



2011

Undeliverable Mail

*presented by
Jodi Patterson*

Director, Office of Taxpayer Correspondence

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What is Undeliverable Mail?

- When used at the IRS, this term refers to mail that the USPS handled, could not deliver, and returned to the IRS. It includes mail that could not be delivered for reasons including but not limited to: the recipient had died, illegible address, delivery was refused or unclaimed.
- A subset of Undeliverable (UD) Mail is Undeliverable As Addressed (UAA) mail. When used at the IRS, this term refers to mail with bad addresses that did not pass address hygiene software postal delivery validation checks before posting the addresses to the Master File.



UD Mail by the numbers...

- ~10 percent of all mail is returned undeliverable....about 20 million pieces per year
- Cost to IRS - \$\$\$\$\$ millions
- Only 40 percent matched through NCOA
- Estimated at least 35 percent could be corrected with better address hygiene



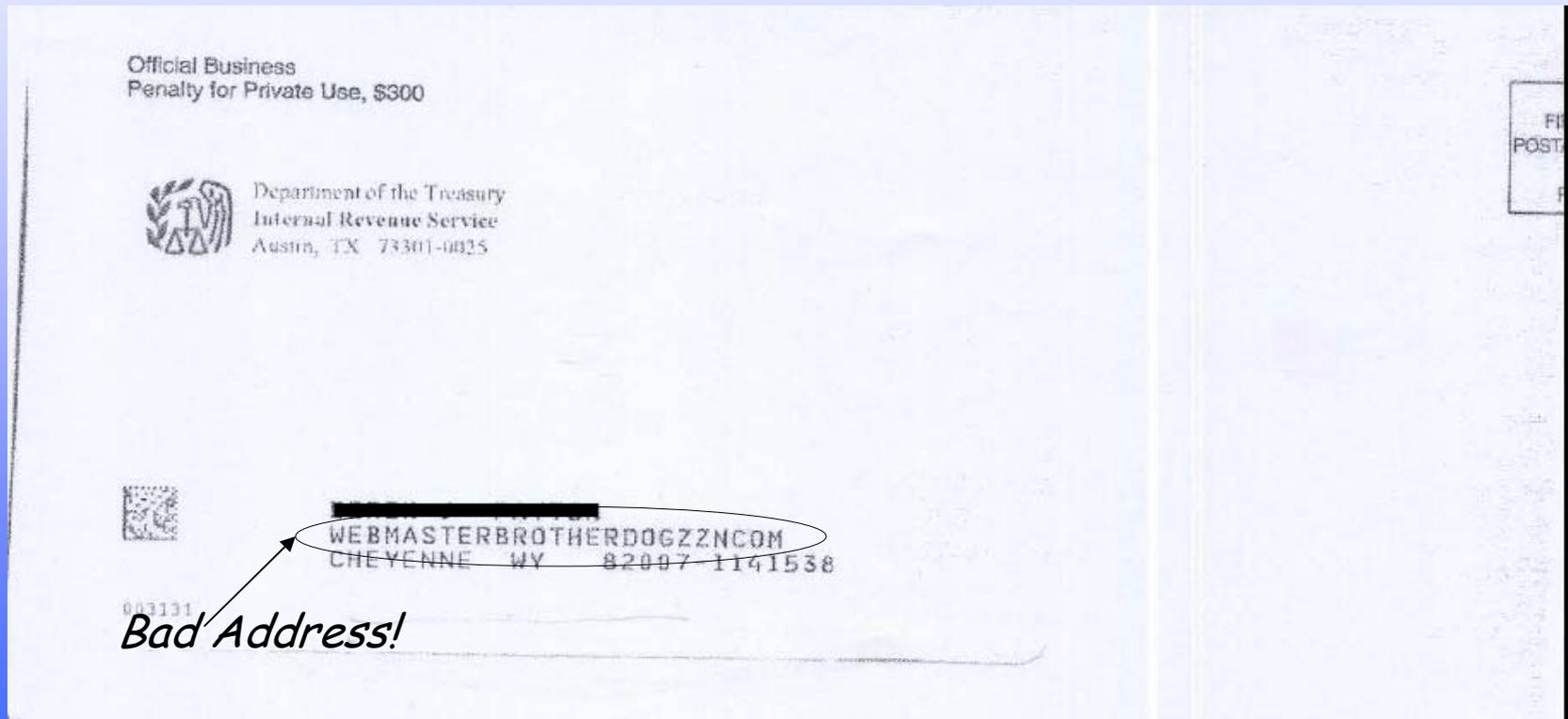
Multiple reasons for UD Mail with multiple solutions

- Foreign addresses squeezed into domestic address format
- NCOA restricted to exact matches
- Paper submissions - limited ability to perfect during pipeline
- Scanned submissions – may incorrectly scan data
- Electronic submissions – no validation before or during acceptance

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A bad address may not be obvious until we send a notice that comes back....





**Can software
developers help?**