

National Change of Address (NCOA) Service

Millions of Canadians move every year, significantly reducing the quality of your mailing list. Now you can ensure that your data is accurate and up-to-date with our National Change of Address (NCOA) service. NCOA can substantially reduce undeliverable and duplicate mail pieces by identifying and correcting addressing errors before they enter the mail stream. Your records are compared against the NCOA database to ensure they have the most current addresses and are updated properly according to Canada Post standards.

Benefits

- Reduce undeliverable mail
- Improve delivery time
- Increase speed of response to mailing
- Reduce duplicate mail pieces and re-mailings
- Reduce employee data entry
- Meet the Canada Post NCOA update standards
- Save money!

According to Canada Post:

- In a recent year, 16% – 18% of Canadians changed addresses.
- 75% of undeliverable mail could be fixed by running NCOA prior to the mailing.

Having the correct address ensures that your mailings reach all of your supporters, maximizing your fundraising success!

Features

- Data formatting to prepare records for processing
- Report breakdown of deliverable/non deliverable address information
- Data importing of updated records into your existing data files

Commonly Asked Questions

Q: Why do I need this service?

A: Canada Post estimates that approximately 16% to 18% of all addresses in a database are invalid due to either the addressee having moved or data entry errors. How much is 20% of your mailing expenses?

Q: How does this service work?

A: NCOA processing matches your customer records against the NCOA database, using both family (last name only) and individual (first and last name) match logic. Address information provided by you is first standardized to conform with Canada Post requirements. Then, an attempt is made to match address against the NCOA file. If a match is made with the old address, we can update your data with the new information.

Q: Will my records be safe and accurate?

A: The NCOA service is certified and licensed by Canada Post. Updated computerized change-of-address information is provided each month to NCOA licensees by Canada Post.

Learn more about National Change of Address Service

To learn more, contact your DonorPerfect account manager at [\(877\) 938-1221](tel:8779381221).

If you have American donors in your database, we offer this same service for them.

Please visit donorperfect.com/address