

NCOA Mover Data Services Terms of Use Step-by-Step User Guide

To be eligible to cleanse customer records or a mailing list using NCOA Mover Data service, all parties with access to the service's output files must agree to the service's Terms of Use. Terms of Use govern the use of Canada Post's mover name and address data and help you understand what you can and cannot do with the data.

Starting **October 26 2015**, all users of NCOA will accept Terms of Use online, directly with Canada Post. Upon accepting, you will receive an NCOA Terms of Use ID, which you must provide to your Service Bureau or Provider prior to cleansing your data. IDs must be renewed every year.

This guide provides step-by-step instructions to successfully complete terms of use online.

Are you authorized to accept NCOA Terms of Use on behalf of your organization?

If yes, get started by visiting NCOA Mover Data Service page at: www.canadapost.ca/moverdata and follow these easy steps outlined below.

1. Sign in or create a Canada Post online account.

Your online account credentials will allow you to create, access, manage and renew your terms of use moving forward.

✓ Have existing Canada Post business login credentials?

Use your existing Canada Post business credentials to sign in.

✓ New to Canada Post?

If you don't have Canada Post business credentials, you must first create a profile by clicking on the **Sign up** button and completing a 2-step process, outlined below:

Create your Canada Post online business profile.

STEP 1: My Profile

Set your user name / password, protect your account with security question and answer.

STEP 2: Contact Information

Enter your contact information, including name, address, phone and email.

Create your NCOA Terms of Use.

Welcome to your NCOA dashboard

After signing in or signing up, you will find your new NCOA dashboard waiting for you. An overlay screen will invite you to create your first Terms of Use. All Terms of Use accepted from your NCOA Mover Data Dashboard will be associated with the Canada Post credentials used to sign-in.

2. Start the Terms of Use acceptance process by entering basic information about your organization:

- 1) Provide the legal name of your business.
- 2) Assign an alternate contact. An alternate contact can renew the terms on behalf of the company
- 3) Identify your user type. A user type describes how you will use and interact with NCOA data:
 - **End User:** Will you be using a third-party software or service to apply NCOA Mover Data updates to your own customer database or mailing list?
 - **Service Provider:** Will you be providing commercial NCOA Mover Data services to the market, or using NCOA as part of a commercial service offering?
 - **Service Bureau:** Will you be licensing NCOA Mover Data directly from Canada Post?

Managing Mail, Sending, Business Solutions, Tools, Shop, Support

NCOA Terms of Use

Safe & Secure

Setup Agree to Terms of Use Review Completed

Hello John, You are signed into your Canada Post business profile. [Your Profile Information](#)

To agree to the NCOA Terms of Use, please complete the following information:

1. Enter your legal business name
2. Assign an alternate contact
In case you are unavailable at renewal time, you can assign an alternate contact to act as your backup.
Alternate contact email address (optional)
3. Select your user type
Please select the user type that best matches your intended use of NCOA Mover Data services:

☐ I am an End User
I will be using a third party software or service to apply NCOA Mover Data updates to my own customer database or mailing list. I will not be using NCOA as part of any commercial service offering.

☐ I am a Service Provider
I will be providing commercial NCOA Mover Data services to the market, or using NCOA as part of a commercial service offering. (As a Service Provider, you can also use NCOA to update your own customer data and lists.)

☐ I am a Service Bureau
I will be licensing NCOA Mover Data directly from Canada Post.

Cancel Continue

3. Review and agree to NCOA Mover Data Service Terms of Use.

- Carefully review and acknowledge all terms outlined within each section by selecting **I acknowledge and agree**.
- From this screen, you can also print the Terms should you need to circulate it internally prior to completing the online acceptance process.

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NCOA Terms of Use

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Setup Agree to Terms of Use Review Completed

To be eligible to cleanse customer records or a mailing list using NCOA Mover Data service, all parties with access to the service's output files must agree to these Terms of Use. Terms of Use govern the use of Canada Post's mover name and address data and help you understand what you can and cannot do with the data. Please read them carefully.

You are signing Terms of Use as an officer of your company, firm or organization.

[View sample Terms of Use](#)

NCOA Mover Data may only be used to:

1. Update a database record with new mover information if a Business Relationship exists between the recipient organization and the mover.
2. Where there is no Business Relationship, you can update a customer or third party mailing list for the sole purpose of mailing.

A third party mailing list cannot be cleansed with NCOA before being mailed. A third party mailing list can only be updated with NCOA data for the purpose of mail.

☒ I acknowledge and agree

4. Review the contact information.

This information will be attached to your Terms of Use; you will also have to confirm that you are authorized to act on behalf of your organization.

5. You're done!

Upon successful completion of the Terms of Use acceptance process, you will receive confirmation that we've received your request. We will notify you by email within 1-2 business days when your Terms of Use request is approved and ready to provide to your Service Bureau or Service Provider.

6. Provide your Terms of Use to your Provider.

You can forward this email to your provider, or simply provide them with your Terms of Use ID found in this email.

7. Access Your NCOA Mover Data Dashboard.

As soon as your Terms of Use is approved by Canada Post, your dashboard is the place to go to:


- ✓ View a PDF copy of your Terms of Use agreement;
- ✓ Update your alternate contact information;
- ✓ Renew your Terms of Use;
- ✓ Create a new Terms of Use agreement.

NCOA Mover Data Dashboard

Hello welcome to your NCOA Dashboard.

Manage my Terms of Use

Select an ID to view your accepted NCOA Terms of Use.

Terms of Use ID	Alternate Contact		Creation Date	Expiry Date	Status
 EU307907693	jackie.tangelo@canadapost.ca	Update	2015-10-08	2016-10-31	Active

Create NCOA Terms of Use

Thank you for using NCOA Mover Data Services.

Questions?

Please contact your NCOA Service Bureau or Service Provider for any NCOA mover update service questions.

For any questions on NCOA Terms of Use, please contact us at ncoa@canadapost.ca.

