CASS/NCOA NCOA Return Codes

Standardize addresses and confirm they are up-to-date

This document provides definitions for NCOA return codes.

Code	Description
00	No COA match. Match was not found with given input name, address, and matching logic.
01	COA match - foreign move. Match found, but new address outside USPS delivery area. A new address cannot be provided.
02	COA match - move left no address. Match found, but new address was not provided to the USPS. A new address cannot be provided
03	COA match - PO Box closed no forwarding address. Match found, but new address was not provided to the USPS. A new address cannot be provided.
04	Cannot match COA. A COA was found utilizing the last name and address but the input did not contain a secondary number and the COA contained a secondary number.
05	COA match - A new address cannot be provided. The DPBC represents more than one address. The new address cannot be provided
06	Cannot match COA - Middle name conflict. More than one COA and the middle names or initials on the COAs are different. New address cannot be provided due to unresolved conflict.
07	Cannot match COA - Gender conflict. More than one COA exists and the genders on the COAs are different. New address cannot be provided due to unresolved conflict.
08	Cannot match COA - Conflicting instructions. More than one COA exists with differences in the new address. New address cannot be provided due to unresolved conflict.
09	Cannot match COA - Highrise default. Family COA with highrise address ZIP4 coded to building default. Individual name information required for match missing or not match COA.

10	Cannot match COA - Rural default. Family COA without rural route or highway contract address ZIP4 coded to a route default. Individual name information required for match missing or not match COA.
11	Cannot match COA - Individual match insufficient COA name for match. Individual name information on the COA is insufficient to allow a match.
12	Cannot match COA - Middle name test failed. Input middle name information does not match COA middle name information. Match not allowed. New address cannot be provided.
13	Cannot match COA - Gender test failed. Input gender information does not match COA gender information. Match not allowed. New address cannot be provided.
14	COA match - New address would not convert at runtime. Address would not be converted to a deliverable address. The new address could not be provided.
15	Cannot match COA - Individual name insufficient. The input does not contain a first name or contains initials only. The individual name information required to make a match was missing from input.
16	Cannot match COA - Secondary number discrepancy. Either there is conflicting secondary information or input had secondary information and matched to a family record without secondary information.
17	Cannot match COA - Other insufficient name. Input name is different or not sufficient enough to produce a match.
18	Cannot match COA - General delivery. The input record matched to a family record from a general delivery address. This address type requires an individual name matching to obtain a match.
19	Found COA - New address not ZIP4 coded or new address primary number not DPV confirmable. The new address could not be provided.
20	Cannot match COA - Conflicting directions after rechaining. Multiple COAs exist but contain different new addresses.
66	Daily delete - COA is pending deletion from the master file.
77	ANKLink primary return code returned in addition to an NCOALink return code. Indicates that the input matched to an ANKLink record with a move effective date between 19 & 48 months old. Will never provide a new address.

91	COA match - Secondary number dropped from COA matched to an individual COA. The COA contained a secondary number and the input did not contain a secondary number. A new address is provided.
92	COA match - Secondary number dropped from input matched to an individual COA. The input contained a secondary number and the COA did not contain a secondary number. A new address is provided.
A	COA match - A new address is provided.