

NCOA^{Link}® END USER LICENSEE PERFORMANCE REQUIREMENTS

1. Purpose

- 1.1 The purpose of these performance requirements is to establish standard criteria of performance with which USPS® requires NCOA^{Link}® End User Licensees to comply. The NCOA^{Link} Product will enable Licensees to have access to the following address list services:
- New address when a name and old address match the change of address file
 - Detection of undeliverable addresses due to change of address
- 1.2 Licensee's matching software must adhere to specific USPS requirements regarding processing as well as to the matching rules and specifications herein. Licensees must utilize CASS Certified™ software for ZIP + 4® processing. In addition, Licensee's NCOA^{Link} system will be tested on a periodic basis.

2. Product Description and Fulfillment

- 2.1 The NCOA^{Link} Product utilizes what is referred to as "hash" tables. The hash tables are secure datasets that will only provide new address information when queried, through use of a software interface, with a specific algorithm of the name and old address from a mailer's address list which matches the algorithm of the information as it appears on a Change of Address form (PS 3575).
- 2.2 The input algorithm uses a complete name, a 9-digit ZIP+4 Code and a parsed address to obtain a match to a COA. The NCOA^{Link} Product cannot assign a ZIP + 4 nor will it respond to a non-ZIP + 4 coded address.
- 2.3 Licensee is responsible for obtaining all necessary software. A software interface, which must be written or purchased, will customize the type of input format, provide the desired output, and contain appropriate links with ZIP+4 matching software.
- 2.4 Monthly updates containing the 18-month NCOA^{Link} Product datasets will be provided via Electronic Product Fulfillment (EPF) to Licensees. Licensees shall install the current monthly NCOA^{Link} database no later than seven (7) business days after it is made available via EPF. Licensees must utilize the current CASS™ ZIP+4 product with the NCOA^{Link} Product updates to provide the up-to-date address. Refer to Exhibit A for acceptable use dates of the ZIP+4 product.
- 2.5 Monthly updates more than 45 days old shall be destroyed using common practice for disposal of sensitive materials, such as permanent file deletion.
- 2.6 Multiple address hygiene processes may be used by End User Licensees:
- 2.6.1 Additional processes, such as ZIP+4, DPV® and LACS^{Link}®, can be run either independently or interactively with NCOA^{Link} processing. The

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software required for these processes may be bundled as a single integrated software package or provided separately for each individual process. In addition, each product may have separate licensing requirements including fees.

- 2.6.2 Prior to NCOA^{Link} processing, input addresses presented to NCOA^{Link} must be processed through CASS Certified matching software to obtain ZIP+4 coded, parsed addresses. The ZIP+4 coded, parsed result and the corresponding name will be used to query NCOA^{Link}. If a LACS^{Link} match is made to the original address during CASS processing, Licensees must query the NCOA^{Link} Product using the LACS^{Link} converted address. ZIP+4 results must be obtained within the valid window for processing based on the date NCOA^{Link} processing is performed and the chart of valid ZIP+4 dates provided in Exhibit A.
- 2.6.3 The ANK^{Link}® option will be available to End User Mailer Licensees to enable mailers to make informed choices regarding a specific customer contact. If the data indicates a move, the mailer may choose to suppress the record from their list or attempt to determine the actual new address by engaging the services of an NCOA^{Link} Full Service Provider Licensee.

3. General Requirements

- 3.1 Any Licensee wishing to use the NCOA^{Link} Product must first obtain (either by purchase or developer license) a licensed and certified Interface Product. The Interface must be reviewed, tested, and approved for use at Licensee's site(s) by USPS prior to any actual NCOA^{Link} processing occurring in a production environment to ensure that all license requirements are met. After review and testing, USPS will provide Licensee with written approval (in the form of a License Agreement) of their use of the certified NCOA^{Link} system.
- 3.2 Licensee, in order to utilize the NCOA^{Link} Product, must meet all requirements and specifications contained within the License Agreement and the most current version of the Licensee Performance Requirements, unless explicitly allowed, prohibited, or modified by USPS in writing. Copies of these documents, the Certification Procedures and any new updates to the documents will be posted on the PostalPro website at: <https://postalpro.usps.com/mailing-and-shipping-services/NCOALink>.

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3.3 Licensee must incorporate use of the Daily Delete process into all NCOA^{Link} processing. The Daily Delete file is available from the USPS Electronic Product Fulfillment website. Instructions for use of this process must be obtained from the Licensee's software interface supplier.

4. Specific Requirements

- 4.1 Licensees must use USPS Certified NCOA^{Link} software to access the NCOA^{Link} Product.
- 4.2 Licensees must use USPS CASS Certified™ Address Matching software parsed, standardized output to query the NCOA^{Link} Product.
- 4.3 Licensees must adhere to the provisions of Standards of Performance as detailed in Section 7.
- 4.4 Licensees must provide all specific reports as required in Section 8.
- 4.5 Licensee will be assigned a unique four-character Customer ID for use on reports.
- 4.6 Licensees must be capable of:
 - a) Updating the system with full file replacement monthly via Electronic Product Fulfillment.
 - b) Updating ZIP + 4 and City State Products monthly.
 - c) Obtaining Delivery Point Code Information for all input addresses that are ZIP + 4 coded via ZIP + 4 process and all new addresses returned as a result of a match to NCOA^{Link}.
 - d) Choosing appropriate processing options on basis of file content and process frequency.
 - e) Licensee shall provide USPS with access to any resource used in performance of this license and with the necessary equipment and/or reports to monitor performance at Licensee's facility.
- 4.7 Licensee shall establish a central email address for receipt and disbursement of USPS electronic correspondence within Licensee's organization.

5. Basic NCOA^{Link} Product Output

- 5.1 Standardized return codes have been established to provide consistency of products and facilitate USPS evaluation of customer data.
- 5.2 For each address submitted to the NCOA^{Link} process, Licensee's software must be able to return the following output:
 - a) Each original unaltered input name and address as it was presented

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- b) The standardized address appended with the correct ZIP+4/DPC, other postal values and any other intelligence flags or footnotes that result from the CASS processing segment.
- c) For each mailing address for which there is a match to the NCOA^{Link} Product, a standardized new address with 11-digit Delivery Point Barcode (DPBC) and standard return codes as listed in Exhibit B.
- d) When a match is made, the following elements must be returned: the move effective date, specific name and address utilized in the query that obtained the match, and the move type. The move type is determined by the Interface based on the specific name inquiry utilized to obtain the match.
- e) For each mailing address for which there is not a match to the NCOA^{Link} Product, the Interface shall return all elements as appropriate under a and b as well as any standard return codes as may be appropriate as listed in Exhibit B.
- f) The urbanization name information, when applicable.
- g) The carrier route information for new (updated) addresses.
- h) Processing summary report containing information to identify the specific list and the statistics resulting from the NCOA^{Link} process performed on the list.

6. Quality Standards and Testing Criteria

- 6.1 The NCOA^{Link} Product will be subject to periodic audit and evaluation of the organization's NCOA^{Link} process and its adherence to the conditions of the NCOA^{Link} License Agreement. Please note that the USPS audit file must be processed through the same NCOA^{Link} system utilized for Mailing List processing.
- 6.2 The NCOA^{Link} software will provide the necessary output as described in Section 5 utilizing the specific USPS format as described in Exhibit C. Upon notification of the transmission of an audit file, it can be retrieved from Licensee's specific USPS account via the internet. Licensee's output file and supporting documentation derived from the NCOA^{Link} process will be posted to the same account.
- 6.3 The audit file will test Licensee's NCOA^{Link} software with a series of known forwardable addresses and known non-forwardable addresses to validate Licensee's ability to query the NCOA^{Link} Product and return the appropriate output responses.
- 6.4 The audit will also verify the administrative output of the process.
- 6.5 Auditing will be performed once annually or as specified by USPS. If necessary, subsequent audits due to failures must be completed within the annual license period to prevent suspension and/or termination.

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- 6.6 Upon validation of the results, Licensee will receive official audit results from USPS.
- 6.7 The system shall provide accurately matched responses for at least 99% of the inquiries where data to support these responses are known to be in the USPS file and shall produce no unexpected matches.
- a) The percentage of audit file input name and address records that achieve the correct result shall not be less than 99% when compared to USPS expected results.
 - b) The audit file output shall not result in a match that is not expected and would result in returning incorrect information that would eventually cause the misdirection of mail.
 - c) The audit file output must correctly provide all NCOA^{Link} elements with 100% accuracy.
- 6.8 In the event that a problem is identified by USPS that is related to the NCOA^{Link} process, USPS will, at its sole discretion, direct correction of the problem and/or exercise the suspension or termination provisions of the License, as it deems appropriate by the situation.
- 6.8.1 When directed to correct deficiencies, Licensee will be given 30 days from the date of the notification in which to remedy the deficiencies and retest.
 - 6.8.2 If Licensee fails to remedy the deficiencies within 30 days, a suspension notice will be issued. The suspension notice will direct Licensee to cease all NCOA^{Link} activities during the term of suspension and remedy all deficiencies within 60 days to regain good standing. USPS will also discontinue data fulfillment during the term of suspension.
 - 6.8.3 At the end of the term of suspension, the License Agreement between Licensee and USPS will be terminated if Licensee has not successfully remedied all deficiencies.
 - 6.8.4 Any Licensee whose license is terminated voluntarily or involuntarily; will be ineligible to obtain another NCOA^{Link} License Agreement for a period of five (5) years. In the event of an elective termination, USPS may refund the unused portion of the license fee by request from Licensee within thirty (30) days of the effective date of the termination.

7. Standards of Performance

- 7.1 Licensee must maintain a service log, which will be maintained and be made available for Postal Service review for a period of 5 years. This service log shall also

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be kept on a computer file and shall be submitted to USPS electronically or on approved electronic media on a monthly basis (see Exhibit D for format).

- 7.2 Licensee shall repair or have repaired all equipment, hardware and/or software deficiencies related to the NCOA^{Link} system within 30 days of identification of said deficiencies.
- 7.3 It shall be Licensee's responsibility to ensure that its employees understand the NCOA^{Link} process and output.
- 7.3.1 The provision of change-of-address information is controlled by strict name and address matching logic. NCOA^{Link} processing will only provide new address information when queried with a specific algorithm of the name and old address from a mailing list, which matches the information on the NCOA^{Link} Product. It is the responsibility of the Licensee to determine the name order and presentation correctly and to develop a process to handle the names properly.
- 7.3.2 The NCOA^{Link} software should be able to interchange the name order to make a match. It is optional if a Licensee chooses to run a setup job before processing to determine the order or presentation of the name.
- 7.3.3 It is ultimately the responsibility of the Licensee to determine the name order presentation correctly.
- 7.4 Licensee is responsible for redistributing license related electronic correspondence from USPS to the appropriate personnel within Licensee's organization. Pursuant to Paragraph 4.7, all electronic correspondence will be directed to a central email address within Licensee's organization. The email address must be ncscinfo@<yourcompany.com>. In the event that this address is already assigned for some other purpose, an alternate address must be submitted to USPS for approval. Licensee will subsequently distribute all applicable USPS notifications internally to ensure receipt by the proper staff. Such correspondence will also be sent to the pertinent contacts provided during the application process but in the event of "bounce backs" successful delivery via the central email address will be considered confirmation of receipt.

8. Reports

- 8.1 Licensee shall produce a monthly performance report from the service log by site and/or system platform. The reports begin on the first day of the month and terminate on the last day of the month. The log must contain a record for each Mailing List processed through the NCOA^{Link} system and the resultant statistics. The

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reports will be maintained and made available for Postal Service review for a period of five (5) years at Licensee’s facility. The reports must be submitted within seven (7) calendar days of the end of the month via electronic upload to <https://epfup.usps.gov/up/upload.html>. All reports must be zipped into a single file with the naming convention AXXXXMYY.zip (Type of Report, Platform ID, Month, Year) using a WinZIP version 9.0 compatible format. The electronic report file layout is provided as Exhibit D.

- 8.2 The monthly performance reports will be named using a four-part eight-character identification scheme. The first character will be “C” to identify it as a Customer Service Log. Characters 2-5 will contain Licensee’s USPS-assigned four-character platform identification code. The sixth character will identify the month of the report as indicated in the chart below. The last two characters will identify the year of the report by the last two digits of the calendar year.

Month	Code
January	1
February	2
March	3
April	4
May	5
June	6
July	7
August	8
September	9
October	A
November	B
December	C

- 8.3 NCOA^{Link} is intended solely for use as a Mailing List update tool. Testing of any kind using NCOA^{Link} is generally discouraged by USPS. However, USPS does acknowledge that certain testing is necessary. In an effort to obtain an accurate statistical reporting regarding addresses updated by NCOA^{Link}, the type of processing must be accurately and consistently recorded. Therefore, the following list of codes must be used to populate the “PROCESSING CATEGORY” field in the service log:

Code	Description	Disposition of Results
EMP TRAIN	File processed as part of employee training.	Results discarded; no update performed or information released.
INT DB TST	Testing involving proprietary Licensee database.	No updates performed; results discarded after analysis.
NORMAL	Process mailing list for update prior to mailing.	COA information obtained and updates performed.

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STAGE I	Test of matching performance against USPS self-test file.	Results used for internal program analysis and subsequently discarded.
STAGE II	Test of matching performance scored by USPS.	Output transmitted to USPS for evaluation and discarded when test results finalized.
SYS TEST	File processed as part of system testing such as loading of USPS file updates.	Results discarded; no updates performed or information released.

8.4 Upon request, the Interface must be capable of producing a hardcopy report summarizing the processing of each list. The report shall be named NCOA^{Link}® Processing Summary Report. The report may contain any and all information gathered to fulfill the requirements of Section 8.1. At a minimum, the processing summary must contain:

- Licensee Company Name
- Licensee ID
- File/List/Database Name
- Processing Category
- Matching Logic Applied flag
- Class of Mail
- Date NCOA^{Link}® Processing Completed
- Total Number of Records Processed
- Total Number of Records Matched – NCOA^{Link}®
- Total Number of Records Matched – ANK^{Link}®
- Total Number of Records ZIP + 4[®] Coded
- Total Number of Records DPV[®] Confirmed
- Total Number of Records LACS^{Link}® Matched
- Total Number of Records Suite^{Link}® Matched
- Move Activity Summary by Return Codes – This section consists of 15 data elements providing a Move Activity Summary (Age of Change of Address) for the nine NCOA^{Link} Match Return Codes.
 - The Return Codes are separated into three groupings:
 - Moved, New Address Provided (Return Codes A, 91, & 92)
 - Moved, No New Address Available (Return Codes 01, 02, & 03)
 - Moved, Unable to Provide New Address (Return Codes 05, 14, & 19)
 - The Move Effective Dates are separated into five groupings:
 - Sum of Months 00 – 03
 - Sum of Months 04 – 06
 - Sum of Months 07 – 12
 - Sum of Months 13 – 18
 - Sum of Months 19 and older

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**Exhibit A
ZIP + 4[®] Product Use Dates**

Per the DMM[®], the ZIP + 4[®] and City/State data must be updated based on the DMM Standards, section 602 Exhibit 9.3.1 – USPS Database Product Cycle. New product releases must be included in address matching systems no later than after the first of the month following the product date. Mailers are expected to update their systems with the latest data files as soon as practicable and need not wait until the “last permissible use” date. Licensees are required to update these files monthly. The following chart is provided to assist in determining which data release is current.

Release date (posted)	Product date	Required Use Date	Expiration Date (Last permissible use date)	Last Permissible Mailing Date
Use of file released in...	(Publish date)	Must begin no later than...	And must end no later than...	
Mid-November	December 1	January 1	February 28/29	March 31
Mid-December	January 1	February 1	March 31	April 30
Mid-January	February 1	March 1	April 30	May 31
Mid-February	March 1	April 1	May 31	June 30
Mid-March	April 1	May 1	June 30	July 31
Mid-April	May 1	June 1	July 31	August 31
Mid-May	June 1	July 1	August 31	September 30
Mid-June	July 1	August 1	September 30	October 31
Mid-July	August 1	September 1	October 31	November 30
Mid-August	September 1	October 1	November 30	December 31
Mid-September	October 1	November 1	December 31	January 31
Mid-October	November 1	December 1	January 31	February 28/29

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**Exhibit B
NCOA^{Link}® Return Code Descriptions**

Code = Return Code

Address = "Y" = New Address provided

"N" = New Address not provided

Description = Explanation of Return code

How = "D" = Derived by data – returned in lieu of 11 digit

"S" = Derived by software

Code	Description	Address	How
A	COA Match - The input record matched to a COA record. A new address could be furnished.	Y	D
00	No Match - The input record COULD NOT BE matched to a COA record. A new address could not be furnished.	N	D
01	Found COA: Foreign Move – The input record matched to a COA record but the new address was outside USPS delivery area.	N	D
02	Found COA: Moved, Left No Address (MLNA) – The input record matched to a COA record, but the new address was not provided to USPS.	N	D
03	Found COA: Box Closed, No Order (BCNO) – The Input record matched to a COA record containing an old address of P.O. Box™, which has been closed without a forwarding address provided.	N	D
04	Cannot match COA: Street Address with Secondary – In the STANDARD mode utilizing Family matching logic the input record was a potential match to a family type COA record with an old address that contained secondary information. The input record does not contain secondary information. The record is a ZIP + 4® street level match. This address match situation requires individual name matching logic to obtain a match and individual names do not match.	N	D
05	Found COA: New 11-digit DPBC is Ambiguous – The input record matched to a COA record. The new address on the COA record could not be converted to a deliverable address because the DPBC represents more than one delivery point.	N	D
06	Cannot Match COA: Conflicting Directions: Middle Name Related –There is more than one COA record for the match algorithm and the middle names or initials on the COAs are different. Therefore, a single match result could not be determined.	N	D
07	Cannot Match COA: Conflicting Directions: Gender Related –There is more than one COA record for the match algorithm and the genders of the names on the COAs are different. Therefore, a single match result could not be determined.	N	D
08	Cannot Match COA: Other Conflicting Instructions – The input record was a potential match to two COA records. The two records were compared and due to differences in the new addresses, a match could not be made.	N	D
09	Cannot Match COA: High-rise Default – The input record was a potential match to a family COA record from a High-rise address ZIP + 4 coded to the building default. This address match situation requires individual name matching logic to obtain a match and individual names do not match.	N	D
10	Cannot Match COA: Rural Default – The input record was a potential match to a family COA record from a Rural Route or Highway Contract Route address ZIP + 4 coded to the route default. This address situation requires individual name matching logic to obtain a match and individual names do not match.	N	D
11	Cannot Match COA: Individual Match: Insufficient COA Name for Match – There is a COA record with the same surname and address but there is insufficient first/middle name information on the COA record to produce a match using individual matching logic.	N	D

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Exhibit B – NCOA^{Link} Return Code Descriptions – continued

Code	Description	Address	How
12	Cannot Match COA: Middle Name Test Failed – The input record was a potential match to a COA record. A match cannot be made because the input name contains a conflict with the middle name or initials on the COA record.	N	S
13	Cannot Match COA: Gender Test Failed – The input record was a potential match to a COA record. A match cannot be made because the gender of the name on the input record conflicts with the gender of the name on the COA record.	N	S
14	Found COA: New Address Would Not Convert at Run Time – The input record matched to a COA record. The new address could not be converted to a deliverable address.	N	S
15	Cannot Match COA: Individual Name Insufficient – The input record was a potential match to a COA record that contains a first initial and middle initial/name [ex. C M Smith or C Mary Smith]. A match cannot be made because the input middle initial/name is missing or does not equal the middle initial/name on the COA.	N	S
16	Cannot Match COA: Secondary Number Discrepancy – The input record was a potential match to a street level COA record. However, a match is prohibited based on one of the following reasons: 1) There is conflicting secondary information on the input and COA record; 2) the input record contained secondary information and matched to a family record that does not contain secondary information. In item 2, this address match situation requires individual name matching logic to obtain a COA match and individual names do not match.	N	S
17	Cannot Match COA: Other Insufficient Name – The input record was a potential match to a COA record that contains a full first name and full middle name. The input middle initial/name is missing or different from the middle name on the COA. A match cannot be made because the first name on the COA was truncated (drop-n flag) and the middle names must be equal in order to make this match.	N	S
18	Cannot Match COA: General Delivery – The input record was a potential match to a COA record from a General Delivery address. This address situation requires individual name matching logic to obtain a match and individual names do not match.	N	D
19	Found COA: New Address not ZIP + 4 coded or New address primary number not DPV confirmable – There is a change of address on file but the new address cannot be ZIP + 4 coded and therefore there is no 11-digit DPBC to store or return, or the new address primary number cannot be confirmed on DPV.	N	D
20	Cannot Match COA: Conflicting Directions after re-chaining – Multiple COA records were potential matches to the input record. The COA records contained different new addresses and a single match result could not be determined.	N	D
66	Daily Delete – The input record matched to a business, individual or family type COA record with an old address that is present in the daily delete file. The presence of an address in the daily delete file means that a COA with this address is pending deletion from the COA master file and that <u>no</u> mail may be forwarded from this address.	N	S
91	COA Match: Secondary Number dropped from COA – The input record matched to a COA record. The COA record had a secondary number and the input address did not.	Y	S
92	COA Match: Secondary Number or Single Trailing Alpha Dropped from input address – The input record matched to a COA record and either: <ul style="list-style-type: none"> a. The input address had a secondary number and the COA record did not. A second attempt is made by dropping the secondary number and trailing alpha or fractions from the original input address (is present). (OR) b. The record is a ZIP+4 street level match and the single trailing alpha was dropped to make a ZIP + 4 match (address matching returns a TA footnote). <p>Please Note: This return code is derived from individual and business matching logic only. If this return code is achieved, no other matching attempts are permitted regardless of the PROCESSING mode.</p>	Y	S

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Exhibit B – NCOA^{Link} Return Code Descriptions – continued

Other Return Code Descriptions

Code	Description	Process
AA	Input Address ZIP + 4® match	ZIP + 4
A1	Input Address ZIP + 4 not matched	ZIP + 4
M1	Input Address Primary Number Missing	ZIP+ 4
M3	Input Address Primary Number Invalid	ZIP + 4
P1	Input Address Missing PO, RR, or HC Box number	ZIP + 4
P3	Input Address PO, RR, or HC Box number invalid	ZIP + 4
PB	Input Address Matched to a PBSA Record (Carrier Route C770 through C779)	DPV
BB	Input Address DPV® matched (all components)	DPV
RR	Input Address DPV matched to CMRA	DPV
CC	Input Address DPV Primary Number match, Secondary Number not Matched (secondary number present but is not DPV confirmed)	DPV
N1	Input Address DPV Primary Number match, High-rise Address Missing Secondary Number	DPV
R1	Input Address DPV matched to CMRA but PMB Number not Present	DPV
R7	Input Address Matched to a Record in Carrier Route R777	DPV
F1	Input Address Matched to a Military Address	DPV
G1	Input Address Matched to a General Delivery Address	DPV
U1	Input Address Matched to a Unique ZIP Code	DPV

*Note: These codes are all generated during the DPV process. The Process indicator of “ZIP + 4” or “DPV” denotes from which portion of DPV processing the return codes was generated.

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**Exhibit C
Audit/Test File Layouts**

TEST CLIENT INPUT FILE HEADER RECORD			
RECORD FROM	POSITION TO	FIELD NAME	LENGTH
1	8	NCSC AUDIT FILE CREATED DATE(YYYMMDD)	8
9	14	NCSC AUDIT FILE CREATED TIME(HHMMSS)	6
15	18	NCSC AUDIT FILE NUMBER	4
19	26	NCSC NCOA ^{Link} ® RELEASE DATE	8
27	34	NCSC ZIP+4 TM RELEASE DATE	8
35	42	NCSC DPV [®] RELEASE DATE	8
43	43	NCSC TYPE (Audit, Certification, Stage)	1
44	297	FILLER	254
298	298	RECORD TYPE (Header/Detail) (H,D)	1
299	300	CARRIAGE RETURN LINE FEED	2

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TEST CLIENT INPUT FILE DETAIL RECORD			
RECORD FROM	POSITION TO	FIELD NAME	LENGTH
1	28	INPUT CUSTOMER KEY	28
29	29	INPUT NAME PARSED (Y,N)	1
30	95	INPUT CUSTOMER NAME	66
	NOTE:	The information found in the INPUT CUSTOMER NAME will be fixed length. The data contained within the field may be presented as a single field or it may be parsed. If the name is a business, then the name will start in the first position.	
30	35	INPUT PREFIX TITLES	6
36	50	INPUT CUSTOMER FIRST NAME	15
51	65	INPUT CUSTOMER MIDDLE NAME	15
66	85	INPUT CUSTOMER LAST NAME	20
86	91	INPUT SUFFIX TITLES	6
92	95	FILLER	4
96	96	INPUT ADDRESS PARSED (Y,N)	1
97	124	INPUT CUSTOMER URBANIZATION NAME	28
125	191	INPUT CUSTOMER ADDRESS	67
	NOTE:	The information found in the INPUT CUSTOMER ADDRESS will be fixed length. The data contained within the field may be presented as a single field or it may be parsed.	
125	134	INPUT PARSED PRIMARY NUMBER	10
135	136	INPUT PARSED PRE-DIRECTIONAL	2
137	164	INPUT PARSED PRIMARY NAME	28
165	168	INPUT PARSED SUFFIX	4
169	170	INPUT PARSED POST-DIRECTIONAL	2
171	174	INPUT PARSED UNIT DESIGNATOR	4
175	182	INPUT PARSED SECONDARY NUMBER	8
183	191	FILLER	9
192	192	INPUT LAST LINE PARSED (Y,N)	1
193	234	CUSTOMER LAST LINE	42
	NOTE:	The information found in the INPUT CUSTOMER LAST LINE will be fixed length. The data contained within the field may be presented as a single field or it may be parsed.	
193	220	INPUT CITY NAME	28
221	222	INPUT STATE	2
223	227	INPUT FIVE DIGIT ZIP	5
228	231	INPUT ZIP+4 ADDON	4
232	234	FILLER	3
235	297	FILLER	63
298	298	RECORD TYPE (Header/Detail) (H,D)	1
299	300	CARRIAGE RETURN LINE FEED	2

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TEST CLIENT OUTPUT FILE HEADER RECORD			
RECORD FROM	POSITION TO	FIELD NAME	LENGTH
1	8	NCSC AUDIT FILE CREATED DATE(YYYYMMDD)	8
9	14	NCSC AUDIT FILE CREATED TIME(HHMMSS)	6
15	18	NCSC AUDIT FILE NUMBER	4
19	26	NCSC NCOA ^{Link} RELEASE DATE	8
27	34	NCSC ZIP+4 RELEASE DATE	8
35	42	NCSC DPV RELEASE DATE	8
43	43	NCSC TYPE (Audit, Certification, Stage)	1
44	298	FILLER	255
299	306	OUTPUT AUDIT FILE CREATED DATE(YYYYMMDD)	8
307	312	OUTPUT AUDIT FILE CREATED TIME(HHMMSS)	6
313	320	PROCESSED AGAINST NCOA ^{Link} RELEASE DATE	8
321	328	PROCESSED AGAINST ZIP+4 RELEASE DATE	8
329	336	PROCESSED AGAINST DPV RELEASE DATE	8
337	340	PROCESSED ON PLATFORM ID	4
341	997	FILLER	657
998	998	RECORD TYPE (Header/Detail) (H,D)	1
999	1000	CARRIAGE RETURN LINE FEED	2

**NCOA^{Link}® END USER
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TEST CLIENT OUTPUT FILE DETAIL RECORD (Page 1 of 2)			
RECORD FROM	POSITION TO	FIELD NAME	LENGTH
1	28	INPUT CUSTOMER KEY	28
29	29	INPUT NAME PARSED (Y,N)	1
30	95	INPUT CUSTOMER NAME	66
	NOTE:	The information found in the INPUT CUSTOMER NAME will be fixed length. The data contained within the field may be presented as a single field or it may be parsed. If the name is a business, then the name will start in the first position.	
30	35	INPUT PREFIX TITLES	6
36	50	INPUT CUSTOMER FIRST NAME	15
51	65	INPUT CUSTOMER MIDDLE NAME	15
66	85	INPUT CUSTOMER LAST NAME	20
86	91	INPUT SUFFIX TITLES	6
92	95	FILLER	4
96	96	INPUT ADDRESS PARSED (Y,N)	1
97	124	INPUT CUSTOMER URBANIZATION NAME	28
125	191	INPUT CUSTOMER ADDRESS	67
	NOTE:	The information found in the INPUT CUSTOMER ADDRESS will be fixed length. The data contained within the field may be presented as a single field or it may be parsed.	
125	134	INPUT PARSED PRIMARY NUMBER	10
135	136	INPUT PARSED PRE-DIRECTIONAL	2
137	164	INPUT PARSED PRIMARY NAME	28
165	168	INPUT PARSED SUFFIX	4
169	170	INPUT PARSED POST-DIRECTIONAL	2
171	174	INPUT PARSED UNIT DESIGNATOR	4
175	182	INPUT PARSED SECONDARY NUMBER	8
183	191	FILLER	9
192	192	INPUT LAST LINE PARSED (Y,N)	1
193	234	CUSTOMER LAST LINE	42
	NOTE:	The information found in the INPUT CUSTOMER LAST LINE will be fixed length. The data contained within the field may be presented as a single field or it may be parsed.	
193	220	INPUT CITY NAME	28
221	222	INPUT STATE	2
223	227	INPUT FIVE DIGIT ZIP	5
228	231	INPUT ZIP+4 ADDON	4
232	234	FILLER	3
235	298	FILLER	64
	NOTE:	The following fields reflect the results of input name after the utilization of a name parser. This is the final parsed name information utilized in the process which was responsible for the final result. If the name is a business, then the name will start in the first position. If no match (return code 00) then this field will be blank.	
299	304	QUERY PREFIX TITLE	6
305	319	QUERY CUSTOMER FIRST NAME	15
320	334	QUERY CUSTOMER MIDDLE NAME	15
335	354	QUERY CUSTOMER LAST NAME	20
355	360	QUERY SUFFIX TITLE	6

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TEST CLIENT OUTPUT FILE DETAIL RECORD (Page 2 of 2)			
RECORD FROM	POSITION TO	FIELD NAME	LENGTH
	NOTE:	The following fields reflect the results of the input address after the utilization of a certified CASS ZIP + 4 system. This is the final address information that was utilized in the process which was responsible for the final result.	
361	388	QUERY PARSED URBANIZATION NAME	28
389	398	QUERY PARSED PRIMARY NUMBER	10
399	400	QUERY PARSED PRE-DIRECTIONAL	2
401	428	QUERY PARSED PRIMARY NAME	28
429	432	QUERY PARSED SUFFIX	4
433	434	QUERY PARSED POST-DIRECTIONAL	2
435	438	QUERY PARSED UNIT DESIGNATOR	4
439	446	QUERY PARSED SECONDARY NUMBER	08
447	474	QUERY PARSED CITY NAME	28
475	476	QUERY PARSED STATE	2
477	481	QUERY FIVE DIGIT ZIP	5
482	485	QUERY ZIP+4 ADDON	4
486	513	RESULT PARSED URBANIZATION NAME	28
514	523	RESULT PARSED PRIMARY NUMBER	10
524	525	RESULT PARSED PRE-DIRECTIONAL	2
526	553	RESULT PARSED PRIMARY NAME	28
554	557	RESULT PARSED SUFFIX	4
558	559	RESULT PARSED POST-DIRECTIONAL	2
560	563	RESULT PARSED UNIT DESIGNATOR	4
564	571	RESULT PARSED SECONDARY NUMBER	08
572	599	RESULT PARSED CITY NAME	28
600	601	RESULT PARSED STATE	2
602	606	RESULT FIVE DIGIT ZIP	5
607	610	RESULT ZIP+4 ADDON	4
611	613	RESULT DBPC (including check digit)	3
614	617	RESULT CARRIER RTE	4
618	618	*RESULT DROP FLAG	1
619	619	*RESULT DROP N FLAG	1
620	625	RESULT MOVE EFFECTIVE DATE	6
626	627	*RESULT MIDDLE NAME/Initials(returned from NCOA/Link)	2
628	628	*RESULT GENDER (returned from NCOA/Link)	1
629	636	*RESULT HINT BYTE (after expansion)	8
637	638	RESULT NCOA LINK FOOTNOTE	2
639	640	RESULT ZIP+4 FOOTNOTE	2
641	642	RESULT DPV FOOTNOTE	2
643	658	HEX VALUE OF THE EMDP (from input address)	16
659	698	HEX VALUE OF THE SHA OF EMPD (from input address)	40
699	714	HEX VALUE OF THE FIRST 8 CHARACTERS OF 48 BYTE OBJECT	16
715	729	FIRST NAME OF THE 48 BYTE OBJECT	15
730	749	LAST NAME OF THE 48 BYTE OBJECT	20
750	754	SUFFIX NAME OF THE 48 BYTE OBJECT	5
755	794	HEX VALUE OF THE SHA OF 48 BYTE OBJECT	40
795	810	HEX VALUE OF THE DATA RETRIEVED (before reorder)	16
811	827	DECIMAL VALUE OF THE 17 DIGIT RESULT VALUE	17
828	828	RESULT MOVE TYPE (Family, Individual, Business)(F,I,B)	1
829	836	OPTIONAL – INTERMEDIATE RETURN CODES	8
837	838	ANK ^{Link} RETURN CODE (77)	2
839	840	FUTURE RETURN CODE	2
841	997	FILLER	157
998	998	RECORD TYPE (Header/Detail) (H,D)	1
999	1000	CARRIAGE RETURN LINE FEED	2

***The following fields of returned data used for analysis must not be returned to the customer: result drop flag, result drop n flag, result middle name, result gender and result hint byte.**

**NCOALink® END USER
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**Exhibit D
Report File Layouts**

The report file layouts are available on the USPS PostalPro Website at:
https://postalpro.usps.com/ncoalink_rpts_mstrfile_description.

The layout document will contain the current requirements and future requirements when applicable.

For all report files:

Customer Service Log Report Notes

- All numeric fields are right justified, zero filled.
- All alphanumeric fields are left justified, spaced filled.
- This file shall be submitted in standard ASCII text format and electronically transmitted to the NCSC. The file shall be named using "C," the 4-character code assigned by the NCSC, the 1-character code for the month and the year with an extension of DAT. (e.g. CNA AAC02.DAT)

APPENDIX A
NCOA^{Link}® END USER MAILER
ANK^{Link}® LICENSEE PERFORMANCE REQUIREMENTS

Introduction

The United States Postal Service® (USPS®) has developed an extended option to the 18 month version of NCOA^{Link}® called ANK^{Link}®. The 18-month NCOA^{Link} Product provides change-of-address data for moves that occurred in the past eighteen months. The initial version of ANK^{Link} will enable NCOA^{Link} Licensees to optionally acquire an additional thirty months of data. This data will not reveal the new address, but will inform mailers of customer moves that occurred in months 19 through 48, along with the date that the move took place.

1. General Requirements

- 1.1 ANK^{Link} will be available only to users of the 18-month NCOA^{Link} Product and will be a component of that product.
- 1.2 To initiate ANK^{Link}, a modified Certification process will be used for existing NCOA^{Link} End User Mailer Licensees:
 - a. Resubmit the Application from the Certification Procedures package indicating ANK^{Link} will be a part of Licensee's processing.
 - b. Obtain an Interface Product, through development or purchase, which has been certified to perform ANK^{Link} processing,
 - c. Request and pass a Stage II NCOA^{Link} with ANK^{Link} certification test when ANK^{Link} Interface is completed.
- 1.3 NCOA^{Link} with ANK^{Link} application and certification procedures shall be incorporated into the NCOA^{Link} application and certification procedures for End User Mailer applicants.

2. Specific Requirements

- 2.1 The sole purpose of the ANK^{Link} option is to enable mailers to make informed choices regarding a specific customer contact. If the data indicates a move, the mailer may choose to suppress the record from their list or attempt to determine the actual new address by engaging the services of an NCOA^{Link} Full Service Provider Licensee.
- 2.2 All laws, rules and restrictions governing the use of NCOA^{Link} data pertain with regards to ANK^{Link} data. Information derived from an NCOA^{Link} with ANK^{Link} process shall not be utilized in any way inconsistent with the terms and conditions set forth in the NCOA^{Link} License Agreements.

APPENDIX A
NCOA^{Link}® END USER MAILER
ANK^{Link}® LICENSEE PERFORMANCE REQUIREMENTS

3. Standards of Performance

- 3.1 NCOA^{Link} Licensees must conform to the latest published version of the NCOA^{Link} Licensee Performance Requirements. Any changes will be published at:
<https://postalpro.usps.com/mailing-and-shipping-services/NCOALINK>.
- 3.2 NCOA^{Link} with ANK^{Link} interface will be tested with an NCOA^{Link} Stage II test file in accordance with the NCOA^{Link} license.

4. Reports and Administrative Requirements

- 4.1 NCOA^{Link} Licensees exercising the ANK^{Link} option will provide USPS with a monthly electronic statistics report. The statistical information required for ANK^{Link} is incorporated into the NCOA^{Link} Customer Service Log.