

National Verifier
AMS Resolutions

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Overview

Consumers in rural or tribal areas may have experienced difficulty with address verification in the past. Lifeline recognized this challenge and, in response, has provided several ways to verify an address. When a consumer's address cannot be verified through USPS's Address Matching Service (AMS), the consumer is required to submit additional documentation to the National Verifier. This guide outlines methods providers and consumers may use to resolve these errors.

Online Applications

Applications completed in the National Verifier portal (service provider or consumer) must use latitude and longitude coordinates of the residential address to resolve an AMS failure. The National Verifier portal includes a mapping tool to help users capture the latitude and longitude coordinates of their address.

1. In the National Verifier, a service provider or consumer will drop a pin on the location on the map. To drop a pin on the residential address, the user will zoom in on the map until they are able to find their specific location.

We need to confirm where they live on the map below. Please double click on the map or use the (+) button on the top left to zoom in on the map. You can drop a pin once they have found their address on the map.

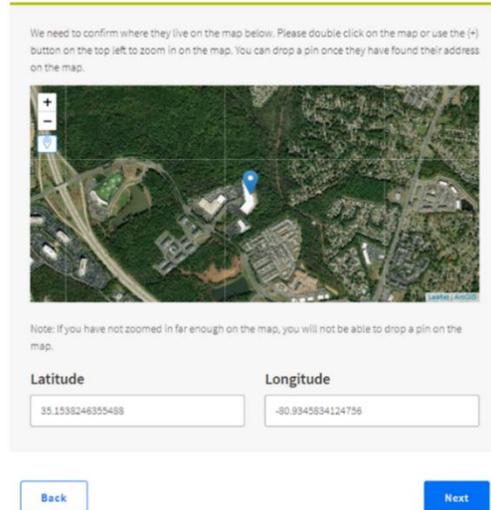


Note: If you have not zoomed in far enough on the map, you will not be able to drop a pin on the map.

Latitude	Longitude
<input type="text"/>	<input type="text"/>

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2. Once a specific location is identified, the user will click to drop a pin on the map. When the pin is dropped, the mapping tool will automatically capture the latitude and longitude coordinates of the location in their respective fields and store it.



We need to confirm where they live on the map below. Please double click on the map or use the (+) button on the top left to zoom in on the map. You can drop a pin once they have found their address on the map.

Note: If you have not zoomed in far enough on the map, you will not be able to drop a pin on the map.

Latitude

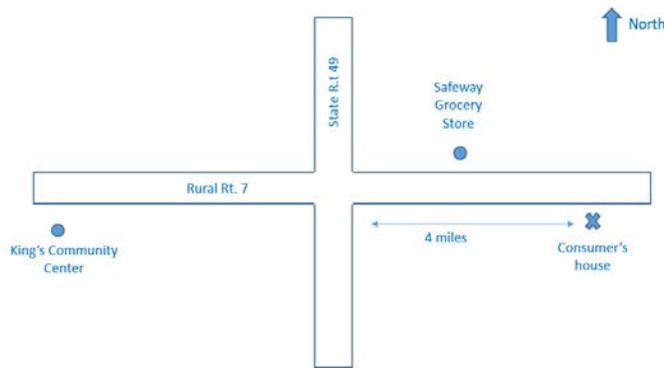
Longitude

3. The user will click the 'Next' button to complete the transaction. If there are other failures, the system will display them to the user. If there are no other failures, the user will receive the consent to agreement page.

Paper Applications

To resolve an AMS failure with a paper application, service providers can help consumers use any of the following options:

1. Logging into the National Verifier portal and completing the application process.
2. A printed satellite image with a mapping tool icon (pin) identifying the consumer's residence and the latitude and longitude coordinates displayed from a mapping tool
 - o Service providers can help consumers locate their address on the Tribal Mapping Tool in NLAD, which is available to carriers with NLAD access.
3. A hand drawn document that identifies the consumer's home address by identifying the nearest cross roads (or mile markers), identifiable landmarks, and distance between the locations.



4. A copy of a document that contains the consumers' address.

Examples of Acceptable Documents:

- Unexpired driver's license
- Utility bill
- Current income statement from an employer, paycheck stub, or W-2
- Prior year's state, federal or Tribal tax return
- Current mortgage or lease statement
- Unexpired government, state, or Tribal issued ID
- Confirmation from local USPS that address is a deliverable address
- Government assistance program documents
- Statement of benefits from a qualifying program which contains name and address of consumer
- Retirement/pension statement of benefits
- Unemployment/workers' compensation statement of benefits
- Valid address compared to local, state, or federal government address data or documentation sources
- Documentation containing the latitudinal and longitudinal coordinates of consumer's address (examples above)

USAC recommends options 1, 2 or 3 for consumers claiming the Tribal benefit.

USAC recommends that carriers who submit consumer applications by mail send in an image of the consumer's location on the Tribal Mapping Tool in [NLAD](#) to resolve an AMS error. Service providers can assist subscribers as needed by working with the subscriber to locate their address on the Tribal Mapping Tool, which is available to carriers with NLAD access.

Additional Questions?

If you need assistance or have any questions related to AMS Resolutions or the National Verifier, please contact us at LifelineProgram@usac.org or (800) 234-9473.