

BCC SOFTWARE **USER CONFERENCE**

Info**X**change™

CHICAGO
2024

AUGUST 12TH - 15TH

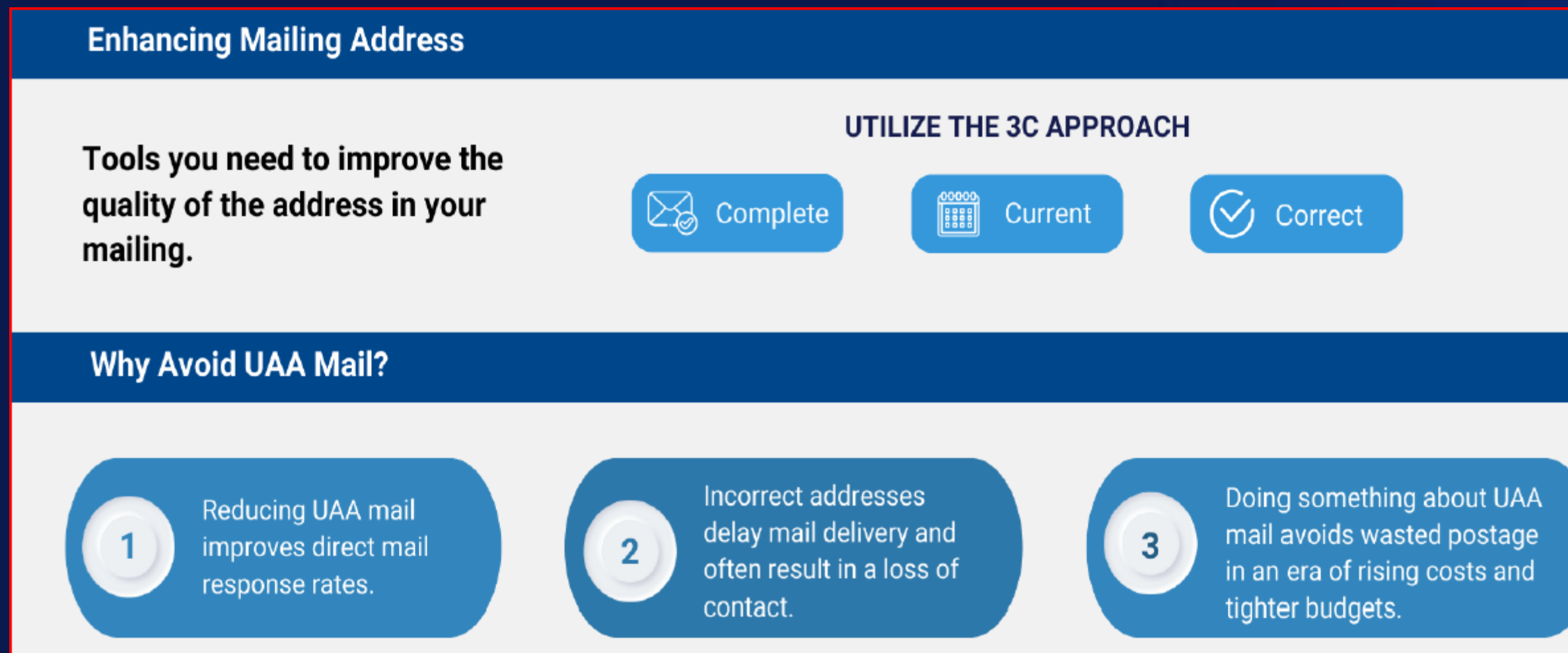
Leveraging Data Quality Return Codes
& Avoiding UAA Mail



Bill Cole is a **Product Manager** at **BCC Software**, a BlueCrest Company. In his almost 20 years in the industry, he worked with Satori Software and Quadient in a variety of key technical roles coming to BCC Software in February 2019. Bill has presented workshops at **BCC Software's InfoXchange**. His current focus supports BCC Software Data Quality solutions and BCC Architect.

Introduction

You can manage your mailings better if you understand how address correction and other data quality services work in BCC Software products. The key is to effectively use the information that is returned to you from these processes i.e. “return codes” to make decisions about your mailings and avoid UAA (Undeliverable as Addressed) mail.



Topics

- CASS™ -Address Parsing
- CASS™ -Address Standardization
- CASS™ -ZIP+4 Matching/Coding
- DPV® -Primary Number Validation
- DPV® -Secondary Number Validation
- CASS™ -SuiteLink®
- CASS™ -LACSLink®
- NCOALink® (National Change of Address)
- PCOA® (Proprietary Change of Address)
- ARS ® (Address Resolution Service)
- ACS™ (Address Change Service)

WHAT IS IT ? | HOW
DOES IT WORK?

RELEVANT RETURN
CODES

ADDRESS EXAMPLES
IN WORKSHEET HAND-
OUT

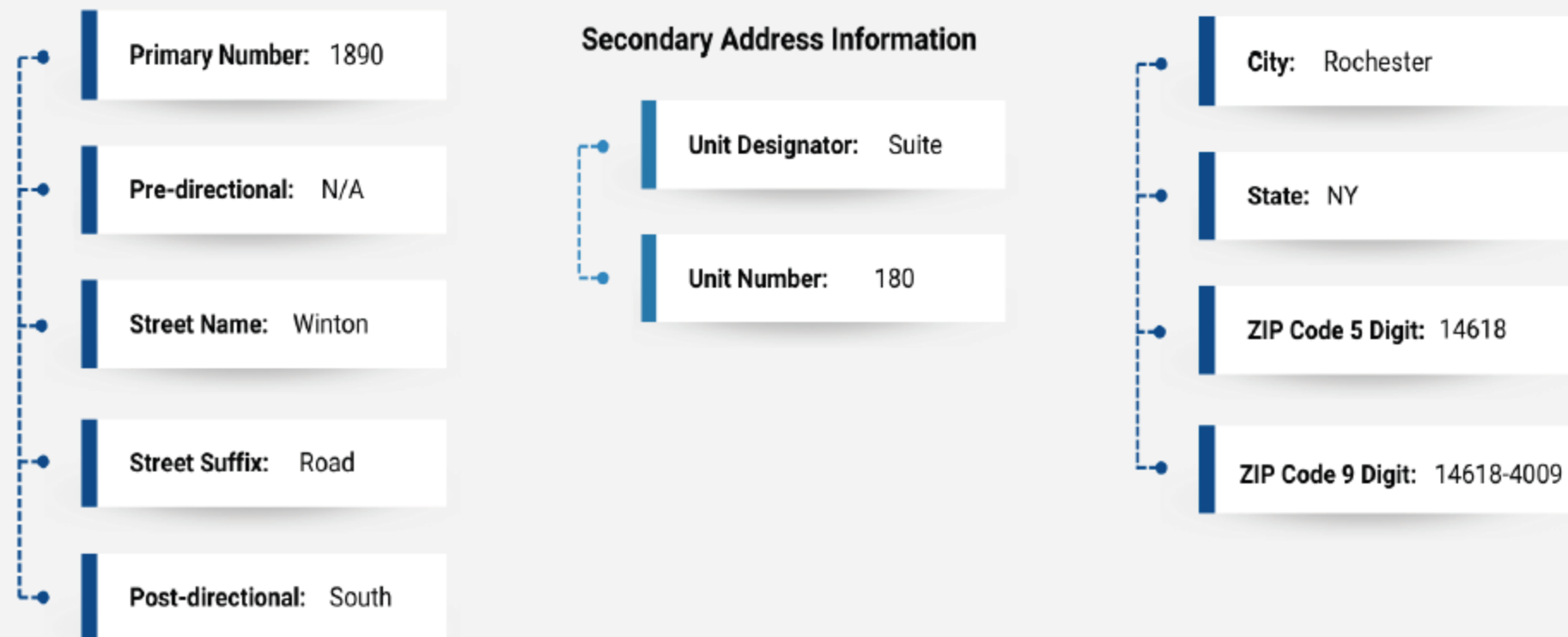
CASS™ -Address Parsing

What is it? | How does it work?

Identifies the elements of your input address so it can be standardized and matched to USPS® provided address data.

- Examples of address elements:

1890 Winton Road South | Suite 180 | Rochester, NY 14618-4009



CASS™ -Address Parsing

What is it? | How does it work?

- **How does parsing work?** Analyzing an address, the software looks for key words and position in the address line. But it becomes more challenging when formatting doesn't follow traditional standard address formats. The input fields used can impact the logic used to parse.
- If USPS address data can't be used to identify some of the address elements, such as when an apartment number is missing a letter or number or when a Unit Designator is missing, or placed in an alternate address line, parsing can become more difficult
- **Can the parsing engine identify the input secondary information if it only includes the unit number and doesn't provide the unit designator?** Yes, in most cases, but other factors are used to identify it.
- If secondary address information remains unidentified it is treated as "extra" information and can't be used to ensure delivery. The consequence of this is ultimately the mail may become UAA (undeliverable as addressed mail). It becomes an incomplete address when an apartment number or suite number is required but missing because it can't be identified.

Important Note: Some return codes are different depending on the BCC Software product/service used, some return codes are defined by USPS and are the same between products, although they may be named slightly differently.

CASS™ -Address Parsing

Relevant Return Codes

We need to keep in mind that parsing is happening, and that we can use return codes for CASS processing to determine what may be missing or is not matching to the USPS address data.

Architect Error Code

- 21-30 (Last Line Changes)
- 31-99 (Delivery Address Line Changes)
- 111-120 (Last Line Parsing)
- 211-220 (Last Line Retrieval)
- 311-320 (Address Line Parsing)
- 411-480 (Address Line Retrieval)

Mail Manager ZIP+4 Footnote Code

- A, B (ZIP Code Corrected, City/State Corrected)
- L (Delivery Address Component Changed)
- M (Street Name Spelling Changed)
- N (Delivery Address Standardized)

Mail Manager ZIP+4 Return Code

- 10-17 (Invalid Address, City/State/ZIP Code, Insufficient Data)
- 21 (Address Not Found)
- 22 (Multiple Responses, often caused by missing or unidentified address elements)

CASS™ -Address Standardization

What is it? | How does it work?

CASS™ address standardization will change for instance “Street” to “St” and “East” to “E” based on USPS recommended formatting. BCC Software products use USPS recommended abbreviations but also allow mailers to control how standardization is applied to an input address.

USPS scanning and sorting machines work best when the address is formatted in such a way that the address can be read from bottom to top. i.e.

Business Name

Secondary Address Line

Primary Delivery Address Line

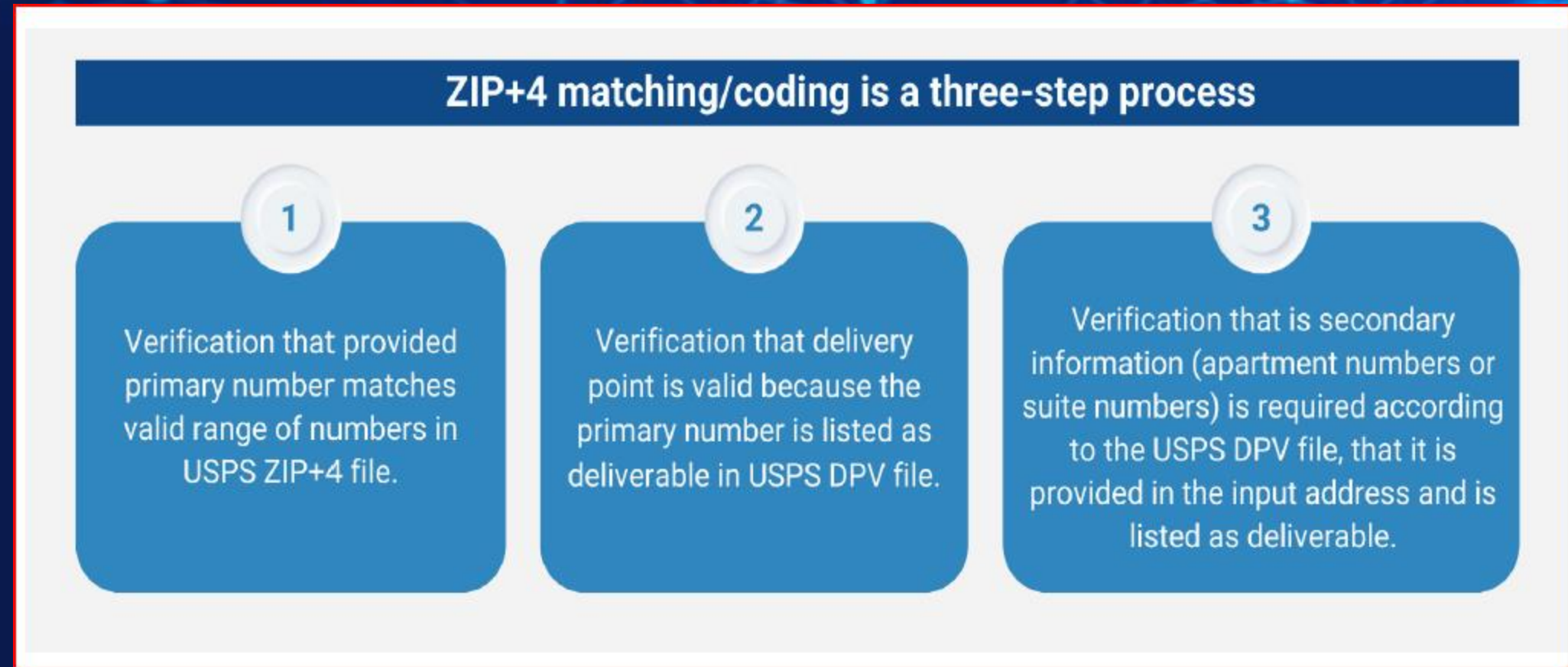
City, State, ZIP Code

Matching records for duplication search and Move Update (NCOALink) is improved after standardization/parsing.

Using the IMb (Intelligent Mail Barcode) does not remove the importance of having a properly formatted and standardized address. The process of perfecting an address according to USPS addressing standards is an important part of the process of correcting an address.

CASS™ -ZIP+4 Matching/Coding

What is it? | How does it work?



After address parsing and address standardization, the next step is to determine if the primary number provided in the input address is within a range of existing primary numbers on a particular street in a particular City/State and ZIP Code combination according to USPS ZIP+4 address data.

CASS™ -ZIP+4 Matching/Coding

What is it? | How does it work?

Example:

Delivery Address Line: 399 York St

City/State/ZIP Code: Elizabeth, NJ 07206

- The address browser lists valid ranges of primary numbers, secondary numbers, and business names if they exist on York St in this City/State/ZIP Code combination.
- This is a direct listing of what should be returned as the ZIP+4 and other relevant USPS data for an input address that matches a valid range.
- However, the address browser cannot display which individual primary and secondary numbers are listed by USPS as deliverable according to the USPS DPV address data. See the section below in this paper called DPV-Delivery Point Validation. Primary Number validation and DPV-Delivery Point Validation. Secondary Number validation for an explanation of the DPV requirement.
- What happens with this address is the first step ZIP+4 matching/coding does to match a valid ZIP+4 range using the primary number provided (399). The next step is DPV (Delivery Point Validation) and unfortunately it fails because the primary number is invalid according to DPV.
- Which numbers are valid can not be indicated in the Address Browser because of USPS licensing limitations.

Address Browser

Original Address

399 York St
Elizabeth NJ 07206

Search Address

City/St/ZIP

Elizabeth NJ

Find

Street

York St

Clear

Primary

399

Secondary

Result Address

399 York St
Elizabeth, NJ 07206-1420

Update

Cancel

Pre	Street	Suffix	Post
(All)			
York	St		

Primary	Unit	Secondary	ZIP+4	Firm	Type
* 1-399 (Odd)			07206-1420		S
2-398 (Even)			07206-1419		S
400-698 (Even)			07201-2041		S
401-799 (Odd)			07201-2035		S
600			07201-2074	Wakefern Food Corp	F
700-798 (Even)			07201-2065		S

Architect and Mail Manager Address Browser

CASS™ -ZIP+4 Matching/Coding

Relevant Return Codes

Architect Error Code

CASS Error Code: 491

CASS Error Code Description:

Failed DPV because of invalid primary

DPV Footnotes

DPVFootnotes: AAM3

DPVFootnotes Description:

AA -Matched to the ZIP+4 file

M3- Primary Number Invalid

DPV Enhanced Indicator

DPV Enhanced Indicator: N

DPV Enhanced Indicator Description:

The address failed to DPV Confirm.

The primary number was missing or was not validated.

Mail Manager ZIP+4 Footnote Code

- D (Non-Deliverable Address)
- F (Address Not Found)
- I (Insufficient/Incorrect Data)

Mail Manager ZIP+4 Return Code

- 21 (Address Not Found)
- 22 (Multiple Responses, often caused by missing or unidentified address elements)
- 23 (Error in Primary)

DPV® -Primary Number Validation

What is it? | How does it work?

After address parsing, address standardization, and ZIP+4 matching/coding, the next process is to determine if the provided primary number is listed as deliverable according to the USPS provided DPV file.

If there is a match of the provided input address to a street, rural route, or PO Box and the primary (box) number matches a range of address/box numbers in the USPS provided ZIP+4 file, an address still can fail to match because the primary number does not match the USPS provided DPV file.

In a case where the provided primary number is invalid according to DPV there are two possibilities. 1) the primary number is simply incorrect. 2) the address is new construction and the current DPV data used by the software was created before the new primary address has had a chance to be added.

Updating USPS address data as soon as it's available on the BCC Customer portal is always recommended to avoid this problem to the extent possible. In the case of new construction, there is something else that can be checked that can indicate if the address matches the USPS, EWS (Early Warning System).

DPV® -Primary Number Validation

Relevant Return Codes

The following Architect output fields can be used to check for an EWS match:

EWS_CODED is True

Description: Indicates that this record was flagged by the early warning system as a new address not yet included in the USPS databases.

Architect Error Code

CASS Error Code: 423

CASS Error Code Description: Matched to a record in the Early Warning System (EWS) file; an exact match will be possible with the next database update.

Architect DPV Footnotes

DPVFootnotes: AAM3

- DPVFootnotes Description: AA -Matched to the ZIP+4 file; M3- Primary Number invalid.

Mail Manager ZIP+4 Encoding Options:

Set Activate EWS option to true

Property Description: Activates the EWS (Early Warning System) file when encoding. The EWS file is updated weekly (remote encoding) and provides information on new addresses that have not yet been added to the ZIP+4 database. If an address matches a record in the EWS file, the address is not changed, and the code of "Q" is placed in the ZIP+4 Footnote field.

Mail Manager ZIP+4 Footnote Codes

ZIP+4 Footnote Code: Q

ZIP+4 Footnote Code Description: EWS (Early Warning System) Match. The address matches an address range in the EWS file. The EWS file contains address ranges of new addresses not yet incorporated into the ZIP+4 database.

DPV® -Primary Number Validation

Relevant Return Codes

Architect Error Code

CASS Error Code: 491

CASS Error Code Description: Failed DPV because of invalid primary

Architect Error Code

CASS Error Code: 494

CASS Error Code Description: Failed DPV because of invalid PO, RR, or HC box number

Architect DPV Enhanced Indicator

Enhanced DPV Indicator: N

Enhanced DPV Indicator Description: The address failed to DPV confirm. The primary number was missing or was not validated.

Mail Manager DPV Enhanced Code

Enhanced DPV Code: N

Enhanced DPV Code Description: The address failed to DPV confirm. The primary number was missing or was not validated.

Mail Manager DPV Footnotes

DPV Footnotes: AAM3

DPV Footnotes Description: AA-ZIP+4 matched; M3-Primary Number Invalid.

DPV® -Primary Number Validation

Relevant Return Codes

Since DPV (Delivery Point Validation) for both primary and secondary numbers is done as a part of ZIP+4 matching/coding it is recommended to use DPV fields to help make the ultimate decision about what is deliverable and what is not.

Recently, USPS after receiving feedback from mailers, asked CASS software vendors to start returning a new field called **Enhanced DPV Code** in Mail Manager (All Versions) – Datavolve – Integratec – LENS and called **DPV Enhanced Indicator** in Architect – Bulk Mailer – Ignite – Infuse Web Services – Architect Web Service.

Enhanced DPV Code	Description
R	Address confirmed but assigned to phantom route R777 or R779 and USPS delivery is not provided.
Y	Address was DPV/DSF ² confirmed for both primary and secondary numbers necessary to determine a valid entry point.
D	Address was DPV/DSF ² confirmed for the primary number only. Secondary information was missing.
S	Address was DPV confirmed for the primary number only, the Secondary number information was present but not confirmed or a single trailing alpha on a primary number was dropped to make a DPV match, and Secondary information required.
N	Both primary and secondary (if present) number information failed to DPV/DSF ² confirm.
Blank	The address was not presented to the DPV table because it was missing components needed for the lookup. This usually means the record is not ZIP+4 coded.

DPV Enhanced Indicator	Description
R	Address confirmed but assigned to phantom route R777 or R779 and USPS delivery is not provided.
Y	Address was DPV/DSF ² confirmed for both primary and secondary numbers necessary to determine a valid entry point.
D	Address was DPV/DSF ² confirmed for the primary number only. Secondary information was missing.
S	Address was DPV confirmed for the primary number only, the secondary number information was present but not confirmed or a single trailing alpha on a primary number was dropped to make a DPV match, and secondary information required.
X	The DPV database has been locked-out because of a protocol violation.
N	The address failed to DPV confirm. The primary number was missing or was not validated.
Blank	The address was not presented to the DPV table because it was missing components needed for the lookup. This usually means the record is not ZIP+4 coded.

Enhanced DPV Indicator/Code

DPV® -Primary Number Validation

Relevant Return Codes

Question: What is DPV is No Stat? — Answer: UAA Mail
(or in layman’s terms: Your address is treated by USPS as non-deliverable)

DPV is No-Stat Indicator

DPV Is No Stat	Description
Space	No look up.
1 = Confirmed	Confirmed, see No-Stat Reason Return Codes for details.
0 = Not Confirmed	Not confirmed.

DPV No-Stat Reason Codes

DPV No-Stat Reason Return Codes	Description
No value	No lookup.
01	IDA (Internal Drop Address): These are addresses that do not receive mail delivery directly from the USPS but are delivered to a drop address that services them.
02	CDS (New construction): The delivery is new construction and delivery has not been established or is on a Rural/CDS/HCR where the delivery point is unoccupied for more than 90 days.
03	Collision (Address does not DPV): These addresses do not actually DPV® confirm. In this case, the ‘Y’ should be set to an ‘N’ on the DPV® ‘A’ table and all other table values should be blank.
04	CMZ (College/Military Zone & Other types): These are ZIP + 4 records USPS has incorporated into the data.
05	Regular No-Stat : The address is no longer a possible delivery, the address is on an R777 route, or the PO Box has never been rented, is declared unrentable, or the No-Stat reason is not one of the other reasons.
06	Secondary required : The address has incorrect secondary or missing secondary and secondary information is required.

DPV® -Secondary Number Validation

What is it? | How does it work?

After address parsing, address standardization, ZIP+4 matching/coding, and DPV validation of the primary number, the next process is to determine if a secondary number (such as an apartment number or suite number) is present when required and if provided in the input address if it is listed as deliverable according to the USPS provided DPV file.

If there is a match of the provided input address to a street and the primary number matches a range of address in the USPS provided ZIP+4 file, and the primary number is listed as deliverable using DPV, an address still can fail to match completely because secondary information is required and either does not match the USPS provided DPV file or is not present in the input record.

Missing or invalid secondary information can in some cases be fixed by using Address Resolution/Apartment append service.

DPV® -Secondary Number Validation

Relevant Return Codes

Architect Error Code

CASS Error Code: 492/92 if DPV Failure as error is set to False (Default)

CASS Error Code Description: Valid primary but failed DPV because of invalid secondary

DPV Enhanced Indicator/Code

Enhanced DPV: D

Enhanced DPV Description: Address was DPV confirmed for primary number only. Secondary information was missing

Architect Error Code

CASS Error Code: 493/93 if DPV Failure as error is set to False (Default)

CASS Error Code Description: Valid primary but failed DPV because of missing secondary

DPV Enhanced Indicator/Code

Enhanced DPV: S

Enhanced DPV Description: Address was confirmed for the primary number only, Secondary information was present but not confirmed or a single trailing alpha on a primary number was dropped to make a DPV match, and secondary information was required.

Architect Error Code

CASS Error Code: 496/96 if DPV Failure as error is set to False (Default)

CASS Error Code Description: Valid primary, but failed DPV because of invalid required secondary



CASS™ -SuiteLink®

What is it? | How does it work?

As part of ZIP+4 matching/coding, BCC Software products and services uses SuiteLink as a USPS requirement to improve business addressing information by adding known secondary (suite) information to business addresses.

The matching of the input provided business name and address provides a suite number when one is not provided, or replaces the input provided suite number, or based on an Architect property can provide both to the output address.

CASS™ -SuiteLink®

Relevant Return Codes

Architect Error Code

CASS Error Code: 10

CASS Error Code Description: Secondary information added by SuiteLink

SuiteLink Footnote

SuiteLink Footnote: A

SuiteLink Footnote Description: The address was processed, and secondary information was added to the resulting address. Valid SuiteLink information is appended to the delivery address. If there is extraneous, nonvalid, secondary information, it is moved to the end of the delivery address line.

SuiteLink Footnote

SuiteLink Footnote: ""

SuiteLink Footnote Description: Was not processed by the SuiteLink engine: the address did not qualify for a lookup within the SuiteLink file. Only default high-rise addresses qualify for a SuiteLink lookup.

SuiteLink Footnote

SuiteLink Footnote: 00

SuiteLink Footnote Description: The address was processed through SuiteLink engine but did not result in a successful match: no secondary information was added.



CASS™ -LACSLink®

What is it? | How does it work?

As part of ZIP+4 matching/coding, BCC Software products and services use LACSLink as a USPS requirement to update unlocatable addresses such as rural routes with new addresses after a 911 emergency system update.

CASS™ -LACSLink®

Relevant Return Codes

Architect Error Code

CASS Error Code: 9

CASS Error Code Description: Address revised by LACSLink

LACSLink Footnote

LACSLink Footnote: A

LACSLink Footnote Description: A new address could be furnished.

LACSLink Footnote

LACSLink Footnote: 00

LACSLink Footnote Description: No match

LACSLink Footnote

LACSLink Footnote: ""

LACSLink Footnote Description: Not processed with LACSLink

LACSLink Footnote

LACSLink Footnote: 09

LACSLink Footnote Description: Matched to default high-rise address; address not updated

LACSLink Footnote

LACSLink Footnote: 14

LACSLink Footnote Description: Match failed to build a new address.

LACSLink Footnote

LACSLink Footnote: 92

LACSLink Footnote Description: Match; secondary dropped from input

NCOALink® (National Change of Address)

What is it? | How does it work?

After address parsing, address standardization, ZIP+4 matching/coding, and DPV validation of the primary number and the secondary number, we now need to examine the addressee of the mail piece to assure that the mail piece gets to the person, family or business intended. USPS provides NCOALink (National Change of Address Linkage System) to meet the USPS Move Update requirement that mailers (with some exceptions) must meet to qualify for presorted or automation price discounts.

We are focused on the topic of how to use return codes that come back from NCOALink processing and how these can be used to avoid UAA mail.

NCOALink uses individual names, family names and business name information as provided by the input address to match the USPS managed change of addresses (COA) database that is installed on BCC Software hosted servers. Or, you could have your own NCOALink server if you license the data directly from USPS and use BCC Software Move Server software to process your lists.

The biggest advantage of using NCOALink, over Address Change Service (ACS™), is that you can update your mailing list before mailing it. With ACS you get the address corrections after mailing either through manual notifications or electronic notifications back after attempted delivery or processing by the local USPS delivery unit.

NCOALink comes with two possible licenses, NCOALink FSP (full service, 48 months of data) or NCOALink LSP (limited service, 18 months of data) often combined with ANKLink to flag older COAs up to 48 months.

NCOALink® (National Change of Address)

What is it? | How does it work? Cont'd

When you process your list, you can control how far back you go looking for COAs, and the type of COAs you are looking for, Business only, Individual and Family only etc.

The key to matching to a COA is the business name, and name information provided by your input record. The NCOALink software will use name parsing to assist in matching. But if the business name and name fields are already parsed you can be more confident that matching will be accurate. For example, if you have the name information all contained in one field and/or multiple names such as John & Mary Smith all in a combined field, the name parsing will have to accurately use the name to make the match to COA. In most cases, it will be able to accurately match the COA record in these situations. But it is something that can be of concern if the format is non-standard such as "Last Name, First Name."

Using the NCOALink Footnotes field there are four possible cases that need to be considered when making decisions about which mail pieces you should include in your mailing. What you do with these results will determine your success in avoiding UAA mail. For instance, the bottom three cases may result in UAA mail because a new address cannot be provided by the service.

- A match was found, and a new address was provided.
- A match was found, but a new address was not available.
- A match was found, but the service was unable to provide a new address.
- An adequate match was not found, so a new address was not provided.

NCOALink® (National Change of Address)

Relevant Return Codes

NCOALink Footnote

NCOALink Footnote Code: A, 91, 92

Description: A match was found, and a new address was provided

NCOALink Footnote Code: 01, 02, 03

Description: A match was found but no new address was available

NCOALink Footnote Code: 05, 14, 19,

Description: A match was found but the service is unable to provide a new address

NCOALink Footnote Code: 00, 04, 06, 07, 08, 09, 10, 11, 12, 13, 15, 16,
17, 18, 20, 66

Description: An adequate match was not found, so a new address was not provided

PCOA® (Proprietary Change of Address)

What is it? | How does it work?

- An optional data service to find the correct and current address for an addressee in cases where you have an old address and NCOALink does not provide the new address is BCC Software's Proprietary Change of Address (PCOA).
- PCOA, called Enhanced Change of Address (ECO) in Bulk Mailer and Infuse Web Service, uses a master database that contains information about moves from multiple sources like magazine subscriptions, credit card, and utility companies.
- This service is available in Bulk Mailer (Data Services), Mail Manager (Data Marketing Services), Infuse Web Services, and LENS.

PCOA® (Proprietary Change of Address)

Relevant Return Codes

Infuse Web Services ECOA Footnotes

- ECOA Return Value: M; I
- ECOA Return Value Description: Moved with new address available; Individual move.

Infuse Web Services ECOA Footnotes

- ECOA Return Value: K; I
- ECOA Return Value Description: Moved without new address; Individual move.

Infuse Web Services ECOA Footnotes

- ECOA Return Value: X
- ECOA Return Value Description: No change of address found.

Infuse Web Services ECOA Footnotes

- ECOA Return Value: N
- ECOA Return Value Description: Provided address is newer, address unchanged

Infuse Web Services – Field: ECOA Date

ECOA Date: Date of when the move (change of address) occurred

PCOA® (Proprietary Change of Address)

Relevant Return Codes

Mail Manager PCOA Confidence Score

- PCOA Confidence Score: ""
- PCOA Confidence Description: No Match

Mail Manager PCOA Move Effective Date

PCOA Move Effective Date: Returned in the Data Services return job and included on the PCOA Summary Report

Mail Manager PCOA Confidence Score

- PCOA Confidence Score: 1
- PCOA Confidence Description: No Match

Mail Manager PCOA Confidence Score

- PCOA Confidence Score: 2
- PCOA Confidence Description: No Match

Mail Manager PCOA Confidence Score

- PCOA Confidence Score: 3
- PCOA Confidence Description: No Match

Mail Manager PCOA Confidence Score

- PCOA Confidence Score: 4
- PCOA Confidence Description: No Match

ARS ® (Address Resolution Service – Apartment Append)

What is it? | How does it work?

An optional data service to reduce undeliverable mail and increase a mail piece delivery rate when the address cannot be corrected and verified by CASS and DPV.

This service is available in Bulk Mailer (Data Services), Mail Manager (Data Marketing Services), Infuse Web Services, and LENS.

Mail Manager (Data Marketing Services) and LENS can both append missing, incomplete, or incorrect apartment numbers, as well as correct an incorrect or incomplete address.

Bulk Mailer (Data Services) and Infuse Web Services only return the Apartment Append portion of ARS.

Address Resolution Service and the Apartment Append service uses individual name information provided by the input record to update an uncorrected, incomplete, or incorrect address. It uses a proprietary database from sources such as utility companies and other third-party sources to find the name and match it to name information you provide.

See this link for more information:

<https://bccsoftware.com/services/address-resolution-service/>

ARS ® (Address Resolution Service – Apartment Append)

Relevant Return Codes

Bulk Mailer, Infuse Web Service -Apartment Number Footnote

Value: A1

Description: Secondary address information confirmed correct.

Bulk Mailer, Infuse Web Service -Apartment Number Footnote

Value: A2

Description: Secondary address information appended to the address record

Bulk Mailer, Infuse Web Service -Apartment Number Footnote

Value: A3

Description: Secondary address information updated

Mail Manager ARS Footnotes

Value: Y

Description: Resolved a non-match to a ZIP+4 match or resolved a default or non-deliverable match to an exact ZIP+4 match.

Mail Manager ARS Footnotes

Value: X

Description: No Address Resolution match

Mail Manager ARS Footnotes

Value: >

Description: Resolved to a DPV confirmed address

Mail Manager ARS Footnotes

Value: R

Description: Resolved

Mail Manager ARS Footnotes

Value: A

Description: Apartment Appended

Mail Manager ARS Footnotes

Value: S

Description: SuiteLink Match



ACS[™] (Address Change Service)

What is it? | How does it work?

ACS (Address Change Service) is a post mailing service that allows mailers to receive change-of-address (COA) and other reasons for non-delivery electronically and reduce the number manual (hardcopy) address notifications



ACS™ (Address Change Service)

Relevant Return Codes

This article on the BCC Software website explains UAA codes, also called “Nixie” codes and explains the problem that causes each code.

For more detail about “Nixie” codes, please follow this link:
<https://bccsoftware.com/the-meaning-of-nixie-or-uaa-mail-codes/>

These codes are not returned via BCC Software products and services, but returned directly to you electronically after your mailing is processed by USPS. Coming soon – ACS support in TNT tracking service.

BCC Software Customer Support

-

Tips for reporting Data Quality issues

Create a case online -

<https://portal.bccsoftware.com/Support/Cases>

- **Provide input address and field mapping**
- **Provide output address by field**
- **Provide expected results by field**
- **Provide product or service used and for locally installed software provide product and data file versions**

Additional information

Added after feedback from tabletop sessions
1/2

- **PAF GUIDE – use when mail owners won't sign PAF to help them see why they need to sign NCOALink Processing Acknowledgement Form**
- **PUB 28 – available on PostalPro (explains USPS Addressing requirements)**
<https://pe.usps.com/text/pub28/welcome.htm>
- **See Bill's Ebook/White paper that goes into greater detail on the subject of this presentation. It will be provided electronically to everyone who attended conference**
- **Additional fields such as DPV Vacant, DPV DND, DPV NSL, PO Box Only Zone, PO Box Throwback and Non-Delivery Days are available but not covered in this presentation. See your product's user guide for a description.**
- **CASS Cycle 0 Overview doc (for details on what were new requirements last year, 2023):**
https://docs.satorisoftware.com/us/CASSO/CASSCycleO_Overview.pdf

Additional information

Added after feedback from tabletop sessions
2/2

- **Explanation for "Phantom Route" R777, address IS ZIP+4, but is tagged as DPV is No Stat**
- **18 million address changes, frequency of data updates; takeaway is to update as soon as possible to pick up the latest USPS data.**
- **LACSLink – conversation is live for 12 months. What happens when your customer doesn't pick up an address conversion?**
- **Why you should provide result code and result code descriptions to mail owners/customers**

Additional Resources

[Quick Reference: CASS Error Codes and NCOALink Return Codes \(Architect, Bulk Mailer, Ignite, and Web Services\) customer portal](#)

[direct link](#)

[Quick Reference: ZIP+4 and NCOALink Return Codes \(Mail Manager - All versions, Datavolve, Integratec, and LENS\) customer portal](#)

[direct link](#)



Questions?

BCC SOFTWARE **USER CONFERENCE**

Info**X**change™

CHICAGO
2024

AUGUST 12TH - 15TH