

## Error codes that appear on your Bad Address Report

Error codes begin with the letter "E" for "error." Most error codes mean that something is wrong in the record. Error codes do not mean that there was a *mistake* in processing, just that it was unsuccessful.

A *parsing* error occurs while DeskTop is trying to find certain address components in your data. A *look-up* error occurs while trying to find a record in the postal directories that matches the record's address.

### City-state-ZIP parse error

Error codes in the 1xx series indicate that a problem arose while parsing the city-state-ZIP data. Currently, there is only one code in this series.

**E101 City-state-ZIP is bad or missing.** DeskTop can find either no city, state, or ZIP data at all; or only a city name; or only a state.

### City-state-ZIP look-up errors

Error codes in the 2xx series indicate that a problem arose while matching the record's city-state-ZIP data to the postal directories. DeskTop can't proceed with address-line look-up, because it can't determine which USPS finance district the address is in.

**E212 No city and bad ZIP.** The record doesn't include a recognizable city name, so look-up in the City directory is impossible. The record does include a ZIP Code, but no match for it can be found in the ZCF directory.

**E213 Bad city and no ZIP.** The record includes something that might be a city name, but no match for it can be found in the City directory. The record doesn't include a ZIP Code, so no look-up in the ZCF directory is possible.

**E214 Bad city and bad ZIP.** The record includes something that might be a city name, and something that might be a ZIP Code. However, both of them are invalid, because no match for either of them can be found in the City and ZCF directories.

**E216 Bad ZIP, can't determine which city match to select.** The record may or may not include a ZIP Code. If it contains a ZIP Code, no match for it can be found in the ZCF directory. When looking up the record's city and state in the City directory, DeskTop finds two or more matching cities in the state. Because the ZIP Code is bad or missing, DeskTop cannot determine which city or ZIP Code to assign.

### Address-line parse error

Error codes in the 3xx series indicate that a problem arose while parsing the address-line data. Currently, there is only one code in this series.

**E302 No primary address line parsed.** DeskTop recognizes nothing in the record as a primary address line.

### Street name look-up errors

Error codes in the 41x series indicate that a problem arose while matching the street name data to the ZIP4 directory.

**E412 Street name not found in directory.** No match for the record's street name can be found in the ZIP4 directory. Perhaps the street name is misspelled or badly abbreviated. If the address line contains garbage that might be interpreted as a part of the street name, this also can result in E412.

**E413 Possible street name matches too close to choose one.** The ZIP4 directory contains two or more street names that resemble the record's street name. However, the resemblance between potential matches is so close that DeskTop cannot choose one over another. For example, if the street is "Kings" but the directory lists "King" and "Kins," both of the possible matches are equally similar to the street name.

### Primary range errors

The following errors indicate that the primary range (house or building number) is either missing or bad.

**E420 Primary range is missing.** DeskTop finds nothing in the record's address line it recognizes as a primary range.

**E421 Primary range is invalid for the street/route/building.** According to the ZIP4 directory, the record's primary range is invalid. That is, it does not fall within any of the ranges listed for that street, route, or building.

### Address-line ties

If DeskTop can find a good match for the record's street name, and the primary range is valid for that street, then that may be enough for assignment. However, DeskTop may have a list of possible matching records from the ZIP4 directory. To select one match and make the assignment, DeskTop evaluates other components of the address line. Most of the error codes in this series indicate that a tie among possible matches occurred.

**E422 Predirectional needed, input is wrong or missing.** The ZIP4 directory indicates that a predirectional is required to choose between possible matches. However, either the record doesn't include a predirectional, or its predirectional is invalid (not among those listed for the street). For example, when the record shows "Elm" or "North Elm," but the directory lists only "East Elm" and "West Elm," then DeskTop assigns E422.

**E423 Suffix needed, input is wrong or missing.** The ZIP4 directory indicates that a suffix is required to choose between possible matches. However, either the record doesn't include a suffix, or its suffix is invalid (not among those listed for the street). For example, when the input is "Elm" or "Elm Road," but the directory lists only "Elm Street" and "Elm Avenue," DeskTop assigns E423.

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## Error codes, *continued*

**E425 Suffix and directional needed, input is wrong or missing.** The ZIP4 directory indicates that both a suffix and a directional are required to choose between possible matches. However, either the record doesn't include a suffix and directional, or its suffix and directional are invalid (not among those listed for the street). For example, DeskTop assigns E425 when the input is "Elm" or "South Elm Road," but the directory lists:

- Elm Street East
- Elm Street West
- North Elm Avenue

**E427 Postdirectional needed, input is wrong or missing.** The ZIP4 directory indicates that a postdirectional is required to choose between possible matches. However, either the record doesn't include a postdirectional, or its postdirectional is invalid (not among those listed for the street). For example, when the record has "Elm" or "Elm North," but the directory lists only "Elm East" and "Elm West," then DeskTop assigns E427.

**E428 Bad ZIP, can't select an address match.** 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, DeskTop can find matches for the address line in at least two of those ZIP Codes. DeskTop can't use the bad input ZIP to break the tie on the address line, nor use the address line to choose a good ZIP.

**E429 Bad city, can't select an address match.** The record's city name is missing or invalid. The ZCF directory shows that the record's ZIP Code applies to two or more city names. In the ZIP4 directory, DeskTop can find matches for the address line in at least two of those cities. DeskTop can't use the record's city to break the tie on the address line, nor use the address line to choose a city name.

**E430 Possible address line matches too close to choose one.** The ZIP4 directory contains two or more address lines that resemble the input address line. However, the resemblance between potential matches is so close that DeskTop cannot choose one over another.

Compare E430 with E413. E413 refers specifically to the primary street name, while E430 covers the whole address line.

**E431 Urbanization needed, input is wrong or missing.** The ZIP4 directory contains two or more address lines that resemble the input address line. To break the tie, the Puerto Rican urbanization is needed. However, either the record's address doesn't include an urbanization, or its urbanization is wrong.

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### Other errors

**E500 Other error.** E500 is a catch-all error code assigned when no more specific code can be assigned. Usually it indicates that no potential match meets the minimum confidence level, or that there is an unresolved tie between two or more potential matches.

**E501 Foreign address.** The address is not within the domestic U.S., territories, or possessions.

**E502 Input record entirely blank.** All address fields in the record are blank. There may be data in other fields that DeskTop doesn't process when assigning addresses.

**E503 ZIP not in area covered by partial ZIP4 directory.** The record's address lies outside the area covered by the ZIP4 directory. This error usually occurs when a state or regional ZIP4 directory is being used, or a custom directory created through the Extract utility. (This error code previously was E300.)

E503 should not occur when using the ZIP4 directory. If it does, it may mean that you have found a conflict between the City and ZCF directories and the national directory. Please report this to the USPS National Customer Support Center in Memphis (800-238-3150).

**E504 Overlapping ranges in ZIP4 directory.** The address line matches at least two records in the ZIP4 directory. The ranges of those ZIP+4 records overlap, and DeskTop cannot break the tie.

E504 indicates a flaw in the ZIP4 directory. You should report it directly to the USPS National Customer Support Center in Memphis (800-238-3150). Do not report the error to the Postalsoft Help Desk. The problem is in USPS data, and only the USPS can correct it.

**E600 Marked by USPS as unsuitable for delivery of mail.** 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.

E600 is unusual because it indicates a successful match to the ZIP4 directory. All other error codes mean that DeskTop didn't find a match. Undeliverable addresses are tagged as "errors" for the convenience of DeskTop users who don't want to mail to unassigned and undeliverable addresses.

Some addresses that are valid may be marked incorrectly as undeliverable. This is caused by an error in the USPS data. If you find such an address, you should report it directly to the USPS National Customer Support Center in Memphis (800-238-3150). Do not report the error to the Postalsoft Help Desk. The problem is in USPS data, and only the USPS can correct it.