



POSTAL RETURN CODES

Here is an easy-to-use interpretation of the return codes:

RETURN CODES 35, 36, 37, 38 & 39

A move or address update is confirmed. Records with one of these codes have been updated with the addressee's new address.

RETURN CODES 23, 26, 27, 28, & 33

The NCOA was able to make a definitive match and these addressees have moved or have had their addresses closed out, giving no forwarding information. E.g., the addressee handed in a change of address card to the post office; however, the information on that card is either incomplete or erroneous so that determination of the new address cannot be made. (Addresses with Return Codes 23, 26, 27, 28 and 33 should be taken off your list or researched.)

RETURN CODE 31

These addresses matched to a record and are valid postal addresses. (These addresses can be mailed to with reasonable confidence.)

RETURN CODE 32

These records are missing a suite or apartment information. They may or may not be deliverable. (Depending on the value or use of your list, these addresses probably should be mailed. You may find it worthwhile to do the individual corrections.)

RETURN CODES 10-17

These records may not be delivered due to poor address quality. (Addresses with Return Codes 10-17 should be researched to provide a full and complete address if possible or should be taken off your list.)

RETURN CODES 1-4 AND 43-46

Indicate that a move is suggested, but there is not enough accurate data to verify the information. The lower the score, the greater the chance that a move has occurred. (Depending on the value and use of your list you may want to attempt individual correction of addresses.)

RETURN CODES 21 AND 22

For these codes the NCOA check comes up with an invalid city, state or zip combination, or simply cannot find the address in its database or is getting too many responses to make a determination. Essentially, these addresses do not conform to postal standards and cannot be compared against the database. Some of them may be pre-911 addresses. They may or may not be deliverable, depending often times on the whim of the local post office. For example:

Correct Postal Address

Joe Smith
672 Fairbanks Drive
East Overshoe, VT 05333

List Address

Joe Smith
Old Fairbanks Road
Underfoot, VT 05333

The local post office knows that Joe Smith has never moved and he still lives on Old Fairbanks Road, even though his official address has changed. As a courtesy the postal worker delivers the piece despite the wrong address. However, the mail piece may also be diverted at the USPS sorting facility, and if it is first class, returned to sending, or if standard class, recycled. (You may want to attempt individual correction of addresses with Return Code 21 and 22 depending on the value and use of your list.) Craftmaster normally leaves these addresses in client mailings.

