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NCOA Changes

An important change was recently made to the National Change of Address database. The Privacy Commissioner changed the rules regarding NCOA estate records. Estate records are Change of Address Forms (COANs) submitted to Canada Post on behalf of a deceased individual. The records being affected are those in which a forwarding address is being provided, normally a family member or executor collecting mail on behalf of the deceased.

As a result of this change, Canada Post has removed estate records with forwarding addresses from the NCOA database. These records will be handled internally by Canada Post for the first 12 months after the COAN is registered.

After the 12 month period has elapsed, the estate record will be added to the nixie records in the NCOA database. This will ensure that any mail being directed to a deceased individual will be removed from the mailing. There will no longer be an option to forward mail to an alternate address as listed on the COAN.

As you may be aware, mail arriving for deceased individuals is a very emotional issue for families. With this new ruling, Canada Post will be better able to prevent mail from being delivered to these families. Although this mail accounted for only 1% of undeliverable pieces, it generates a number of complaints to Canada Post on an annual basis. Flagship Software Ltd. feels this is a respectful solution to this issue and does not believe this will adversely affect mailers.

If you have any questions about this change to the NCOA data and how it might impact your mailings, please contact support@flagshipsoftware.com

National Postal Forum Update

The USPS National Postal Forum will be held May 1 to 4, 2011 in San Diego, CA. This conference is a great opportunity to attend workshops on all aspects of the US mailing system as well as seeing the latest and greatest in mailing equipment and supplies.

We are excited to announce that Kristi Kanitz, General Manager, has been invited to present a workshop at the NPF this year. In conjunction with Rick McConville of Axiom Corporation, the workshop is titled "Mailing Across Borders".

It will examine the important differences in address cleaning and preparation between Canada and the US.

If you are interested in attending the NPF or would like further information, please visit their website at www.npf.org.

Canada Post Rate Changes

January is coming and with it comes Canada Post rate increases across the board. Here are the prices for next year:

Addressed Admail	2011	2010
Machineable Mail		
0-30 g	\$0.39	\$0.38
30-50 g	\$0.41	\$0.40
LCP		
0-50g (DMD)	\$0.38	\$0.37
50-100 g (DMD)	\$0.38 + \$0.0022/g >50 g	\$0.37 + \$0.0021/g >50 g
Machineable Presort		
0-50g (DMD)	\$0.37	N/A

NOTES:

1. Machineable Presort will be available in January, 2011
2. 2011 is the last year Addressed Admail can be submitted in bags.

Publications Mail	2011	2010
Machineable Mail		
0-50 g	\$0.57	\$0.56
50-100 g	\$0.59	\$0.58
100-500 g	\$0.59 + \$0.0031/g >100 g	\$0.58 + \$0.003/g >100 g
LCP		
0-200 g DMD National	\$0.45	\$0.44
200-500 g DMD National	\$0.45 + \$0.0032/g > 200 g	\$0.44 + \$0.0031/g > 200 g
NDG		
Regional < 100 g	\$0.39	\$0.37
National 100-200 g	\$0.59	\$0.58

NOTES:

1. Publications Mail uPM charge will increase from \$1.08 to \$1.10 for each undeliverable piece.
2. 2011 is the last year Publications Mail can be submitted in bags.

Lettermail	2011	2010
First Class		
0-30 g	\$0.59	\$0.57
30-50 g	\$1.03	\$1.00
50-100 g	\$1.25	\$1.22
Machineable		
0-30 g	\$0.57	\$0.55
30-50 g	\$0.68	\$0.65
50-100 g (O/S)	\$1.23	\$1.20
LCP		
0-30 g	\$0.56	\$0.54
30-50 g	\$0.67	\$0.64
50-100 g (O/S)	\$1.20	\$1.15

Unaddressed (Non-Contract)	2011	2010
Basic <50 g	\$0.14	\$0.12
Basic Transportation Charge	\$0.008	\$0.008
Premium <50 g	\$0.152	\$0.132
Premium Transportation Charge	\$0.008	\$0.008

International Incentive Letter-Post

United States	2011	2010
Premium		
S/L <50g	\$0.54 + \$6.15/kg	\$0.53 + \$6.05/kg
O/S <500g	\$0.83 + \$9.90/kg	\$0.80 + \$9.75/kg
Standard		
S/L <50g	\$0.53 + \$5.35/kg	\$0.52 + \$5.25/kg
O/S <500g	\$0.82 + \$5.40/kg	\$0.80 + \$5.70/kg

Other International	2011
Premium	
S/L <50g	\$0.81 + \$8.10/kg
O/S <500g	\$1.86 + \$10.15/kg
Standard	
S/L <50g	\$0.80 + \$6.50/kg
O/S <500g	\$1.35 + \$8.15/kg

Holiday Office Hours

We will be open the following dates and times. Our on-call service will be operating at all other times. Should you require technical support, please call the tech office (1-866-672-0003 ext. 3) and leave your name, company and phone number with the operator. We will call back within 2 to 3 hours.

Monday, December 20	9 am to 5 pm
Tuesday, December 21	9 am to 5 pm
Wednesday, December 22	9 am to 5 pm
Thursday, December 23	9 am to 1 pm
Friday, December 24	CLOSED
Monday, December 27	CLOSED
Tuesday, December 28	9 am to 5 pm
Wednesday, December 29	9 am to 5 pm
Thursday, December 30	9 am to 5 pm
Friday, December 31	CLOSED



Holiday Greetings!

From our families to yours! The staff of Flagship Software Ltd. would like to wish you and your family a wonderful holiday season and all the best in the New Year. We look forward to working with you for a great 2011!

Season's Greetings



Happy Holidays