

ANCILLARY ENDORSEMENTS / NCOA

(Return/Change/Address Service Requested)

USPS procedures for business mailers require ancillary endorsements on all letter mail. Ancillary endorsements are used to request forwarding, return or address correction service for undeliverable mail. The NCOA (National Change of Address) regulations require that all business mailers make changes or update their address databases when mail is returned. The preferred endorsement is "Return Service Requested." The TTUHSC Printing Center will print this endorsement on all stationery envelope orders. Depending on which endorsement is used, USPS will charge a fee to forward the mail and notify the department of the correct address. As proof of TTUHSC compliance with these regulations, a TTUHSC NCOA memo for the department representative's signature will accompany all return mail. The department's representative signature confirms that the department has been notified of the address change and will make the appropriate corrections to your address database.

The two most common ancillary endorsements used by TTUHSC are:

Return Service Requested: Mail returned with new address or reason for non-delivery- no fee

Address Service Requested: Mail forwarded and separate notice with new address returned - fee applies