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## TrueNCOA’s Output File Guide

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### Overview

TrueNCOA’s Output File Guide describes how to export, download, and understand the TrueNCOA data. Once your file is in a status of “Completed”, you define your export and download your data. Depending on which layout and fields you select, you may have to interpret the output differently. For the purposes of this document, we have used the “Shared Layouts: Default Layout”. The general process is as follows:

1. Import data by uploading a file or pasting data
2. Map your import file fields to the TrueNCOA system fields
3. Submit the import file for Processing
4. Review the TrueNCOA Report to determine if you want to purchase the results
5. Pick your export template
6. Download and extract the data you need for mailing or to update your CRM
7. Please refer to our [Data Dictionary](#) to view all fields and descriptions.

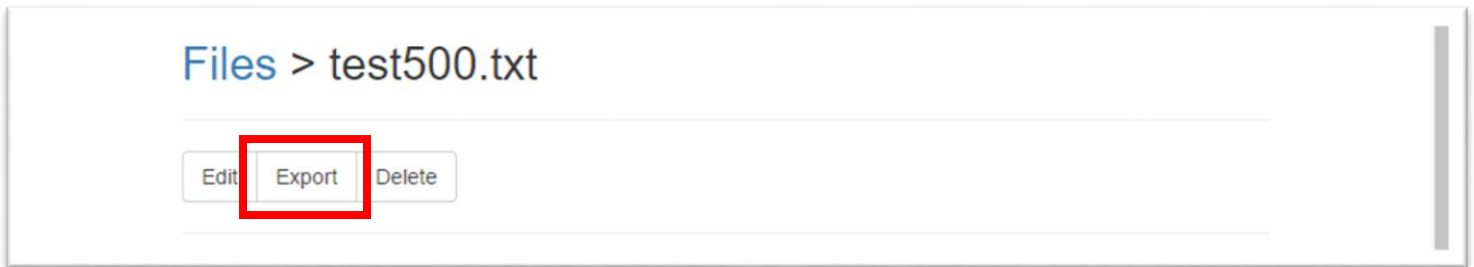
### Definitions

- Import file – this is the file uploaded to TrueNCOA and what is processed.
- Import field – this is a field included in the import file uploaded to TrueNCOA and is used during processing.

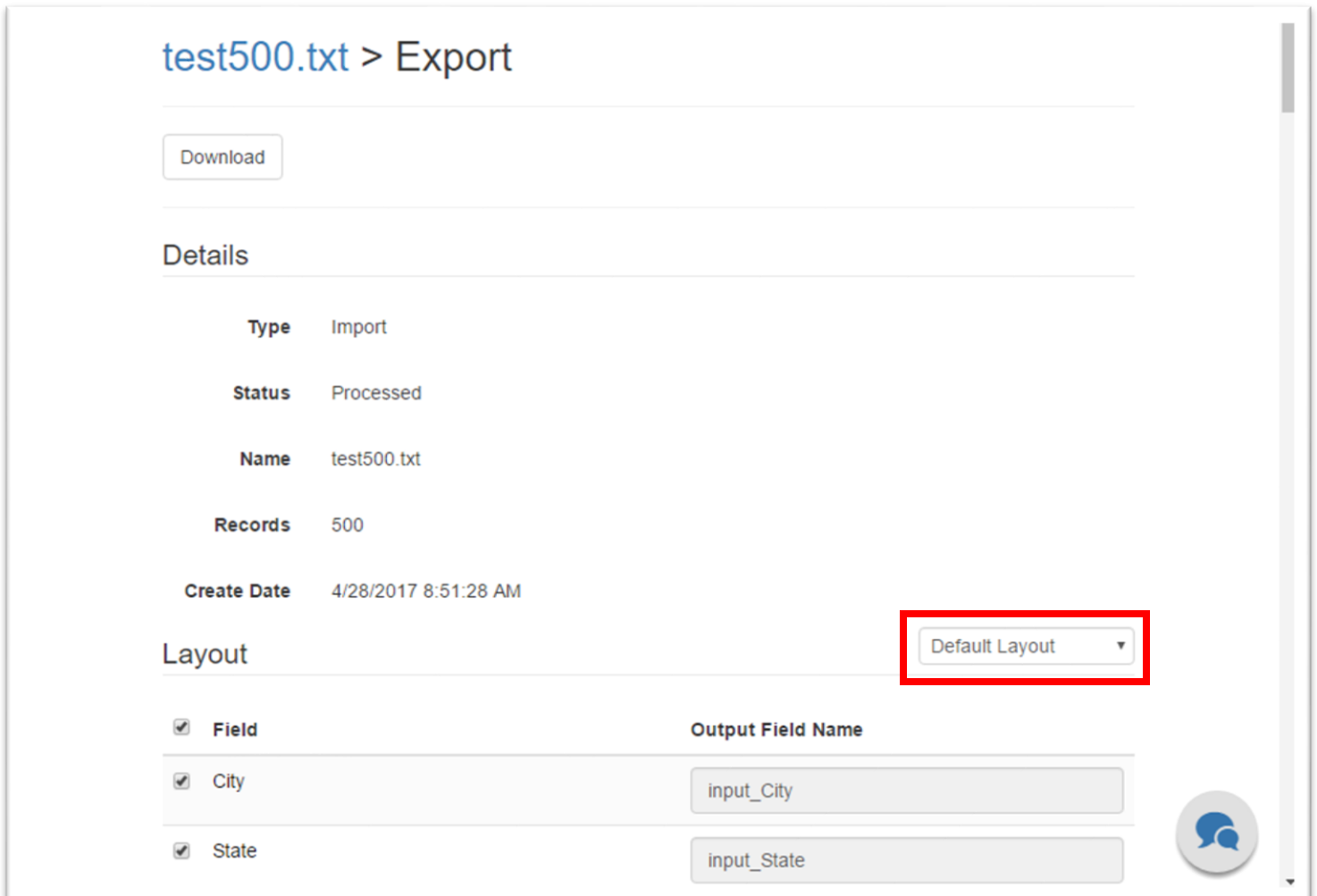
- Export file – this is the file exported from TrueNCOA and has been processed through NCOA.
- Export field – this is a field included in the export file downloaded from TrueNCOA.
- Address ID – Address\_ID is unique to each address. If a person has moved they will have separate address IDs for their old and new addresses.

## Exporting A File

When your file is in a status of “Completed”, you can click the “Export” button located at the top of the file display page.



This will direct you to the export page, where you select your layout, choose which fields to export, and have the option to rename the output fields.



On this page, there is nothing more to do unless you wish to customize the export file, which is not required. The default selections will return all data and all fields.

### Optional Steps

- Choose your Layout by selecting a Layout from the drop-down list to the right of the “Layout” label. Read more about the different [Export Templates](#) below.
- Select or deselect the export fields you wish to include/exclude in your export file.
- Rename the export fields as you wish. NOTE: you cannot rename the import file fields on the export, they are prefixed with “input\_” by default to eliminate confusion. You should also take care to not duplicate any field names you rename; each export file field name must be unique.

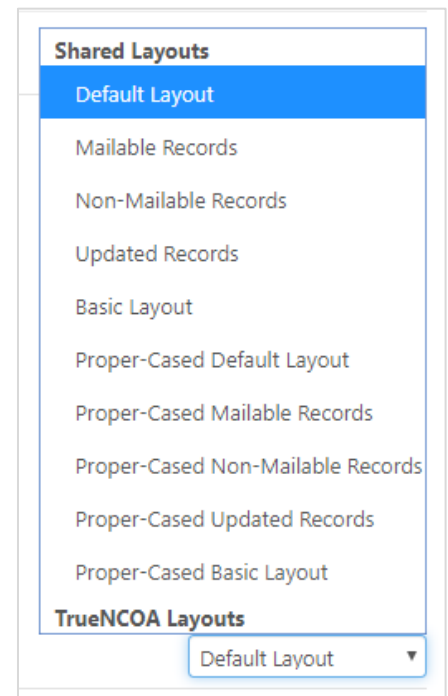
Once you are satisfied with your selections, you can download your export file by clicking on the “Download” button at the top. You will need a minimum of one (1) credit to download the export file. The system will prompt you twice before you use a credit, so there should be no concern about accidentally using a credit.

The download will start automatically, and your export file will be placed in a ZIP file. You can open this file to find your NCOA’d file. Once you have downloaded and opened your file, you are ready to explore the data returned to you - including updated addresses!

### Export Templates

There are six export templates available for use. In addition, there are Proper – Cased versions of each of these templates. This allows you, the user, to export your name and address fields in Proper Case format.

1. **Default Layout:** This layout includes all of the fields you have come to expect on a TrueNCOA export.
2. **Mailable Records Layout:** This layout returns all records that are considered deliverable by the USPS. These include all Current and Active records and exclude vacant, invalid, and failed DPV records.
3. **Non-Mailable Records Layout:** This layout returns all records that are considered non-deliverable by the USPS. These include all Historical records and Active records that failed DPV or are vacant and invalid.
4. **Updated Records Layout:** This layout returns all records that were updated by the DPV and NCOA process. These records should be updated in your database. These records include Current records and records that have been standardized to the USPS preference.
5. **Basic Layout:** This layout returns your top-level fields needed to make your database update decisions. The fields returned include name fields, address fields, vacant, invalid, residential delivery indicator, and move data.
6. **Move Records Only Layout:** This layout returns all fields but only includes records where move data was found. This will include all 0-48 month moves and any move, no forwarding addresses.



## Export Fields

The fields returned include your input fields plus standard NCOA fields. These include name, standardized addresses, address type, record type, updated addresses, residential delivery indicator, carrier route, vacant addresses, etc. To see all returned fields and review your definitions, check out our [Data Dictionary](#) located on our [FAQ page](http://truenco.com/faq/) (<http://truenco.com/faq/>).

## Updated File Export

TrueNCOA automatically re-processes your active file(s) every week. Active files are those that were first processed within the last 95 days. This free, complimentary service helps you get as many standardized and updated addresses as possible. This process runs your addresses with a record\_type of either Active or Current through TrueNCOA to check for additional moves. When we find additional moves, we'll send you a notification email with a link to download them. This supplementary file will only have your new moves, so it will probably be just a few rows of data. It's FREE to download within the 95 days, and ready to use. We don't aggregate these results, so you'll have to download the results via the custom link in each alert email. You may receive several notification emails during those 95 days, and you'll get the most out of the service if you download the results from each notification.

To access the update file, you can navigate to your files and access the updated file with a file name: "YOUR FILE NAME – Updated YYYYMMDD". Example: test1000.csv - Update 20170825. Once you are on this page, click the export button; you will then be redirected to the Download page. Review the fields and then click download. You will be prompted to confirm your download, click OK. Your file will now download to your computer.

This update file is free to download, but YOU MUST PURCHASE YOUR ORIGINAL FILE before having access to download the update file. To export your original file, see [Exporting a File](#).

Additionally, we continue to process updates for your files forever. Whether you never purchased, or are outside your 95 days, you will continue to receive updates on your file, so you are always aware of how up to date your file is! To stop receiving updates, either delete your file in the app, navigate to each file and click the Update Toggle to Off. To turn off ALL updates, navigate to your User Settings, and click the Update Toggle to Off. This will prevent you from receiving any additional updates.

## Understanding Your Processed File

With each file, you will receive a plethora of information. Using Excel sorting and filtering techniques, you can find identified updated addresses for 18-month moves, identified updated addresses for 48-month moves, residential delivery identification, delivery point verification, identified move types, identified address types, identified vacancies, plus more!

## Finding Updated Addresses

Finding updated addresses is easy. With the TrueNCOA default layout, your download will mark updated addresses as Current in the record\_type field (the field will contain a C for *Current*). TrueNCOA returns updated addresses as an additional row in your output. This allows us to give you full information on your input address AND full information on your updated address.

[Sample of how an updated address is returned](#). *Note: Not all export fields are included in this picture.*

The quickest way to find updated addresses is to filter Record Type. Record Type returns one of three results: A, C, H.

Value	Meaning	Description
A	Active	When an address is marked "Active", it means that the change of address process did not find a move record. This address may not be current if the contact moved and did not file a change of address with the United States Postal Service.
C	Current	When an address is marked "Current", it means that the change of address process found a move record. This address is considered current, and is a valid, mailable address.
H	Historical	TrueNCOA updates a record_type to "Historic" when an address you included on your upload is identified as a previous address by the change of address process. The Postal Service has a record of your contact at this address, and may also have a new address on file.

If you filter the field to show C – Current, you will receive all updated addresses that were returned in your file. These addresses will have an input\_id that matches its historical record’s input\_id. Using this input\_id will allow you to update the addresses easily.

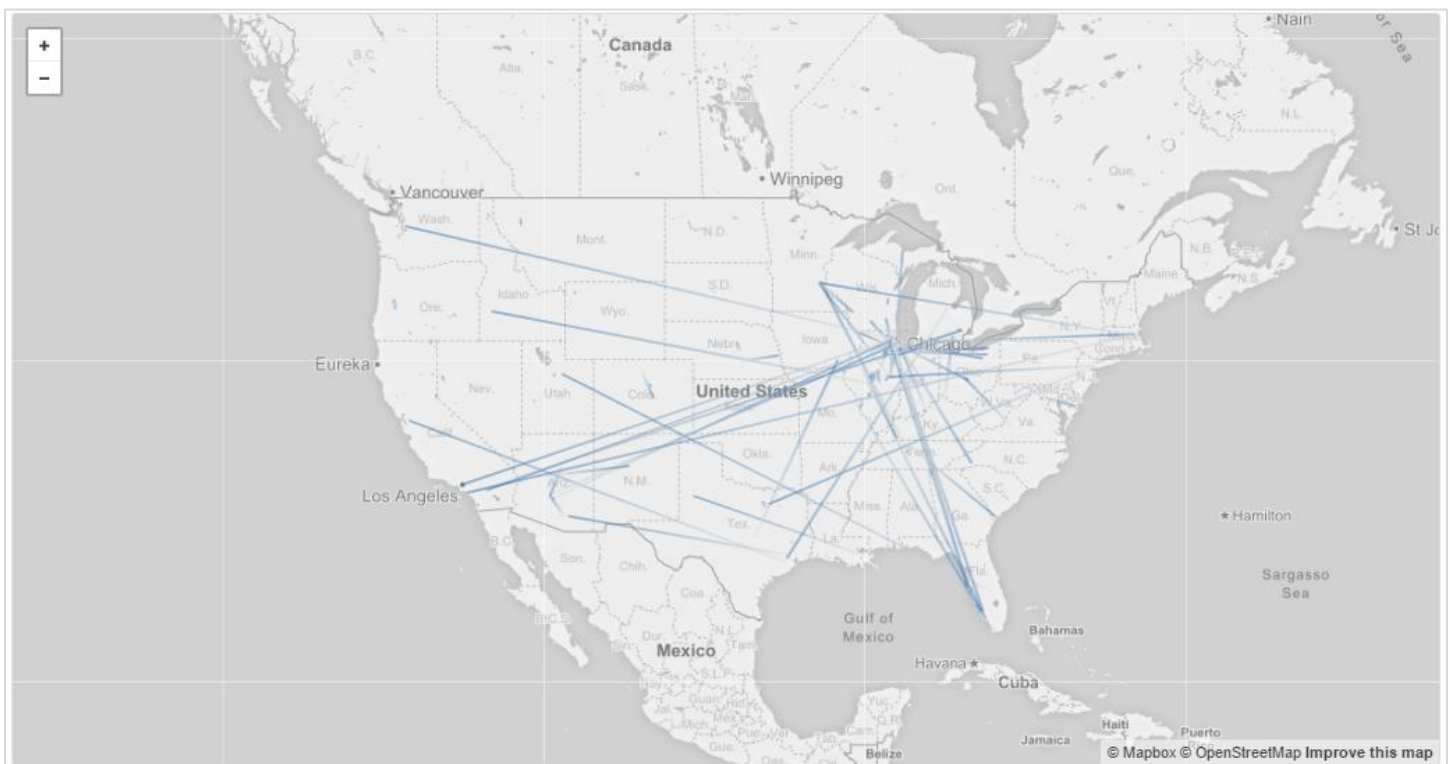
If you filter the field to show both H -Historical and C – Current, you will receive all updated addresses and the corresponding, previous address. These will always be displayed with the historical address in the top row, and the current address in the following row. Filtering by both Historical and Current record types gives a clearer understanding of what has changed between the two addresses. For example: The constituent may have moved from a single-family home to a high rise.

### 48\_Month Moves

To find 48-month moves, filter the ANK field to only show the number ‘48’. These are records that are identified by the USPS as persons that have moved within the last 19-48 months. If there was an updated address available, it will have a Record Type of ‘C’ for current. Not all 48-month moves have an updated address. To learn more about why it may not, look at the value returned in the NXI field.

### Move Map

When TrueNCOA finds an 18-Month or 48-Month move for one of your records, we provide you with the updated address. We refer to the original and updated addresses as the Historical and the Current addresses respectively. Each of these addresses is plotted on the Move Map with a line drawn between them. Each line has a gradient feature indicating the direction of a move. You can view this map, located below the TrueNCOA Report, before you purchase and download your results.

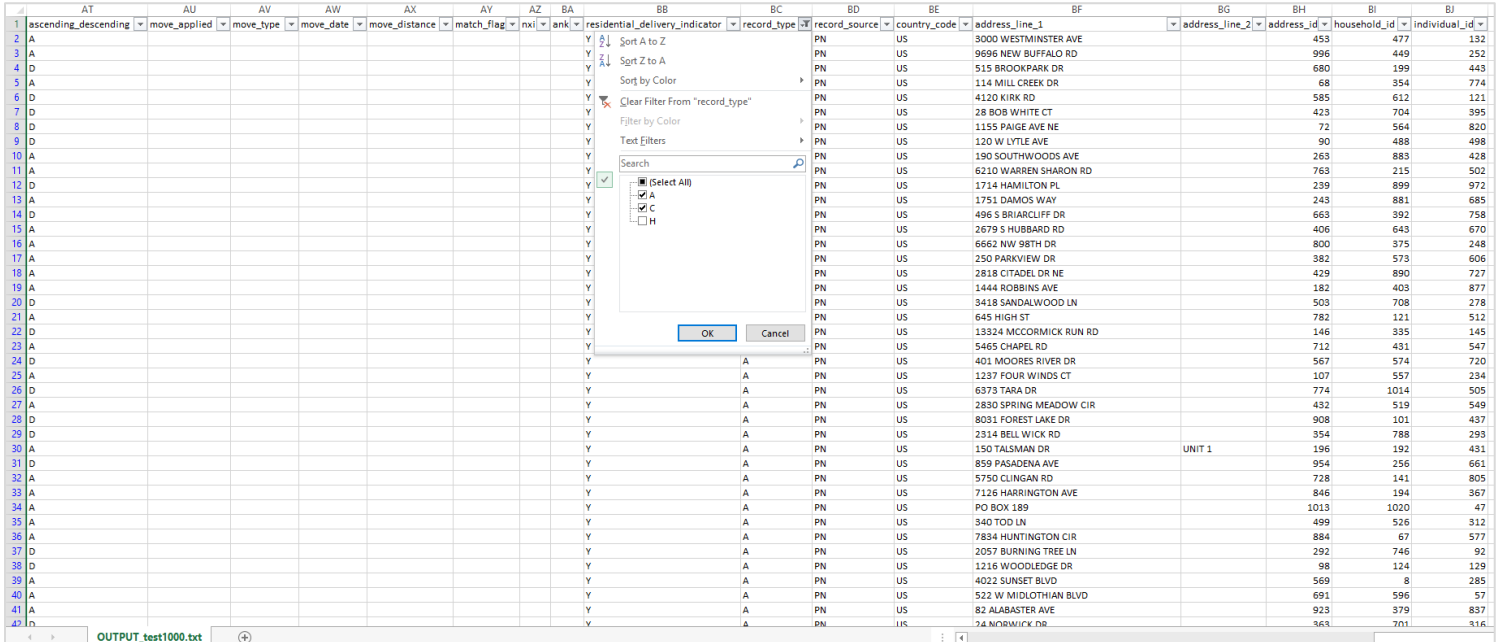


After you purchase and download your results, the plotted addresses allow you to select and view the different moves present in your file. The historical address is represented by a grey box labeled with its address\_id, while the current address is represented by a blue box labeled with its address\_id. The line will start at the From address in a grey color. As it approaches the To address, the line color will transition to blue. You can see this in the image above. When you click on a line between two addresses, the markers will stand out. Clicking on a marker will show you address information for the historical address (the From address) and the address information for the current address (the To address).

## Mailable Addresses

Any address with a record\_type of C or A are mailable addresses according to USPS. You can find these addresses by filtering your file and selecting A (Active) and C (Current) on the record\_type field. Remember, you can use the Mailable Addresses Export Template to download these fields.

1. Navigate to the field named record\_type
2. Filter column and select A and C
  - a. A = Active; no move was applied. NOTE: this may or may not be the current address
  - b. C = Current; move was applied and this is the current record.



AT	AU	AV	AW	AX	AY	AZ	BA	BB	BC	BD	BE	BF	BG	BH	BI	BI
ascending_descending	move_applied	move_type	move_date	move_distance	match_flag	nxl	ank	residential_delivery_indicator	record_type	record_source	country_code	address_line_1	address_line_2	address_id	household_id	individual_id
2	A							Y	A	PN	US	3000 WESTMINSTER AVE		453	477	132
3	A							Y	A	PN	US	9696 NEW BUFFALO RD		996	449	252
4	D							Y	A	PN	US	515 BROOKPARK DR		680	199	443
5	A							Y	A	PN	US	114 MILL CREEK DR		68	354	774
6	D							Y	A	PN	US	4120 KIRK RD		585	612	121
7	D							Y	A	PN	US	28 BOB WHITE CT		423	704	395
8	D							Y	A	PN	US	1155 PAIGE AVE NE		72	564	820
9	D							Y	A	PN	US	120 W LYTLE AVE		90	488	498
10	A							Y	A	PN	US	190 SOUTHWOODS AVE		263	883	428
11	A							Y	A	PN	US	6210 WARREN SHARON RD		763	215	502
12	D							Y	A	PN	US	1714 HAMILTON PL		239	899	972
13	A							Y	A	PN	US	1751 DAMOS WAY		243	881	685
14	D							Y	A	PN	US	496 S BRIARCLIFF DR		663	392	758
15	A							Y	A	PN	US	2679 S HUBBARD RD		406	643	670
16	A							Y	A	PN	US	6662 NW 98TH DR		800	375	248
17	A							Y	A	PN	US	250 PARKVIEW DR		382	573	606
18	A							Y	A	PN	US	2818 CITADEL DR NE		429	890	727
19	A							Y	A	PN	US	1444 ROBBINS AVE		182	403	877
20	D							Y	A	PN	US	3418 SANDALWOOD LN		503	708	278
21	A							Y	A	PN	US	645 HIGH ST		782	121	512
22	D							Y	A	PN	US	13334 MCCORMICK RUN RD		146	335	145
23	A							Y	A	PN	US	5465 CHAPEL RD		712	431	547
24	D							Y	A	PN	US	401 MOORES RIVER DR		567	574	720
25	A							Y	A	PN	US	1237 FOUR WINDS CIR		107	557	234
26	D							Y	A	PN	US	6373 TARA DR		774	1014	505
27	A							Y	A	PN	US	2830 SPRING MEADOW CIR		432	519	549
28	D							Y	A	PN	US	8031 FOREST LAKE DR		908	101	437
29	D							Y	A	PN	US	2314 BELL WICK DR		354	788	283
30	A							Y	A	PN	US	150 TALSMAN DR	UNIT 1	196	192	431
31	D							Y	A	PN	US	859 PASADENA AVE		954	256	661
32	A							Y	A	PN	US	5750 CLINGAN RD		728	141	805
33	A							Y	A	PN	US	7126 HARRINGTON AVE		846	194	367
34	A							Y	A	PN	US	PO BOX 189		1013	1020	47
35	A							Y	A	PN	US	340 TOD LN		499	526	312
36	A							Y	A	PN	US	7834 HUNTINGTON CIR		884	67	577
37	D							Y	A	PN	US	2057 BURNING TREE LN		292	746	92
38	D							Y	A	PN	US	1216 WOODLEDGE DR		98	124	129
39	A							Y	A	PN	US	4022 SUNSET BLVD		569	8	285
40	A							Y	A	PN	US	522 W MIDLOTHIAN BLVD		691	596	57
41	A							Y	A	PN	US	82 ALABASTER AVE		923	379	837
42	A							Y	A	PN	US	74 NORWICK DR		363	701	316

You should also review the validity of an address and check if it is vacant. These can be checked by filtering your file's *address\_status* field and *vacant* field.

### How to find a non-valid address?

1. Navigate to the field named address\_status.
2. Filter column and select N and M to show addresses that are not valid.
  - o V = Valid
  - o M = Multi Match (typically missing a prefix or suffix in the address)
  - o N = Invalid
3. Addresses with address\_status = "N" and addresses with address\_status = "M" should not be used.

Non-Valid addresses will need to be updated in order to send mail. Generally, they are flagged due to incorrect primary number, misspellings, or missing street directional.

### How to find a vacant address?

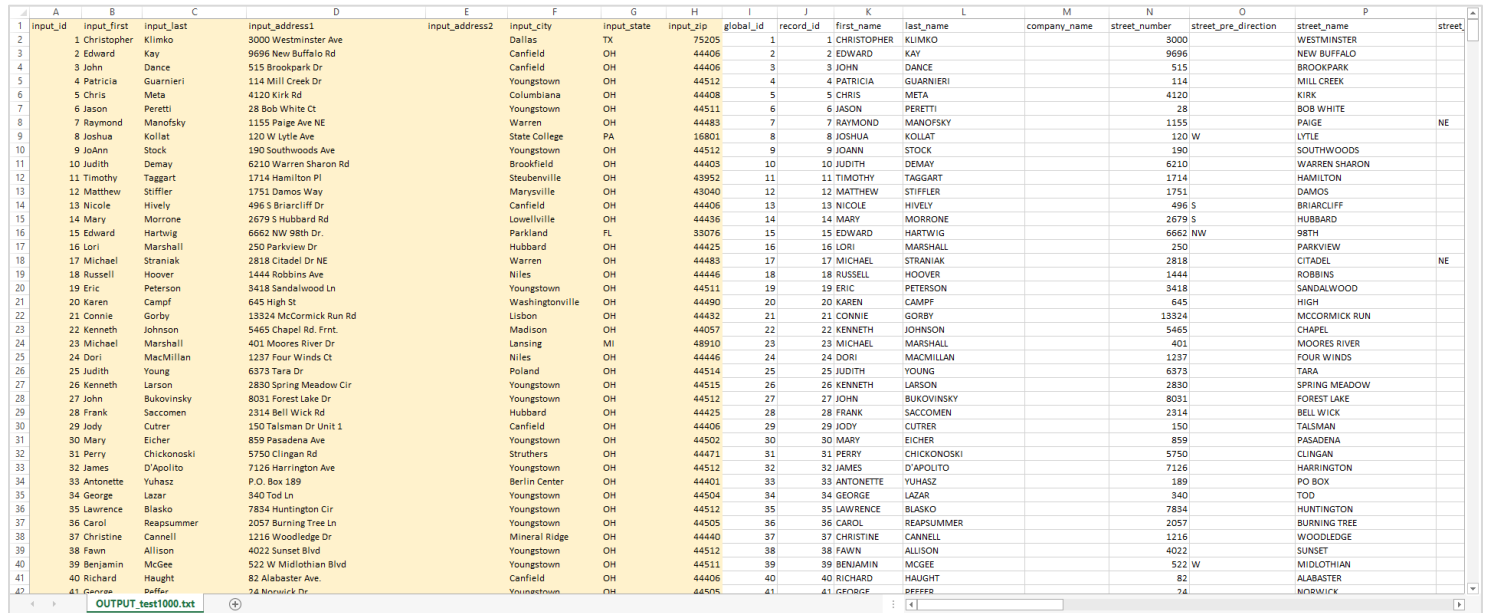
1. Navigate to the field named vacant.
2. Filter column and select Y.
  - a. Y = Vacant
  - b. N = Occupied
3. Addresses with vacant = "Y" should not be used.

## Frequently Asked Questions

### Why do I receive Input Fields on my processed file?

Every file you export will include your input fields. This allows you to review what was sent in to TrueNCOA and compare it to the processed records.

Each of these input field names will be prefixed with 'input\_'. If your input file had a field name of Address Line 2, then in the processed file, it would be input\_Address Line 2. All input fields are positioned in the first several columns of your export. See picture below:



	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	
1	input_id	input_first	input_last	input_address1	input_address2	input_city	input_state	input_zip	global_id	record_id	first_name	last_name	company_name	street_number	street_pre_direction	street_name	street
2	1	Christopher	Klimko	3000 Westminster Ave		Dallas	TX	75205	1	1	CHRISTOPHER	KLIMKO		3000		WESTMINSTER	
3	2	Edward	Key	9696 New Buffalo Rd		Canfield	OH	44406	2	2	EDWARD	KAY		9696		NEW BUFFALO	
4	3	John	Dance	515 Brookpark Dr		Canfield	OH	44406	3	3	JOHN	DANCE		515		BROOKPARK	
5	4	Patricia	Guarnieri	114 Mill Creek Dr		Youngstown	OH	44512	4	4	PATRICIA	GUARNIERI		114		MILL CREEK	
6	5	Chris	Meta	4120 Kirk Rd		Columbiana	OH	44408	5	5	CHRIS	META		4120		KIRK	
7	6	Jason	Peretti	28 Bob White Ct		Youngstown	OH	44511	6	6	JASON	PERETTI		28		BOB WHITE	
8	7	Raymond	Manofsky	1155 Paige Ave NE		Warren	OH	44483	7	7	RAYMOND	MANOFSKY		1155		PAIGE	NE
9	8	Joshua	Kollat	120 W Lytle Ave		State College	PA	16801	8	8	JOSHUA	KOLLAT		120 W		LYTLE	
10	9	JoAnn	Stock	190 Southwoods Ave		Youngstown	OH	44512	9	9	JOANN	STOCK		190		SOUTHWOODS	
11	10	Judith	Demay	6210 Warren Sharon Rd		Brookfield	OH	44405	10	10	JUDITH	DEMAY		6210		WARREN SHARON	
12	11	Timothy	Taggart	1714 Hamilton Pl		Steubenville	OH	43952	11	11	TIMOTHY	TAGGART		1714		HAMILTON	
13	12	Matthew	Stiffler	1751 Damos Way		Marysville	OH	43040	12	12	MATTHEW	STIFFLER		1751		DAMOS	
14	13	Nicole	Hively	496 S Briarcliff Dr		Canfield	OH	44406	13	13	NICOLE	HIVELY		496 S		BRIARCLIFF	
15	14	Mary	Morrone	2679 S Hubbard Rd		Lowellville	OH	44436	14	14	MARY	MORRONE		2679 S		HUBBARD	
16	15	Edward	Hartwig	6662 NW 98th Dr		Parkland	FL	33076	15	15	EDWARD	HARTWIG		6662 NW		98TH	
17	16	Lori	Marshall	250 Parkview Dr		Hubbard	OH	44425	16	16	LORI	MARSHALL		250		PARKVIEW	
18	17	Michael	Stranik	2818 Citadel Dr NE		Warren	OH	44483	17	17	MICHAEL	STRANIK		2818		CITADEL	
19	18	Russell	Hoover	1444 Robbins Ave		Niles	OH	44446	18	18	RUSSELL	HOOVER		1444		ROBBINS	NE
20	19	Eric	Peterson	9418 Sandalwood Ln		Youngstown	OH	44511	19	19	ERIC	PETERSON		9418		SANDALWOOD	
21	20	Karen	Campf	645 High St		Washingtonville	OH	44490	20	20	KAREN	CAMPF		645		HIGH	
22	21	Connie	Gorby	13324 McCormick Run Rd		Lisbon	OH	44432	21	21	CONNIE	GORBY		13324		MCCORMICK RUN	
23	22	Kenneth	Johnson	5465 Chapel Rd. Frnt.		Madison	OH	44057	22	22	KENNETH	JOHNSON		5465		CHAPEL	
24	23	Michael	Marshall	401 Moores River Dr		Lansing	MI	48910	23	23	MICHAEL	MARSHALL		401		MOORES RIVER	
25	24	Dori	MacMillan	1237 Four Winds Ct		Niles	OH	44446	24	24	DORI	MACMILLAN		1237		FOUR WINDS	
26	25	Judith	Young	6373 Tara Dr		Poland	OH	44514	25	25	JUDITH	YOUNG		6373		TARA	
27	26	Kenneth	Larson	2830 Spring Meadow Cir		Youngstown	OH	44515	26	26	KENNETH	LARSON		2830		SPRING MEADOW	
28	27	John	Bukovinsky	8031 Forest Lake Dr		Youngstown	OH	44512	27	27	JOHN	BUKOVINSKY		8031		FOREST LAKE	
29	28	Frank	Saccomen	2314 Bell Wick Rd		Hubbard	OH	44425	28	28	FRANK	SACCOMEN		2314		BELL WICK	
30	29	Jody	Cutrer	150 Talsman Dr Unit 1		Canfield	OH	44406	29	29	JODY	CUTRER		150		TALSMAN	
31	30	Mary	Eicher	859 Pasadena Ave		Youngstown	OH	44502	30	30	MARY	EICHER		859		PASADENA	
32	31	Perry	Chickonoski	5750 Clingan Rd		Sturbers	OH	44471	31	31	PERRY	CHICKONOSKI		5750		CLINGAN	
33	32	James	D'Apollito	7116 Harrington Ave		Youngstown	OH	44512	32	32	JAMES	D'APOLLITO		7116		HARRINGTON	
34	33	Antonette	Yuhasz	P.O. Box 189		Berlin Center	OH	44401	33	33	ANTONETTE	YUHASZ		189		PO BOX	
35	34	George	Lazar	940 Tod Ln		Youngstown	OH	44504	34	34	GEORGE	LAZAR		940		TOD	
36	35	Lawrence	Blasko	7834 Huntington Cir		Youngstown	OH	44512	35	35	LAWRENCE	BLASKO		7834		HUNTINGTON	
37	36	Carol	Reapsummer	2057 Burning Tree Ln		Youngstown	OH	44505	36	36	CAROL	REAPSUMMER		2057		BURNING TREE	
38	37	Christine	Cannell	1216 Woodledge Dr		Mineral Ridge	OH	44440	37	37	CHRISTINE	CANNELL		1216		WOODLEDGE	
39	38	Fawn	Allison	4022 Sunset Blvd		Youngstown	OH	44512	38	38	FAWN	ALLISON		4022		SUNSET	
40	39	Benjamin	McCree	522 W Midlothian Blvd		Youngstown	OH	44511	39	39	BENJAMIN	MCCREE		522 W		MIDLOTHIAN	
41	40	Richard	Haught	82 Alabaster Ave.		Canfield	OH	44406	40	40	RICHARD	HAUGHT		82		ALABASTER	
42	41	George	Pfeffer	74 Norwick Dr		Youngstown	OH	44506	41	41	GEORGE	PFEFFER		74		NORWICK	

Note: Input fields are highlighted yellow for demonstration purposes only. Your downloaded file will not highlight input fields.

### Why are there so many ID fields?

There are several ID fields returned in your export file. These ID's are used as unique identifiers and some can even be used across multiple files. Input\_ID and Record\_ID are especially helpful when uploading files back into your CRM and uploading updated addresses. Address\_ID, Household\_ID, and Individual\_ID are helpful when finding duplicate records.

Field Name	Description
Input_[Unique_identifier]	This ID is the ID that you have mapped to your system and what is uploaded from the original file. This ID is unique to each record.
Record ID	Record ID is a unique identifier given to your records by our system. Different from Name ID, this ID is unique to each input record. This Record ID will be the same for moves with updated addresses.
Name ID	Name ID is a unique identifier given to your records by our system. This Name ID is different from Record ID. This Name ID will be the same for moves with updated addresses.
address ID	Address_ID is unique to each address. For Example: 123 Main Street, Chicago, IL will always have an Address_ID of 12345. The owner may change for this address, but the Address ID will always be the same.

Household Id	Household_ID, as the name states, is unique to each household. For example, Jane and John Smith's Household ID will always be the same for as long as they live at the same household. The Household ID is unique based off of both Individual Names and Addresses. This ID is different from the Individual ID.
Individual Id	Individual_ID is unique to each person. This ID is unique based off of the Individual Name and Address. Jane Smith at 123 Main Street Chicago IL will have an Individual ID of 35467, but if she moves her Individual ID will change as well because she is now Jane Smith at 1010 Brown Street, Chicago IL.

### Does TrueNCOA de-duplicate my records?

Unfortunately, TrueNCOA's process does not de-dup the file, but we do provide ID's that allow you to de-dup your records quickly.

By using Individual ID, Household ID, and Address ID, you can find if there is a duplicate record in your file. By finding duplicates in each column separately, you can find any duplicate records. In the example below, this constituent is placed in the file six times. In each record, his Address ID, Household ID, and Individual ID are the same for each record.

	BG	BH	BI	BJ	
	address_line_2	address_id	household_id	individual_id	
		456	481	133	
		456	481	133	
		456	481	133	
		456	481	133	
		456	481	133	
		456	481	133	
		999	453	253	
		685	200	443	
		70	357	778	
		590	617	122	
		426	708	395	

*Note: Duplicate ID fields are highlighted red for demonstration purposes only. Your downloaded file will not highlight duplicate IDs.*

You should remove any duplicate records, leaving just one in the file. Remember: duplicate records must have matching Address ID, Household ID, **AND** Individual ID.

### Data Dictionary

The fields returned include your input fields plus standard NCOA fields. These include name, standardized addresses, address type, record type, updated addresses, residential delivery indicator, carrier route, vacant addresses, etc. To see all returned fields and review your definitions, check out our [Data Dictionary](#) located on our [FAQ page \(http://truencoa.com/faq/\)](http://truencoa.com/faq/).