

## NCOALink™ – Return Codes

A single **Return Code** will be present for every record processed through NCOALink. This code will indicate whether or not the Input record matched to the COA database and whether or not a New Address has been provided.

The Return Codes fall into in of five categories based on the action you will likely take when updating your file. The five categories are:

1. Match to COA File - New Address Provided
2. Match to COA File – No New Address – Mail Not Forwardable
3. Match to COA File – Unable to Return New Address – Mail Forwardable
4. Unmatched to COA File
5. Match to COA File – Conditional Return Codes Present

**1. Match to COA File - New Address Provided** – A New Address will be present for Return Codes “A”, “91” and “92”. The Move Type and Move Effective Date are provided.

- ∞ **A - COA Match** - The Input record matched to a Business, Individual or Family Move and the new address is provided.
- ∞ **91 - COA Match: Secondary Number Dropped from COA** - The Input record was missing Secondary Address data and matched to a COA record that had a Secondary Address. The records successfully matched using Individual matching logic and the new address is provided.
- ∞ **92 - COA Match: Secondary Number Dropped from Input Address** - The Input record contained Secondary Address data and matched to a COA record that did not have a Secondary Address. The records successfully matched using Individual matching logic and the new address is provided.

**2. Match to COA File – No New Address – Mail Not Forwardable** - These codes indicate that there has been a COA but no New Address is available. The Postal Service™ does not have a new address on file so mail cannot be forwarded and the use of Address Correction Services will not yield any additional information. These records should be eliminated from all mailings. The Move Type and Move Effective Date are provided.

- ∞ **01 – Found COA: Foreign Move** - The Input record matched to Business, Individual or Family COA record but the New Address could not be provided because it is outside USPS® delivery area.

- ∞ **02 – Found COA: Moved Left No Address (MLNA)** - The Input record matched to a Business, Individual or Family COA record, but the Postal Customer did not file a Change of Address with the USPS. No New Address is available.
- ∞ **03 – Found COA: Box Closed No Order (BCNO)** - The Input record matched to a Business, Individual or Family COA record which contains an old PO BOX address that has been closed. No new address is available.

### **3. Match to COA File – Unable to Return New Address – Mail Forwardable –**

These codes indicate that your input record definitely matched to a COA, but in order to avoid the possibility of making an incorrect change it is not possible to provide you with the New Address. It is important to note that if your mail is eligible for Forwarding or you have requested any of the Address Change notification services the Postal Service will be able to provide these services as long as the COA is still on file (12 months for forwarding, 18 months for ACS™).

- ∞ **05 - Found COA: New 11-digit DPBC is Ambiguous** - The Input record matched to a business, individual, or family type master file record. The New Address on the master file record could not be converted to a deliverable address because the DPBC represents more than one delivery point.
- ∞ **14 - Found COA: New Address Would Not Convert at Run Time** - The Input record matched to a master file (business, individual, or family type) record, but the new address could not be converted to a deliverable address.
- ∞ **19 - Found COA: New Address Not ZIP + 4® Coded** - There is a change of address on file but the New Address cannot be ZIP + 4 coded and therefore there is no 11-digit DPBC to store or return.

**4. Unmatched to COA File –** Return Code “00” means there was simply no match to any COA record. Return Code “66” indicates that your input record matched to a COA record that shouldn’t have been on the file in the first place. This can happen if the Postal Customer checks “Family” Move when they should have checked “Individual”. In this case you could have the actual “mover” or you could have one of the Family members that have not moved. Fortunately there are very few of these records and corrections are made weekly.

- ∞ **00 - No Match** - The Input record did not match to the COA database. A New Address could not be furnished. Secondary Return Codes may be present.

- ∞ **66 - Daily Delete** - The Input record matched to a Business, Individual or Family type master file record with an old address that is present in the daily delete file. The presence of an address in the daily delete file means that a COA with this address is pending deletion from the master file and that no mail may be forwarded from this address. The Move Type and Move Effective Date are not returned. **The chances are low that the Addressee on the Input record has actually moved.**

**5. Match to COA File – Conditional Return Codes Present** – Records with any of the remaining Return Codes matched to a COA record based on name and address elements (for example, Surname and Primary Address), but subsequent testing failed to yield a precise enough match. The Conditional Return Codes indicate the condition that prevented COA information from being returned.

The presence of a Conditional Return Code indicates that there may have been a Change of Address for the Input record so you may want to delete these records from certain Mailings. For example, in the case of multiple COA records matching to an Input record, the chances are very high that one of the records is the correct match. That means that you probably do not want to send mail to that record, unless you are paying for Forwarding and/or are using ACS or one of the Ancillary Endorsements.

- ∞ **04 - Cannot match COA: Street Address with Secondary** - The Input record matched to a Family record type. The old address contained Secondary information but the Input record did not. This address match situation requires individual name matching logic to obtain a match and individual names do not match. The Move Type and Move Effective Date are not returned. **The chances are good that the Addressee on the Input record has actually moved.**
- ∞ **06 - Cannot Match COA: Conflicting Directions: Middle Name Related** – The Input record matched to more than one COA record and the middle names or initials on the COA's are different. Therefore, a single match result could not be determined. . The Move Type and Move Effective Date are not returned. **A near certainty that the Addressee on the Input record has actually moved.**
- ∞ **07 - Cannot Match COA: Conflicting Directions: Gender Related** – The Input record matched to more than one COA record and the genders of the names on the COA's are different. Therefore, a single match result could not be determined. . The Move Type and Move Effective Date are

not returned. **A near certainty that the Addressee on the Input record has actually moved.**

- ∞ **08 - Cannot Match COA: Other Conflicting Instructions** - The Input record matched to two COA records and the New Addresses on the COA's are different. Since there is no way to know which New Address relates to the Input record, no New Address can be returned. . The Move Type and Move Effective Date are not returned. **A near certainty that the Addressee on the Input record has actually moved.**
- ∞ **09 - Cannot Match COA: High-rise Default** - The Input record matched a Family move in a High-rise, ZIP + 4 coded to the building default. This address match situation requires individual name matching logic and individual names do not match. The Move Type and Move Effective Date are not returned. **The chances are good that the Addressee on the Input record has actually moved.**
- ∞ **10 - Cannot Match COA: Rural Default** - The Input record matched to a family record on the master file from a Rural Route or Highway Contract Route address ZIP + 4 coded to the route default. The address situation requires individual name matching logic to obtain a match and individual names do not match. . The Move Type and Move Effective Date are not returned. **The chances are fair that the Addressee on the Input record has actually moved.**
- ∞ **11 - Cannot Match COA: Individual Match: Insufficient COA Name for Match** - There is a master file (Individual or Family type) record with the same surname and address but there is insufficient name information on the master file record to produce a match using individual matching logic. This Return Code is only obtained when using individual matching logic. The Move Type and Move Effective Date are not returned. **The chances are good that the Addressee on the Input record has actually moved.**
- ∞ **12 - Cannot Match COA: Middle Name Test Failed** - The Input record matched to an Individual or Family record on the master file with the same address and surname. However, a match cannot be made because the input name contains a conflict with the middle name or initials on the master file record. . The Move Type and Move Effective Date are not returned. **The chances are good that the Addressee on the Input record has actually moved.**
- ∞ **13 - Cannot Match COA: Gender Test Failed** - The Input record matched to a master file (Individual or Family type) record. A match cannot be made because the gender of the name on the Input record conflicts with the gender of the name on the master file record. . The

Move Type and Move Effective Date are not returned. **The chances are good that the Addressee on the Input record has actually moved.**

- ∞ **15 - Cannot Match COA: Individual Name Insufficient** - There is a master file record with the same address and surname. A match cannot be made because the Input record does not contain a first name or contains initials only. . The Move Type and Move Effective Date are not returned. **The chances are good that the Addressee on the Input record has actually moved.**
- ∞ **16 - Cannot Match COA: Secondary Number Discrepancy** - The Input record matched to a street level Individual or Family type record. However, a match is prohibited based on one of the following reasons: 1) There is conflicting secondary information on the input and master file record; 2) the Input record contained secondary information and matched to a family record that does not contain secondary information. In item 2, this address match situation requires individual name matching logic to obtain a COA match and individual names do not match. . The Move Type and Move Effective Date are not returned. **The chances are fair that the Addressee on the Input record has actually moved.**
- ∞ **17 - Cannot Match COA: Other Insufficient Name** - The Input record matched to an Individual or Family master file record. The input name is different or not sufficient enough to produce a match. . The Move Type and Move Effective Date are not returned. **The chances are fair that the Addressee on the Input record has actually moved.**
- ∞ **18 - Cannot Match COA: General Delivery** - The Input record matched to a family record on the master file from a General Delivery address. This address situation requires individual name matching logic to obtain a match and the individual names do not match. . The Move Type and Move Effective Date are not returned. **The chances are fair that the Addressee on the Input record has actually moved.**
- ∞ **20 - Cannot Match COA: Conflicting Directions after Re-chaining** - Multiple master file records were potential matches for the Input record. The master file records contained different New Addresses and a single match result could not be determined. . The Move Type and Move Effective Date are not returned. **A near certainty that the Addressee on the Input record has actually moved.**

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