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# NCOALINK PROCESSING

According to the United States Postal Service (USPS), over 40 million United States residents change their address annually. Probably several of those residents are listed in your database.

In order to improve deliverability of bulk mail while maintaining low rates, the USPS requires a bulk mailer use CASS Certification to correct and to standardize addresses in order to meet USPS mailing requirements. Similarly, as of November 23, 2008, the USPS requires that bulk mailers use NCOALink processing to update addresses for individuals, families, and businesses that have moved, using the National Change of Address information tracked by the USPS.

If you are familiar with the RDS CASS Certification process, you know that you

- export your data
- send the data file to a third-party vendor for processing
- import the modified data

NCOALink processing, which includes CASS Certification of addresses, additionally returns a CHANGED address for any address you send that is matched to a Change of Address in the NCOA (National Change Of Address) database. Although RDS still imports any address that was CASS Certified, it does not automatically import the new, CHANGED addresses. Instead, you are able to review each address change as well as the information returned by the USPS about the reliability of that change in order to determine if you want to accept, reject, or (temporarily) skip the address change.

Because NCOALink processing includes CASS Certification, you will not have to process your data twice. There are two levels of NCOALink processing, 48-month and 18-month, referring to the number of months of permanent COA history available to which the data in the file is compared. A Full Service NCOALink provider offers both levels of processing, but a limited provider offers access only to the 18 months of COA history.

Find a more comprehensive discussion of NCOALink processing at <http://www.usps.com/ncsc/addressservices/moveupdate/changeaddress.htm>

The first time you process your file, you should request 48-month processing, but subsequently you can use the 18-month (less expensive) processing. As needed, you should consider additional services such as

- Apt Append: appends correct apartment numbers to **residence** addresses
- LACSLink: updates addresses that were
  - converted from rural-style addresses to city-style addresses (typically in order to accommodate 911-implementation)
  - renamed or renumbered
- SuiteLink : adds secondary information [ex. suite number] to **business** addresses
- Other address services, such as phone and/or emailing appending

The available services vary according to vendor as does pricing. Additionally, some vendors include one or more of these services with NCOALink processing.

**WARNING:** If you choose a service that appends phone numbers or email addresses, you will have to enter this data manually because that data is not processed in the CASS/NCOALink import feature of RDS Advantage.

For a list of service providers that RDS evaluated, see “NCOALink processing” in the RDS Help (v9.14.10 & above). The majority, but not all, of RDS clients use List Cleanup.

<http://www.listcleanup.com/content/moveupdate.aspx>

To view the USPS’s comprehensive list of licensed providers access

[http://ribbs.usps.gov/files/ncoalink/CERTIFIED\\_LICENSEES/FULL.PDF](http://ribbs.usps.gov/files/ncoalink/CERTIFIED_LICENSEES/FULL.PDF).

After you select a service provider, follow the general procedure on the next page, adapting as needed to your selected provider’s requirements.

# Overview

1. **Create an account** with your selected licensed service provider. Mention that RDS referred you and ask if there is any preferred pricing for RDS referrals. Some, but not all, companies offer reduced prices to RDS customers.
  2. **Complete the Processing Acknowledgement Form (PAF) & possibly an order form.** The USPS requires that you provide a completed PAF to the service provider and the service provider usually requires an order form
    - a. Download
    - b. Complete
    - c. Return as directed
  3. MR199: **Enable NCOALink Processing options(s)**, if applicable.
  4. MR120 (USPS CASS/NCOALink Address Processing) : **Export the data**
    - a. Export the data to a file using the following format to name it: YourChurchName\_Date\_Data.csv  
Ex. If “First Denominational Church of YourCity” creates a file in February 2009
      - i. Abbreviate First Denominational Church of YourCity as YFDC
      - ii. Name the file YFDC\_2009FEB\_Data.csv
    - b. Select “Print to file” as the “printer” for the file definition report, using a similar naming format of YourChurchName\_Date\_Def.txt (DEF = File definition)  
EX. Using the example above, name this file YFDC\_2009FEB\_def.txt
- WARNING: Do NOT use ANY OTHER export (ex. MR301D, MR302M, MR399) to create the data file. RDS will NOT be able to process the data file returned by your processor.**
5. **Transmit** the .csv data file and the .txt definitions file to your selected provider
  6. **Save the returned data file** in a folder that you can easily find. If the file returned has the same name as the file you sent, rename it so that you won't be confused when selecting the file to import.
  7. MR120 (USPS CASS/NCOALink Address Processing): **Identify the data fields** returned by the service provider that should be imported into RDS and review the data.
  8. MR120 (USPS CASS/NCOALink Address Processing): **Import the data**
    - a. RDS updates the addresses with CASS Certification changes immediately
    - b. RDS prepares the NCOA address changes for review.
  9. MR121 (Accept National Change of Address Changes): **Process the address changes.**

**The remainder of the user's guide contains detailed instructions for each of the above steps.**

## Enable Options, MR199

**MR199 - Member Records Options**

Change      Date of Last Merge: 11/11/2011

Minimum Family Number: 10

Minimum Organization Number: 100000

Default Area Code: [ ]

Default Ethnic Origin (MR101): [ ]

Activity to display in MR200 inquiry: [ ]

Use Sacramento School Info

**CASS Certification/NCOALink Processing:  Omit RDS Address Line 1**

Automatically update modules linked to M/R with name/address changes:

Accounts Receivable Customers

Accounts Payable Vendors

Payroll Employees

Characters around name parts in directories:

Before After

Preferred

Last (if diff from A1 last)

Suffix (ex. Jr., III, etc.)

Previous Last Name

MR100 Quick Entry Options

Use Window (Default):

Activities

Contacts

User Defined Fields

Individual: Dates	Other	Category
1 User-Def 1	1 [ ]	1 [ ]
2 User-Def 2	2 [ ]	2 [ ]
3 User-Def 3	3 [ ]	3 [ ]
4 User-Def 4	4 [ ]	4 [ ]
5 User-Def 5	5 [ ]	5 [ ]
6 User-Def 6	6 [ ]	6 [ ]
	7 [ ]	7 [ ]
		8 [ ]
		9 [ ]
		10 [ ]

Individual      Family

Short [Indiv Shrt]      [Family Shrt]

Long [Indiv Long]      [Family Long]

Format Individual Long Names: Title: [ ]

First: [ ]

Middle: [ ]

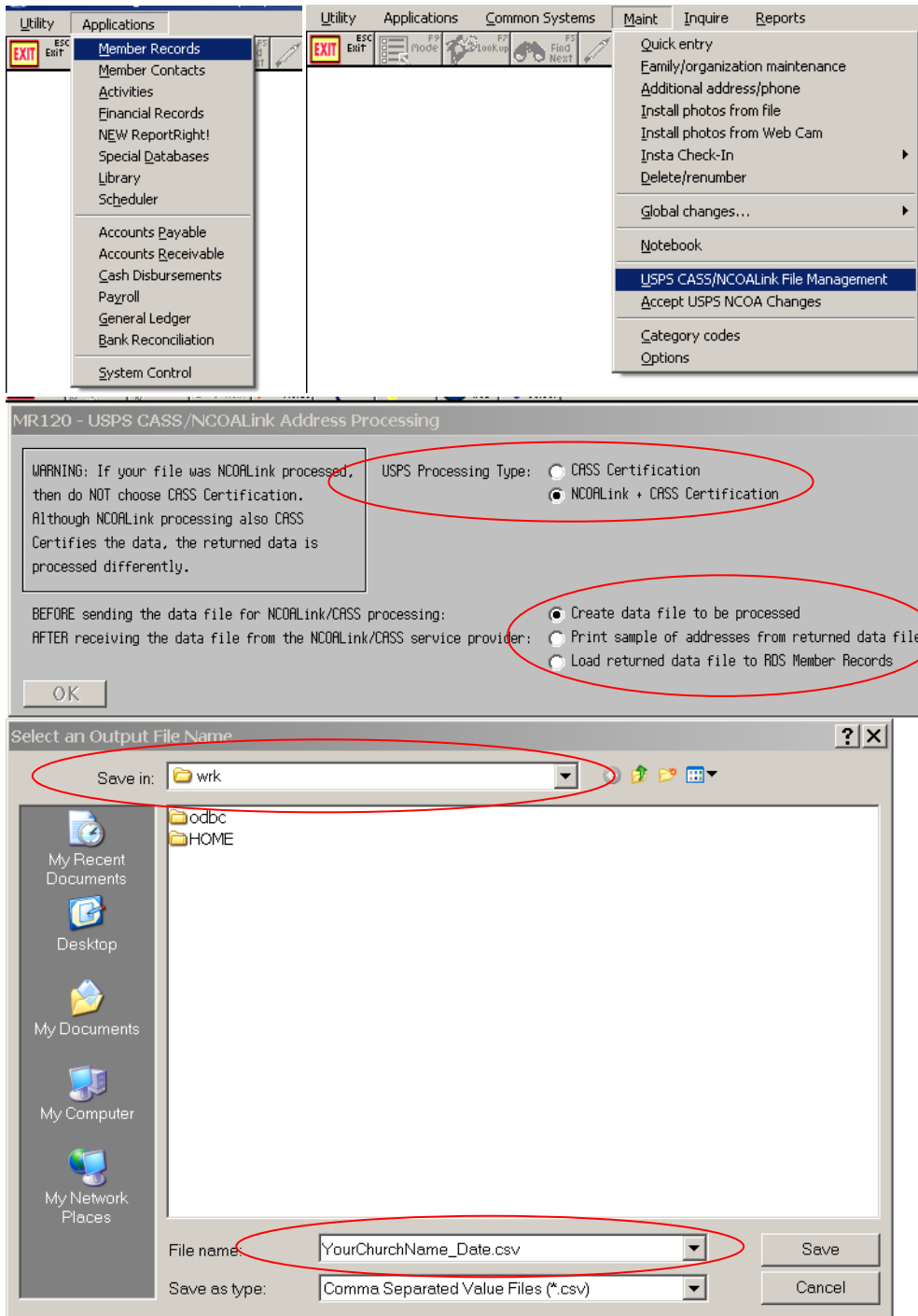
**OK**

The "Omit RDS Address Line 1" checkbox applies ONLY to a client who enters

1. A business address in either the current or permanent address fields in MR101 or MR100
2. The company name on RDS Address Line 1
3. ALL primary (street) and secondary (apartment/suite) address information on RDS Address Line 2 even if there is no company information to enter on RDS Address Line

A client who meets these criteria should click the "Omit RDS Address Line 1" checkbox so that MR120 (USPS CASS Certification / NCOALink Address Processing) can properly import the data file returned from the company applying CASS / NCOALink processing.

# Export the Data, MR120



Select Member Records

Select USPS CASS/NCOALink File Management.

Choose “NCOALink + CASS Certification”

Choose “Create data file to be processed”

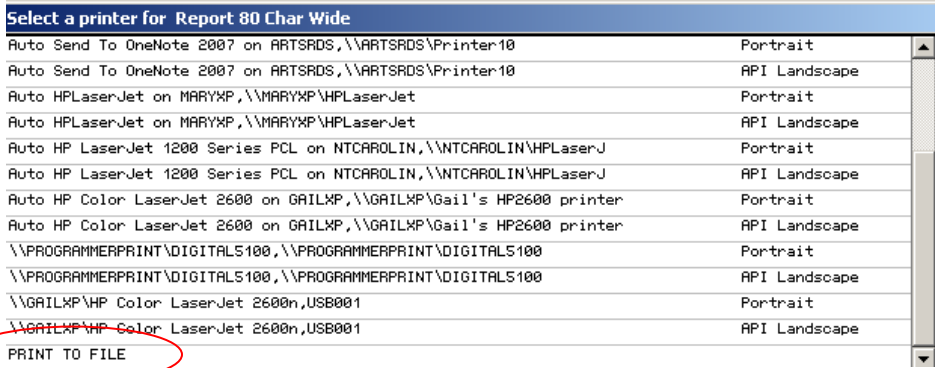
Click OK button.

To create the file in a folder other than the default folder (in this example, the WRK folder), browse to the folder.

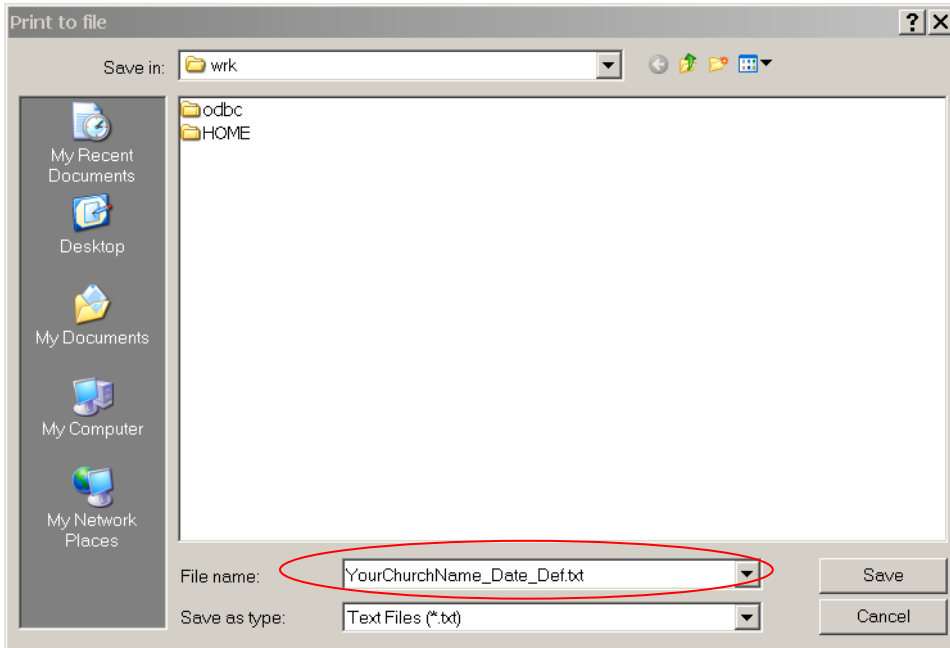
To change the filename from the default, enter the filename in the field labeled “File Name:”. The example shows a filename in the format described on page 3 in this tutorial.

Click “Save” button.

The program will display the family number as each family is processed.

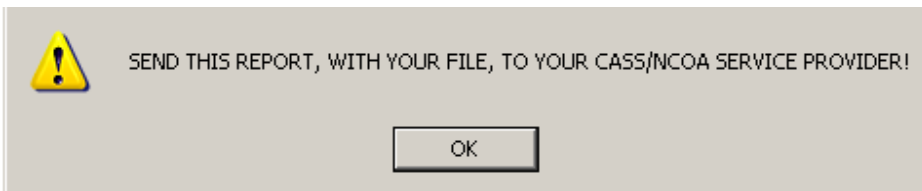


In the “Select a Printer” window, choose “Print to File”. This is usually the last option.



Enter a filename for the “File Definitions”. This file contains the information that your NCOALink service provider needs to identify each field correctly. The example shows the sample filename mentioned previously in this tutorial.

Click Save.

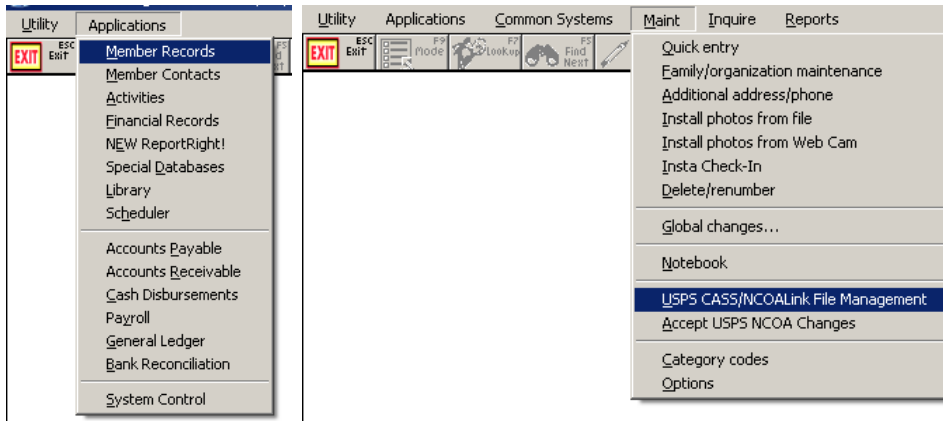


Read the message.

Click OK.

Send both of the files you just created to your service provider using whatever process the service provider requires.

# Identify & Review The Data Fields To Be Imported, MR120



AFTER receiving a data file from your service provider:

Select Member Records

Select USPS CASS/NCOALink File Management.

Choose "NCOALink + CASS Certification"

Choose "Print sample of addresses from returned data file"

Click OK button.

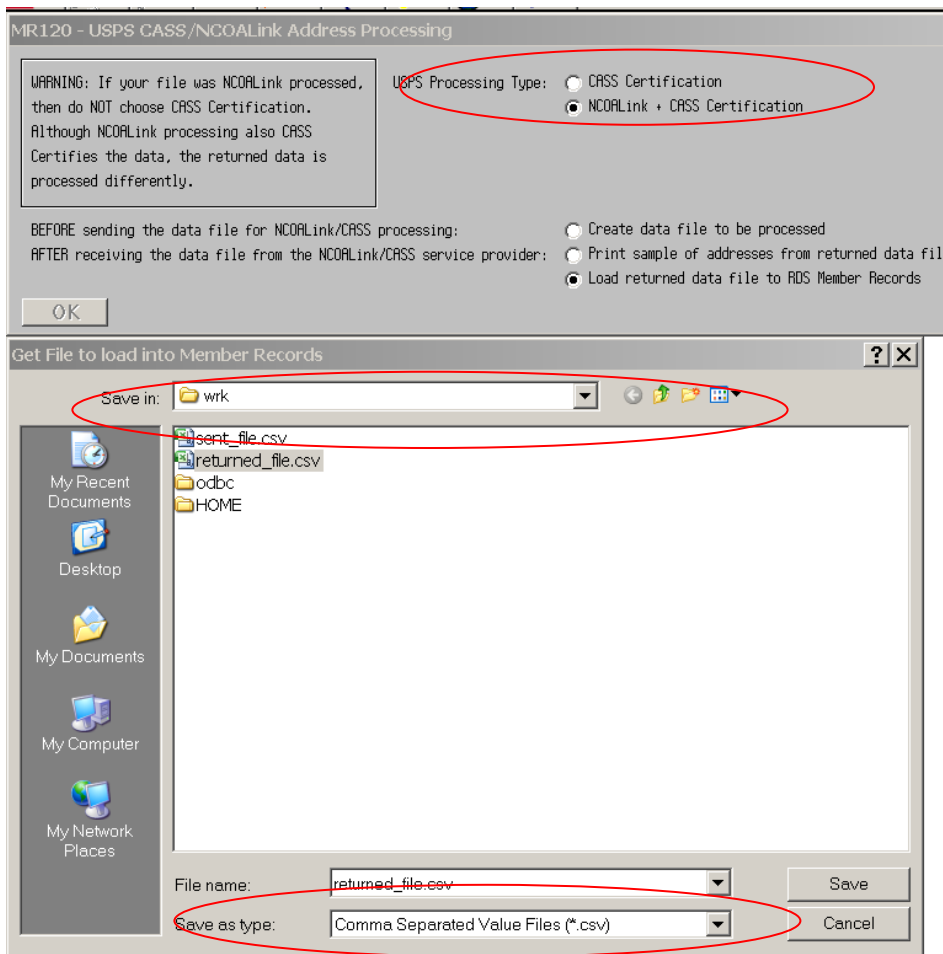
In the "Get File for Printing" window, browse to the folder containing the file to be processed.

If your service provider returned a ZIP file, extract the CSV data file and save it to your hard drive.

Select the CSV file RETURNED by your service provider, NOT the file you SENT to your service provider.

In this example, the filename is "returned\_file.csv"

Click "Save"



## Ex. ListCleanup data

MR120 - Match Fields from CASS-Certified/NCOALink-Processed File (Window 1)

INSTRUCTIONS to match the data fields in your file to the data fields to be processed

Header Row 1. Select the "Header Row" box if the first record in the data file describes the fields.  
 2. Page through the addresses in the file with the FIND NEXT icon (F5 key).  
 3. Use the "More" button to access another 24 fields

Field Description/Data	Excel Column	Type	Field Description/Data	Excel Column	Type
Family Number	A		MNSNoSend	M	
First Address Line	B		MNSADD1	N	
Second Address Line	C		MNSADD2	O	
City	D		MNSCITY	P	
State	E		MNSSTATE	Q	
Zip 9 Digits 5+4	F		MNSZIP	R	
Carrier Route	G		MNSZIP4	S	
DPBC Add-on Code 2 Digits	H		MNSDPBC	T	
DPBC Add-on Code Check Digit	I		MNSCHKDIG	U	
Family Name	J		MNSCART	V	
Returned Error Codes	K		MNSLOT	W	
MNSISMove	L		MNSLOTORD	X	

OK MORE

MR120 - Match Fields from CASS-Certified/NCOALink-Processed File (Window 2)

Field Description/Data	Excel Column	Type	Field Description/Data	Excel Column	Type
MNSPRURB	Y			AK	
MNSMOUYPE	Z			AL	
MNSMOVDT	AA			AM	
MNSRETCODE	AB			AN	
MNSGRADE	AC			AO	
MNSDMR	AD			AP	
MNSLACS	AE			AQ	
MNSDPV	AF			AR	
MNSCRMRA	AG			AS	
MNSDPVFL	AH			AT	
MNSDPVFN	AI			AU	
	AJ			AV	

This example file contains a header row with field names, which are displayed in the "Field Description/Data" columns, as in the windows above.

In both examples (above & below), the user clicked the "More" button to access the second window.

MR120 - Match Fields from CASS-Certified/NCOALink-Processed File (Window 1)

INSTRUCTIONS to match the data fields in your file to the data fields to be processed

Header Row 1. Select the "Header Row" box if the first record in the data file describes the fields.  
 2. Page through the addresses in the file with the FIND NEXT icon (F5 key).  
 3. Use the "More" button to access another 24 fields

Field Description/Data	Excel Column	Type	Field Description/Data	Excel Column	Type
150	A		10000 E HIGHWAY 88	N	
10000 E HIGHWAY 88	B			O	
	C		CLAREMORE	P	
CLAREMORE	D			Q	
OK	E		74017	R	
74017	F		763	S	
R005	G		0	T	
	H		5	U	
	I		R005	V	
HRRP_MILFORD	J		135	W	
	K			X	
	L				

OK MORE

MR120 - Match Fields from CASS-Certified/NCOALink-Processed File (Window 2)

Field Description/Data	Excel Column	Type	Field Description/Data	Excel Column	Type
	Y			AK	
	Z			AL	
	AA			AM	
	AB			AN	
	AC			AO	
	AD			AP	
	AE			AQ	
	AF			AR	
	AG			AS	
	AH			AT	
	AI			AU	
	AJ			AV	

This example file does NOT contain the header row. Instead the data from the first record in the file is displayed in the "Field Description/Data" columns.



Your service provider will provide a list of field definitions and names so that you can identify the name of the field with the RDS selection in the drop-down window. Some service providers return both the old data and the new data, as well as a list of error codes; other providers replace the old data with the new data and provide the error codes. You have to know which approach your service provider uses in order to identify the fields properly.

If you previously CASS-Certified your data with the same service provider that provided your NCOALink file, some of the RDS fields should already be correctly identified the first time you process your NCOALink file. However, the file will contain additional fields that you need to identify.

Each field is described by its descriptor in the header row of the imported data file as well as the column header that would be used by Excel. The descriptors and column headers vary according to each service provider. You can use this information to determine how to identify the field using the selections in the drop-down window.

The two examples contained in this document are from List Cleanup and MelissaData.

## Ex. List CleanUp data

MR120 - Match Fields from CASS-Certified/NCOALink-Processed File (Window 1)

INSTRUCTIONS to match the data fields in your file to the data fields to be processed

Header Row 1. Select the "Header Row" box if the first record in the data file describes the fields.  
 2. Page through the addresses in the file with the FIND NEXT icon (F5 key).  
 3. Use the "More" button to access another 24 fields

Field Description/Data	Column	Type	Field Description/Data	Column	Type
Family Number	A	RDS Family Number+IDigitCode	MNSNoSend	M	Undeliverable Code
First Address Line	B	RDS First Address Line	MNSADD1	N	NEW First Address Line
Second Address Line	C	RDS Second Address Line	MNSADD2	O	NEW Second Address Line
City	D	RDS City	MNSCITY	P	NEW City
State	E	RDS State	MNSSTATE	Q	RDS State
Zip 9 Digits 5+4	F	RDS Zip 9 Digits 5+4	MNSZIP	R	NEW Zip First 5 Digits
Carrier Route	G	RDS Carrier Route	MNSZIP4	S	NEW Zip Second 4 Digits
DPBC Add-on Code 2 Digits	H		MNSDPBC	T	NEW DPBC 2 Digit Add-on
DPBC Add-on Code Check Digit	I		MNSCHKDIG	U	NEW DPBC Check Digit Add-on
Family Name	J	RDS Family Name	MNSCART	V	NEW Carrier Route
Returned Error Codes	K		MNSLOT	U	
MNSIsMove	L	Addressee Moved	MNSLOTORD	X	

NOTE: the field marked with the arrow demonstrates an ERROR, as noted below. ENTER THE CORRECT SELECTION ("NEW State").

MR120 - Match Fields from CASS-Certified/NCOALink-Processed File (Window 2)

Field Description/Data	Excel Column	Type	Field Description/Data	Excel Column	Type
MNSPRURB	Y			AK	
MNSMOVTYPE	Z	Move Type		AL	
MNSMOVDT	AA	Move Date		AM	
MNSRETCODE	AB	NCOALink Return Code		AN	
MNSGRADE	AC	Mail Grade		AO	
MNSDMA	AD			AP	
MNSLACS	AE	LACS Conversion		AQ	
MNSDPV	AF	DPV Return Code		AR	
MNSCRMA	AG			AS	
MNSDPVFL	AH			AT	
MNSDPVFN	AI	DPV Footnotes		AU	
	AJ			AV	

This window is an example of identifying the fields in a ListCleanup file as the fields RDS expects to import. It includes one error, marked by the arrow, to demonstrate one of several common errors, which are listed in the next section.

- Both the original RDS fields contained in the file (Columns A-K, circled in red) and the fields appended by the service provider (columns L – AI, circled in green) must be identified.
- Some of the original RDS Fields (columns H, I & K) are not identified because those fields were provided by RDS so that the service provider could return data in those fields. However, the service provider appended new fields (columns T, U, & AB) to the file instead.
- Some of the fields appended by the service provider (columns W, X, Y, AD, AG, AH) are not identified because RDS does not process that information.
- **A client who uses the MR199 option to "Omit RDS Address Line 1" should not match the returned MNSADD1 field with "New Address Line 1". Leave that field unmatched.**

## Ex. MelissaData

**MR120 - Match Fields from CASS-Certified/NCOALink-Processed Data File (Window 1)**

Exit INSTRUCTIONS to match the data fields in your file to the data fields to be processed

Header Row 1. Select the "Header Row" box if the first record in the data file describes the fields.  
 2. Page through the addresses in the file with the FIND NEXT icon (F5 key).  
 3. Use the "More" button to access another 24 fields

Excel			Excel		
Field Description/Data	Column	Type	Field Description/Data	Column	Type
RDS Family Number+1DigitCode	A	RDS Family Number+1DigitCode	dpbc	M	NEW DPBC 2 Digit Add-on
RDS First Address Line	B	RDS First Address Line	crnt	N	NEW Carrier Route
RDS Second Address Line	C	NEW Second Address Line	mailscore	O	Mail Grade
RDS City	D	NEW City	return_cd	P	NCOALink Return Code
RDS State	E	NEW State	movetype	Q	Move Type
RDS Zip 9	F	NEW Zip 9 Digits 5+4	movedate	R	Move Date
RDS Carrier Route	G	RDS Carrier Route		S	
UNUSED	H			T	
UNUSED	I			U	
Rds Family Name	J	RDS Family Name		V	
UNUSED	K			W	
adderr	L	Undeliverable Code		X	

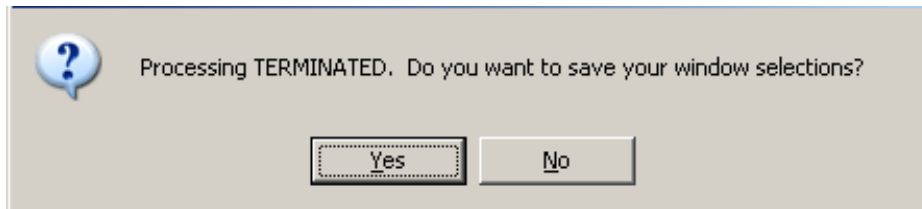
OK MORE

This window is an example of identifying the fields in a MelissaData file as the fields RDS expects to import. Because the only address in the file uses the original RDS field descriptors, we know that MelissaData did not *append* the new address data in additional fields but, instead, *replaced* the original data with the new address data, using the same fields.

- Both the original RDS fields contained in the file (columns A & J, circled in green) and the fields replaced by new data (columns B-G, circled in red) must be identified.
- Some of the original RDS fields (columns H, I & K) are not identified because, even though those fields were provided by RDS so that the service provider could return address data in those fields, the service provider appended new fields (columns M & N) to the file instead.
- New fields (columns L, O – R) were appended by the service provider with information to help the user evaluate the address changes.

## Common errors & omissions to avoid when identifying fields:

- Not clicking the Header Row checkbox if the data file contains a header row.
- Not identifying one or more of the required fields.
- Not identifying the fields on the second window.
- Not identifying the NCOALink-specific fields.
- Incorrectly identifying the zip code field(s) with the wrong zip code selection(s). There are 4 ZIP code selections, but this example uses only two of them (columns R & S, circled in purple)
- Confusing the original RDS field with the returned data field. (ex. address, city, state, zip, and DPBC fields). See the arrow on the window for an example of this error for column Q. This field should be identified as “NEW State” not as “RDS State”
- Confusing the NCOALINK Return Code (column AB) with the DPV Return Code (column AF)



If you need to terminate the field identification process before you are ready to print the sample report, exit Window 1 by clicking the EXIT button or pressing the ESC key.

You will be asked, “Do you want to save your window selections?”

If you have correctly identified the fields, click YES. You will not have to re-identify those fields the next time you choose NCOALink processing.

If you do not want to save your window selections, click NO.

In either case, you will see the main window.

When you have finished identifying the fields, click OK. If the program notifies you of an error, correct the error and click OK again. Continue this process until you have corrected all detectable errors.

Ex. List Cleanup

**MR120 - Match Fields from CASS-Certified/NCOALink-Processed File (Window 1)**

INSTRUCTIONS to match the data fields in your file to the data fields to be processed

Header Row

1. Select the "Header Row" box if the first record in the data file describes the fields.
2. Page through the addresses in the file with the FIND NEXT icon (F5 key).
3. Use the "More" button to access another 24 fields

Field Description/Data	Column	Type	Field Description/Data	Column	Type
	150	A RDS Family Number+1DigitCode		M	Undeliverable Code
10000 E HIGHWAY 88	B	RDS First Address Line	10000 E HIGHWAY 88	N	NEW First Address Line
	C	RDS Second Address Line		O	NEW Second Address Line
CLAREMORE	D	RDS City	CLAREMORE	P	NEW City
OK	E	RDS State	OK	Q	NEW State
74017	F	RDS Zip 9 Digits 5+4	74017	R	NEW Zip First 5 Digits
R005	G	RDS Carrier Route	763	S	NEW Zip Second 4 Digits
	H		0	T	NEW DPBC 2 Digit Add-on
	I		5	U	NEW DPBC Check Digit Add-on
HARP,MILFORD	J	RDS Family Name	R005	V	NEW Carrier Route
	K		135	W	
	L	Addressee Moved	A	X	

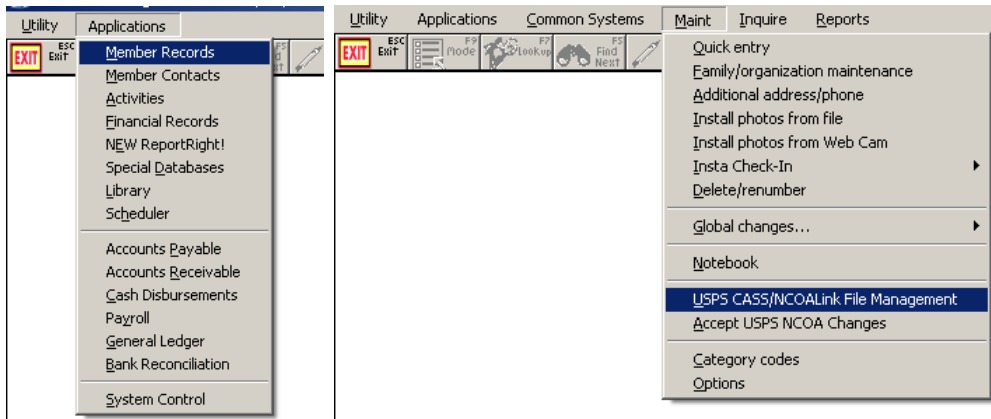
OK MORE

When the program does not detect any errors, it will process the file and it will display successively, on the window in the Field Description/Data columns, the data for each record in the file.

**WARNING**

When you are prompted to choose a printer to print a report of the data, you do not have to print the report, but **you must view the report**. This is essential to insure that you have identified the fields properly so that your data is properly updated. Even though you will review address changes to determine if you want to accept or reject them, the addresses that were changed only for CASS Certification will be automatically updated. **If you incorrectly identify the fields, you will improperly update your data.**

# Import The Data, MR120



Select Member Records

Select USPS CASS/NCOALink File Management.

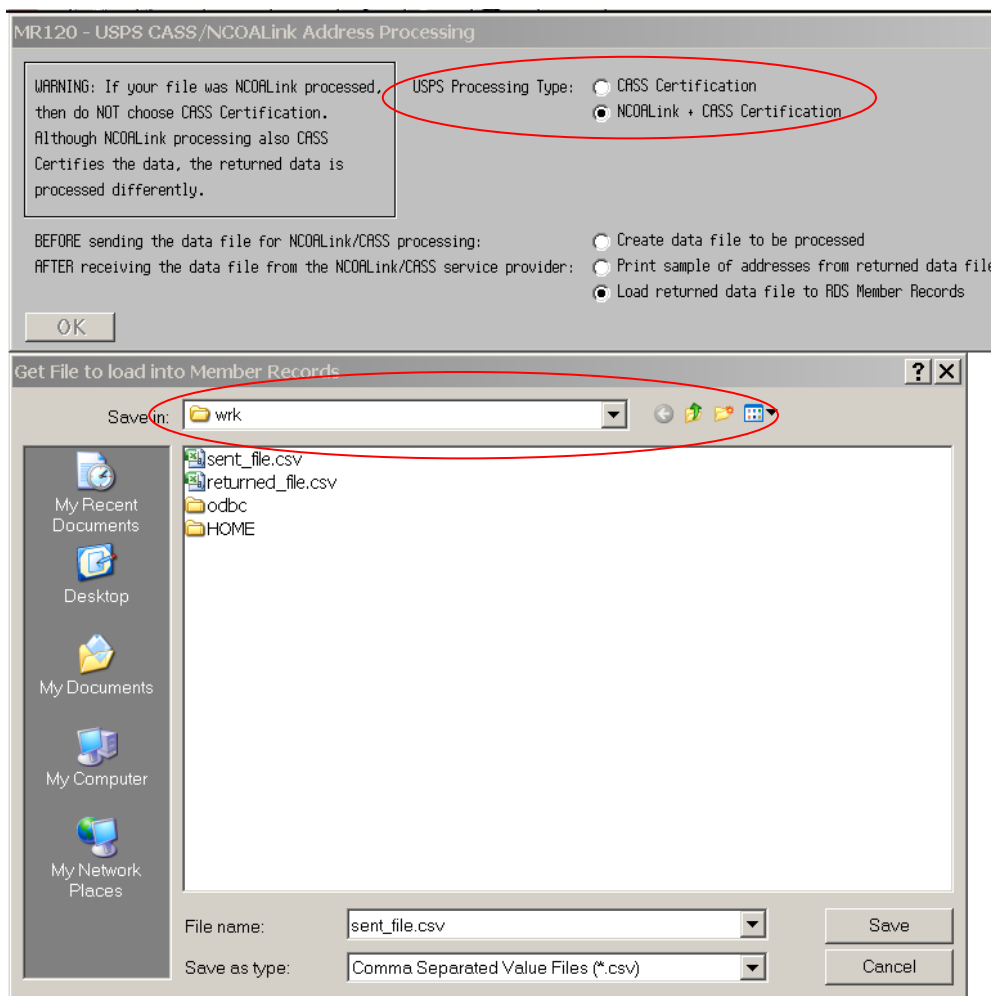
Choose "NCOALink + CASS Certification"

Choose "Load returned data file to RDS Member Records"

In the "Get File to load into Member Records" window, browse to the folder containing the file to be processed.

Select the file RETURNED by your service provider, NOT the file you SENT to your service provider. The filename in this example is "returned\_file.csv"

Click Save.



MR120 - Match Fields from CASS-Certified/NCOALink-Processed File (Window 1)

INSTRUCTIONS to match the data fields in your file to the data fields to be processed

Header Row 1. Select the "Header Row" box if the first record in the data file describes the fields.  
 2. Page through the addresses in the file with the FIND NEXT icon (F5 key).  
 3. Use the "More" button to access another 24 fields

Excel			Excel		
Field Description/Data	Column	Type	Field Description/Data	Column	Type
Family Number	A	RDS Family Number+1DigitCode	MNSNoSend	M	Undeliverable Code
First Address Line	B	RDS First Address Line	MNSADD1	N	NEW First Address Line
Second Address Line	C	RDS Second Address Line	MNSADD2	O	NEW Second Address Line
City	D	RDS City	MNSCITY	P	NEW City
State	E	RDS State	MNSSTATE	Q	NEW State
Zip 9 Digits 5+4	F	RDS Zip 9 Digits 5+4	MNSZIP	R	NEW Zip First 5 Digits
Carrier Route	G	RDS Carrier Route	MNSZIP4	S	NEW Zip Second 4 Digits
DPBC Add-on Code 2 Digits	H		MNSDPBC	T	NEW DPBC 2 Digit Add-on
DPBC Add-on Code Check Digit	I		MNSCHKDIG	U	NEW DPBC Check Digit Add-on
Family Name	J	RDS Family Name	MNSCART	V	NEW Carrier Route
Returned Error Codes	K		MNSLOT	W	
MNSIsMove	L	Addressee Moved	MNSLOTORD	X	

OK MORE

MR120 - Match Fields from CASS-Certified/NCOALink-Processed File (Window 2)

Field Description/Data	Excel Column	Type	Field Description/Data	Excel Column	Type
MNSFRURB	Y		AK		
MNSHOVTYPE	Z	Move Type	AL		
MNSHOVDT	AA	Move Date	AM		
MNSRETCODE	AB	NCOALink Return Code	AN		
MNSGRADE	AC	Mail Grade	AO		
MNSDWA	AD		AP		
MNSLRCS	AE	LRCS Conversion	AQ		
MNSDPV	AF	DPV Return Code	AR		
MNSCRMR	AG		AS		
MNSDPVFL	AH		AT		
MNSDPVFN	AI	DPV Footnotes	AU		
	AJ		AV		

Review the fields a final time. Click "More" to access the second window, if needed.

Click "OK".

If there are any unprocessed addresses from your previous NCOALink processing, you will be notified and asked "Do you want to accept this data now?" **RDS HIGHLY RECOMMENDS that you process previous addresses before loading more addresses.**

If you click YES, see the "Accept National Change of Address Changes" section.

If you click NO, you will be asked "Are you SURE you want to REPLACE the existing unprocessed NCOA data by loading new NCOA data?"

RDS recommends that you click NO.

If you click YES, proceed to the next page.

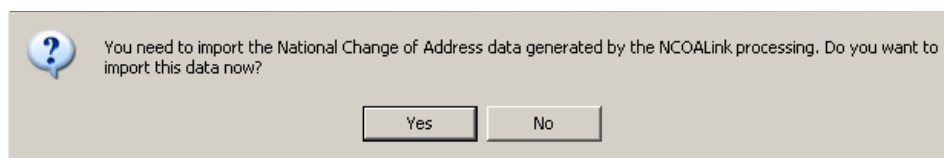
You have not imported the National Change of Address data from your previous NCOALink processing. Do you want to import this data now?

Yes No

You have not finished importing National Change of Address data from your previous NCOALink file. Are you SURE you want to REPLACE the existing data by loading new data?

Yes No

The program processes the data file just as it does when it's printing a sample report, displaying successively, on the window in the Field Description/Data columns, the data for each record in the file. However, it will update the Member Records database with all returned CASS Certification changes and it will prepare the NCOA data for your review.



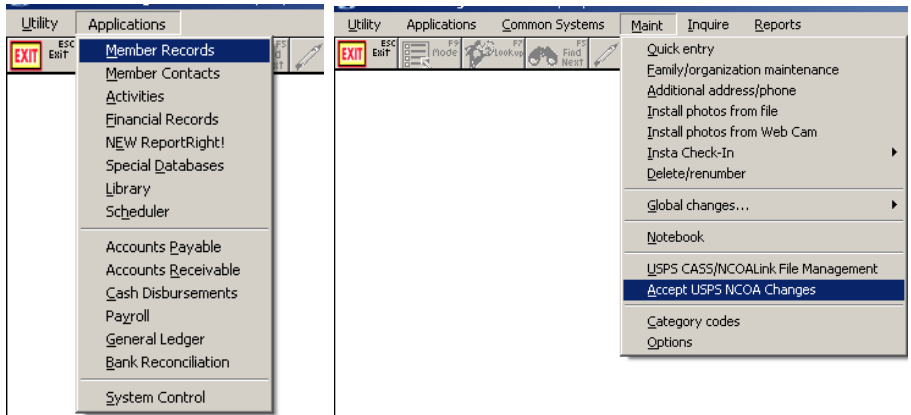
When the program finishes processing the data, if there is any NCOA data in the data file, it will ask you, "Do you want to accept this data now?"

If you are ready to accept, the data, click YES.

Otherwise, click NO. The data remains available to be accepted later.



# Accept NCOA Changes, MR121



Select Member Records

Select Accept USPS NCOA Changes.

Choose Change mode.

Use Lookup or Findnext to retrieve and address to be reviewed.

The window displays

- original address
- returned data
- permanent address
- alternate address

Any individual or family dividing its time among multiple residences might submit a change of address that might be returned, therefore both the permanent & alternate addresses are included so that you can check if the address change is actually the address that is not currently in effect.

Read the USPS's evaluation of the reliability of the address change in the bottom section of the window. This data includes 8 items: Mail Grade, Undeliverable Code, NCOALink Return Code, DPVFootnote, DPV Return Code, LACS Conversion, Move Type, Move Date. See the **USPS Reliability Data** for descriptions of these fields.

Click Accept to accept the changes and to update the database immediately.

Click Skip to defer making a decision about the address.

Click Reject to reject the address change and to delete it from the list of address changes.

MR121 - Accept National Change of Address Changes			
Family Number: 4511	Name: BAGBY, JON	Individual: _____ Name: _____ Change	
Original Data		Returned Data	
Primary: 9952 E BISWELL DR	CR-RT: _____	Primary: 19 RED ADLER PL	CR-RT: _____
Secondary: _____	CR-RT: _____	Secondary: _____	CR-RT: _____
City/St./ZIP: CLAREMORE OK 74019	R013	City/St./ZIP: SPRING TX 77382-2865	C022
<input checked="" type="checkbox"/> RDS Permanent Address		<input type="checkbox"/> RDS Alternate Address	
Primary: 9952 E BISWELL DR	CR-RT: _____	Primary: _____	CR-RT: _____
Secondary: _____	CR-RT: _____	Secondary: _____	CR-RT: _____
City/St./ZIP: CLAREMORE OK 74019-5190	R013	City/St./ZIP: _____	
Country: _____		Country: _____	
Modified: 11/04/2008 17:32:20		Modified: _____	Addr Code: _____
Mail Grade: A = Accurate, mailable address		LACS Conversion	Move Type: Individual
Undeliverable Code: _____		Move Date: 8/2005	
NCOALink Return Code: A -COR Match: Old address matched; new address provided.			
DPV Return Code: Y-Delivery point validated; Primary number is valid; Secondary number (if present) is valid.			
DPV Footnote: _____			
<input type="button" value="Accept"/> <input type="button" value="Skip"/> <input type="button" value="Reject"/>			

The original data is the permanent address, and the user wants to update the permanent address so s/he leaves that checkbox clicked.

NOTE: The permanent address was updated with the +4 ZIP Code AFTER the data file was created to send to the service provider, but all the permanent address information will be overwritten by the new address information if the user accepts the new address.

The mail grade is "Accurate", and even though the "Move Type" is listed as "Individual", the user knows that the entire family moved, thus the user chooses to accept the address.

MR121 - Accept National Change of Address Changes			
Family Number: 1250	Name: BLEW, JANICE	Individual: _____ Name: _____ Change	
Original Data		Returned Data	
Primary: 25915 S BRANDON TERRACE DR	CR-RT: _____	Primary: 208 BIRD AVE	CR-RT: _____
Secondary: _____	CR-RT: _____	Secondary: _____	CR-RT: _____
City/St./ZIP: CLAREMORE OK 74019		City/St./ZIP: BARTONVILLE IL 61607-2415	C072
<input checked="" type="checkbox"/> RDS Permanent Address		<input type="checkbox"/> RDS Alternate Address	
Primary: 25915 S BRANDON TERRACE DR	CR-RT: _____	Primary: _____	CR-RT: _____
Secondary: _____	CR-RT: _____	Secondary: _____	CR-RT: _____
City/St./ZIP: CLAREMORE OK 74019-2375		City/St./ZIP: _____	
Country: _____		Country: _____	
Modified: 11/04/2008 15:02:32		Modified: _____	Addr Code: _____
Mail Grade: A = Accurate, mailable address		LACS Conversion	Move Type: Individual
Undeliverable Code: _____		Move Date: 5/06/0020	
NCOALink Return Code: A -COR Match: Old address matched; new address provided.			
DPV Return Code: Y-Delivery point validated; Primary number is valid; Secondary number (if present) is valid.			
DPV Footnote: _____			
<input type="button" value="Accept"/> <input type="button" value="Skip"/> <input type="button" value="Reject"/>			

The original data is the permanent address. The user thinks that the individual is on a temporary work assignment and wants to check if s/he should update the address, thus s/he selects "Skip."

MR121 - Accept National Change of Address Changes	
Family Number: 100 ...	Name: CLARK, RICHARD ...
Individual:	Name:
Original Data	Returned Data
Primary: 1020 N DOUGLAS DR Secondary: City/St/ZIP: CLAREMORE OK 74817	Primary: Moved; new address is unknown Secondary: City/St/ZIP:
<input checked="" type="checkbox"/> RDS Permanent Address	<input type="checkbox"/> RDS Alternate Address
Primary: 1020 N DOUGLAS DR Secondary: City/St/ZIP: CLAREMORE OK 74817-6625 Country: Modified: 11/04/2008 18:28:54	Primary: Secondary: City/St/ZIP: Country: Modified: Addr Code:
Mail Grade: F = Undeliverable. DO NOT MAIL. LACS Conversion Move Type: Individual Undeliverable Code: Moved; Left no forwarding address. Move Date: 10/2007 NCOALink Return Code: 02-Match to undeliverable new address: Moved, Left No Address (MLNA). DPV Return Code: Y-Delivery point validated; Primary number is valid; Secondary number (if present) is valid. DPV Footnote:	
<input type="button" value="Accept"/> <input type="button" value="Skip"/> <input type="button" value="Reject"/>	

The original data is the permanent address.

All returned data (Mail Grade, Undeliverable Code, NCOALink Return Code, no address returned) indicate that there is no available, credible address change.

The user chooses to accept the address so that the existing address information will be removed.

WARNING: You have not finished processing the National Change of Address data from the NCOALink data file. Are you SURE you want to EXIT?

Yes

No

When you finish processing all the address changes or if you want to process the remaining address changes later, click EXIT or press ESCAPE.

Click YES.

You can return to this window later to continue processing the address changes.

# USPS Reliability Data

## Mail Grade

- A = Accurate, mailable address
- B = Probably deliverable
- C = May or may not be deliverable
- F = Undeliverable. DO NOT MAIL

**Undeliverable Code:** Mail may or may not be deliverable to the new address

- Foreign move; No new address available.
- Box closed; No new address available.
- Moved; Left no forwarding address.
- Probable move; Current address may be forwardable.

**LACS Conversion:** The postal customer did not move but the address was updated because

- a 911 emergency system was implemented, requiring conversion of rural-style addresses to city-style addresses.
- a street address was renamed or renumbered

**Move Type:** type of postal customer for whom the change of address was submitted

- Business
- Family
- Individual

NOTE: Do NOT update an entire family with the address information for an individual move unless the individual is the only person in the family.

**Move Date:** month & year of the effective date

## NCOALink Return Code

- A -COA Match: Old address matched; new address provided.
- 00-No Match: Old address did not match any address in the COA database.
- 01-Match to undeliverable new address: foreign move (address outside USPS delivery area).
- 02-Match to undeliverable new address: Moved, Left No Address (MLNA).
- 03-Match to undeliverable new address: Box Closed No Order (BCNO).
- 05-Found COA: New 11-digit DPBC is ambiguous; near certainty that the postal customer moved.
- 14-Found COA: More than one possible new address; near certainty that the postal customer moved.
- 19-Found COA: New Address not ZIP+4 coded; near certainty that the postal customer moved.
- 91-COA Match: Old address missing Secondary Address; matched to COA with a Secondary Address.
- 92-COA Match: Secondary Number ignored on old address; matched to a COA record without a Secondary Address.
- 04-Cannot Match COA: Secondary Address missing from old address; good chance that the postal customer moved.
- 06-Cannot Match COA: Old address matched multiple COA addresses with different middle names/initials; near certainty that the postal customer moved.
- 07-Cannot Match COA: Old address matched multiple COA addresses with names of different genders; near certainty that the postal customer moved.
- 08-Cannot Match COA: Old address matched multiple COA addresses with different addresses; near certainty that the postal customer moved.
- 09-Cannot Match COA: Old address matched a family COA Highrise address but the name does not match; good chance that the postal customer moved.
- 10-Cannot Match COA: Old address matched a family COA Rural Route or Highway Contract Route address but the name does not match; fair chance that the postal customer moved.
- 11-Cannot Match COA: Old address matched a COA address and its surname, but the first names do not match; good chance that the postal customer moved.
- 12-Cannot Match COA: Old address matched a COA address and its surname, but the middle names do not match; good chance that the postal customer moved.
- 13-Cannot Match COA: Old address matched a COA address but the genders of the names on the two addresses do not match; good chance that the postal customer moved.
- 15-Cannot Match COA: Old address matched a COA address and its surname, but the old address is missing the first name; good chance that the postal customer moved.
- 16-Cannot Match COA: Old address matched a COA address but there is a discrepancy in the secondary number; fair chance that the postal customer moved.
- 17-Cannot Match COA: Old address matched a COA address but the name is insufficient to produce a match; fair chance that the postal customer moved.
- 18-Cannot Match COA: Old address matched a family COA General Delivery address but the name does not match; fair chance that the postal customer moved.
- 20-Cannot Match COA: Old address potentially matched multiple COA addresses with different addresses; near certainty that the postal customer moved.
- 66-Daily Delete: Old address matched to a COA address scheduled for deletion. Mail may not be forwardable; low chance that the postal customer moved.

## DPV Return Code

- D-Valid primary (or RR) number; Secondary number (or RR box) missing.
- M-Unable to resolve multiple match condition.
- N-No delivery point validation available for this address.
- S-Valid primary (or RR) number; Secondary number (or RR box) present but not confirmed.
- Y-Delivery point validated; Primary number is valid; Secondary number (if present) is valid.
- Blank-Address not presented to DPV table.

## DPVFootnote

- AA-Old address matched to the ZIP+4 file
- A1-Old address not matched to the ZIP+4 file
- BB-Old address not matched to DPV (all components)
- CC-Old address primary number matched to DPV; Secondary number present but not valid.
- N1-Old address primary number matched to DPV; Highrise address missing secondary number.
- M1-Old address primary number missing.
- M3-Old address primary number invalid.
- P1-Old address missing PO, RR or HC box number .
- P3-Old address is invalid PO, RR or HC box number.
- RR-Old address matched to CMRA .
- R1-Old address matched to CMRA; Secondary not number present.
- NL-NCOALink move address cannot be DPV confirmed; DPV directory has not been updated.
- F1-Military
- G1-General Delivery
- U1-Unique