



## iAddress™ Updater

September 2015, Volume 8, Number 7

### Welcome back!

We hope everyone had a relaxing and fun summer. The weather certainly was better this year and the fall looks to be just as nice. As the industry gears up for the fall season, we look forward to working with you. If there is anything we can do to better support your business, please let us know!

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### Changes to Canadian NCOA Processing

Canada Post has made significant changes to the National Change of Address (NCOA) service. The most significant change for our customers will be the introduction of a web portal for Terms of Use agreements. This portal will replace the current system of paper NCOA Acknowledgement Forms which are updated annually.

As a reminder, this is the current process for NCOA Acknowledgement Forms. It will be in effect until December 31, 2015:

- The Licensee (in our case, Flagship Software) collects a signed NCOA Acknowledgement Form from each customer who will be accessing the NCOA process. Flagship Software is listed as the Service Provider and the customer is listed as the Recipient.
- This form is kept on file with the Licensee and is updated annually. Canada Post may request to see these signed forms at any time.
- Mail owners using a third party provider (such as a lettershop using the iAddress™ software) are required to sign an NCOA Acknowledgement Form showing their third party provider as the Service Provider and themselves as the Recipient. The Service Provider keeps this form on file and it is updated annually. Canada Post may request to see these signed forms at any time.

As of January 1, 2016, the online Terms of Use agreement will replace the NCOA Acknowledgement Form. Please note that ALL current NCOA Acknowledgement Forms will expire December 31, 2015 regardless of when they were signed. The Terms of Use will use different terminology to identify the parties involved in the processing. Here is the new

terminology:

The mail owner will now be known as the End User

The third party provider will now be known as the Service Provider

The licensee will now be known as the Service Bureau

Canada Post is intending to roll out the web portal at the end of October, 2015 to allow users two months to set up their Terms of Use agreement before the January 1, 2016 roll-out. We will keep you posted with information on when and how to access the portal. These are the steps that will be required:

#### End User

- Set up an account on the web portal with a login and password. This must be done by someone with the authority to bind the company to the agreement.
- Read and agree to each clause in the Terms of Use agreement.
- An “End User Terms of Use ID” will be generated.

#### Service Provider (such as lettershops, data shops, etc.)

- Set up an account on the web portal with a login and password. This must be done by someone with the authority to bind the company to the agreement.
- Read and agree to each clause in the Terms of Use agreement.
- A “Service Provider Terms of Use ID” will be generated.
- You will need your client’s End User Terms of Use ID as well.

Service Providers will not be permitted to set up an account or sign the Terms of Use agreement on behalf of their customers. This must be done by the mail owner/End User. Canada Post will be requiring Licensees to validate both the End User Terms of Use ID as well as the Service Provider Terms of Use ID before NCOA processing can be permitted.

This is a new system and there will likely be some wrinkles to be ironed out. The most important next step is to set up your Terms of Use ID once the portal is live, and to ensure your customers have done the same. This should be done as soon as possible in November and December so the IDs are active on January 1, 2016. We will let you know as soon as we hear from Canada Post that the portal is live.

Should you have any questions in the meantime, please contact [Kristi@flagshipsoftware.com](mailto:Kristi@flagshipsoftware.com).

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## Machineable Mail Container Labels

There has been some confusion over what depot should be printed on the container label for Machineable Mail. As you may be aware, Canada Post has increased the number of depots

and post offices which will accept Machineable Mail. Previously only RVUs that actually processed the mail could accept mailings.

Some of these depots who forward the mail to the designated RVUs have required that mailers put their depot name on the container tags rather than the RVU that will be processing the mail. We have reached out to Operations at Canada Post and they have clarified that it is the RVU processing the mail that needs to be listed on the container label. So even if you are inducting in Richmond Hill, your container label needs to specify the SCLPP (South Central Letter Processing Plant).

Canada Post is still working this out on their end, however, their concern is that if the mail is labeled for the depot of induction, it could be mistaken for mail to be handled locally. This would be a mis-sort and could result in delays or other issues impacting the mail. As a result of this, unless Canada Post changes this requirement, the software will require that you select the RVU that will be processing your Machineable Mail regardless of where you will be inducting. The inducting location can be selected through the ESOM program and will show correctly on that documentation.

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## Changes to USPS NCOALink for Foreign Mailers

It is with great relief that we announce that the USPS has made changes to the handling of NCOALink approvals for foreign mailers. On behalf of NAMMU and Flagship Software, our General Manager, Kristi Kanitz requested a meeting with the Licensing team at USPS back in May to discuss the ongoing significant issues related to NCOALink approvals. These issues were creating huge and largely unnecessary delays for Canadian mailers and this was impacting mail preparation and induction. The Licensing department was very receptive and willing to investigate ways to streamline this process. They announced these changes in July and they include:

- Fewer details required on the Letter of Intent that must be provided by foreign mailers wishing to access the NCOALink service. The details that must be included on the letter has been reduced to only information that will allow the USPS to confirm the type of mail and where it will be inducted.
- Approvals within 24 hours whenever possible.
- One-time USPS approval only is required as long as the mailer does not change NCOALink suppliers or change other information, including the main contact. If there are changes to the supplier or contact, new approval will be required. Otherwise, only a new PAF needs to be submitted to the supplier each year.
- Access to the streamlined PAF renewal process as currently allowed for non-foreign mailers.

The new rules have been in effect for almost two months now and we have seen huge improvements. The USPS is now providing approvals often within hours where there are no

concerns, and within a day when additional information has been requested and received. The renewal process has been smooth and very fast in most situations. This is a huge relief for Canadian mailers and should facilitate the processing of US mail in Canada. If you have any questions about the new process, please contact Kristi at [Kristi@flagshipsoftware.com](mailto:Kristi@flagshipsoftware.com).

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## **iAddress™ Web Training**

Flagship Software continues to offer **Web Training!**

If you are a new customer, would like a refresher course on **iAddress™** or if you have new hires, please contact Carolyn at 1-866-672-0007 ext. 3 or [carolyn@flagshipsoftware.com](mailto:carolyn@flagshipsoftware.com) to schedule a web session.

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