



iAddress™
Flex

User Manual

Address Data Accuracy
For Even The Smallest Files

The Pay-As-You-Go solution for
correcting, validating, and
enhancing your address data

Achieve the target of 95% matches to the Canada Post database
to benefit from the best postage rates.

New Account Registration

There are two methods for creating a Flex account:

Create a new account by completing the account registration process.

[Got a serial number? Register with a serial number here!](#)

Register a new user

Email Address: *

Password: *

Re-Type Password: *

Company Name: *

Country: *

Address:

Address 2:

City:

Province:

Postal Code:

Register a new user

Email Address:

Password:

Password must be at least 8 characters, include uppercase and lowercase letters, a number, and may include !@#\$%^&*

Re-Type Password:

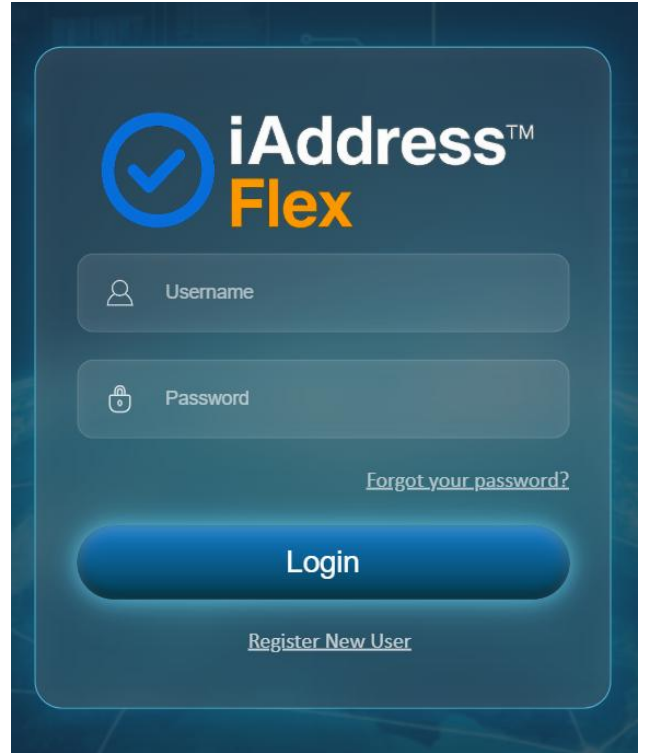
Flagship Serial#:

Sign in using an existing serial number if a serial number has already been assigned to you.

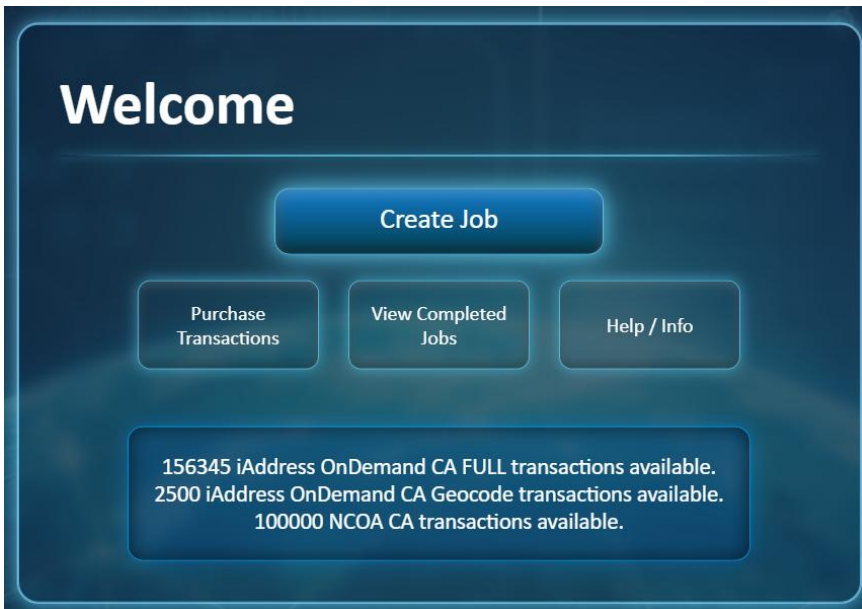
A confirmation email will be sent to you after the registration process

Login

Enter the login details and begin using Flex.



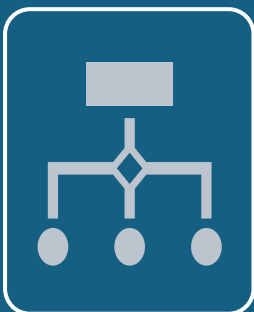
The login form for iAddress Flex is displayed on a dark blue background. It features the iAddress Flex logo at the top, which consists of a blue circle with a white checkmark and the text "iAddress™ Flex" in white and orange. Below the logo are two input fields: "Username" with a person icon and "Password" with a lock icon. A link for "Forgot your password?" is located to the right of the password field. A large blue "Login" button is centered below the input fields. At the bottom, there is a link for "Register New User".



The home screen for iAddress Flex is displayed on a dark blue background. It features a "Welcome" header in white. Below the header is a large blue button labeled "Create Job". Underneath this button are three smaller buttons: "Purchase Transactions", "View Completed Jobs", and "Help / Info". At the bottom, there is a white box containing the following text: "156345 iAddress OnDemand CA FULL transactions available.", "2500 iAddress OnDemand CA Geocode transactions available.", and "100000 NCOA CA transactions available."

The Home screen provides an overview of your Flex account, including your available transaction balances and account activity. From this screen, you can create a new job, purchase additional transactions, view completed jobs, and access help and support resources. Account information and transaction totals are updated automatically to reflect the latest activity.

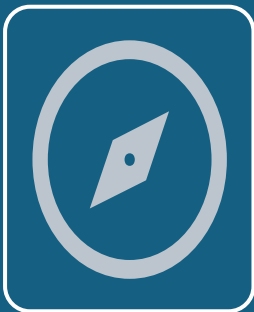
How to Create a Job



Fill out the fields, name your job, select a mailing date and input a data file to run a successful job.



If you require assistance, just click on the “?” on the left side for explanations.



Once you have completed the above steps, you will proceed to the “Field Mapping” screen where you map the fields in your job.

Field Mapping

Quick Navigation Menu

Job Setup ?

Field Mapping ?

Correction Options ?

Duplicate Removal ?

Move Update Options ?

Sort Options ?

Final Summary ?

Spreadsheet Information

Sheet: Customer List

Header Row: ☒ Yes ☐ No

Refresh Fields

Name Field Mapping

First Name: FIRST NAME

Middle Name:

Last Name: LAST NAME

Name Suffix:

Name 1:

Name 2:

Name 3:

Company (For Move Update): COMPANY NAME

Address Field Mapping

Address 1: ADDRESS 1

Address 2: ADDRESS 2

City: CITY

Province: PROVINCE

Postal Code^(OAG): POSTAL CODE

☒ Separate Fields ☐ One Field City/Province ☐ One Field City/Province/PC

Language Field Mapping (Optional)

Language: LANGUAGE

English Indicator: E

French Indicator: F

Report Language

Report Language: ☒ English ☐ French

Export type

File Type ☒ Comma ☐ Semi-colon ☐ Excel

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Use the drop-down menus to map each spreadsheet column (field in your data file) to its corresponding iAddress field.

Address Correction



Quick Navigation Menu

Job Setup ?

Field Mapping ?

Correction Options ?

Duplicate Removal ?

Move Update Options ?

Sort Options ?

Final Summary ?

Perform Correction

☒ Perform Correction ?

Address Line Formatting

☒ No Preference

☐ Prefer 2 Line

☐ Force 1 Line

Address Content Formatting

☐ Machineable ?

☐ Upper/Lower case

☐ Use Accents

☐ Western Style ?

☐ Shorten Address ?

All French Example

APP 23
4524 BOULEVARD SAINT-LAURENT
MONTREAL, QC H2T 1R3

All English Example

APP 23
4524 SAINT-LAURENT BOULEVARD
MONTREAL, QC H2T 1R3

See next page for Address Correction details

Address Correction Options

To Perform Correction, select the desired correction options: (May be different from example below)

You have the option to separate the uncorrectable records from your output file, and they will be returned in a separate file.

Machineable formats your address to meet the CPC criteria for Machineable mail. This option forces the following formatting options:

Upper/Lower Case is set to off (Address all Upper Case).

Two Line Output is set to off (only a one-line address is returned).

Use Accents is set to off (no accents returned).

Western Style is set to on (address is formatted to western style to increase readability)

Shorten Address is set to on (street types are abbreviated).

Upper/Lower Case converts addresses to UPPER- and Lower-case equivalents

Duplicate Removal

The screenshot shows the 'Duplicate Removal' configuration screen in the iAddress Flex software. On the left is a 'Quick Navigation Menu' with options: Job Setup, Field Mapping, Correction Options, Duplicate Removal (highlighted), Move Update Options, Sort Options, and Final Summary. The main area is divided into three sections: 'Perform Duplicate Removal' with a checked checkbox; 'Criteria' with checkboxes for Address 1, Address 2, City, Province, Postal Code, First Name, Last Name, Name 1, Name 2, and Name 3; and 'Name fields should be considered duplicates if they are:' with radio buttons for exact, close, and loose matches. A 'Post-Processing' section at the bottom has checkboxes for deleting duplicates, saving a report, and radio buttons for exporting just duplicates or both duplicates and originals. 'Back' and 'Next Page >' buttons are at the bottom.

iAddress™ Flex

Quick Navigation Menu

- Job Setup ?
- Field Mapping ?
- Correction Options ?
- Duplicate Removal ?**
- Move Update Options ?
- Sort Options ?
- Final Summary ?

Perform Duplicate Removal

☒ Perform Duplicate Removal

Criteria

☒ Address 1	☐ First Name
☒ Address 2	☐ Last Name
☐ City	☐ Name 1
☒ Province	☐ Name 2
☒ Postal Code	☐ Name 3

Name fields should be considered duplicates if they are:

- ☒ An exact match
- ☐ A close match
- ☐ A loose match

Post-Processing

- ☐ Delete the Duplicates from the mailing
- ☐ Save Report
- ☒ Export Just Duplicates
- ☐ Export Duplicates and the Original

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Select Check Box for "Perform Duplicate Removal" to enable duplicate record removal. Then, choose the fields that should be compared. The software will use the selected fields to identify duplicate entries in the database.

You may want to test exact, close and loose match options. Each will use credits so using a small random sub-set of your data is the most economical way to test this.

Move Update

The **Move Update** feature allows you to perform address and suppression services, including:

**NCOA (National
Change of
Address)**

**Do Not Mail
Suppression**

**Canadian
Deceased
Suppression**



Select the services you want to apply, then complete the required fields for each selected service.



To obtain a **Terms of Use ID**, click the **NCOA Mover Data** link to access the Canada Post website and complete the registration process.

Terms of Use ID and End User ID

Before using NCOA services, you must obtain the appropriate identification number(s) from Canada Post.

If you do not have a **Service Provider Terms of Use (ToU) ID** or require an **End User ID**

Visit the Canada Post NCOA website before proceeding:

<https://www.canadapost.ca/web/en/pages/ncoa/default.page>

NCOA Terms of Use Requirements

Canada Post requires all users of NCOA (National Change of Address) processing services to obtain a **Terms of Use ID (ToU ID)**.

This ID is issued after you agree to Canada Post's Terms of Use through their online portal and must be renewed annually.

There are two types of Terms of Use IDs:

Service Provider ToU ID

- Required for organizations that provide NCOA processing services on behalf of their clients.

End User ToU ID

- Required for mail owners who use NCOA processing services. If you are working with a service provider, you must provide your End User ToU ID before NCOA processing can be performed on your behalf.
- For additional information or to register, visit:
www.canadapost.ca/NCOA.

Sortation

First select the "Perform Sort" check box then choose the sort type to be applied and provide the required information for the mail pieces being processed. Canada Post guides and specifications are available [here for reference](#)

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Quick Navigation Menu

Job Setup ?

Field Mapping ?

Correction Options ?

Duplicate Removal ?

Move Update Options ?

Sort Options ?

Final Summary ?

Perform Sort

☒ Perform Sort

Sort Type

☐ Personalized Mail (Special Handling)

☐ Personalized Mail Machineable

☐ Publications Mail (Special Handling)

☐ Publications Delivery Facility Presort

☐ Publications Mail Machineable

☐ Incentive Lettermail Machineable

☐ Use phantom pieces if necessary

Piece Size

☒ Standard

☐ Oversized

☐ Dimensional

☐ Piece is Rigid

Piece Dimensions

Piece Thickness:

mm

Piece Weight:

g

Piece Length:

mm

Piece Height:

mm

These dimensions result in the following:

Max # of pieces in a bundle:

—

Max # of pieces in a container:

—

?

Calculate Bundle Size

Office of Deposit

In Settings, enter your Canada Post customer number, select your Office of Deposit from the list, and enter your applicable tax rate. Refer to the example below.

Settings

Customer Number:

1234567

[Find a Deposit Location](#)

Office Of Deposit ?

List valid / Valide

City-Prov:

MISSISSAUGA ON

Postal Code:

L4W1S2

Site Number:

I029

Tax Rate:

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Standard

Office Of Deposit

Province ON City MISSISSAUGA

Outlet	Address	City	Province	Postal Code	Site #	Accepts Standard	Accepts Oversized
TORONTO GATEWAY EAST	4567 DIXIE ROAD	MISSISSAUGA	ON	L4W1S2	I029	true	true
MISSISSAUGA LCD 3	2273 DUNDAS ST W	MISSISSAUGA	ON	LSK2L0	3385	false	false
MISSISSAUGA LCD 4	6616 CAMPOBELLO ROAD	MISSISSAUGA	ON	LSN5M0	3745	false	false

What is your preferred currency?

Go back to Profile Page

Geocoding

- You can use the **Geocoding** feature to process address location data and optionally filter (exclude) specific addresses from the results.

Quick Navigation Menu

Job Setup ?

Field Mapping ?

Correction Options ?

Duplicate Removal ?

Move Update Options ?

Sort Options ?

Geocoding ?

Final Summary ?

Geocoding

☒ Perform Geocoding

Geocoding Settings

How do you want the returned longitude and latitude to be displayed?

☐ Signed Degrees (e.g. 40.7486, -73.9864)

☐ Unsigned Degrees (e.g. 40°44'55"N, 73°59'11"W)

Each address in your database can be compared to a list of postal codes and the closest postal code on this list will be reported. If you want to use this list please enter a comma separated list of postal codes.

12j4b1, 14e1a6

Geocode Filtering

Filter By Distance

Filter out any addresses that are either too far or too close to the closest postal code from your list, or both.

Closer than: 10 Km

Farther than: Km

Filter By Pieces

Keep a number of the pieces closest or farthest to your list of postal codes to create a standard size mailing list of your best possible clients.

☐ Closest

☐ Farthest

☐ Filter Addresses that could not be Geo-Coded.

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Mailing Summary

Mailing Summary and Job Submission

- The **Mailing Summary** displays all details associated with your job. Review the information carefully to ensure it is accurate.
- If any changes are required, you can return to previous steps (left side menu) to edit or add information hitting **Submit**
- Once you have verified the information in the Mailing Summary, click **Submit** to begin processing.
- After processing is complete, your output files will be available for download

The screenshot shows the iAddress Flex Mailing Summary interface. On the left is a 'Quick Navigation Menu' with options: Job Setup, Field Mapping, Correction Options, Duplicate Removal, Move Update Options, Sort Options, and Final Summary (highlighted). The main content area is titled 'Mailing Summary' and contains three sections: 'Job Setup' with details like Job Name, Mailing Date, and Filename; 'Field Mapping' with details like Tablename, Header Row, and various field mappings; and 'Correction Options'.

Review and Submit Your Job

- After reviewing your mailing plan, click **Submit** to begin processing your job.
- Once processing is complete, the output files will be available for download.
- If changes are required before submission, you can return to the previous steps and update your job details.

The screenshot shows the 'Summary verification' screen. It displays 'Record Count: 5656' followed by a checked checkbox and the text 'Verified expected record count'. At the bottom left is a 'Submit' button.

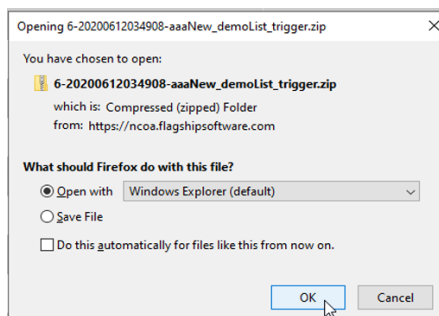
Downloading Documents

- Download a job under the **View completed jobs** tab and click the black download arrow.



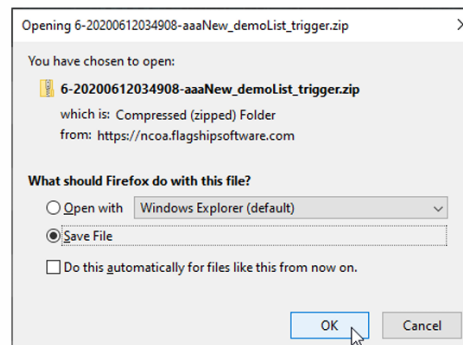
The screenshot shows the iAddress Flex web interface. On the left, there is a sidebar with three buttons: 'General Summary', 'Create a CA new job', and 'View completed jobs'. The 'View completed jobs' button is highlighted in blue. The main area displays a 'Jobs Listing' table with the following data:

	Job Name	Job Start Time	Job Completed Time
 	test job 1	2026-06-30 14:19:50	2026-06-30 14:20:26



Saving a Job

Download the job file from Flex and save it to your machine



Viewing Completed Jobs

- The **View completed jobs** will display all completed jobs. All reports and downloads will be available on this page.

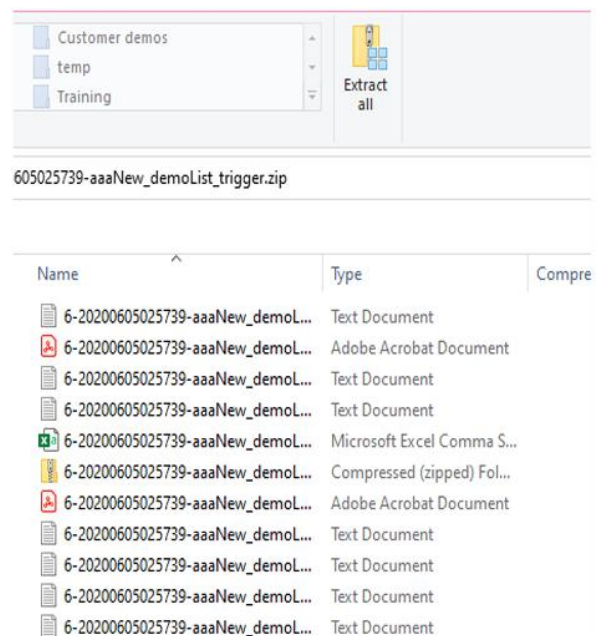


The screenshot shows the iAddress Flex web application. On the left sidebar, there are three buttons: 'General Summary', 'Create a CA new job', and 'View completed jobs' (which is highlighted in blue). The main area displays a 'Jobs Listing' table with the following data:

	Job Name	Job Start Time	Job Completed Time
 	test job 1	2026-06-30 14:19:50	2026-06-30 14:20:26

Downloading Files and Reports

- Files and reports are generated based on the processing options selected for the job.
- After a job has been downloaded, it will remain available on the Flagship server for **7 days**.
- Jobs that have **not** been downloaded will remain available on the Flagship server for **30 days**.
- To permanently remove a job from the server, click the **trash can** next to the job listing.



The screenshot shows a file explorer window with a list of files. The files are organized into a table with columns for Name, Type, and Compressed (zipped) Folder. The files are as follows:

Name	Type	Compressed (zipped) Folder
Customer demos		
temp		
Training		
605025739-aaaNew_demoList_trigger.zip		
6-20200605025739-aaaNew_demoL...	Text Document	
6-20200605025739-aaaNew_demoL...	Adobe Acrobat Document	
6-20200605025739-aaaNew_demoL...	Text Document	
6-20200605025739-aaaNew_demoL...	Text Document	
6-20200605025739-aaaNew_demoL...	Microsoft Excel Comma S...	
6-20200605025739-aaaNew_demoL...	Compressed (zipped) Fol...	
6-20200605025739-aaaNew_demoL...	Adobe Acrobat Document	
6-20200605025739-aaaNew_demoL...	Text Document	
6-20200605025739-aaaNew_demoL...	Text Document	
6-20200605025739-aaaNew_demoL...	Text Document	
6-20200605025739-aaaNew_demoL...	Text Document	



Contact Us

- Web training request: support@flagshipsoftware.com
Web training fess & transaction fees can be accessed through the shopping cart after logging into Flex using the link below:

<https://sas.flagshipsoftware.com/iAddressSAS/login.jsp>

- Support by Email: support@flagshipsoftware.com
- By phone: 416-410-6357 x. 300 or 1-866-672-0007