

## Return Mail Process- Admin

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### Purpose

The purpose of this job aid is to provide information on how to configure and manage Return Mail in the System.

### Introduction

Electronic Return Mail service is available through Central Print. Correspondences sent from CalSAWS can result in return mail either because it is undeliverable, or the mailed item has an incorrect/outdated address. CalSAWS correspondences with USPS forwarding addresses are also considered undeliverable as they are not forwarded per state policy. Counties are notified of returned mail via the Address Collection electronic report and journal entry. Tasks can also be configured for Counties to opt in or out.

In addition, Counties may opt in to have their return mail sent to Central Print. Any return mail that was previously not identified in the electronic report, Central Print will scan and transfer an image of the envelope to the CalSAWS Imaging Solution. The physical return mail is then securely shredded.

Return Mail previously not identified in the electronic report include:

- **Attempted – Not Known:** Delivery attempted, addressee not known at place of address
- **Deceased:** Addressee is deceased, and mail is not properly deliverable to another person
- **Refused:** Addressee refused to accept mail
- **Unclaimed:** Addressee abandoned or failed to call for mail

**Note:** For these carrier-initiated categories, there are images of the envelopes with the yellow sticker that specifies the reason for the returned mail.

Return Mail that was previously identified in the Address Correction report as just needing an address correction would also be scanned and imaged.

### Configuration Options and Required Service

Counties can opt in to certain configuration options, however, the Address Correction Report Generation is a required service that provides the generation and distribution of reports.

The following Return Mail configuration options are available to the Counties:

- **Automated Task Creation:** Allows the County to enable/disable one of the following tasks for addresses determined to be undeliverable, that appears within 24 hours of the completion of Central Print processing:
  - **Change of Address task for Return Mail (Errors):** USPS informed the sending County that the mail will be returned. For example, the address is invalid or there is a Notice of Change of Address.
  - **Change of Address task for Update Recommended (Warnings):** USPS informed the sending County that the address needs correction. For example, USPS corrected the street name due to a typo.  
**Note:** Warnings always appear on the report file.
- **Report Generation Email Notification Details:** An email is sent to a County specific distribution list after the Address Correction Report is generated with a link to the most recent Address Correction Report

## Electronic Return Mail Notification

The USPS determines the information that goes on the USPS return label (typically a yellow sticker) from one of two USPS services:

- **Coding Accuracy Support System (CASS):** USPS service that returns a properly formatted address
- **National Change of Address (NCOA):** USPS service that returns the data for a name/address that has a Change of Address on file prior to mailing

Central Print can process both CASS and NCOA for all mail. Based on results of CASS and NCOA inquiries, mail can be identified as either deliverable or return mail at the time of mailing.

For Counties using the Electronic Return Mail Notification Service, Central Print sends a transaction for each mail piece to USPS CASS and NCOA services. USPS returns an official USPS notification, which includes the appropriate CASS or NCOA code and description. USPS may also return address corrections as update recommendations.

Addresses determined to be incorrect or non-deliverable are flagged. This information is then returned to the County. The information can be shared with the County in the form of a report. When a county opts in for tasks, the Return Mail service uses the Task API to create a task with Task type Change Address. Additionally, a Journal entry is created within CalSAWS.

## CASS Codes

The Return Mail CASS Codes are listed below. This list includes the code and reason as to why the mail was returned. These codes display on both the task and Return Mail Report.

## CASS Codes – Corrected

Value	Description
<b>0, 7, 8</b>	<b>No Changes</b>
0	No significant changes
7	Matched to unique ZIP code; delivery address line not verified
8	Matched to general delivery ZIP code, delivery address line not verified
<b>9, 10</b>	<b>LACS/ Suite Changes</b>
9	Address revised by LACS
10	Secondary information added by SuiteLink
<b>11-20</b>	<b>Special Situations</b>
11	Alias match
12	ZIP move match
13	Alternate match
14	Phantom Route
15	Matched after trailing alpha removed from primary
<b>21-30</b>	<b>Last Line Changes</b>
21	City Changed
22	City and state changed
23	City and ZIP changed
24	City, state, and ZIP changed
25	ZIP changed
26	ZIP and State changed
27	State changed
<b>31-99</b>	<b>Delivery Address Line Changes</b>
31	Street name changed
32	Street name and suffix changed
33	Street name and Directional changed
34	Street name, suffix, and directional changed
35	Street name and city changed
36	Street name, city, and state changed
37	Street name, city, and ZIP changed
38	Street name, city, state, and ZIP changed
39	Street name and ZIP changed
40	Street name, ZIP, and state changed
41	Street name and state changed
42	Street name, suffix, and city changed
43	Street name, suffix, city, and state changed
44	Street name, suffix, city, and ZIP changed
45	Street name, suffix, city, state, and ZIP changed
46	Street name, suffix, and ZIP changed
47	Street name, suffix, ZIP, and state changed
48	Street name, suffix, and state changed
49	Street name, directional, and city changed
50	Street name, directional, city, and state changed

51	Street name, directional, city, and ZIP changed
52	Street name, directional, city, state, and ZIP changed
53	Street name, directional, and ZIP changed
54	Street name, directional, ZIP, and state changed
55	Street name, directional, and state changed
56	Street name, suffix, directional, and city changed
57	Street name, suffix, directional, city, and state changed
58	Street name, suffix, directional, city, and ZIP changed
59	Street name, suffix, directional, city, state, and ZIP changed
60	Street name, suffix, directional, and ZIP changed
61	Street name, suffix, directional, ZIP, and state changed
62	Street name, suffix, directional, and state changed
63	Suffix changed
64	Suffix and directional changed
65	Suffix and city changed
66	Suffix, city, and state changed
67	Suffix, city, and ZIP changed
68	Suffix, city, state, and ZIP changed
69	Suffix and ZIP changed
70	Suffix, ZIP, and state changed
71	Suffix and state changed
72	Suffix, directional, and city changed
73	Suffix, directional, city, and state changed
74	Suffix, directional, city, and ZIP changed
75	Suffix, directional, city, state, and ZIP changed
76	Suffix, directional, and ZIP changed
77	Suffix, directional, ZIP, and state changed
78	Suffix, directional, and state changed
79	Directional changed
80	Directional and city changed
81	Directional, city, and state changed
82	Directional, city, and ZIP changed
83	Directional, city, state, and ZIP changed
84	Directional and ZIP changed
85	Directional,
86	Directional and state changed
92	Failed DPV because of invalid secondary
93	Failed DPV because of missing secondary
96	Failed DPV because of invalid required secondary

### CASS Codes – Uncorrected

Value	Description
<b>111-120</b>	<b>Last Line Parsing</b>
111	No input ZIP, no input state, and no input city
112	No input ZIP and no input city

113	Foreign address
<b>211-220</b>	<b>Last Line Retrieval</b>
211	No input ZIP, no input state, and input city invalid
212	No input ZIP, input state invalid, and input city invalid
213	Input ZIP invalid, no input state, and input city invalid
214	Input ZIP invalid, input state invalid, and input city invalid
215	Input ZIP invalid, no input city
216	Unique input ZIP Code does not match input city/state
217	Invalid city, missing or invalid state, and invalid ZIP Code
218	Invalid city and ZIP Code
219	Missing state and ZIP Code
220	Invalid city and missing ZIP Code
<b>311-320</b>	<b>Address Line Parsing</b>
311	The primary street number could not be found.
312	The street name could not be found.
313	Address lines are blank.
<b>411-430</b>	<b>Address Line Retrieval</b>
411	Primary street number does not exist.
412	Secondary street number does not exist.
413	Several matches are possible, but there is not enough information to make a guaranteed match.
414	Several matches are possible, but there is not enough information to make a guaranteed match.
415	The USPS is expecting a directional at the beginning of the address (1234 N BAY ST)
416	The USPS is expecting a directional at the end of the address (BAY DR W)
417	Street suffix required (i.e., Avenue, Drive, Street, Lane, etc.) to make correct address
418	Several matches are possible, but there is not enough information to make a guaranteed match.
419	Several matches are possible, a valid ZIP Code is required to make a guaranteed match.
420	Several matches are possible, a valid CITY is required to make a guaranteed match.
421	Several matches are possible, a valid URBANIZATION is required to make a guaranteed match.
422	Several matches are possible, but there is not enough information to make a guaranteed match.
423	Matched to a record in the Early Warning System (EWS) file;van exact match will be possible with the next database update
<b>491-499</b>	<b>Delivery Point Validation (DPV) Failures</b>
491	Primary address does not exist.
492	Secondary address does not exist.
493	Secondary address is missing.
494	Box does not exist.
496	Secondary address is invalid or missing.

## NCOA Codes

The NCOA codes provide information about the records processed through the service. The following tables explain conditions for cases where:

- 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

Columns include:

- NCOA<sup>Link</sup> Footnote Code: The code returned by USPS® in the NCOA<sup>Link</sup> process
- Description: An explanation of the outcome
- New Address Provided: Whether or not the service provided a new address

### A match was found and a new address was provided

NCOA <sup>Link</sup> Footnote Code	Description	New Address Provided
A	<b>Full match</b>  The address was matched to an NCOA <sup>Link</sup> record, and a new address has been provided.	Yes
91	<b>Matched despite missing secondary number</b>  The address was matched to an NCOA <sup>Link</sup> record. The address submitted did not include a secondary number (such as an apartment or suite number), and the NCOA <sup>Link</sup> record did. The secondary number was not used in making the match because the match was close enough.  A new address has been provided.	Yes
92	<b>Matched despite extra secondary number</b>  The address was matched to an NCOA <sup>Link</sup> record. The address submitted included a secondary number (such as an apartment or suite number), and the NCOA <sup>Link</sup> address did not. The secondary number was not used in making the match because the match was close enough.  A new address has been provided.	Yes

### A match was found but no new address was available

<b>NCOA<sup>Link</sup> Footnote Code</b>	<b>Description</b>	<b>New Address Provided</b>
1	<b>New address is outside US</b>  The address was matched to an NCOA <sup>Link</sup> record, but the new address was outside the USPS® delivery area.  Because the new address is not served by USPS®, a new address could not be given.	No
2	<b>No forwarding address</b>  The address was matched to an NCOA <sup>Link</sup> record, but the person did not provide their new address to USPS.  Because no new address is on record, a new address could not be given.	No
3	<b>PO Box closed</b>  The address was matched to an NCOA <sup>Link</sup> record, but the submitted address was a PO Box that was closed without a forwarding address.  Because no forwarding address is on record, a new address could not be given.	No

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

<b>NCOA<sup>Link</sup> Footnote Code</b>	<b>Description</b>	<b>New Address Provided</b>
5	<b>Too many matches for new address</b>  The address was matched to an NCOA <sup>Link</sup> record, but the Delivery Point Bar Code (DPBC) on the NCOA <sup>Link</sup> record matches more than one delivery address.  Because there is more than one possible address match, a new address could not be given.	No
14	<b>Undeliverable address</b>  The address was matched to an NCOA <sup>Link</sup> record, but the new address on record is not a deliverable address.  Because the new address is not recognized by USPS as a deliverable address, a new address could not be given.	No

19	<p>Either:</p> <p>a) <b>ZIP Code not found</b>  The address was matched to an NCOA<sup>Link</sup> record, but the new address does not match a ZIP+4 code.  Because the ZIP+4 code could not be found for the new address, a new address could not be given.</p> <p><b>OR</b></p> <p>b) <b>Temporary change of address</b>  The address was matched to an NCOA<sup>Link</sup> record for a temporary change of address. At the request of the recipient, First Class mail will be forwarded to a temporary address for up to 12 months. Standard mail will not be forwarded.  The NCOA<sup>Link</sup> system cannot provide the temporary address.</p>	No
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**The service did not find an adequate match**

NCOA <sup>Link</sup> Footnote Code	Description	New Address Provided
0	<p><b>No matching address</b></p> <p>The address could not be found in the NCOA<sup>Link</sup> database.</p> <p>Because the provided address was not found, a new address could not be given.</p>	No
4	<p><b>Apartment number missing for family move</b></p> <p>The address was partially matched to an NCOA<sup>Link</sup> record for a family (multiple people at the same address), but there is not enough information to match a single individual. The NCOA<sup>Link</sup> address on record includes secondary address information (such as an apartment or suite number), but the submitted address does not.</p> <p>Because the apartment number is missing and a match to an individual could not be made, a new address could not be given.</p>	No
6	<p><b>More than one possible address match, but middle names do not match</b></p> <p>The address was partially matched to NCOA<sup>Link</sup> records, but there is more than one possible match. In addition, the middle names for the individual and the NCOA<sup>Link</sup> records do not match.</p>	No



	<p>Because there is more than one possible match and the middle names do not match, a new address could not be given.</p>	
7	<p><b>More than one possible address match, but genders do not match</b></p> <p>The address was partially matched to NCOA<sup>Link</sup> records, but there is more than one possible match. In addition, the genders for the first names of the individual and the NCOA<sup>Link</sup> records do not match.</p> <p>Because there is more than one possible match and the genders do not match, a new address could not be given.</p>	No
8	<p><b>Too many possible matches</b></p> <p>The address was matched to more than one NCOA<sup>Link</sup> record. There may be more than one record on file when a change of address is recorded more than once for an individual, a family, and/or a business.</p> <p>Because there is more than one possible match, a new address could not be given.</p>	No
9	<p><b>Family move with high rise address does not match individual name</b></p> <p>The address was partially matched to an NCOA<sup>Link</sup> record, but the NCOA<sup>Link</sup> record is for a family (multiple people at the same address). Individual names do not match, and the NCOA<sup>Link</sup> record is for a high rise address, where there could be many possible apartments or delivery points.</p> <p>Because there is no exact match to an individual in a building with multiple delivery addresses, a new address could not be given.</p>	No
10	<p><b>Family move with default rural address does not match individual name</b></p> <p>The address was partially matched to an NCOA<sup>Link</sup> record, but the NCOA<sup>Link</sup> record is for a family (multiple people at the same address). Individual names do not match, and the NCOA<sup>Link</sup> record is for a rural address that includes only the default route and not a specific new address.</p> <p>Because there is no exact match to an individual for a general rural address, a new address could not be given.</p>	No

11	<p><b>Only a last name could be matched</b></p> <p>The address was partially matched to an NCOA<sup>Link</sup> record, but the NCOA<sup>Link</sup> record does not contain first name information to be able to match to an individual.</p> <p>Because there is no first name information available in the NCOA<sup>Link</sup> record, a new address could not be given.</p>	No
12	<p><b>Middle name does not match</b></p> <p>The address was partially matched to an NCOA<sup>Link</sup> record, but the middle name or initial submitted is different than the NCOA<sup>Link</sup> records.</p> <p>Because the middle name does not match, a new address could not be given.</p>	No
13	<p><b>Gender does not match</b></p> <p>The address was partially matched to an NCOA<sup>Link</sup> record, but the gender of the name submitted is different than the gender of the NCOA<sup>Link</sup> record.</p> <p>Because the gender does not match, a new address could not be given.</p>	No
15	<p><b>Missing first name</b></p> <p>The address was partially matched to an NCOA<sup>Link</sup> record, but the address submitted does not have a first name or uses only initials.</p> <p>Because the first name of the submitted address is missing, a new address could not be given.</p>	No
16	<p><b>Apartment number does not match</b></p> <p>The address was partially matched to an NCOA<sup>Link</sup> record, but the secondary information (such as an apartment or suite number) in the submitted address is different than in the NCOA<sup>Link</sup> record.</p> <p>Because the apartment number could not be matched, a new address could not be given.</p>	No
17	<p><b>First name does not match</b></p> <p>The address was matched to an NCOA<sup>Link</sup> record, but the first name does not match or did not contain enough information to match.</p>	No

	Because the first name could not be matched, a new address could not be given.	
18	<p><b>Family move with General Delivery address does not match individual name</b></p> <p>The address was partially matched to an NCOA<sup>Link</sup> record, but the NCOA<sup>Link</sup> record is a General Delivery address for a family (multiple people at the same address), and no individual match could be found.</p> <p>Because a General Delivery address could not be matched to an individual, a new address could not be given.</p>	No
20	<p><b>Delivery code could not be confirmed</b></p> <p>The address was matched to an NCOA<sup>Link</sup> record, but the new address either did not match a ZIP+4 code or could not be confirmed as a deliverable address.</p> <p>Because the new address did not match a delivery code, a new address could not be given.</p>	No
66	<p><b>Deleted address with no forwarding allowed</b></p> <p>The address was matched to an NCOA<sup>Link</sup> record, but the NCOA<sup>Link</sup> record is scheduled to be deleted, and no mail may be forwarded from the address.</p> <p>Because forwarding is not allowed, a new address could not be given.</p>	No

### Move Type Codes

Code	Description
I	Individual
F	Family
B	Business