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CHANGE-OF-ADDRESS SYSTEM IMPROVEMENTS AID MAILERS
NCOA^{Link}, Flat File improve processing speeds

Washington, DC – Ensuring that mailers have the best possible products and services to better manage the quality of mailing lists is the goal of new improvements to the United States Postal Service's NCOA^{Link} Product.

The Postal Service's premier change-of-address product, NCOA^{Link}, has a second format available to mailers to decrease processing times and increase access, making NCOA^{Link} easier to use across a variety of computer platforms.

"Our NCOA^{Link} licensees asked the Postal Service to look for innovative solutions to enhance the use of NCOA^{Link} on mainframe computer systems," said Jan Caldwell, manager of USPS address management division.

The NCOA^{Link} Flat File format being introduced today is more user friendly on mainframe systems where it helped reduce processing times by as much as 40 percent during testing. Both formats now are available to NCOA^{Link} licensees at no additional charge.

The Postal Service forwards about 2 billion pieces of a mail a year. Accurate addresses help control costs.

Mailers have updated about 5 billion address records so far this year. The improvements to NCOA^{Link} will help vendors better manage the quality of mailing lists they process for business clients.

Customer service remains a priority for the Postal Service, said Richard Arvonio, director of product management.

"Working with our Intelligent Mail & Address Quality division, we created the solution that best met our customers' needs," Arvonio stated. "Accuracy in addresses is a priority for all of us."

More information on NCOA^{Link} can be found at the Postal Service's National Customer Support Center at 1.800.331.5746 or at <http://ribbs.usps.gov/>.

Since 1775, the Postal Service has connected friends, families, neighbors and businesses by mail. It is an independent federal agency that visits 142 million homes and businesses every day and is the only service provider delivering to every address in the nation. The Postal Service receives no taxpayer dollars for routine operations, but derives its operating revenues solely from the sale of postage, products and services. With annual revenues of more than \$69 billion, it is the world's leading provider of mailing and delivery services, offering some of the most affordable postage rates in the world. The Postal Service delivers more than 46 percent of the world's mail volume- some 206 billion letters, advertisements, periodicals and packages a year- and serves seven million customers each day at its 37,000 retail locations nationwide.