



What are “undeliverable” records?

During processing, the US post office flags any addresses with problems that will prevent them from delivering your piece. Usually this comes from typos of the address. These records get pulled out of your mailing. Printco will return a file called “**undeliverable**” to you after processing. We always recommend taking these out of your mailing, as it will save you money on postage.

What should I do with the “undeliverable” list?

Your options are to:

- A. **Remove** them from your mailing – *recommended*
This saves you from wasting postage on pieces that might not reach their destination.
- B. **Mail them separately.** If you decide to try mailing them anyway, the post office now requires you to mail to these addresses using **first class postage**. This can significantly raise your overall postage costs.

Remember that you are free to try to correct this list at any time and Printco will process it again for you. If you choose this option, remember to:

- A. Refer to the file “Cass Error Codes.pdf” that Printco sent with your list. This explains all the error codes generated by the post office.
- B. Return *only* the updated addresses
- C. Any records you do not return will be removed from the mailing.

There is also a “moves” list attached. What is that?

Anytime Printco runs “NCOA” on your lists, it generates this list of contacts who have moved. Those with a current forwarding address on file with the post office have been **automatically** updated for you as part of this service.

Only the records *without* forwarding information on file with the post office get removed from your mailing list. Printco provides a copy of this list for your records. You do **not** need to do anything with this file. We will proceed with your mailing.

What is “NCOA” and what do I need to do for it?

That is the term for our processing method, short for “national change of address” processing. We submit your mailing list to the post office to verify addresses against their registry. This will reduce your postage costs and ensure that all pieces are able to reach their destinations. Just send us your spreadsheet of addresses and tell us to process it with NCOA updates. We’ll handle the rest.