

How to Remove a Mailing Address

This guide will provide written instructions on how to **remove** a constituent's existing mailing address. Special instruction are provided at the end of this guide if you need to remove a **primary** address.

To **remove** an address:

Step 1

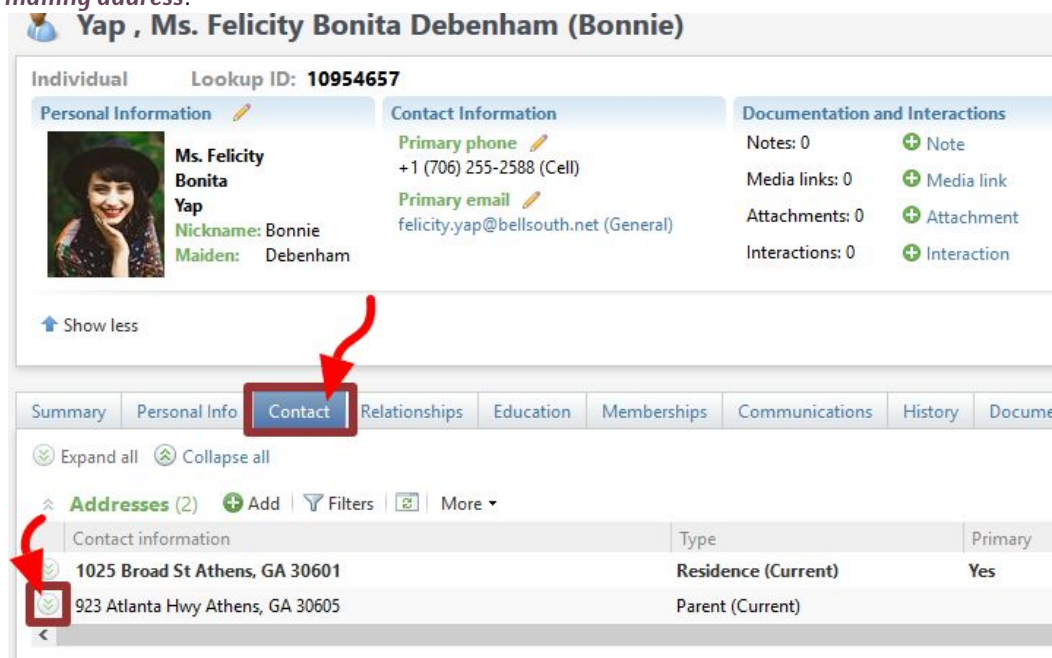
Perform a **constituent search** for the individual whose phone number you would like to update and click into their **constituent profile**.



Step 2

In their profile, click on the **contacts** tab and then find the **addresses** section. Click **double downward chevrons** next to the address you wish to remove.

- The current primary address is the one in bold, it will say **yes** in the column labeled **primary**. To **remove the primary address**, please see skip to the end of this how-to guide to the section called **removing a primary mailing address**.



Click **edit**.

Addresses (2) + Add Filters More

Contact information	Type
1025 Broad St Athens, GA 30601	Residence (Current)
923 Atlanta Hwy Athens, GA 30605	Parent (Current)

923 Atlanta Hwy Athens, GA 30605 United States 1/1/1989 - Present Information source: Development Seasonal: Not applicable

Step 3

The **edit address** dialog box will appear. To remove the address we make it historical by adding an end date. In the **end date** box put today's date.

Edit address

Address Details

Address information

Type: Parent
Country: United States
Address: 923 Atlanta Hwy
City: Athens
State: GA
ZIP: 30605
Start date: 1/1/1989
End date: mm/dd/yyyy
 Set as primary address
 Do not send mail to this address
Reason:
 This address is confidential

Seasonal information

Start date: mm/dd
End date: mm/dd

Address source

Information source: Development
Comments:

Help Save Cancel

Then hit **save**.

Removing a primary mailing address

To remove a primary address, one of *two situations* will arise:

1

There is another address in GAIL (or you have one you can enter)

In this case, complete the following steps:

- I. If you have a new address you can add for this constituent, add it.
 - Follow our guide: [How to Add an Individual's Mailing Address](#).
- II. Make the other/new address primary.
 - Follow the guide: [How to Make a Mailing Address Primary](#).
- III. Then remove the (old primary) address by following this guide — steps 2 & 3 above.

2

There is not another address in GAIL (and you don't have one you can enter)

In this case, GAIL will not allow you to end date the primary address. But, you can mark it as no good.

Open the *edit address* dialog box for the primary address (see step 2 above). Check **do not mail to this address** and the choose a **reason** from drop-down menu (leave blank if unsure). Hit **save**.

The screenshot shows the 'edit address' dialog box. The 'Reason' dropdown menu is open, displaying a list of reasons. The 'Save' button is highlighted with a red arrow.

An *exclamation symbol* will now display next to the address, signalling that it is not a valid.

The screenshot shows the GAIL interface with the address '1025 Broad St Athens, GA 30601' and a yellow warning icon next to it.