CASS™ and NCOALink® Codes

CASS™ Zip+4® Return Codes	NCOALink® Return Codes	COA Match Flags	NCOA™ COA MOVE Type	Mail Deliverable	Delivery Point Barcoded (DPBC)	Summary
10-13, 17				No (Could be pulled out and mailed First Class)	No	May be undeliverable (poor address quality).
21, 22				At mailer's discretion	No	Mail at your discretion. Address didn't match an address range in the ZIP+4® database (21) or it matched multiple ranges (22)
23*	05, 14	P	F, B, or I	No (Could be pulled out and mailed First Class)	Yes	New address could not be provided. Addressee has moved.
23*	19			At mailer's discretion**		New address could not be provided. Addressee has moved. (Temporary move, NCOALink® FSP only)
23*	00			At mailer's discretion		No Match - The input record could not be matched to a record in the master file. A new address could not be furnished. (LACSLink™)
26*	03	G		Yes, but remove name or add "Current Resident"	Yes - but addressee no longer there	Recipient moved without providing a forwarding address to the USPS®.
27*	02	K				
28*	01	F				
31, 32	04, 06-13, 15-18, 20			At mailer's discretion	Yes	Difference between COA and your data prevent new address from being returned.
31, 32	66			Yes	Yes	COA Canceled by Addressee
31, 32	00			Yes	Yes	Likely Deliverable
31, 32				No	No	Address is not likely deliverable.
33				No	No	Address is non-deliverable.
36	A, 91, 92	M,S	I	Yes	Yes	New address information is provided.
37			F	Yes	Yes	
38			B	Yes	Yes	
39	00			Yes	Yes	LACSLink™ processing provided new address data, related to a local 911 system change.
98				No		Non-USPS ZIP Code. Address is not likely deliverable.
99				No		Unexpected result. Contact support.

*Could negatively impact MERLIN® or Postal Automated Redirection System (PARS) │ **23/19 - NCOALinkFSP - Mail First-Class Mail pieces only. Contact the USPS® about proper endorsements for other classes.

GLOSSARY OF TERMS

CASS™

- An address standardization process that follows the USPS® Coding Accuracy Support System (CASS™) requirements.

- The process updates addresses with Zip+4®, and delivery point codes.

- The process corrects street suffixes (such as Ave, Way, Court), city, and state misspellings to adhere to USPS® standards

- Streamworks is a CASS™ Certified vendor with the USPS®.

NCOALink™

- The National Change of Address (NCOA) database contains moves within the past 18-48 months.

COA Move Type

- F = Family
- I = Individual
- B = Business

COA Match Flags

MATCH FLAG	DESCRIPTION
C	Undeliverable. The carrier filed an action indicating that delivery to this person at this address cannot be accomplished.
F	Foreign Move. The customer has moved to a foreign address.
G	Box Closed. The customer's PO Box has been closed and no forwarding address was filed.
K	No Forwarding Address. The customer has moved and left no forwarding address.
M	Forwardable Move. The customer has moved and left a forwarding address.
P	Error in Primary. The new primary address did not match to DSF2™. (DSF2™/NCOALink™ only)
S	Error in Secondary. The new primary address matched to DSF2™ but the secondary address could not be verified.

ZIP+4® RETURN CODES

CODE	DESCRIPTION
10	**Invalid Address** — The delivery address included a dual address, usually a route and a box number, but the order of these numbers was inconsistent with addressing standards, so no ZIP + 4 assignment could be confidently made.
11	**Invalid City/State/ZIP®** — A matching address could not be found in the National Database within the City-State or ZIP Code™, and the City and/or State and/or ZIP Code were not corrected.
12	**Invalid State** — The state abbreviation was not correct and no matching delivery address was found for the given ZIP Code.
13	**Invalid City** — The city name was not correct and no matching delivery address was found for the given ZIP Code.
17	**Insufficient Data** — The delivery address and/or secondary address data was missing, or the ZIP Code and either the city or state data were missing.

CODE	DESCRIPTION
21	**Address Not Found** — A match, or close match, for the data in the delivery address field could not be found in the National Database within the ZIP Code or city and state entered. Possible causes: • The street number or unit number is out of range. • The street name was not found. The encoding process corrects many misspelled street names but some misspellings will not be identified as matches. In general, the encoding process tends to ignore vowels, but is more sensitive to consonants. • The predirectional or postdirectional was incorrect. • Some occurrences of multiple words can cause an address not to be found. If the actual street name is *Greenview* and it was entered as *Green View* it may not be found in the database. Similarly, if the actual address was *Green View* and it was entered as *Greenview* it may not be found. • Sometimes abbreviated street names will not be found in the database. For example, *MLK Drive* may not be recognized as *Martin Luther King, Jr Drive*. • Non-address information is included in the delivery address.

ZIP+4® RETURN CODES

CODE	DESCRIPTION
22	**Multiple Responses** — The delivery address was found in the National Database but there were multiple occurrences of the address because of a missing address element. Possible causes: • The street number was missing. • A required predirectional or postdirectional was missing. For example, the delivery address was entered as *113 Maple St*. and there were actual addresses at *113 N Maple St*. and *113 S Maple St*. • The suffix was missing and there were multiple addresses with the same name. For example, the delivery address was entered as *113 Maple* and there were entries in the National Database for *113 Maple St* and *113 Maple Dr*.
23	Error in Primary
31	**Single Response** — The delivery address was found in the National Database and no further information was required.
32	**Default Response** — The delivery address was found in the National Database and a default ZIP Code™ was assigned, however with more information, such as a suite or apartment number, a unique ZIP + 4 would be assigned. Default ZIP® codes are assigned to certain buildings or high-rise. Within the high-rise there may be more specific ZIP codes for certain floors, suite ranges or even firms within the building.
33	**Non-deliverable** — The delivery address was found in the National Database, but it was specifically flagged by the Postal Service™ as a non-deliverable address. For example, a non-deliverable address might be a loading dock at the rear of a building or an address within a building complex where the postal carrier delivers only to the main office. No ZIP Code™ is assigned to nondeliverable addresses.
39	LACSLink™ Conversion (LACSLink only)
98	**Non-USPS® ZIP** — The address was determined, using the National Database, to be a non-USPS ZIP Code™. For example, the Canadian Postal Code B2H 567.
99	Assigned when an unexpected error occurs during the ZIP + 4® Encoding process. The original information will be left in the other fields in the address group.