
General Information Memorandum

ISD-GI 13-27

TO: ISD Employees
FROM: *TJR* Ted Roth, Director, Income Support Division
RE: *TJR* Address Correction Common Errors and Solutions
DATE: May 30, 2013

In preparation for ASPEN conversion ISD will begin to automate address corrections effective June 1, 2013. ISD2 mailing addresses will be validated against US Postal Service (USPS) address software.

Many mailing addresses will be automatically updated to the USPS address and some will require manual intervention.

QA Pro will reduce the number of the addresses needing manual corrections/interventions as instructed in GI 12-76 CTS, QA Pro and Common Processing Errors issued on October 23, 2012.

How do I work the report?

- Step 1: Review Error Code and Error Description. This will tell you what information is missing from the mailing address.
- Step 2: Use QA Pro to validate mailing address. Any errors will be identified by QA Pro.
- Step 3: Review mailing address in ISD2 against validated QA Pro address.
- Step 4: Update mailing address as identified by QA Pro. If the mailing address is not valid, contact the contact to get further details, as necessary.
- Step 5: Update CTS with actions taken.

As we get closer to ASPEN Pilot and Wave Implementation, Central office will distribute the manual correction report to field offices for further processing.

The report heading is:

ISD2 HIB19A10-HIB19I10-HIB19I10
GEO/ADM:0101

STATE OF NEW MEXICO
HUMAN SERVICES DEPARTMENT
ISD2 ADDRESSES REQUIRING MANUAL CORRECTION

RUN - 05/16/2013 12:40 PAGE - 1
REN MD - 04/2013 AS OF - 05/16/2013

ERROR CODE	ERROR DESCRIPTION	CASE SSN	ADDR CAT	FIRST NAME OR INSTITUTION NAME	MI	LAST NAME	ADDR1/ ADDR2/	CITY ST ZIP
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What is an Error Code?

An error code identifies the reason the address is not valid. When an address is processed as valid there were no errors found and all elements of the ISD2 address match the USPS mailing criteria.

What is an Error Description?

The error description will indicate what is missing from the address recorded in ISD2, which USPS could not process as valid and manual intervention is required.

What is an Addr Type?

ISD2 has the capability to capture the following mailing address types:

- M = Mailing Address;
- A = Authorized Representative;
- I = Institution; and
- B = Benefit Authorization Representative or Payee.

Addresses can be captured on the ADDR, FSAR, MAAR, and FAAR screens of ISD2.

The mailing addresses need to be valid for ASPEN information guides to be issued seamlessly.

What are some common error codes?

E420	Unrecognizable house or building number	Problem with house or building number
E421	Invalid house or building number	Problem with house or building number
E428	Missing or invalid zip code	The record's ZIP Code is missing or invalid. The City directory shows that the record's city/state covers two or more ZIP Codes. In the ZIP4 directory, the software can find matches for the address line in at least two of those ZIP Codes. The software can't use the bad input ZIP to break the tie on the address line, or use the address line to choose a good ZIP.
E600	Undeliverable address	According to the USPS, no delivery to this address is possible. The address is listed in the ZIP4 directory, but the record is tagged as undeliverable by the USPS. It might be a cemetery, parking ramp, or condemned building, for example.
E601	Invalid delivery address	Not a valid delivery point. ZIP+4 removed.

Through analysis, ISD discovered some inconsistencies. Some examples are listed below.

1. I entered the address verified by QA Pro but ISD2 won't allow me to enter the valid address. Why is that?

- The maximum number of characters allowed in ISD2 is 25. USPS allows for more characters.
 - You can use abbreviations. For example, Martin Luther King can be abbreviated as MLK.
- 2. I validated the address with QA Pro and it still shows up on the manual correction report with error “1S2: Address change with no truncation. This can be automatically updated.” I entered the valid QA Pro address, why did I get an error?

QA Pro Validated the address as: 930 Louisiana Blvd SE Apt 100
Albuquerque, NM 87108-6311

- In cases when addresses have apartment or suite numbers the apartment/suite numbers need to be entered in ADDR-1 field space.

ISD2 address fields should be entered as:

ADDR-1: Apt 100
ADDR-2: 930 Louisiana Blvd SE
City: Albuquerque STATE: NM
ZIP: 87108 PHONE: (505) 827 7233
6311

- 3. How do I enter care of (c/o) in ISD2?

- ISD2 address fields should be as follows:

ADDR-1: C/O John Doe
ADDR-2: 930 Louisiana Blvd SE Apt 100
City: Albuquerque STATE: NM
ZIP: 87108 PHONE: (505) 827 7233
6311

If you have any question regarding this GI, please contact Kristen Ortiz via email at KristenR.Ortiz@state.nm.us or by phone at (505) 827-7233.