

With the new COA procedures in effect, there are a few things we should ensure we are doing and getting credit for. Technically, we no longer do anything with the standard COA card, except pass it through the mailstream, and wait till the little yellow label comes back to begin forwarding the mail we should have known needed to be forwarded, but delivered instead since technically we weren't supposed to know..... get it?

Here we go...

If you see the change card come through, do yourself a favor and accomplish the following:

Create a hold card for the residence, and mark the ending date "10 day waiting for COA"  
(this will be a markup credit)

Create a DPS warning card to be cased to capture DPS mail during delivery.  
(this will also be a markup)

IF the COA is a family COA, make up a VACANT notice for the mailbox. If you are sure the Individual COA was the only occupant, do the same.  
(another markup credit)

Case the DPS warning card until the address appears in your DPS Holdouts  
(raw letter credit for each one cased)

Case the Vacant notice and place in EMPTY mailbox and leave there. If box isn't empty, get credit for emptying it.  
(raw letter credit once)

Receive yellow label and place on card  
(15 second credit)

You now have done all you can to ensure that the mail is handled properly, and, you have recovered 1 minute for markups, and a few letter credits, instead of losing the whole COA and only getting the yellow label credit,

A minute and a half is better than losing it all