# Suite$^{Link®}$ INTERFACE DEVELOPER
# LICENSEE PERFORMANCE REQUIREMENTS

## *1. Purpose*

1.1 The purpose of these performance requirements is to establish standard criteria of performance with which USPS® requires Suite$^{Link}$ Developer Licensees ("Licensees") to comply.

1.2 The purpose of the Suite$^{Link}$ Product is to provide mailers with a tool to improve business addresses within a mailing list used for the preparation of mail that will be submitted to the USPS for acceptance and delivery.

1.3 Licensee's software interface must adhere to specific USPS requirements regarding the product including the Software Developer's Guide (SDG) as well as the specifications herein.

1.4 In the event of a conflict between this document and the standard Suite$^{Link}$ Developer License Agreement, the terms of the Suite$^{Link}$ Developer License Agreement prevail.

## *2. Product Description*

2.1 The Suite$^{Link}$ Product will enable Licensees to provide improved business addressing information by adding known secondary (suite) information to business addresses, which will allow USPS delivery sequencing where it would not otherwise be possible. Records that have been processed through CASS Certified™ ZIP + 4® matching software and identified as highrise defaults are potential candidates for Suite$^{Link}$ processing.

2.2 The input data is queried using one or more keys, which are built using significant words in a building's Enhanced Modified Delivery Point (EMDP) of the business name and address, through the secure hash algorithm.

2.3 The keys are then used to probe the data table. Keys that successfully match the table must then be evaluated to build a sufficient confidence level before applying the suite information to the default address. After application of the suite information, the software interface must perform an additional CASS™ process to obtain the correct ZIP + 4 Code and other coding.

2.4 The Suite$^{Link}$ System cannot be developed as a standalone process.

## *3. Fulfillment*

3.1 The software interface must be able to load the full flat Suite[Link] Product test data.

3.2 The full Suite[Link] Product datasets are provided as a flat file on a monthly basis via the USPS Electronic Product Fulfillment (EPF) website to Licensees processing in a production environment.

## *4. General Requirements*

4.1 Any Licensee wishing to provide Suite[Link] processing must first obtain (either by lease, purchase or developer license) a licensed and certified Interface Product. The Interface must be reviewed, tested, and approved by the USPS prior to any actual use and/or distribution of the Suite[Link] Product for processing occurring in a production environment to ensure that all license requirements are met.

4.2 Licensee must be a CASS software manufacturer or integrator to develop an Interface Product to access the Suite[Link] data.

4.3 To provide the most up-to-date business addressing information, Licensees utilizing the Suite[Link] Product must receive the ZIP + 4 and City/State Products on a monthly basis. Refer to Exhibit A for acceptable use dates for these products.

4.4 Licensee, in order to develop, distribute and/or utilize the Suite[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 to the PostalPro website at: https://postalpro.usps.com/address-quality-solutions/suitelink.

## *5. Specific Requirements*

5.1 Pursuant to License Agreement Section 6.3.2, Developer is prohibited from representing to third parties that USPS has certified Developers' Suite[Link] Interface until USPS issues a software certification notice to Developer. Developer may only represent that it has "applied" to receive software interface certification, and is prohibited from making any representations or warranties as to the availability of its software interface and/or the ability of its software interface to support the Suite[Link] Product.

5.2 Prior to any use, sale and/or distribution of Developer's Suite$^{Link}$ Interface, Developer must obtain a separate license under one or more of the licensed categories authorizing said use, sale and/or distribution.

5.3 Developers will design a process that will cause the Suite$^{Link}$ interface to stop working when the Suite$^{Link}$ data has aged more than 105 days from the product date.

5.4 Developers' software interface must accurately respond to all business address inquiries from the Licensor and upon USPS request, provide USPS with access to any resources used in performance of this license and with the necessary equipment and/or reports to monitor performance at Licensee's facility.

5.5 Licensee shall repair or have repaired all equipment, hardware and/or software deficiencies related to the Suite$^{Link}$ System within 30 days of identification of said deficiencies.

5.6 Licensee shall establish a central email address for receipt and disbursement of USPS electronic correspondence within Licensee's organization.

5.7 Licensee must adhere to the provisions of Standards of Performance as detailed in Section 8.

5.8 Presently there are no security measures that Developers must adopt to detect cases where address records have been artificially generated and presented to the Suite$^{Link}$ Product for the apparent purpose of creating an address list.

## *6. Basic Suite$^{Link}$ Product Output*

6.1 For each business address submitted by a customer, Licensee's Suite$^{Link}$ software interface must be able to return the following output:

a) Each original unaltered input address as it was presented.

b) For each business name and associated ZIP + 4 coded address that is appended with secondary information by the Suite$^{Link}$ Product, the software interface must return a standardized business address with an 11-digit Delivery Point Barcode (DPBC) and a standard return code "A" as listed in Exhibit B.

c) For each business address for which no information is obtained from the Suite$^{Link}$ Product, the Interface shall return all elements as appropriate under item a and the standard return code "00" as listed in Exhibit B.

## *7. Quality Standards and Testing Criteria*

7.1 The Suite$^{Link}$ Product will be subject to periodic audit and evaluation of the organization's Suite$^{Link}$ process and its adherence to the conditions of the Suite$^{Link}$ License Agreement.

7.2 Upon notification of the transmission of an audit file, the file can be retrieved from Licensee's specific USPS account via the Internet. Licensee's output file and supporting documentation, if any, derived from the Suite$^{Link}$ process will be posted to the same account.

7.3 The audit file will test Licensee's Suite$^{Link}$ software interface with a series of complete and incomplete business addresses to validate Licensee's ability to query the Suite$^{Link}$ Product and return the appropriate output and responses.

7.4 Upon validation of the audit results, official notification will be posted to the Licensee's specific USPS account via the Internet.

7.5 Auditing will be performed once annually in conjunction with the CASS cycle or as specified by USPS. If necessary, subsequent audits due to failures must be completed within the CASS cycle to prevent suspension and/or termination.

7.6 Licensee's interface software shall provide accurate input and output responses for 100 percent of highrise default inquiries known to be in the USPS audit file and shall produce no unexpected enhancements to business addresses that would eventually cause the misdirection of mail. All Suite$^{Link}$ elements in the audit output file must be provided with 100 percent accuracy.

7.7 In the event that a problem is identified by USPS that is related to the Suite$^{Link}$ 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.

7.7.1 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.

7.7.2 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 Suite$^{Link}$ activities during the term of suspension and remedy all deficiencies within 30 days to regain good standing.

7.7.3 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.

## *8. Standards of Performance*

8.1 Since multiple Suite[Link] License awards are anticipated, the marketplace will establish a competitive price for the service. However, the intent of the U.S. Postal Service is that this service will be widely available at a reasonable cost to customers.

8.2 Developer is responsible for programming all necessary software to interface with the Suite[Link] Product.

8.3 Developer is responsible for writing an interface which will customize the type of input format used to provide the desired output from the Suite[Link] Product.

8.4 Developer must use USPS certified Suite[Link] interface software to access the Suite[Link] Product.

8.5 Licensees are permitted to "bundle" software products such as NCOA[Link], and Licensees' proprietary service offerings such as merge/purge along with Suite[Link].

8.6 Licensee is responsible for redistributing license related electronic correspondence from USPS to the appropriate personnel within Licensee's organization. Pursuant to Paragraph 5.6, all electronic correspondence will be directed to a central email address within the 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; however in the event of "bounce backs" successful delivery via the central email address will be considered confirmation of receipt.

## *9 Internet or Online Lookup System Restrictions*

9.1 Where Suite[Link] licensed materials are used in an online format, the information returned to the inquiring system shall be limited to confirmation

of whether the input matched to Suite[Link] and the secondary information returned.

9.2 Where Suite[Link] licensed materials are used in an online interface environment, the host Suite[Link] Licensee shall design the interface to prevent unauthorized access from anonymous sources. Licensees providing online inquiry capability shall know their end users and shall not respond to inquiries from unknown users.

9.3 In the implementation of Suite[Link] licensed materials in an online environment, the Licensee shall take all steps necessary to prevent the potential misuse of the Suite[Link] licensed materials from users attempting to automate the submission of business addresses to the online inquiry system in a simulated manual-entry mode. Licensees shall have a management process to monitor the volume of inquiries made through their online system interface and validate that no obvious simulation of manual entry is occurring.

# Exhibit A

Per the USPS DMM®, the ZIP + 4 and City/State data must be updated by ZIP + 4 and City/State Product users within 45 days of the USPS release date. For general use, a data release is valid for 105 days from the USPS release date and users may elect to receive bi-monthly updates. However, USPS recommends Suite[Link] Licensees to update these files on a monthly basis in order to obtain the best possible results from the Suite[Link] process.

The following chart is provided to assist in determining which data release is considered the most current for Suite[Link] Licensees.

| Release | Required Use Date | Last Use Date |
|---|---|---|
| | | |
| January 15 | March 1 | March 31 |
| February 15 | April 1 | April 30 |
| March 15 | May 1 | May 31 |
| April 15 | June 1 | June 30 |
| May 15 | July 1 | July 31 |
| June 15 | August 1 | August 31 |
| July 15 | September 1 | September 30 |
| August 15 | October 1 | October 31 |
| September 15 | November 1 | November 30 |
| October 15 | December 1 | December 31 |
| November 15 | January 1 | January 31 |
| December 15 | February 1 | February 28<br>(Feb 29 in leap year) |

# Exhibit B

## Suite[Link®] Return Code Descriptions

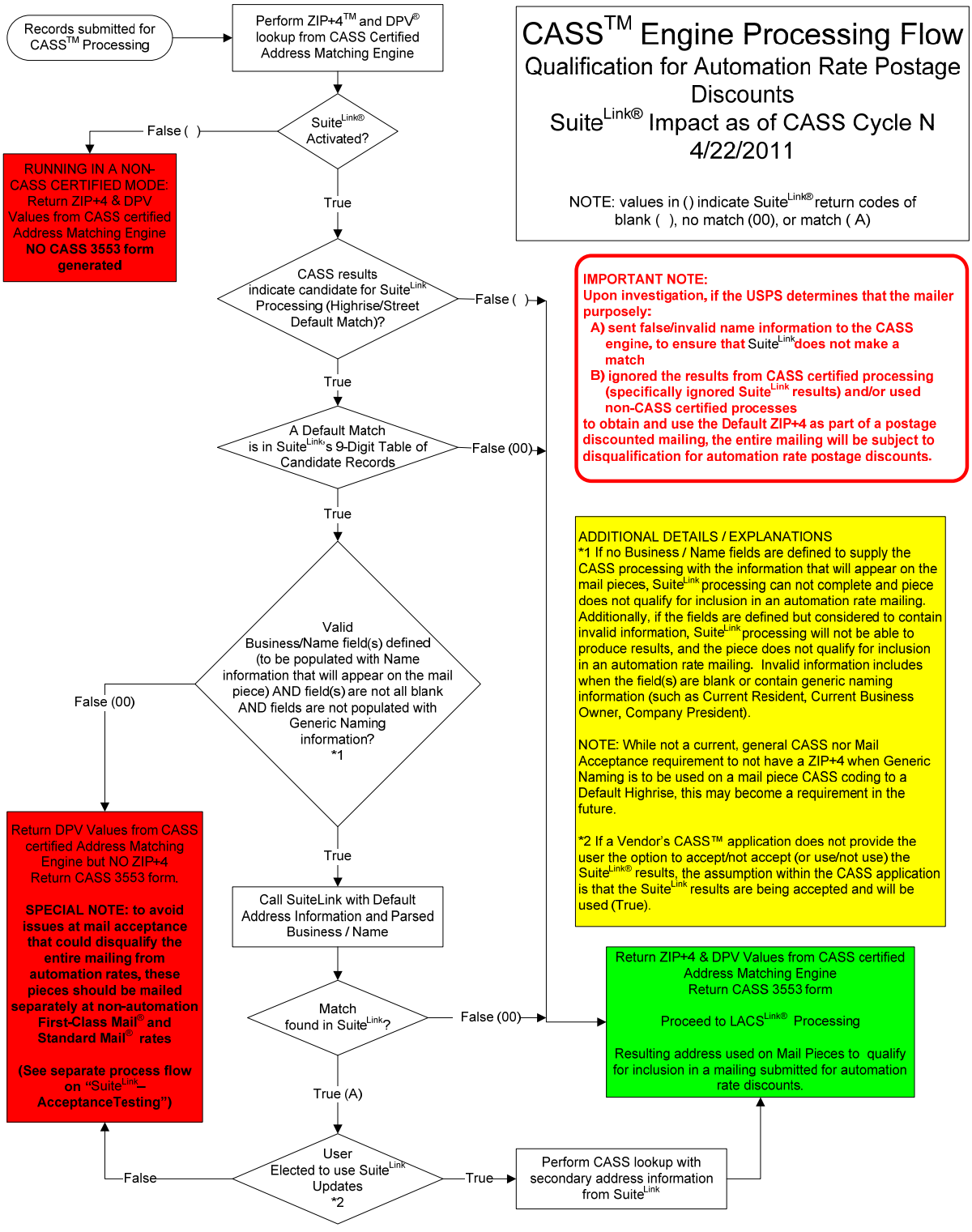
Code = Return Code
Description = Explanation of Return Code

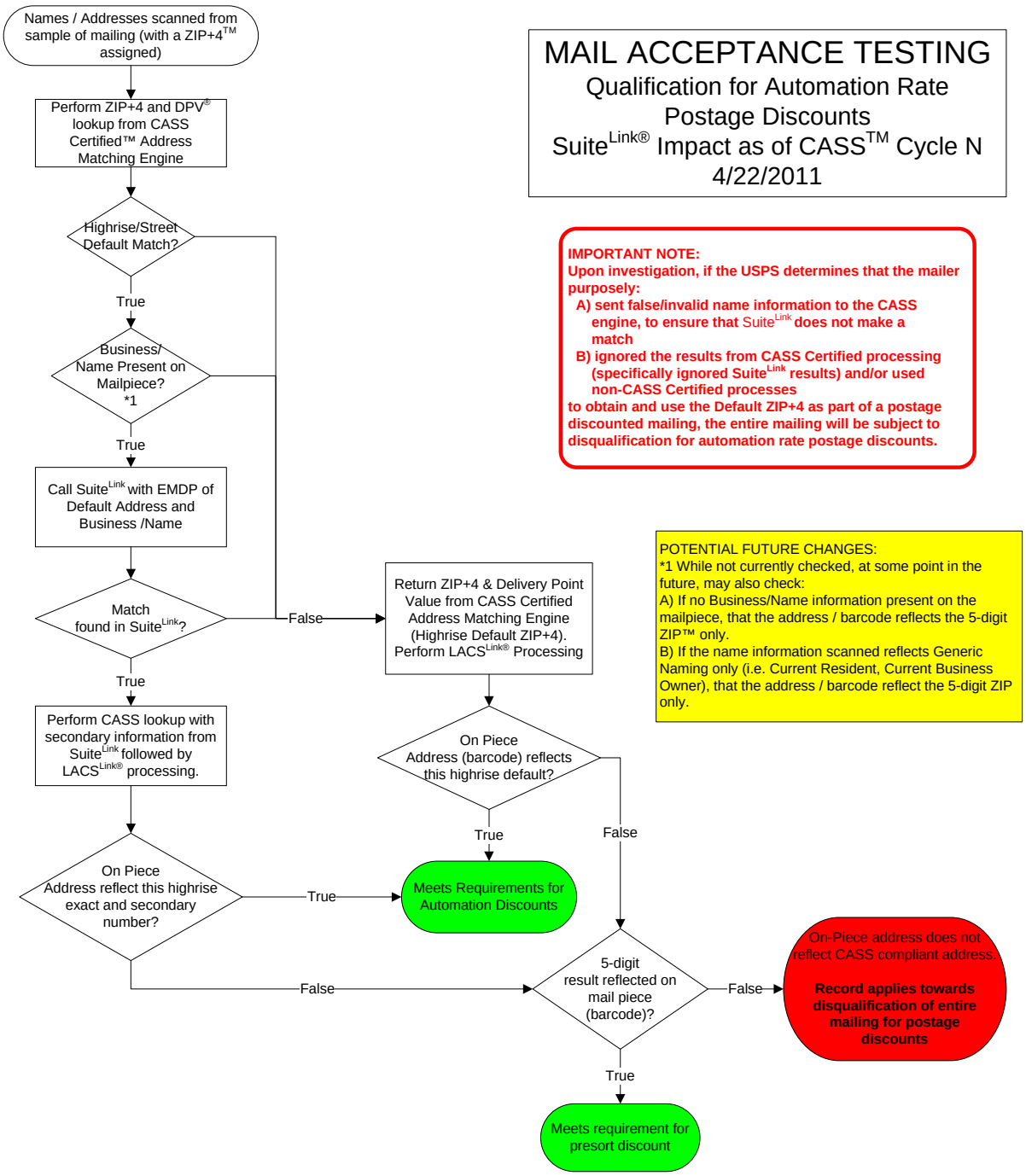
Address = "Y" = Business Address Improved
"N" = Business Address not Improved

***Return Code should only be returned if processing actually proceeds to the Suite[Link] table.**

| Code | Description | Address |
|---|---|---|
| A | **Suite[Link] Record Match** – The input record matched to a record in the master file. An Improved Business address could be furnished. | Y |
| 00 | **No Match** – The input record COULD NOT BE matched to a record in the master file. An Improved Business address could not be furnished. | N |

# Exhibit C


CASS™ Engine Processing Flow
Qualification for Automation Rate Postage Discounts
SuiteLink® Impact as of CASS Cycle N
4/22/2011
NOTE: values in () indicate SuiteLink® return codes of blank ( ), no match (00), or match ( A)
Records submitted for CASS™ Processing
Perform ZIP+4™ and DPV® lookup from CASS Certified Address Matching Engine
SuiteLink® Activated?
False ( )
RUNNING IN A NON-CASS CERTIFIED MODE: Return ZIP+4 & DPV Values from CASS certified Address Matching Engine NO CASS 3553 form generated
True
CASS results indicate candidate for SuiteLink Processing (Highrise/Street Default Match)?
False ( )
True
A Default Match is in SuiteLink's 9-Digit Table of Candidate Records
False (00)
True
Valid Business/Name field(s) defined (to be populated with Name information that will appear on the mail piece) AND field(s) are not all blank AND fields are not populated with Generic Naming information? *1
False (00)
True
Call SuiteLink with Default Address Information and Parsed Business / Name
Match found in SuiteLink?
False (00)
True (A)
User Elected to use SuiteLink Updates *2
False
True
Perform CASS lookup with secondary address information from SuiteLink
Return DPV Values from CASS certified Address Matching Engine but NO ZIP+4 Return CASS 3553 form.
SPECIAL NOTE: to avoid issues at mail acceptance that could disqualify the entire mailing from automation rates, these pieces should be mailed separately at non-automation First-Class Mail® and Standard Mail® rates
(See separate process flow on "SuiteLink–AcceptanceTesting")
Return ZIP+4 & DPV Values from CASS certified Address Matching Engine Return CASS 3553 form
Proceed to LACSLink® Processing
Resulting address used on Mail Pieces to qualify for inclusion in a mailing submitted for automation rate discounts.
IMPORTANT NOTE:
Upon investigation, if the USPS determines that the mailer purposely:
A) sent false/invalid name information to the CASS engine, to ensure that SuiteLink does not make a match
B) ignored the results from CASS certified processing (specifically ignored SuiteLink results) and/or used non-CASS certified processes
to obtain and use the Default ZIP+4 as part of a postage discounted mailing, the entire mailing will be subject to disqualification for automation rate postage discounts.
ADDITIONAL DETAILS / EXPLANATIONS
*1 If no Business / Name fields are defined to supply the CASS processing with the information that will appear on the mail pieces, SuiteLink processing can not complete and piece does not qualify for inclusion in an automation rate mailing. Additionally, if the fields are defined but considered to contain invalid information, SuiteLink processing will not be able to produce results, and the piece does not qualify for inclusion in an automation rate mailing. Invalid information includes when the field(s) are blank or contain generic naming information (such as Current Resident, Current Business Owner, Company President).
NOTE: While not a current, general CASS nor Mail Acceptance requirement to not have a ZIP+4 when Generic Naming is to be used on a mail piece CASS coding to a Default Highrise, this may become a requirement in the future.
*2 If a Vendor's CASS™ application does not provide the user the option to accept/not accept (or use/not use) the SuiteLink® results, the assumption within the CASS application is that the SuiteLink results are being accepted and will be used (True).


Names / Addresses scanned from sample of mailing (with a ZIP+4™ assigned)
Perform ZIP+4 and DPV® lookup from CASS Certified™ Address Matching Engine
Highrise/Street Default Match?
True
Business/ Name Present on Mailpiece? *1
True
Call SuiteLink with EMDP of Default Address and Business /Name
Match found in SuiteLink?
False
Return ZIP+4 & Delivery Point Value from CASS Certified Address Matching Engine (Highrise Default ZIP+4). Perform LACSLink® Processing
True
Perform CASS lookup with secondary information from SuiteLink followed by LACSLink® processing.
On Piece Address (barcode) reflects this highrise default?
True
False
On Piece Address reflect this highrise exact and secondary number?
True
Meets Requirements for Automation Discounts
False
5-digit result reflected on mail piece (barcode)?
False
On-Piece address does not reflect CASS compliant address.
Record applies towards disqualification of entire mailing for postage discounts
True
Meets requirement for presort discount
MAIL ACCEPTANCE TESTING
Qualification for Automation Rate Postage Discounts
SuiteLink® Impact as of CASS™ Cycle N
4/22/2011
IMPORTANT NOTE:
Upon investigation, if the USPS determines that the mailer purposely:
A) sent false/invalid name information to the CASS engine, to ensure that SuiteLink does not make a match
B) ignored the results from CASS Certified processing (specifically ignored SuiteLink results) and/or used non-CASS Certified processes
to obtain and use the Default ZIP+4 as part of a postage discounted mailing, the entire mailing will be subject to disqualification for automation rate postage discounts.
POTENTIAL FUTURE CHANGES:
*1 While not currently checked, at some point in the future, may also check:
A) If no Business/Name information present on the mailpiece, that the address / barcode reflects the 5-digit ZIP™ only.
B) If the name information scanned reflects Generic Naming only (i.e. Current Resident, Current Business Owner), that the address / barcode reflect the 5-digit ZIP only.