

CalSAWS

California Statewide Automated Welfare System



Central Print Return Mail Services

July 2025

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Central Print Return Mail Services

1 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.

2 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.

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.

2.1 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. A Journal entry is automatically created in the CalSAWS system for all "Return Mail" (Errors) and "Update Recommended" (Warnings). There is no option to suppress Journal entries. This CalSAWS Journal entry should appear on the Journal Search page within 24 hours of the completion of the Central Print processing.

2.1.1 Receive Result Information - Report Option

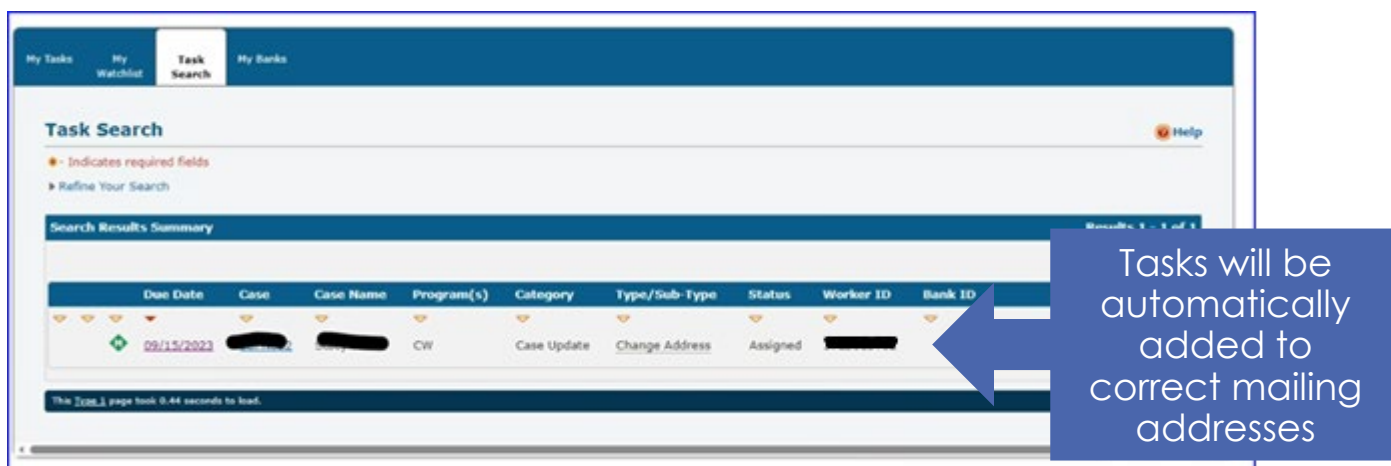
For addresses determined to be undeliverable, an entry is included on the Electronic Return Mail Notification report. This report is available the next business day following mailing of the correspondence and is provided through a secure method due to the Personally Identifiable Information included.

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.

2.1.2 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 features a 'Search Results Summary' table. The table has columns for 'Due Date', 'Case', 'Case Name', 'Program(s)', 'Category', 'Type/Sub-Type', 'Status', 'Worker ID', and 'Bank ID'. A single task is listed with a due date of '09/15/2023', a case number, a case name, 'CW' as the program, 'Case Update' as the category, 'Change Address' as the type, and 'Assigned' as the status. A blue callout box with a white arrow points to the task, containing the text: 'Tasks will be automatically added to correct mailing addresses'. The bottom of the page shows a status message: 'This page took 0.44 seconds to load.'

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

Figure 1: Task Dashboard

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

Start Watching Print Close

Case Number: 1BF7	Case Name: St [REDACTED]	Program(s): ★ CalWORKs - St [REDACTED]	Status: ★ Assigned	Reference Number:
Category: ★ Case Update	Type: ★ Change Address	Sub-Type:	Priority: Medium	Expedited: No
Due Date: ★ 09/15/2023	Date Created: 09/01/2023	Worker Assigned Date: 09/01/2023	Start Date:	
Assign to Program Worker: No	Worker ID: [REDACTED]	Bank ID:	Automated Action: No	

Long Description:

Message: Undeliverable based on current address

Recipient Name: S [REDACTED]
NOA/Form Number: AR 2
CASS Error Description/Code: Secondary street number does not exist. 412

****Current CalSAWS Address Fields:**
17 [REDACTED]
AN [REDACTED] 005

****Corrected CalSAWS Address Fields:**
Not available

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

Figure 2: Task Detail Window

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

Figure 3: Long Description Example

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.

2.2 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.

2.2.1 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:



Figure 4: Indicia

Mail which includes the indicia shown above 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 mail as it is possible that this mail piece was refused upon delivery rather than due to an address error or forwarding information.

2.2.2 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 imaged, then the physical mail piece will be securely shredded. The image will be transferred to the CalSAWS Imaging Repository. Using the CalSAWS Imaging API, the envelope image will follow the county's document routing rules for Returned Mail. A Journal entry will be automatically created indicating a return mail image was uploaded.

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

Record of Change

The following changes have been made to this document.

Table 1: Record of Change

DOCUMENT PHASE	DATE CHANGED	CHANGE MADE BY	SUMMARY OF CHANGES MADE
1.0	7/7/25	Geoff Cosner	▪ Document creation
			▪
			▪
			▪