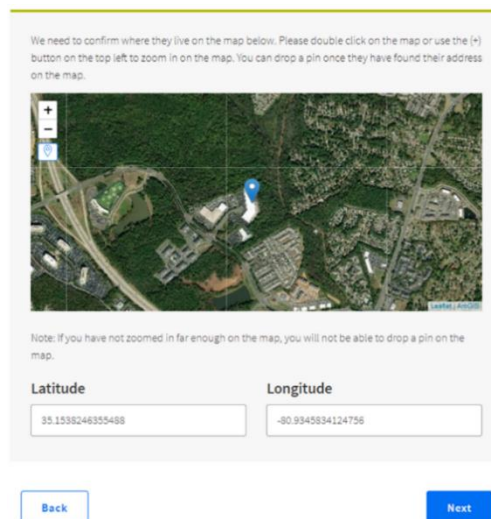# Contents

Overview

When a consumer's address cannot be verified through USPS's Address Matching System (AMS), the consumer is required to submit additional information 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 portal, consumer portal, or service provider API) are automatically prompted to use the National Verifier mapping tool to drop a pin on their primary residence. USAC uses the pin-drop to capture the coordinates of the consumer's primary residence.

1. In the National Verifier, a service provider or consumer will **drop a pin** on the National Verifier mapping tool.

   The tool will attempt to find the consumer's primary residence based on the information originally entered. The service provider or consumer may then zoom in or adjust the pin on the map until they find the specific location. Once the consumer's primary residence 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.

2. 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

A consumer may use one of several ways to resolve an AMS error on a mailed-in application. **USAC recommends an option that allows USAC to acquire the consumer's latitude and longitude coordinates**.

Coordinates are required to resolve an AMS error if the consumer will be seeking the enhanced Tribal benefit.

To provide USAC more information about a consumer's primary address, use **one** of the following methods:
- If possible, log into the National Verifier portal and resolve the AMS error by dropping a pin on our mapping tool, indicating the consumer's primary residence.
- Provide a printed map (such as an image from Google maps) that contains a pin and latitude and longitude coordinates identifying the location of the consumer's primary residence:
  - In Google Maps, zoom in until you can locate the consumer's residence precisely.
  - Left-click to drop a pin on the consumer's residence.
  - On the bottom, a pop-up will appear that contains the coordinates.
  - Left-click on the coordinates in that pop-up window.
  - Lastly, go to the browser menu and hit 'Print.'
- Use the Tribal Mapping Tool, available to service providers in NLAD, and print the results.
- Provide any available map that makes the consumer's location identifiable to USAC, and circle the location of the primary residence. If coordinates are known, write them on the map. Otherwise, USAC will determine coordinates based on the map.
- Provide a hand drawn document that identifies the consumer's primary residence by identifying the nearest cross roads (or mile markers), identifiable landmarks, and distance between the locations. If coordinates are known, write them on the map. Otherwise, USAC will determine coordinates based on the map.
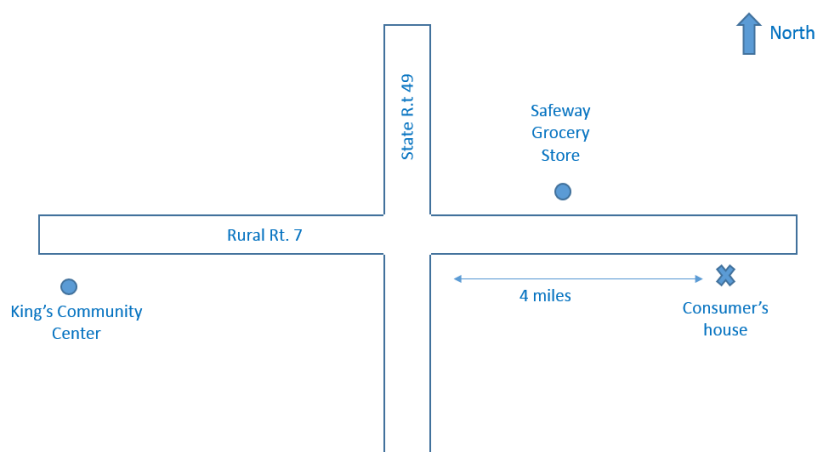
Several other documents are acceptable to resolve an AMS error. **Do not use the options below if the consumer is seeking the enhanced Tribal benefit**.

Provide **one** of these documents showing the consumer's residential address:

- Unexpired driver's license or federal, state, or Tribal identification card

- Utility bill (but not a phone bill from the consumer's Lifeline provider)
- Current income statement from an employer, paycheck stub, or W-2
- Most recent state, federal or Tribal tax return
- Current mortgage or lease statement
- An official letter from a federal, state, or tribal government/agency
- Confirmation from local USPS that address is a deliverable address

Resources

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.