



iAddress™ Updater

January 2017, Volume 8, Number 1

Happy New Year!

We hope everyone had a wonderful and relaxing holiday season. 2017 looks like it will be an interesting year on both sides of the border. Flagship's staff looks forward to working with you over the coming year so please let us know what we can do to assist. Happy New Year!

Canadian NCOA Terms of Use Renewals

After a slight hiccup, Canada Post's e-mail renewal reminders have started being issued. There are different procedures depending on your usage:

- If you are an End User, you must log into the Canada Post web portal and renew the End User Terms of Use for the next year. Your EU TOU ID number will not change.
- If you are a Service Provider, you must log into the Canada Post web portal and renew the Service Provider Terms of Use for the next year. Your SP TOU ID number will not change.
- If you are a Service Provider who obtained EU TOU ID numbers for your clients using the paper form, you must renew using the paper form. We will e-mail you with the form in advance of the expiry date. Please return these to us as soon as possible. The EU number for your client will not change.

Once you renew your Terms of Use, there is no action required in iAddress™. The software validates the EU and SP numbers when an NCOA job is processed. As long as the TOU has not expired, there will be no issues processing NCOA. If you have any questions about the renewal process, please let us know!

Flagging “Questionable” LVR Addresses

Canada Post has approved an update to iAddress™ that will now flag potential errors in Large Volume Receiver (LVR) addresses when running correction.

The Background:

An LVR is an address that receives a high volume of mail, defined by Canada Post as 200 or more items per day of Standard Lettermail. These addresses are assigned a unique postal code. Common examples of LVRs are hospitals, universities and colleges, and large companies within an office tower. In the case of an LVR, Canada Post delivers all mail to a centralized point; usually a mail room. The LVR is then responsible for sorting and delivering the mail to points within the facility.

Because Canada Post is delivering all mail to a centralized location, it requires only a valid LVR postal code for sortation. However, LVRs usually require more detailed information to facilitate delivery – this can include building name, floor number, suite or office numbers, etc. If this information is missing, it can delay delivery or result in the piece being returned to Canada Post.

In iAddress™, the default option is to retain additional information provided in the address to assist in delivery once it reaches the mailroom. Canada Post may have some or all of this information in their database but under SERP rules, it is not corrected because, since they don't deliver beyond the mailroom, the information is not necessarily complete or accurate. For example, if a mail piece is being delivered to:

City Hospital
Suite A7659, Canada Tower
24 Main Street W
Anytown, NL A1A 1A1

But Canada Post only has the mailroom address of:

City Hospital
Room 1001
22 Main Street W
Anytown, NL A1A 1A1

Then the address would either be considered invalid by the software or would correct to Room 1001, making it potentially undeliverable by the mailroom. This is why Canada Post only matches the postal code for LVR addresses.

The Change:

The issue with this rule is that it assumes the postal code has been entered correctly. This is often not the case and mail with a valid address but an LVR postal code may end up being sorted to that LVR. iAddress™ will continue to follow the rule of validating only the postal code, however, the software will now flag LVR addresses where there is additional information in the

Canada Post database that does not match the record. Specifically, it will flag addresses with the following discrepancies:

- Street name is different
- Street number is different or no street number has been provided
- Unit number is different
- City is different

Users can then review the questionable LVR addresses and either remove them or correct them manually. The number of questionable addresses will be noted on your Validation Report:

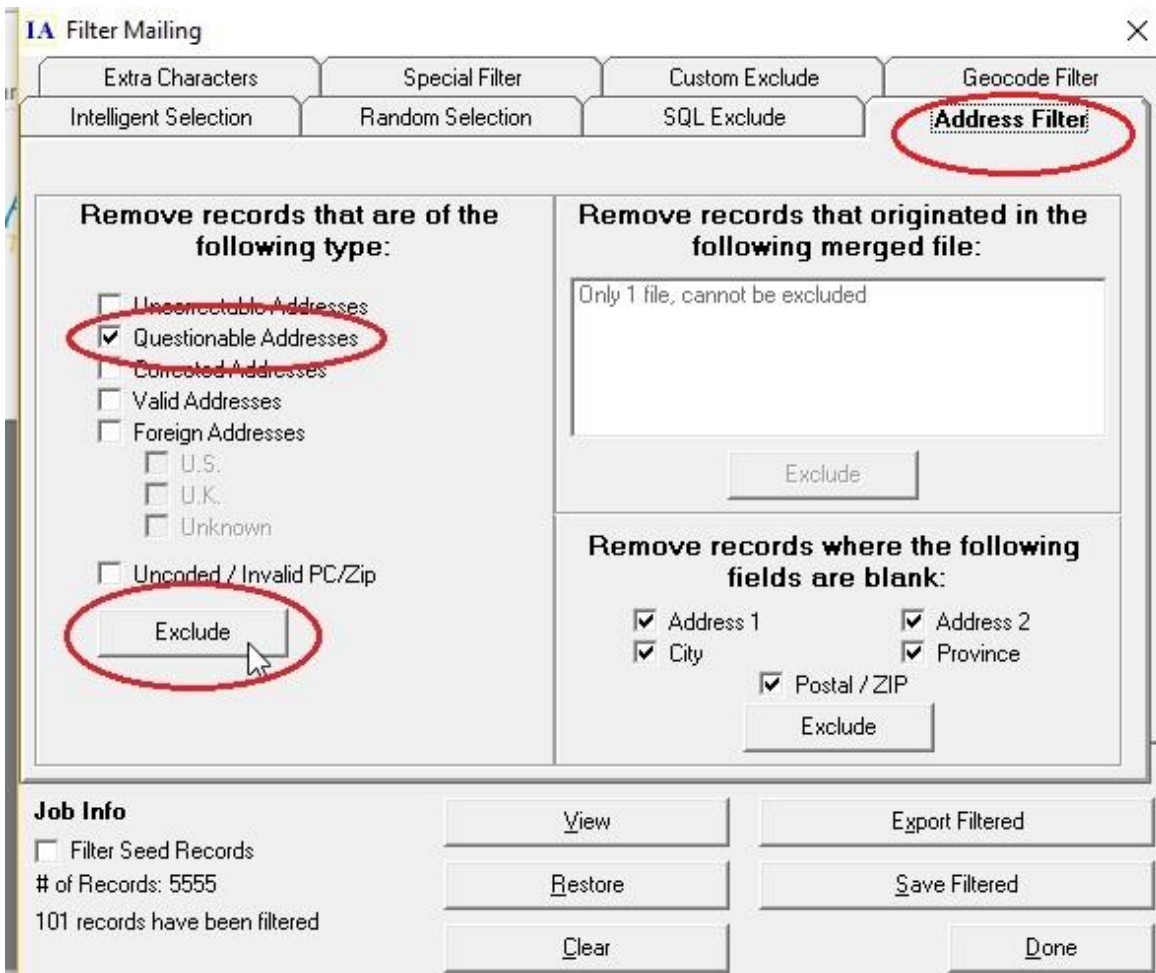
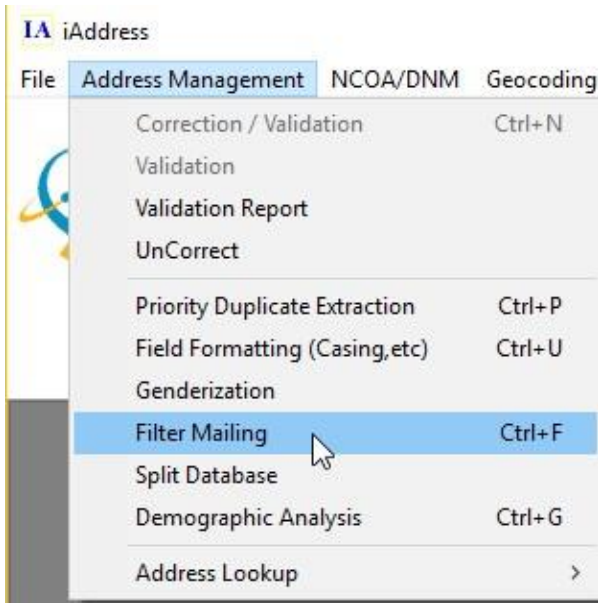
The screenshot shows the 'Validation Report' window in the iAddress software. The window is divided into several sections:

- Customer Information:** Fields for Customer Name (Flagships Software Domenico Computer), Customer Number (4702193), Date of Mailing (2017-02-22), Mailing on Behalf Of (dropdown), Customer's CPC Number, and Office of Deposit (MISSISSAUGA ON).
- Validation Report Summary:** A table showing the results of the validation process.
- Buttons:** 'Print Validation Report', 'Save to File', 'View Corrected Addresses', 'View Uncorrectable Addresses', 'Filter Records by Correction Type' (circled in red), 'Print All', and 'Save All'.
- Footer:** A checkbox for 'Do NOT display this window after the correction completes.' and a 'Close' button.

| Category | Count |
|-----------------------------------|-------|
| Valid: | 10 |
| Corrected Addresses: | 2 |
| Uncorrectable Addresses: | 0 |
| Foreign Addresses: | 0 |
| LVR Questionable : | 5 |
| Rural Questionable and Valid: | 0 |
| Rural Questionable and Corrected: | 0 |
| Questionable Rural Addresses: | 0.0% |

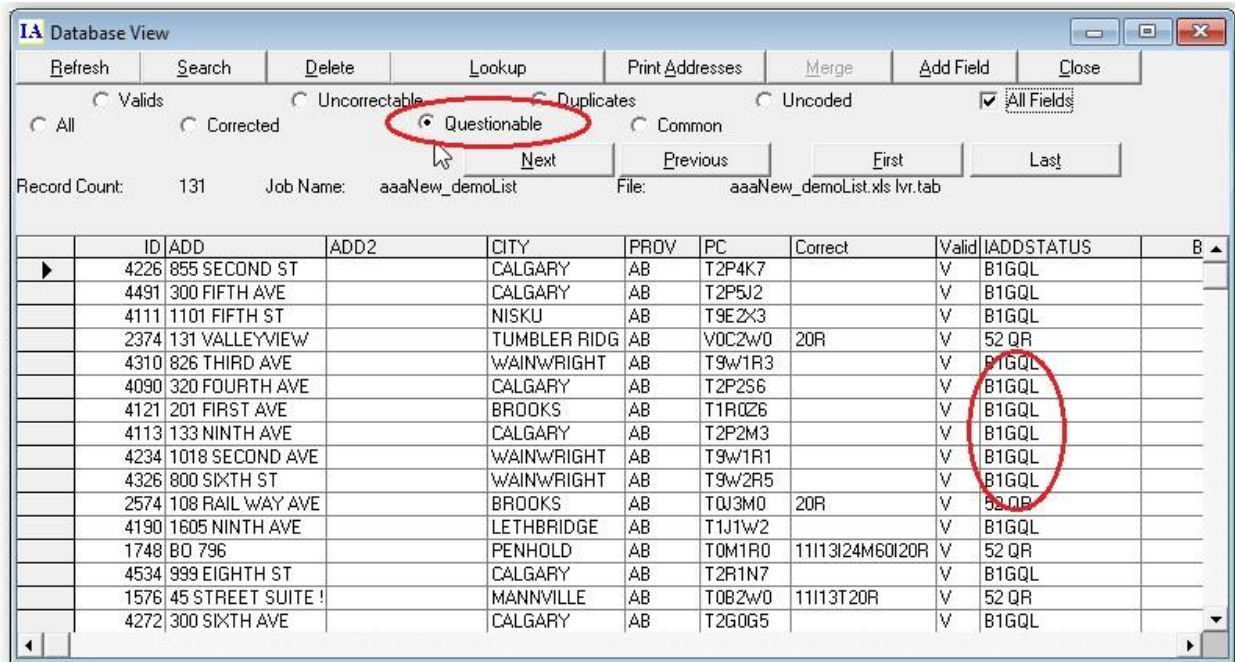
They can be removed by clicking the **Filter Records by Correction Type** button on the Validation Report or by using the menu:

Address Management/Filter Mailing and selecting the **Address Filter** tab:



In this screen above, select **Questionable** under the option "Remove records that are of the following type:"

In **File/View Database**, the IADDSTATUS field will show **QL** for questionable LVR addresses:



The screenshot shows the 'iAddress Database View' window. The 'Questionable' filter is selected. The table below shows the data for the selected records.

| ID | ADD | ADD2 | CITY | PROV | PC | Correct | Valid | IADDSTATUS | B |
|------|-------------------|------|--------------|------|--------|-----------------|-------|------------|---|
| 4226 | 855 SECOND ST | | CALGARY | AB | T2P4K7 | | V | B1GQL | |
| 4491 | 300 FIFTH AVE | | CALGARY | AB | T2P5J2 | | V | B1GQL | |
| 4111 | 1101 FIFTH ST | | NISKU | AB | T9E2X3 | | V | B1GQL | |
| 2374 | 131 VALLEYVIEW | | TUMBLER RIDG | AB | V0C2W0 | 20R | V | 52 QR | |
| 4310 | 826 THIRD AVE | | WAINWRIGHT | AB | T9W1R3 | | V | B1GQL | |
| 4090 | 320 FOURTH AVE | | CALGARY | AB | T2P2S6 | | V | B1GQL | |
| 4121 | 201 FIRST AVE | | BROOKS | AB | T1R0Z6 | | V | B1GQL | |
| 4113 | 133 NINTH AVE | | CALGARY | AB | T2P2M3 | | V | B1GQL | |
| 4234 | 1018 SECOND AVE | | WAINWRIGHT | AB | T9W1R1 | | V | B1GQL | |
| 4326 | 800 SIXTH ST | | WAINWRIGHT | AB | T9W2R5 | | V | B1GQL | |
| 2574 | 108 RAIL WAY AVE | | BROOKS | AB | T0J3M0 | 20R | V | 52 QR | |
| 4190 | 1605 NINTH AVE | | LETHBRIDGE | AB | T1J1W2 | | V | B1GQL | |
| 1748 | BD 796 | | PENHOLD | AB | T0M1R0 | 11I13I24M60I20R | V | 52 QR | |
| 4534 | 999 EIGHTH ST | | CALGARY | AB | T2R1N7 | | V | B1GQL | |
| 1576 | 45 STREET SUITE ! | | MANNVILLE | AB | T0B2W0 | 11I13T20R | V | 52 QR | |
| 4272 | 300 SIXTH AVE | | CALGARY | AB | T2G0G5 | | V | B1GQL | |

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.

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