Welcome to 2010!

Happy New Year to all our customers. We hope that 2010 is a great year for your business. If there is anything Flagship Software staff can do to help with your mailing questions or issues, please let us know. We look forward to working with you!

NCOA Changes - Update

Whoops – we published a wrong date in our December newsletter! Effective January 15, 2010, the NCOA database will include 6 years of address changes. Anyone who has moved in the past 6 years and filled out a Change of Address Notification (COAN) will now be reflected in your results. This is a significant improvement over the current 3-year database.

Changes have been made to the way in which you can use the NCOA data as well. You may now update your database with the new addresses as long as you have a business relationship with that recipient. For further details, please see the December 2009 newsletter.

Virginia has sent out the new NCOA Acknowledgement Form to all customers who use or have used the NCOA service. Please be sure to complete and sign the new form and return to us by mail, e-mail (Virginia@flagshipsoftware.com) or by fax (905-773-7791). We require these forms back prior to your next NCOA job.

Container Changes for LCP & NDG Mailings

Please note that as of January 16, 2010, customers will be able to submit Addressed Admail LCP or NDG and Publications Mail LCP or NDG mailings in their own cardboard boxes. Container labels must be securely applied in the same approximate location as they would on a Lettertainer or tub. The boxes must be the same size as the current hard sided containers. In case you wish to submit your mailings in your own containers, here are the sizes:

Lettertainer equivalent:

Dimension	Metric	Imperial
Length	535 mm	21.06"
Width	251 mm	9.8"
Depth	156 mm	6.1"

Flats Tub equivalent:

Dimension	Metric	Imperial
Length	405 mm	15.9"
Width	240 mm	9.4"
Depth	303 mm	11.9"

Canada Post's Business Desktop 2.0

Canada Post's new Business Desktop 2.0 will be replacing the online version of the ESOM as well as VCD in the next few months. Here's a brief step-by-step procedure of the new system.

1. Log into the Online Business Centre to access the download link for Business Desktop 2.0 and download the free software.

2. Set up your address book. There are two options:
a) Keep a list on the Canada Post server or on an internal database (your local computer) or,
b) an external database - not your local computer.

3. Configure your printer. Business 2.0 has a wizard to assist with this.

4. Select "Service Type" to begin a mailing. Use the drop-down to choose "Shipping a Mailing". Choose the icon "New" in the toolbar, and options will appear for the type of mailing desired.

Available options are "Addressed Admail Mailing" and "Mailing from Mailing Plan". NOTE: The majority of users who are doing Addressed Admail and Publications LCP jobs will need to choose the "Mailing from Mailing Plan" option. Once this option is chosen, a list will appear if you have previously created a mailing plan.

If you click "New", you can select the type of mailing you will be doing (e.g. Addressed Admail Mailing). Once selected, an icon to Import appears.

5. To upload the mailing plan, choose the option under File menu "Upload Mailing Plan". In order to have the uploaded mailing plan appear, first click the "New" icon, then select "Mailing from Mailing Plan".

6. Fill out your header information. The drop-down list of receiving locations has two depots, and a pencil icon to find additional depots. When the header information is complete, this can be added to the done list. NOTE: any changes that you make automatically deletes any previously entered information, which may create an error.

7. Click the "Preview" icon to get to a screen to show the charges. This screen will allow you to Generate a Preview SOM.

8. Click "Finalize". This will grey out most of the screen and give the option to Unfinalize.

9. The next step is to transmit.

Kristi says that once you have completed a few ESOM's, it will be a simple enough program to use. There is some interesting new functionality, even though it takes more steps to upload the mailing plans and verify mailings.

Flagship Software has been asked by the people at Canada Post who designed Business 2.0 for some feedback, so we'd greatly appreciate any comments that you may have on the new system. Please email Kristi Kanitz, the GM of Flagship Software, at Kristi@flagshipsoftware.com.

Thank you in advance!

RVU Alert: Brick Piling Issues

This is an important reminder to our customers using brick piling. By default, when you select the Brick Pile option, only Level 1 and Level 2 Pallets will be brick piled. Level 3, Level 4 and Residue pallets will be containerized, and palletized. You have the option to select Level 3 and Level 4, which will result in Level 1 – 4 pallets being brick piled while the Residue pallet(s) will be containerized.

If you would like your complete mailing to be brick piled, then you require special permission from Canada Post to do so. If you have the special permission, then you must select the Level 3, Level 4 and Residue options on the sort screen. With those options selected, iAddress™ will produce a mailing that does not use any containers.

With the new Mailing Plan upload requirements from Canada Post, the RVU's are expecting customers to prepare their mailing according to the mailing plan created by the software. **NOTE:** If the software places mail pieces in a container and you brick pile your pieces instead, the container barcode label will be missing and the RVU can reject your mailing; *penalties may apply.*

Next Training Course

We are now full for our February 3 training course and are currently taking registrations for the next course offered Wed. March 3 at our Richmond Hill, ON training facility. Please e-mail Carolyn at the address below if you would like a registration form: Carolyn@flagshipsoftware.com.