

B Keying Addresses on ADDR

REVISION 52
(01/01/24 - 12/31/24)

Ensure the address information keyed in AZTECS and HEAplus match and are correct.

NOTE When the participant cannot receive mail at a valid residential or mailing address, mail must be sent to a United States Postal Service (USPS) General Delivery location. For information on general delivery see, [Keying General Delivery Service on ADDR](#).

When entering residential and mailing address information on ADDR, complete the following to ensure the participant receives notices and EBT cards:

- When the residential and mailing addresses are the same:
Only key the RESIDENTIAL ADDRESS fields.
Leave the MAILING ADDRESS fields blank.
AZTECS sends mail to the participant's residential address.
- When the residential and mailing addresses are different:
Key the RESIDENTIAL ADDRESS fields.
Key the MAILING ADDRESS fields.
AZTECS sends mail to the participant's mailing address.
Document the [case file\(g\)](#) with the reasons for using a mailing address.
- When a participant is unable to receive mail at their residence because they do not have a valid address, complete all of the following:
Document the case file and describe how to locate the residence. (See example [Residential Address](#))
Key SEE MAILING ADDRESS in the STREET ADDRESS field under RESIDENTIAL ADDRESS.
Key the CITY, STATE, ZIP and COUNTY fields where the participant resides under RESIDENTIAL ADDRESS.
Key the MAILING ADDRESS fields.
AZTECS sends mail to the participant's mailing address.
Document the case file with the reason for using a mailing address.

When a participant is unable to receive mail at their residence, use a mailing address provided by the participant. When a participant does not have a mailing address, see [Keying General Delivery Service on ADDR](#).

Consider the following when keying the residential and mailing address fields:

- Key the RESIDENTIAL ADDRESS field with the physical address where the budgetary unit resides.
- Key the MAILING ADDRESS fields when a PO Box, General Delivery, or another mailing address that is different from the budgetary unit's residential address is used to receive mail.
- Do not key the physical address of a [domestic violence shelter](#) in AZTECS. Complete the following:
Key SEE MAILING ADDRESS in the STREET ADDRESS field under RESIDENTIAL ADDRESS.
Key the PO Box number of the shelter or the address of the FAA Office in the MAILING ADDRESS fields.
- Do not split the address between more than one field. When the complete address does not fit in one field, key as much of the address as possible. When [Finalist](#) displays a match, all the characters may not fit in the fields. In this situation, notices are printed with as much information as displays.
- Key only one place identifier (apartment, unit, or lot number, etc.) in the APT-UNIT-ETC field.
- Key all abbreviations using the USPS recognized address abbreviations.
Do not use punctuation in any part of the address.
Do not use double spacing.
Do not use the backward slash (\).
Do not use the letter O in place of a zero.
Do not key the additional Plus Four digits of the ZIP Code anywhere on ADDR. Only key the first five digits of the ZIP Code.
Do not include the names of building complexes, trailer parks, Tribal Lands, etc. Review a utility bill, rental receipt, or mortgage statement to assist in identifying the correct address. Validation can also be completed through the [USPS Web Site](#).

- The AZTECS ZIP CODE/CITIES tables in LISTCODES allow for only fifteen characters in a city name. As a result, the CITY field on ADDR allows for only 15 characters. When the length of a city name exceeds 15 characters, Finalist compares the 15 characters against the complete city name and determines the address invalid. Finalist displays the same address keyed on ADFP as the closest match and requires the worker to select a function and process through to ADDR.

To prevent Finalist from unnecessarily creating a new address record, the following city names must be keyed on ADDR as indicated:

- Key Chandler Heights (85227) as CHANDLER HTS
- Key Kykotsmovi Village (86039) as KYKOTSMOVI or KYKOTSMOVI VILL
- Key Lake Havasu City (86403-86406) as LAKE HAVASU CIT
- Key Oak Creek Villa (86341) as SEDONA
- Key Petrified Forest National Park (86028) as PETRIFIED FORES
- Key White Mountain Lake (85912) as WHITE MTN LK