FLAGSHIP SOFTWARE • LTD

iAddress™ Updater

January 2016, Volume 9, Number 1

Welcome Back!

It wasn't much of a winter before the break but it appears the cold and snow has settled in for the duration, at least in most of Canada (trying not to feel jealous, BC!). We hope that you had a good break and are already having a good 2016. We look forward to continuing to work with you this year!

Canadian National Change of Address (NCOA)

The new system went live on January 2, 2016 and it wasn't the smooth roll-out we were hoping for! The Canada Post web portal continued with its growing pains which affected a number of registrants. A fix was implemented the weekend of January 9th that was supposed to take care of that annoying 500 error. It appears to have worked and the things they broke while fixing that issue do seem to have been repaired as well. So now that the registration site is working, we thought this would be a good time to review how the new system works.

STEP 1 – are you a Service Provider or an End User?
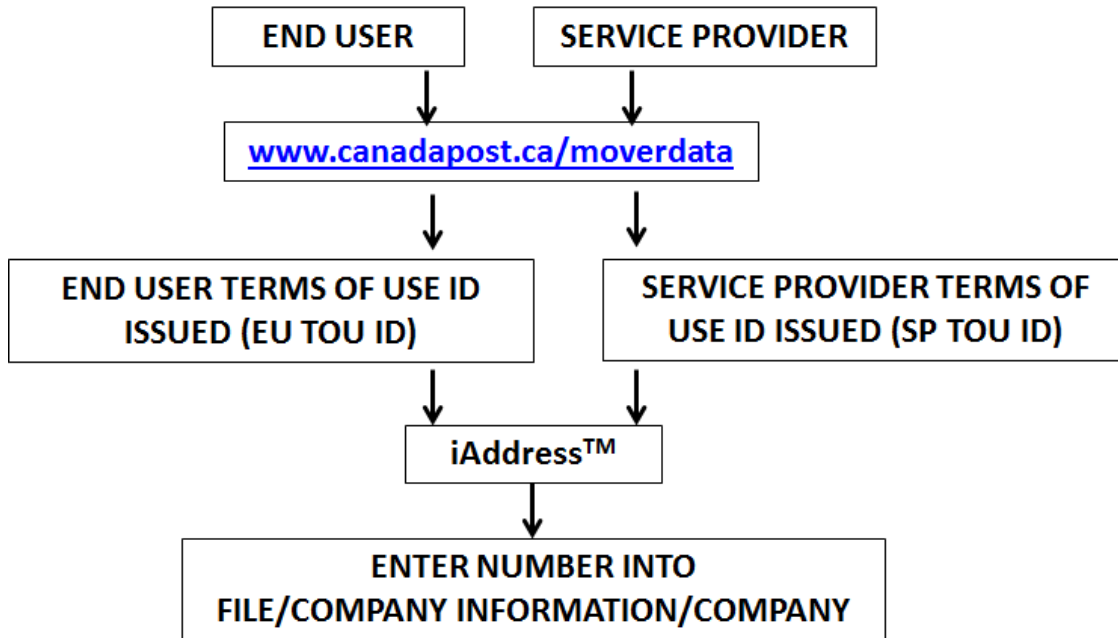
You are a **Service Provider** if you:

- Clean files on behalf of other companies
- Create mailings on behalf of other companies

You are an **End User** if you:

- Clean your own database
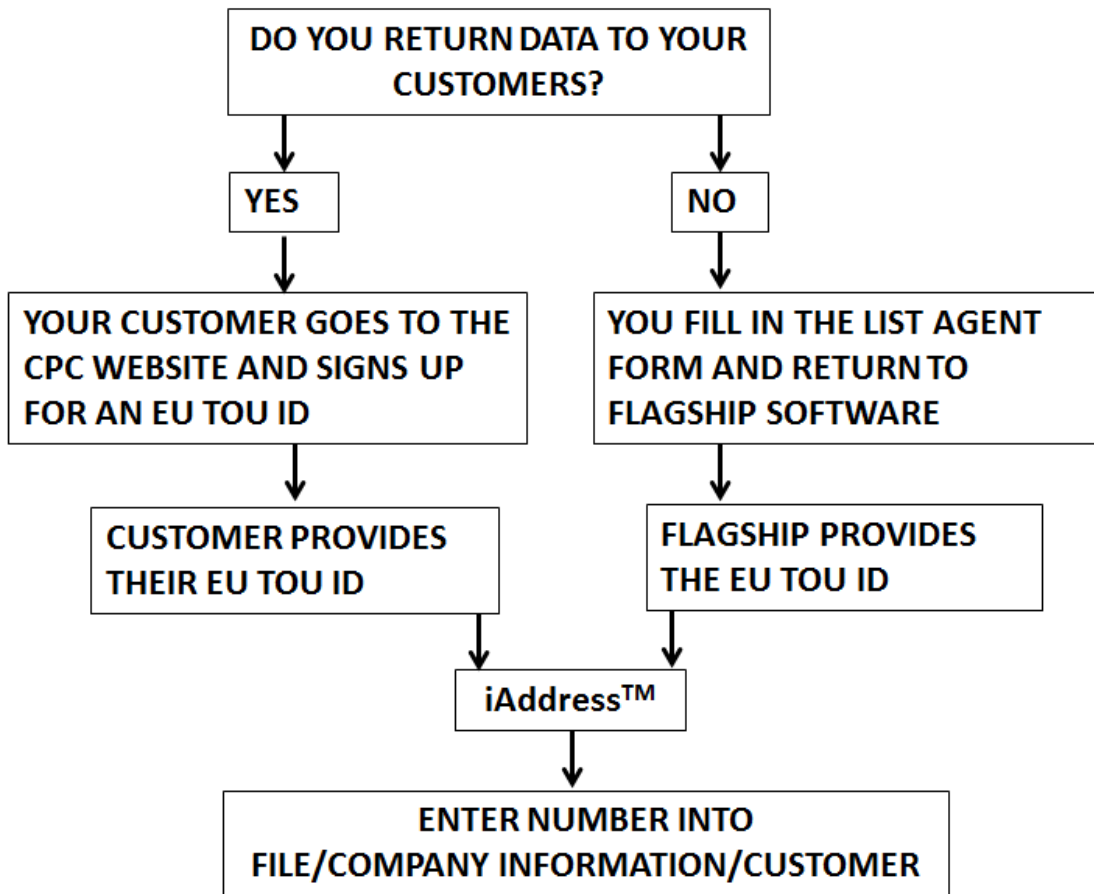- Create mailings on your own behalf

STEP 2 – Register on the Canada Post website

- For information on how to complete this step and a handy Step-by-Step guide from Canada Post, please see our October and November, 2015 newsletters.
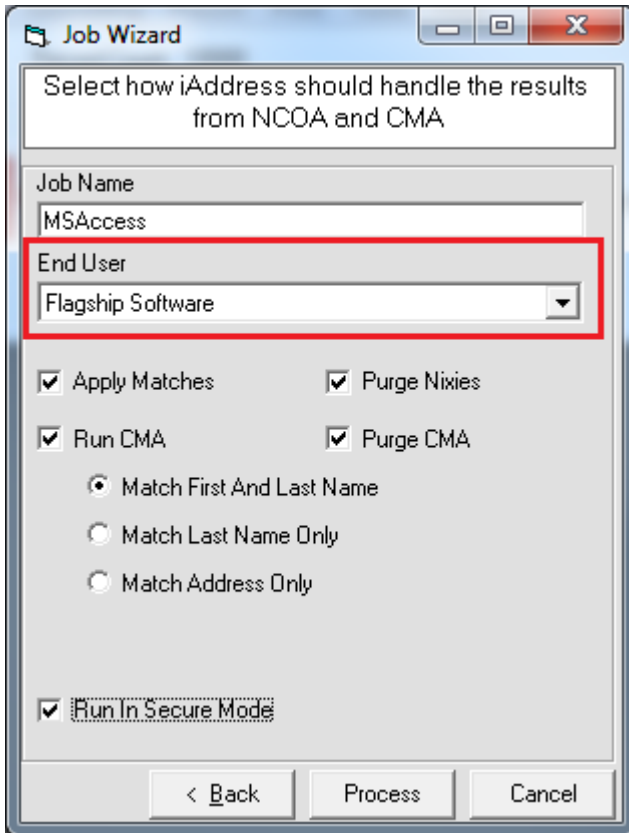
```
┌─────────────┐        ┌──────────────────┐
│  END USER   │        │ SERVICE PROVIDER │
└─────────────┘        └──────────────────┘
       │                        │
       ▼                        ▼
   ┌────────────────────────────────────┐
   │   www.canadapost.ca/moverdata      │
   └────────────────────────────────────┘
       │                        │
       ▼                        ▼
┌──────────────────────┐  ┌──────────────────────┐
│ END USER TERMS OF USE│  │ SERVICE PROVIDER     │
│ ID ISSUED (EU TOU ID)│  │ TERMS OF USE ID      │
│                      │  │ ISSUED (SP TOU ID)   │
└──────────────────────┘  └──────────────────────┘
       │                        │
       ▼                        ▼
       ┌──────────────────────┐
       │    iAddress™         │
       └──────────────────────┘
                  │
                  ▼
       ┌──────────────────────────────────┐
       │    ENTER NUMBER INTO             │
       │ FILE/COMPANY INFORMATION/COMPANY │
       └──────────────────────────────────┘
```

STEP 3 – Service Providers only (End Users, skip to Step 4)

- A link to the List Agent form is included here or you may request a copy by e-mailing ncoa@flagshipsoftware.com.

```
         DO YOU RETURN DATA TO YOUR
                CUSTOMERS?
                 │            │
                 ▼            ▼
              ┌─────┐      ┌─────┐
              │ YES │      │ NO  │
              └─────┘      └─────┘
                 │            │
                 ▼            ▼
     YOUR CUSTOMER GOES TO THE    YOU FILL IN THE LIST AGENT
     CPC WEBSITE AND SIGNS UP     FORM AND RETURN TO
     FOR AN EU TOU ID             FLAGSHIP SOFTWARE
                 │                        │
                 ▼                        ▼
        CUSTOMER PROVIDES         FLAGSHIP PROVIDES
        THEIR EU TOU ID           THE EU TOU ID
                 │                   │
                 ▼                   ▼
                    iAddress™
                       │
                       ▼
             ENTER NUMBER INTO
        FILE/COMPANY INFORMATION/CUSTOMER
```

STEP 4 – Processing Jobs in NCOA

- When running NCOA in iAddress, you will now be required to select an End User Terms of Use ID (EU TOU ID) from a list of those entered in your software. You MUST have an EU TOU ID to process NCOA.

- **For full instructions, please refer to the November, 2015 newsletter.**

Important Reminders for January, 2016

- Postage prices increased on January 11, 2016
- Addressed Admail is now Personalized Mail
- Unaddressed Admail is now Neighbourhood Mail
- Publications Mail underwent a number of changes including:
    - Renaming of LCP to Special Handling (SH)
    - Renaming of NDG to Delivery Facility Presort (DFP)
    - Renaming of Short/Long to Standard
    - Pricing simplification for Special Handling
    - Single price point for samples enclosed in a publication
    - More cost-effective price for Machineable Standard

HAPPY NEW YEAR!

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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 to schedule a web session.