print should be processed using existing County procedures.

When the returned mail is not one of the above reasons, Central Print will securely destroy the mail piece.

One-Time Setup Charges

Setup charges are one-time charges to be invoiced upon completion of testing.

Description	Rate	Quantity	Cost
Setup Charge	\$7,500	1	\$7,500.00
Total Setup Cost			\$7,500.00

Ongoing Monthly Charges

Ongoing monthly charges are volume specific. The first item listed under “Required for All Options” is not optional and is required to use the Electronic Return Mail Notification service.

Receive Result Information

There are two options available for receiving the result of processing the address with USPS (Note that one or both of the options for “Receive Result Information” may be chosen:

- **1: Receive Result Information – Report Option** - A report containing an entry for each undeliverable mail piece is delivered in a secure electronic manner
- **2: Receive Result Information – Task Option** - A task for each undeliverable mail piece is created within CalSAWS

Choosing one of the options above related to receiving the result information provides the information that would be available from the return envelope in advance of receiving it.

Physical Return Mail Piece Handling

The mail piece will be returned. There are two options available for handling the physical returned mail piece as follows:

- **1: Returned Mail Piece - County Return Address Option** – Mail pieces sent locally or from Central Print will have the County address and will be processed by the County
- **2: Returned Mail Piece – Central Print Return Address Option** – Mail pieces sent locally from the County will have the County address and will be processed by the County; mail pieces sent by Central Print will have the Central Print address and will be processed by Central Print as described in this County Purchase document

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Unit prices for the required service and each of the options is shown on the table below.

Description	Unit Type	Unit Price
Required for All Options		
Address Record Processing	Each outgoing address	\$0.009
1: Receive Result Information - Report Option		
Link to report emailed after each batch cycle		\$0.00
2: Receive Result Information - Task Option		
Task created in CalSAWS for each undeliverable address and, if desired, each address with significant issue	Each month	\$250.00
1: Returned Mail Piece - County Return Address Option		
Return to the County Return Address	Not applicable	\$0.00
2: Returned Mail Piece – Central Print Return Address Option		
Return to Central Print Return Address	Each envelope returned from USPS	\$0.155
Shipping for Envelopes Returned to the County*	Each small box sent	\$17.10
	Each large box sent	\$22.80

*Price per box is subject to increase based on USPS postage rate increases.

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Pricing Example

Ongoing monthly charges shown below are estimates based on the volume information available as of the date of submission of this County Purchase document. The table below presents an example only.

Monthly invoiced amounts will be based on the actual usage volume each month and are expected to vary from estimated shown in the table.

This example assumes that the following options are chosen and as such the County would receive both the report and the task and that Central Print will receive the return mail:

- **1: Receive Result Information – Report Option**
- **2: Receive Result Information – Task Option**
- **2: Returned Mail Piece – Central Print Return Address Option**

Description	Unit Price	Volume	Price
Required for All Options			
Address Record Processing	\$0.009	26,300	\$236.70
1: Receive Result Information - Report Option			
Link to report emailed after each batch cycle	\$0	-	\$0
2: Receive Result Information - Task Option			
Task created in CalSAWS for each undeliverable address and, if desired, each address with significant issue	\$250.00	1	\$250.00
1: Returned Mail Piece - County Return Address Option			
Return to the County Return Address	N/A	N/A	N/A
2: Returned Mail Piece – Central Print Return Address Option			
Return to Central Print Return Address	\$0.155	1,315	\$203.83
Shipping for Envelopes Returned to the County	\$17.10	5 small Boxes	\$85.50
Shipping for Envelopes Returned to the County	\$22.80	5 large Boxes	\$114.00

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Total Estimated Charges by State Fiscal Year

Total estimated charges by fiscal year are shown below. These are estimates based on the volume information available as of the date of submission of this County Purchase document. This estimate includes 1: *Receive Result Information - Report Option* and 2: *Receive Result Information - Task Option* and 2: *Returned Mail Piece – Central Print Return Address Option*. Any other combination of options will result in changes to the estimate.

Description	SFY 2023/24 Total	SFY 2024/25 Total	SFY 2025/26 Total	Total
Total Print Services Annual Price	\$ 11,950	\$ 7,946	\$ 8,223	\$ 28,120

Assumptions:

1. Includes one-time setup cost in first SFY.
2. Includes 1: *Receive Result Information – Report Option* and 2: *Receive Result Information – Task Option* and 2: *Returned Mail Piece – Central Print Return Address Option*
3. 5% increase in volume each year

ASSUMPTIONS

The following assumptions apply to this County Purchase.

1. No more than 5% of mail pieces are not deliverable.
2. No more than 0.5% of returned mail pieces must be delivered back to county.

ATTACHMENTS

- None

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COUNTY SELECTIONS

The service options chosen by San Luis Obispo County are shown on the following table.

Description		Beginning Month	Ending Month
Required for All Options			
√	Address Record Processing	February 2024	N/A
1: Receive Result Information - Report Option			
√	Link to report emailed after each batch cycle	February 2024	N/A
2: Receive Result Information - Task Option			
√	Task created in CalSAWS for each undeliverable address and, if desired, each address with significant issue	February 2024	N/A
1: Returned Mail Piece - County Return Address Option			
	Return to the County Return Address	N/A	January 2024
2: Returned Mail Piece – Central Print Return Address Option			
√	Return to Central Print Return Address	February 2024	N/A
√	Shipping for Envelopes Returned to the County	February 2024	N/A

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COUNTY PURCHASE APPROVAL

Subject: County Purchase – SLO-2023-01

The subject document is accepted as allowing Gainwell Technologies to proceed with the subject County Purchase.

San Luis Obispo County

By: Amber Weyand
Printed Name: Amber Weyand
Title: Division Manager
Date: 01/01/2024

Notice Address:

County of San Luis Obispo
PO BOX 8119
San Luis Obispo CA 93403-8119

CalSAWS Consortium

By: _____ Date: _____
Printed Name: _____
Title: _____

Notice Address:

CalSAWS Consortium
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Roseville, CA 95747