



November 2017 Newsletter

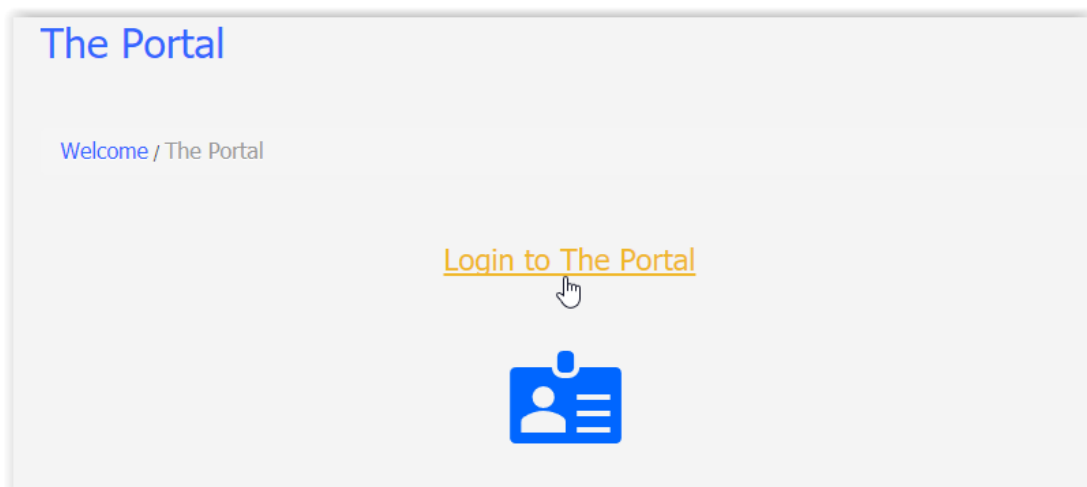
Volume 10, Issue 9

The Portal is here!

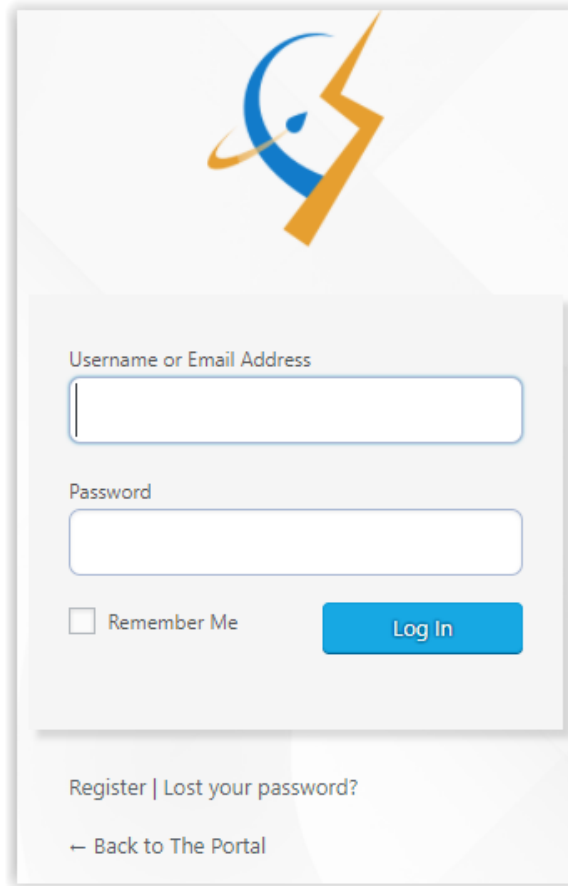
We are pleased to announce the launch of our customer portal entitled “The Portal”. Here, customers will have exclusive access to the iAddress™ Manual, and a plethora of resources and news updates not offered publicly. We hope to engage closely with our customers and provide quality customer service and support through this platform. Users will be able to register themselves for accounts through “The Portal” tab on our company website which will take them to a login page where they can hit register and set up their user account. Here are some screenshots to better illustrate this process:



On our main website menu bar please click on “The Portal” and click on “log into portal”. Then, you will be redirected to the login page where you can click on “Login to The Portal”.

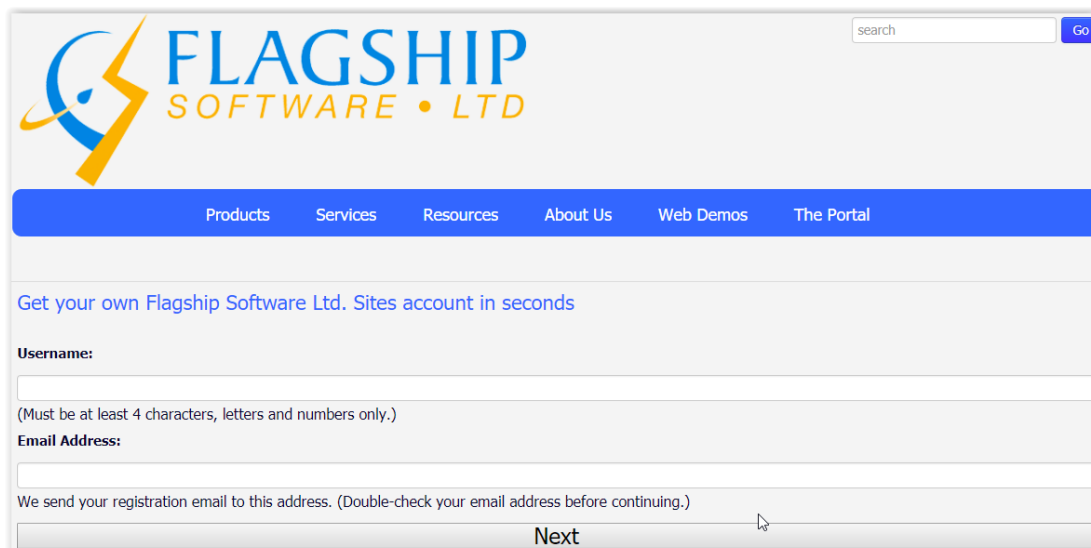


You will be redirected to a login page. Please click "Register" to create an account.



The image shows a login form with a logo at the top. The logo consists of a blue circle with a yellow lightning bolt shape inside. Below the logo, there are two input fields: "Username or Email Address" and "Password". There is a "Remember Me" checkbox and a "Log In" button. At the bottom, there are links for "Register | Lost your password?" and "Back to The Portal".

Here is the registration page. Please enter a username and e-mail to create an account. A confirmation email will be sent to you. Please follow the email instructions to finish the set-up of your account and don't forget to enjoy your account 😊



The image shows the registration page for Flagship Software Ltd. The page has a header with the company logo and name, a search bar, and a navigation menu. The main content area contains a registration form with fields for "Username:" and "Email Address:". There is a "Next" button at the bottom.

FLAGSHIP SOFTWARE • LTD

Products Services Resources About Us Web Demos The Portal

Get your own Flagship Software Ltd. Sites account in seconds

Username:

(Must be at least 4 characters, letters and numbers only.)

Email Address:

We send your registration email to this address. (Double-check your email address before continuing.)

Next

Reminder that USPS Move-Update Verification is Changing!

USPS is determined to reduce Undeliverable as Addressed (UAA) mail. To do this, certain classes of mail must undergo some type of move update verification a minimum of every 95 days. This is to make sure if the recipient has moved, the new address is reflected so the USPS does not need to forward or return the mail piece.

What classes have this mandatory requirement?

- First Class Mail™
 - Letter and flat sizes
 - Meet the requirements for Basic or Full-Service
 - Claiming presort or automation rates
- Marketing Mail® (formerly Standard Mail™)
 - Letter and flat sizes
 - Meet the requirements for Basic or Full-Service
 - Claiming presort or automation rates

What is changing?

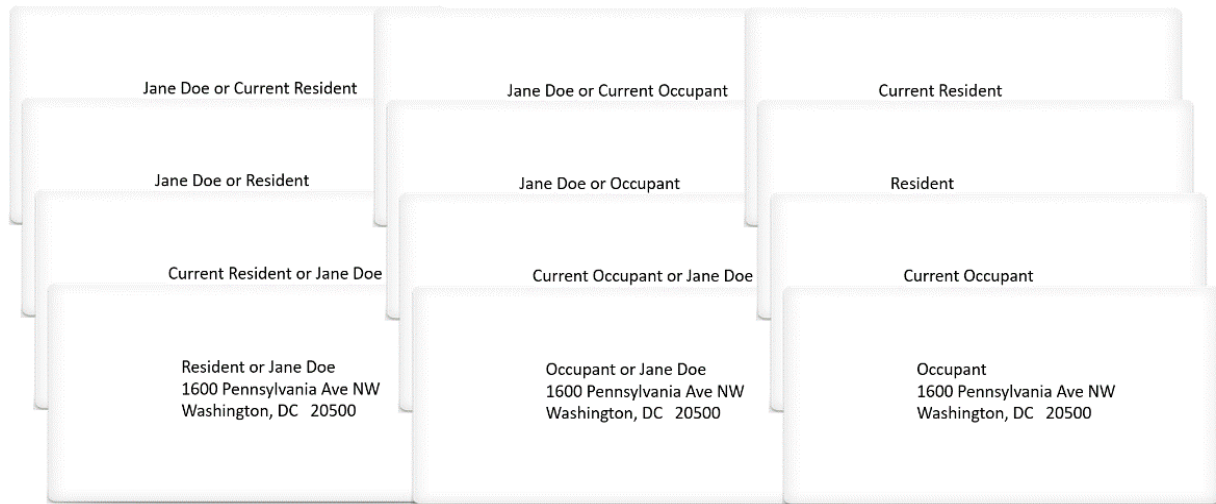
- MERLIN® will no longer be used to test sample mailings
- All mail pieces will be tested for compliance on mail processing equipment
- Results are aggregated by month and measured against the threshold of 0.5%
- All pieces exceeding the threshold will be charged the Move-Update fee of \$0.08 per piece

There are several different ways to meet the Move-Update requirement. The most popular is NCOALink® because it is quick, done prior to the mailing, and relatively inexpensive.

1. NCOALink®
2. Ancillary Service Endorsement
3. Alternative Move Update Method (Legal Restraint or 99 Percent Accurate)
4. Exceptional address format

What is an “exceptional address format”?

If you make it clear to the USPS that the mail piece is for any occupant of the house, you are exempt from meeting the move update requirement. Here are some examples of the exceptional address format:



THE BOTTOM LINE!

Mailers who have been complying with the Move Update requirement should have few, if any, issues. This type of testing will be more accurate than MERLIN which should produce better results.

However, mailers who have been avoiding following the rules will now be looking at potentially hefty surcharges on their jobs. They will be caught under the new system! If the cost of NCOALink® is too high for you or your client, see if using an exceptional address format would work for your mail.

An Important Reminder for MSPs about NCOA

Canada Post has made a change to accommodate mailers planning large mailings during the upcoming holiday season. Although they encourage customers to use the most current delivery mode data available when preparing mailings, they are allowing the following:

The “**R**” DMC code will now be valid for:

- October/November
- November/December
- December/January

The “**G**” DMC code will now be valid for:

- November/December
- December/January

This means that mailings can now be sorted up to and including January 11, 2018 starting immediately. The RVU will accept both the “R” and “G” mailings for these time periods.

This is a simple process in iAddress™:

- **IMPORTANT:** Make sure you have 2 data sets loaded (current and future).
- Enter your planned induction date in the sort screen. Ignore the warning that your mailing date is not valid.
- Continue with your mailing as usual and produce your mailing plan.
- When you upload your mailing plan into the desktop or online Canada Post system, you will receive a warning. Close the window and continue. You will not have your mail held or surcharged.

Holiday Office Hours

We will be open the following dates and times during the December holidays. Our on-call service will be operating at all other times. Should you require technical support, please call the tech office at 416-410-6357 ext 3 or toll free 1-866-672-0007 ext 3 and leave your name and phone number with the operator. We will call you back within 2 to 3 hours.

Friday, December 22	9 am to 1 pm
Monday, December 25	CLOSED
Tuesday, December 26	CLOSED
Wednesday, December 27	9 am to 5 pm
Thursday, December 28	9 am to 5 pm
Friday, December 29	9 am to 12 pm
Monday, January 1	CLOSED
Tuesday, January 2	9 am to 5 pm

iAddress™ Web Demonstrations!

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. 1 or carolyn@flagshipsoftware.com to schedule a web session.

[Request Now](#)

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iAddress™ Updater is the electronic newsletter of Flagship Software Ltd.

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