

NPSP: Add or Update Addresses for a Household or Organization

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NOTE: *This functionality is only available if you are using the Household Account model in NPSP 3.0 or later. For more information, see [What is an Account Model?](/articles/Resource/NPSP-What-is-an-Account-Model) (/articles/Resource/NPSP-What-is-an-Account-Model)*

Overview

The Nonprofit Success Pack lets you track multiple addresses for each Household or Organization Account you create. (For example, seasonal addresses, work addresses, home address, or other addresses you'd like to keep track of for mailings). For each address, you can specify the type of address it is, and whether or not the address is the default mailing address for the Household or Organization.

NOTE: *You may need to turn on Address Management for Organization Accounts. In the Nonprofit Success Pack **NPSP Settings** tab, click **People | Addresses**. Then click **Edit**, select the **Organizational Account Addresses Enabled** checkbox, and click **Save**. After enabling Organizational Account Addresses, you may also need to add the Addresses related list to the Organization Account page layout.*

Add an Address

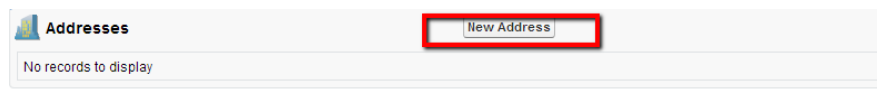
To add a new Address to a Household or Organization:

1. In the Nonprofit Success Pack, search for the Household or Organization you're interested in (for example, "Smith Household"), or click the **Accounts** tab to see a list of recent Accounts.

NOTE: *If you're not in the Nonprofit Success Pack application, you'll need to select it from the upper-right hand corner in Salesforce.*



2. Click the **Account Name** of the Household or Organization you want to add an address to.
3. Click the **New Address** button in the Addresses related list.



NOTE: If you don't see the Addresses related list on your page, you can add it to your page layout by clicking the **Edit Layout** link in the upper-right hand corner of Salesforce. Then click **Related Lists** in the left-hand column, drag the Addresses related list onto the layout, and **Save**.

4. Fill in whatever Address details will be useful to your organization, such as **Mailing Address**, **City**, **State**, and **Zip Code**. You can also track additional Address data such as **County**, **Congressional District**, and **Geolocation Latitude** and **Longitude**.
5. Click **Save**.

Salesforce attaches the new Address to the Household or Organization Account.

Update an Address

If you need to edit an address, but don't want to create a completely new one—for example, if you simply need to add a suite number or correct the spelling in a street name—you should modify the Address record instead of editing the Billing Address field on the Account. If you edit the Billing Address field, this may result in an additional Address record being created to reflect the updated data.

1. Navigate to the Organization or Household Account that has the address you want to update.
2. Scroll down to the Addresses related list. If you do not see the Addresses related list, you may need to add it to your page layout.
3. Click **Edit** next to the Address you want to update.
4. Make any necessary changes to the address and click **Save**.

If the Address you edited was marked as the Default Address for the Account, you will see your changes reflected in the Billing Address field as well.

A note about the Simple Address Change Treated as Update setting . . .

The NPSP includes a **Simple Address Change Treated as Update** setting which tells Salesforce not to create new Address records for very simple updates. Specifically, when this setting is enabled, if you update capitalization, add or remove white

Change or make a change to an Address record is updated. What happens on Organization Accounts?

Salesforce create a new Address record for the Address. For example, an Account's address is 123 A St., San Francisco, California 94105. If you edit only the Street field to make it 123 A Street, the existing Address record is simply updated. But, if you edit the Street field AND the State field to make it 123 A Street, San Francisco, CA 94105, a new Address record is created.

Action	Address ID	Mailing Address
Edit Del	A-00019	123 A St. San Francisco, California 94105 US
Edit Del	A-00021	123 A Street San Francisco, CA 94105 US

Even if you have this setting enabled, it's always best practice to make edits to Addresses from the Address records themselves.

To enable the setting:

1. Click the **NPSP Settings** tab.
2. Click **People | Addresses**.
3. Select the **Simple Address Change Treated as Update** checkbox.
4. Click **Save**.

How do Address Updates Work?

How Address updates affect your Accounts and Contacts depends on many factors. We know that Addresses in NPSP can be a bit of a mystery, so we compiled the effects of Address changes in one table.

NOTE: This tables outlines the default Address behavior in NPSP. For Organization Accounts, this assumes that *Organizational Account Addresses Enabled* is enabled in **NPSP Settings | People | Addresses**.

Change	What happens on Household Accounts?	What happens on Organization Accounts?
Modify an Address record marked as Default	The change is copied to the Household Account's Billing Address fields and all Contacts' Mailing Address fields (except Contacts that have the Override Address box checked).	The change is copied to the Organization Account's Billing Address fields.
Modify an Address record that IS NOT marked as Default	The change affects the Address record you updated. If any Contacts are using this Address (with Address Override), the change is copied over to the Contact's Mailing Address fields.	The change only affects the Address record you updated.
Mark an Address record as Default	The Address from the record you marked as Default is copied to the Household Account's Billing Address fields and all Contacts' Mailing Address fields (except Contacts that have the Override Address box checked).	The Address from the record you marked as Default is copied to the Organization Account's Billing Address fields.

Change	What happens on Household Accounts?	What happens on Organization Accounts?
Create a new Address from the Addresses related list on an Account	The Address IS NOT copied to the Household Account's Billing Address fields.	The address IS NOT copied to the Organization Account's Billing Address fields.
Create a new Address from the Addresses related list on an Account AND mark it as Default	The Address from the new record is copied to the Household Account's Billing Address fields and all Contacts' Mailing Address fields (except Contacts that have the Override Address box checked).	The Address from the new record is copied to the Organization Account's Billing Address fields.
Modify the Billing Address fields on an Account	A new Address record is created in the Addresses related list. The new Address is automatically marked as Default Address and is copied to all Contacts' Mailing Address fields (except Contacts that have the Override Address box checked).	A new Address record is created in the Addresses related list. The new Address is automatically marked as Default Address.
Modify the Mailing Address on a Contact (Override Address box IS NOT checked)	A new Address record is created in the Household Account's Addresses related list. The new Address is automatically marked as Default Address and is copied to the Household Account's Billing Address fields and all Contacts' Mailing Address fields.	N/A
Modify the Mailing Address on a Contact (Override Address box IS checked)	A new Address record is created in the Household Account's Addresses related list, but the change only affects the Mailing Address fields on the Contact you updated.	N/A



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