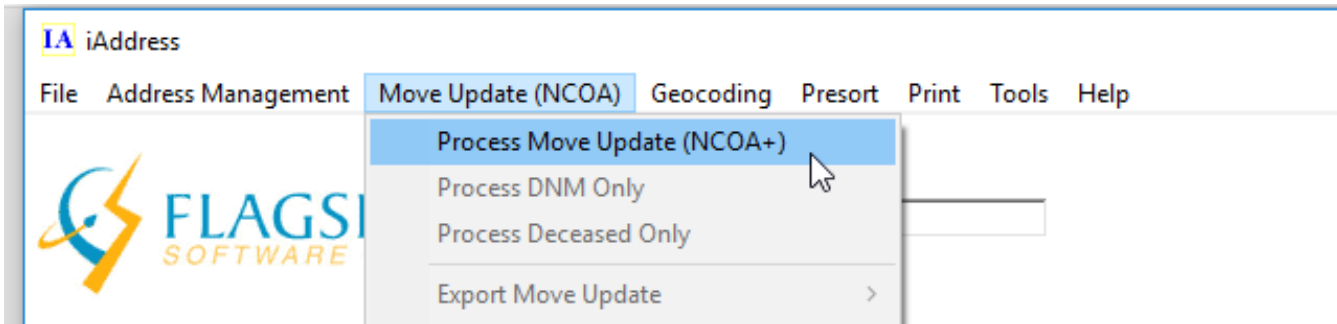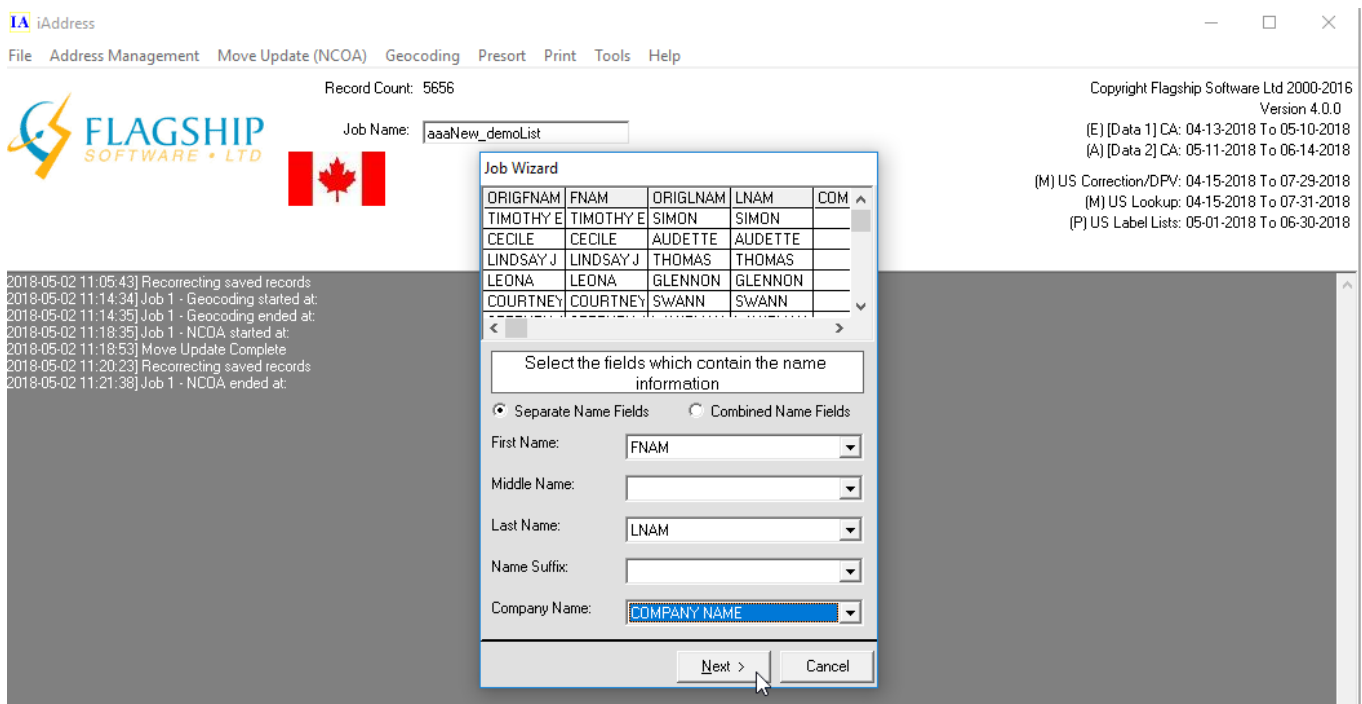# Processing NCOA in iAddress™

Select Move Update from the iAddress™ menu:

Map the required name fields:

If you want to include the Deceased Suppression and / or the DNM (Do Not Mail) Suppression list as outlined in red (chart below), then select this option:

If Apply Matches and Purge Nixies are selected, then these will automatically be applied upon processing.

Select "Run DMN" if you are doing an advertising mail campaign so those recipients who have opted not to receive advertising mail can be purged.
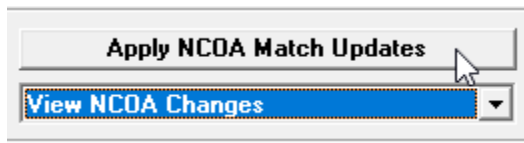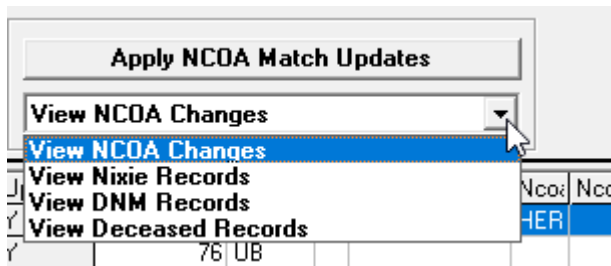
Then press Process.

What is returned by NCOA?

1) A Matched record: The name was matched and a new address is returned.
2) A Nixie record: The name was matched to a deceased individual or a resident who has moved but did not provide a new address. These records should be removed from the list.
3) No match: This resident has not moved or did not inform Canada Post.

NCOA will process the addresses and return anyone who has moved within 6 years and display their old address and their new address.

You will see this screen when the NCOA results have finished processing:

Here are the results of the NCOA processing:

"Apply NCOA Match Updates" will update the new address to the database.

UI = "Unapplied Individual".
UB = "Unapplied Business"
UF = "Unapplied Family

Upon applying the changes, these will change to:
AI = "Applied Individual"
AB = "Applied Family"
AF = "Applied Family"
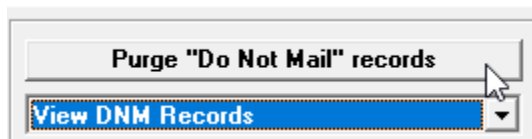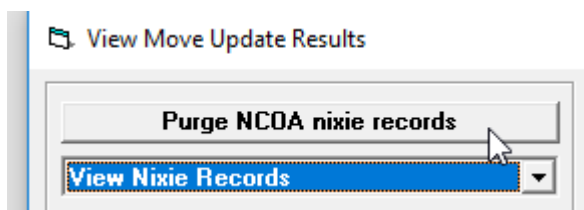
Do Not Mail records are those people that signed up with the Canadian Marketing Association to not receive advertising mail. Purging them will remove them from the database.
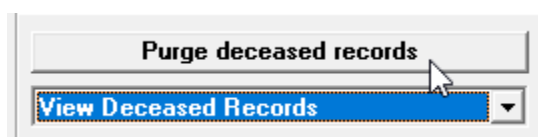
Deceased records should be purged from the database.

These results can then be exported.
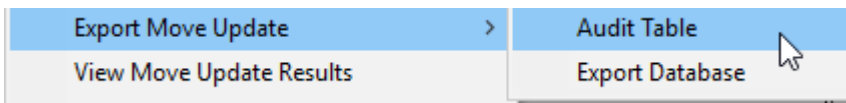
The Audit table will Export the original address and the updated address.

The Export database will export the new address only that has been updated to the database.
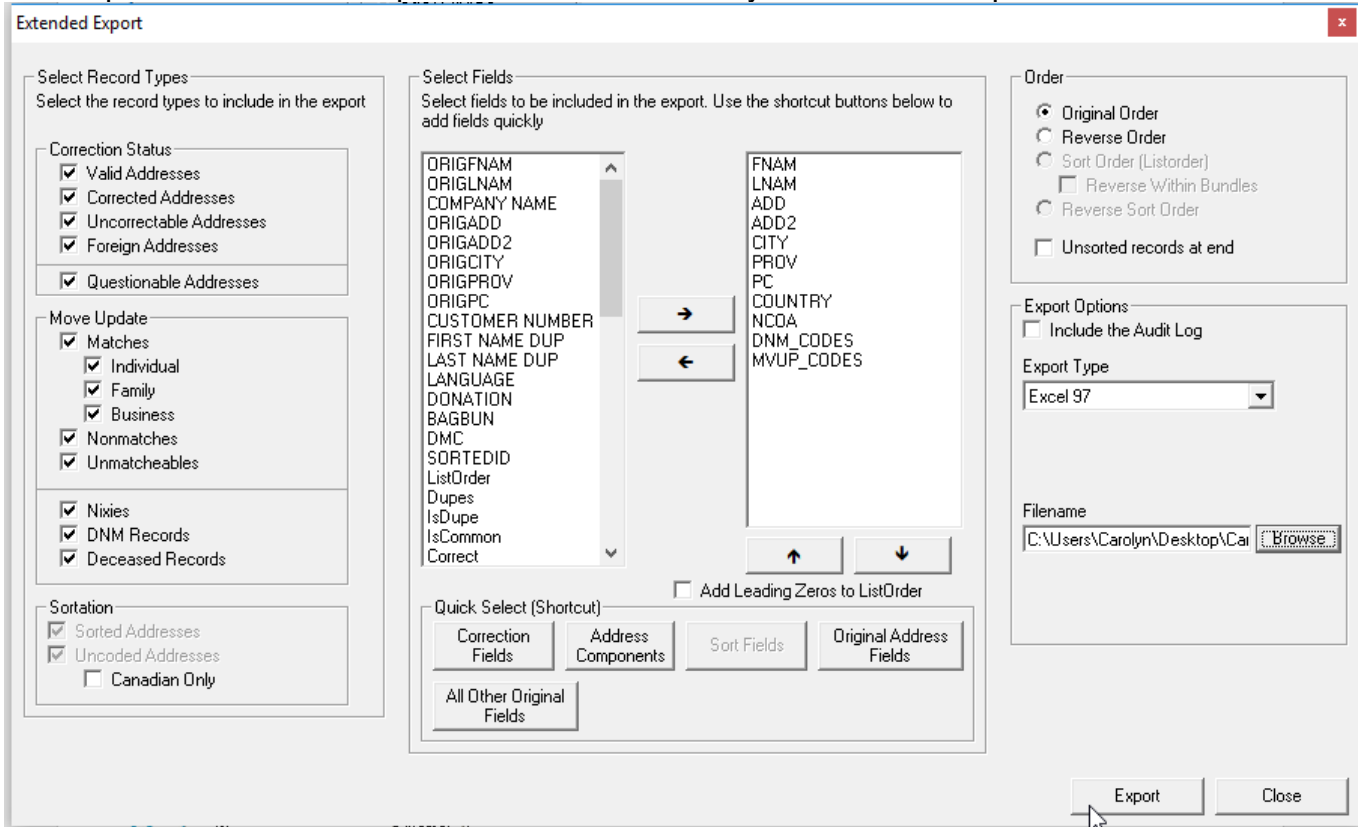
A transaction report is created when you process NCOA.

Reports	>	Transaction Report
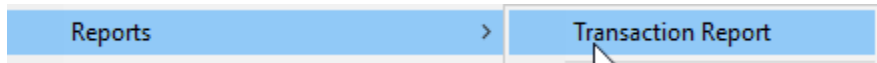
```
TRANSACTION REPORT -- Wed. Job
                              Applied        Unapplied        Total

Match Total                   247            0                247
        Business Match        7              0
        Family Match          7              0
        Individual Match      233            0

Nixies                        123            0                123

Non-Matched                                  4751

UnMatchable                                                   661

Move Update Extras
        DNM Records           4              0                4*
        Deceased Records      3              0                3*

Total Processed                                               5782
Percent Matches       -  4.27%
Percent Nixies        -  2.13%
Percent UnMatchable   - 11.43%
Percent Non-Match     - 82.17%

* These records are not a part of the total.
```

Explanation of report:

Unmatchable: These addresses are not passed over for processing therefore you are not charged for them. Included in unmatchable addresses are uncorrectable addresses, records with incomplete name fields, some group addresses ex. Rural routes with one postal code for multiple people, some P.O. Boxes for a group of people, etc.
You would subtract this number (661) from the total number of records (5782)

Non-matched: There is no new address on file as the person or company did not move within the last 6 years.

Nixies: No current address on file. Includes those in an institution (jail, etc), moved out of the country, or did not choose to have their mail forwarded by Canada Post.

Non-Charged Record:
A record will not be charged if it is either invalid, general delivery or does not contain name information. Since these three types of records are incapable of matching according to CPC's NCOA requirements, they are therefore not processed.

Error Records:
A record that can be processed by iAddress™ and appears valid but causes an error when NCOA attempts to process it; these records are also not charged.

NCOA Match:
An address that matched in the NCOA database to one that moved. The new address is returned.

Nixie Record:
An address that matched in the NCOA database to one that moved and did not provide a new address. These should be deleted from your database.

Business Move:
An address and name that matches to a record indicating that a business has moved from the location to a new location.

Individual Move:
An address and name that matches to a record indicating that only a single person from the specified address has moved to a new location.

Family Move:
An address and last name that matches to a record indicating that everyone sharing the same last name has moved from the specified address to a new location.

To add more transactions to your account, select:

If you require assistance, please contact our support team at 1-866-672-0007 x. 3 or by email: support@flagshipsoftware.com