

# NCOA<sup>Link</sup>® 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<sup>Link</sup>® End User Licensees to comply. The NCOA<sup>Link</sup> 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<sup>Link</sup> system will be tested on a periodic basis.

## 2. Product Description and Fulfillment

- 2.1 The NCOA<sup>Link</sup> 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<sup>Link</sup> 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<sup>Link</sup> Product datasets will be provided via Electronic Product Fulfillment (EPF) to Licensees. Licensees shall install the current monthly NCOA<sup>Link</sup> 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<sup>Link</sup> 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<sup>Link</sup>®, can be run either independently or interactively with NCOA<sup>Link</sup> processing. The

## NCOA<sup>Link</sup>® END USER LICENSEE PERFORMANCE REQUIREMENTS

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<sup>Link</sup> processing, input addresses presented to NCOA<sup>Link</sup> 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<sup>Link</sup>. If a LACS<sup>Link</sup> match is made to the original address during CASS processing, Licensees must query the NCOA<sup>Link</sup> Product using the LACS<sup>Link</sup> converted address. ZIP+4 results must be obtained within the valid window for processing based on the date NCOA<sup>Link</sup> processing is performed and the chart of valid ZIP+4 dates provided in Exhibit A.
- 2.6.3 The ANK<sup>Link</sup>® 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<sup>Link</sup> Full Service Provider Licensee.

### **3. General Requirements**

- 3.1 Any Licensee wishing to use the NCOA<sup>Link</sup> 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<sup>Link</sup> 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<sup>Link</sup> system.
- 3.2 Licensee, in order to utilize the NCOA<sup>Link</sup> 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>.

**NCOA<sup>Link</sup>® END USER  
LICENSEE PERFORMANCE REQUIREMENTS**

- 3.3 Licensee must incorporate use of the Daily Delete process into all NCOA<sup>Link</sup> 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<sup>Link</sup> software to access the NCOA<sup>Link</sup> Product.
- 4.2 Licensees must use USPS CASS Certified™ Address Matching software parsed, standardized output to query the NCOA<sup>Link</sup> 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<sup>Link</sup>.
  - 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<sup>Link</sup> 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<sup>Link</sup> process, Licensee's software must be able to return the following output:
- a) Each original unaltered input name and address as it was presented

**NCOA<sup>Link</sup>® END USER  
LICENSEE PERFORMANCE REQUIREMENTS**

- 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<sup>Link</sup> 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<sup>Link</sup> 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<sup>Link</sup> process performed on the list.

**6. Quality Standards and Testing Criteria**

- 6.1 The NCOA<sup>Link</sup> Product will be subject to periodic audit and evaluation of the organization's NCOA<sup>Link</sup> process and its adherence to the conditions of the NCOA<sup>Link</sup> License Agreement. Please note that the USPS audit file must be processed through the same NCOA<sup>Link</sup> system utilized for Mailing List processing.
- 6.2 The NCOA<sup>Link</sup> 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<sup>Link</sup> process will be posted to the same account.
- 6.3 The audit file will test Licensee's NCOA<sup>Link</sup> software with a series of known forwardable addresses and known non-forwardable addresses to validate Licensee's ability to query the NCOA<sup>Link</sup> 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.

**NCOA<sup>Link</sup>® END USER  
LICENSEE PERFORMANCE REQUIREMENTS**

- 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<sup>Link</sup> elements with 100% accuracy.
- 6.8 In the event that a problem is identified by USPS that is related to the NCOA<sup>Link</sup> 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<sup>Link</sup> 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<sup>Link</sup> 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

**NCOA<sup>Link</sup>® END USER  
LICENSEE PERFORMANCE REQUIREMENTS**

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<sup>Link</sup> 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<sup>Link</sup> process and output.
- 7.3.1 The provision of change-of-address information is controlled by strict name and address matching logic. NCOA<sup>Link</sup> 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<sup>Link</sup> 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<sup>Link</sup> 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>](mailto: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<sup>Link</sup> system and the resultant statistics. The

**NCOA<sup>Link</sup>® END USER  
LICENSEE PERFORMANCE REQUIREMENTS**

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<sup>Link</sup> is intended solely for use as a Mailing List update tool. Testing of any kind using NCOA<sup>Link</sup> 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<sup>Link</sup>, 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.

**NCOA<sup>Link</sup>® END USER  
LICENSEE PERFORMANCE REQUIREMENTS**

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<sup>Link</sup>® 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<sup>Link</sup>® Processing Completed
- Total Number of Records Processed
- Total Number of Records Matched – NCOA<sup>Link</sup>®
- Total Number of Records Matched – ANK<sup>Link</sup>®
- Total Number of Records ZIP + 4<sup>®</sup> Coded
- Total Number of Records DPV<sup>®</sup> Confirmed
- Total Number of Records LACS<sup>Link</sup>® Matched
- Total Number of Records Suite<sup>Link</sup>® 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<sup>Link</sup> 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



**NCOA<sup>Link</sup>® END USER  
LICENSEE PERFORMANCE REQUIREMENTS**

**Exhibit A  
ZIP + 4<sup>®</sup> Product Use Dates**

Per the DMM<sup>®</sup>, the ZIP + 4<sup>®</sup> and City/State data must be updated within 45 days of the release date. Licensees are required to update these files on a monthly basis. The following chart is provided to assist in determining which data release is current.

<b>Release</b>	<b>Required Use Date</b>	<b>Last Use Date</b>
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 (Feb 29 in leap year)

**NCOA<sup>Link</sup>® END USER  
LICENSEE PERFORMANCE REQUIREMENTS**

**Exhibit B  
NCOA<sup>Link</sup>® 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	<b>COA Match</b> - The input record matched to a COA record. A new address could be furnished.	Y	D
00	<b>No Match</b> - The input record COULD NOT BE matched to a COA record. A new address could not be furnished.	N	D
01	<b>Found COA: Foreign Move</b> – The input record matched to a COA record but the new address was outside USPS delivery area.	N	D
02	<b>Found COA: Moved, Left No Address (MLNA)</b> – The input record matched to a COA record, but the new address was not provided to USPS.	N	D
03	<b>Found COA: Box Closed, No Order (BCNO)</b> – 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	<b>Cannot match COA: Street Address with Secondary</b> – 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	<b>Found COA: New 11-digit DPBC is Ambiguous</b> – 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	<b>Cannot Match COA: Conflicting Directions: Middle Name Related</b> –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	<b>Cannot Match COA: Conflicting Directions: Gender Related</b> –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	<b>Cannot Match COA: Other Conflicting Instructions</b> – 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	<b>Cannot Match COA: High-rise Default</b> – 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	<b>Cannot Match COA: Rural Default</b> – 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	<b>Cannot Match COA: Individual Match: Insufficient COA Name for Match</b> – 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

**NCOA<sup>Link</sup>® END USER  
LICENSEE PERFORMANCE REQUIREMENTS**

**Exhibit B – NCOA<sup>Link</sup> Return Code Descriptions – continued**

<b>Code</b>	<b>Description</b>	<b>Address</b>	<b>How</b>
12	<b>Cannot Match COA: Middle Name Test Failed</b> – 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	<b>Cannot Match COA: Gender Test Failed</b> – 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	<b>Found COA: New Address Would Not Convert at Run Time</b> – The input record matched to a COA record. The new address could not be converted to a deliverable address.	N	S
15	<b>Cannot Match COA: Individual Name Insufficient</b> – 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	<b>Cannot Match COA: Secondary Number Discrepancy</b> – 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	<b>Cannot Match COA: Other Insufficient Name</b> – 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	<b>Cannot Match COA: General Delivery</b> – 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	<b>Found COA: New Address not ZIP + 4 coded or New address primary number not DPV confirmable</b> – 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	<b>Cannot Match COA: Conflicting Directions after re-chaining</b> – 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	<b>Daily Delete</b> – 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	<b>COA Match: Secondary Number dropped from COA</b> – The input record matched to a COA record. The COA record had a secondary number and the input address did not.	Y	S
92	<b>COA Match: Secondary Number Dropped from input address</b> – The input record matched to a COA record. The input address had a secondary number and the COA record did not. The record is a ZIP + 4 street level match.	Y	S

**NCOA<sup>Link</sup>® END USER  
LICENSEE PERFORMANCE REQUIREMENTS**

**Exhibit B – NCOA<sup>Link</sup> Return Code Descriptions – continued**

**Other Return Code Descriptions**

<b>Code</b>	<b>Description</b>	<b>Process</b>
AA	Input Address ZIP + 4 <sup>®</sup> 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 <sup>®</sup> 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.

**NCOA<sup>Link</sup>® END USER  
LICENSEE PERFORMANCE REQUIREMENTS**

**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(YYYYMMDD)	8
9	14	NCSC AUDIT FILE CREATED TIME(HHMMSS)	6
15	18	NCSC AUDIT FILE NUMBER	4
19	26	NCSC NCOA <sup>Link</sup> ® RELEASE DATE	8
27	34	NCSC ZIP+4 <sup>TM</sup> RELEASE DATE	8
35	42	NCSC DPV <sup>®</sup> 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

**NCOA<sup>Link</sup>® END USER  
LICENSEE PERFORMANCE REQUIREMENTS**

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

**NCOA<sup>Link</sup>® END USER  
LICENSEE PERFORMANCE REQUIREMENTS**

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 <sup>Link</sup> 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 <sup>Link</sup> 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<sup>Link</sup>® END USER  
LICENSEE PERFORMANCE REQUIREMENTS**

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



**NCOA<sup>Link</sup>® END USER  
LICENSEE PERFORMANCE REQUIREMENTS**

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 <sup>Link</sup> 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.**

**NCOA<sup>Link</sup>® END USER  
LICENSEE PERFORMANCE REQUIREMENTS**

**Exhibit D  
Report File Layouts**

NCOA <sup>Link</sup> ® MONTHLY CUSTOMER SERVICE LOG END USER MAILER Header Record (page 1 of 6)			
RECORD FROM	POSITION TO	FIELD NAME and DESCRIPTION	LENGTH
1	4	CUSTOMER ID Alphanumeric. Licensee ID (USPS assigned)	4
5	18	NUMBER OF RECORDS Total number of records in the Customer Service Log excluding Header Record	14
19	70	Filler	52
		<i>The Header Record must contain file totals for all fields in the subsequent Detail Record(s). All field positions in the Header Record correspond to field positions in the Detail Record(s).</i>	
		<i>Fields listed as "Optional – Filler" in the Detail Record are also optional in the Header Record. However, if data is provided in these fields in the Detail Record(s), file totals MUST appear in the Header Record for the corresponding fields.</i>	
		<b>Processing Statistics Summary</b>	
71	81	TOTAL NUMBER OF RECORDS PROCESSED	11
82	92	TOTAL NUMBER OF NCOA <sup>Link</sup> ® QUERIES PERFORMED	11
93	103	TOTAL NUMBER OF RECORDS MATCHED – NCOA <sup>Link</sup> <b>NOTE:</b> NCOA <sup>Link</sup> matches only, exclude ANK <sup>Link</sup> matches from calculation	11
104	114	TOTAL NUMBER OF MATCHES REJECTED	11
115	125	TOTAL NUMBER OF RECORDS MATCHED to ZIP + 4 FILE (Should equal total DPV Response: AA)	11
126	136	TOTAL NUMBER OF RECORDS DPV® CONFIRMED (Sum of DPV Return Code: Y, S, and D)	11
		<b>Product Information</b>	
137	286	Filler	150
		<b>ZIP + 4 Match Statistics</b>	
287	297	ZIP + 4 File: Total matched to PO Box	11
298	308	ZIP + 4 File: Total matched to HCR Exact	11
309	319	ZIP + 4 File: Total matched to RR Default	11
320	330	ZIP + 4 File: Total matched to Firm	11
331	341	ZIP + 4 File: Total matched to General Del	11
342	352	ZIP + 4 File: Total matched to Highrise Default	11
353	363	ZIP + 4 File: Total matched to Military	11
364	374	ZIP + 4 File: Total matched to Non-Deliverable	11
375	385	ZIP + 4 File: Total matched to RR Exact	11
386	396	ZIP + 4 File: Total matched to Street	11
397	407	ZIP + 4 File: Total matched to HCR Default	11
408	418	ZIP + 4 File: Total matched to Highrise Exact	11
419	429	ZIP + 4 File: Total matched to Other	11
430	440	ZIP + 4 File: Total matched to Pos LACS	11
441	451	EWS File: Total matched to EWS	11
		<b>New Address Provided by NCOA<sup>Link</sup></b>	
452	462	A – Match	11
463	473	91 – Match with Secondary Number Dropped on COA (Old Side)	11

**NCOA<sup>Link</sup>® END USER  
LICENSEE PERFORMANCE REQUIREMENTS**

**NCOA<sup>Link</sup>® MONTHLY CUSTOMER SERVICE LOG  
END USER MAILER  
Header Record  
(page 2 of 6)**

<b>RECORD FROM</b>	<b>POSITION TO</b>	<b>FIELD NAME and DESCRIPTION</b>	<b>LENGTH</b>
474	484	92 – Match with Secondary Number Dropped on Input	11
		<b>From NCOA<sup>Link</sup> File Build</b>	
485	495	01 – Match – Foreign Move	11
496	506	02 – Match – Moved Left No Address	11
507	517	03 – Match – PO Box Closed	11
518	528	04 – No Match – Family move from Street Address w/Secondary	11
529	539	05 – Match – New 11 digit DPBC is ambiguous	11
540	550	06 – No Match – Middle Name Related	11
551	561	07 – No Match – Gender Related	11
562	572	08 – No Match – Conflicting Instructions	11
573	583	09 – No Match – Family move from Highrise default	11
584	594	10 – No Match – Family move from Rural/HC Route default	11
595	605	11 – No Match – Individual move – Insufficient name data	11
606	616	18 – No Match – Family move from General Delivery	11
617	627	19 – Match – New Address not ZIP + 4 codeable	11
628	638	20 – No Match – Multiple Response – Conflicting Directions	11
		<b>From NCOA<sup>Link</sup> File Run</b>	
639	649	12 – No Match – Middle Name test failed	11
650	660	13 – No Match – Gender test failed	11
661	671	14 – Match – New Address would not convert	11
672	682	15 – No Match – Individual Name insufficient on input to match	11
683	693	16 – No Match – Secondary Number discrepancy	11
694	704	17 – No Match – Different First Name	11
		<b>From “Daily Delete” Process</b>	
705	715	66 – No Match – Input Address appears in “Daily Delete” suppression file <b>OPTIONAL – FILLER</b>	11
		<b>Footnote From DPV Processing of Input Addresses</b>	
716	726	AA – ZIP + 4 Match	11
727	737	A1 – ZIP + 4 No Match	11
738	748	M1 – Primary Number missing	11
749	759	M3 – Primary Number invalid	11
760	770	P1 – Missing PO, RR or HC Box number	11
771	781	P3 – Invalid PO, RR or HC Box number	11
782	792	BB – DPV matched (all components)	11
793	803	RR – DPV Matched to CMRA	11
804	814	CC – Primary Number Match – Secondary present but invalid	11
815	825	N1 – Primary Number Match – Secondary missing	11
826	836	R1 – DPV Matched to CMRA– PMB number not present	11
		<b>Move Activity Summary</b> Age based on month and year of process date.	
837	847	ADDRESSES MATCHED MONTH 0	11
848	858	ADDRESSES MATCHED MONTH 1	11
859	869	ADDRESSES MATCHED MONTH 2	11
870	880	ADDRESSES MATCHED MONTH 3	11
881	891	ADDRESSES MATCHED MONTH 4	11
892	902	ADDRESSES MATCHED MONTH 5	11
903	913	ADDRESSES MATCHED MONTH 6	11

**NCOA<sup>Link</sup>® END USER  
LICENSEE PERFORMANCE REQUIREMENTS**

**NCOA<sup>Link</sup>® MONTHLY CUSTOMER SERVICE LOG  
END USER MAILER  
Header Record  
(page 3 of 6)**

<b>RECORD FROM</b>	<b>POSITION TO</b>	<b>FIELD NAME and DESCRIPTION</b>	<b>LENGTH</b>
914	924	ADDRESSES MATCHED MONTH 7	11
925	935	ADDRESSES MATCHED MONTH 8	11
936	946	ADDRESSES MATCHED MONTH 9	11
947	957	ADDRESSES MATCHED MONTH 10	11
958	968	ADDRESSES MATCHED MONTH 11	11
969	979	ADDRESSES MATCHED MONTH 12	11
980	990	ADDRESSES MATCHED MONTH 13	11
991	1001	ADDRESSES MATCHED MONTH 14	11
1002	1012	ADDRESSES MATCHED MONTH 15	11
1013	1023	ADDRESSES MATCHED MONTH 16	11
1024	1034	ADDRESSES MATCHED MONTH 17	11
1035	1045	ADDRESSES MATCHED MONTH 18	11
1046	1056	ADDRESSES MATCHED MONTH 19	11
1057	1067	ADDRESSES MATCHED MONTH 20	11
1068	1078	ADDRESSES MATCHED MONTH 21	11
1079	1089	ADDRESSES MATCHED MONTH 22	11
1090	1100	ADDRESSES MATCHED MONTH 23	11
1101	1111	ADDRESSES MATCHED MONTH 24	11
1112	1122	ADDRESSES MATCHED MONTH 25	11
1123	1133	ADDRESSES MATCHED MONTH 26	11
1134	1144	ADDRESSES MATCHED MONTH 27	11
1145	1155	ADDRESSES MATCHED MONTH 28	11
1156	1166	ADDRESSES MATCHED MONTH 29	11
1167	1177	ADDRESSES MATCHED MONTH 30	11
1178	1188	ADDRESSES MATCHED MONTH 31	11
1189	1199	ADDRESSES MATCHED MONTH 32	11
1200	1210	ADDRESSES MATCHED MONTH 33	11
1211	1221	ADDRESSES MATCHED MONTH 34	11
1222	1232	ADDRESSES MATCHED MONTH 35	11
1233	1243	ADDRESSES MATCHED MONTH 36	11
1244	1254	ADDRESSES MATCHED MONTH 37	11
1255	1265	ADDRESSES MATCHED MONTH 38	11
1266	1276	ADDRESSES MATCHED MONTH 39	11
1277	1287	ADDRESSES MATCHED MONTH 40	11
1288	1298	ADDRESSES MATCHED MONTH 41	11
1299	1309	ADDRESSES MATCHED MONTH 42	11
1310	1320	ADDRESSES MATCHED MONTH 43	11
1321	1331	ADDRESSES MATCHED MONTH 44	11
1332	1342	ADDRESSES MATCHED MONTH 45	11
1343	1353	ADDRESSES MATCHED MONTH 46	11
1354	1364	ADDRESSES MATCHED MONTH 47	11
1365	1375	ADDRESSES MATCHED MONTH 48	11
1376	1452	Filler	77
		<b>DPV Statistics</b>	
1453	1463	ZIP + 4 File: Street (S) Records – DPV Confirmed (Y, S or D)	11
1464	1474	CMRA Presented	11
1475	1485	CMRA Validated	11
1486	1496	ZIP + 4 File: High Rise (H) Records – DPV Confirmed (Y, S or D)	11
1497	1507	CMRA Presented	11
1508	1518	CMRA Validated	11
1519	1529	ZIP + 4 File: PO Box (P) Records – DPV Confirmed (Y, S or D)	11
1530	1540	ZIP + 4 File: RR/HC (R) Records – DPV Confirmed (Y, S or D)	11
1541	1551	CMRA Presented	11
1552	1562	CMRA Validated	11

**NCOA<sup>Link</sup>® END USER  
LICENSEE PERFORMANCE REQUIREMENTS**

**NCOA<sup>Link</sup>® MONTHLY CUSTOMER SERVICE LOG  
END USER MAILER  
Header Record  
(page 4 of 6)**

<b>RECORD FROM</b>	<b>POSITION TO</b>	<b>FIELD NAME and DESCRIPTION</b>	<b>LENGTH</b>
1563	1573	ZIP + 4 File: Firm (F) Records – DPV Confirmed (Y, S or D)	11
1574	1584	CMRA Presented	11
1585	1595	CMRA Validated	11
1596	1606	ZIP + 4 File: General Delivery (G) Records – DPV Confirmed (Y, S or D)	11
1607	1617	Total Primary Number Error	11
1618	1672	FILLER	55
1673	1683	Total Secondary Number Error	11
1684	1694	Street (S) Records with Secondary Number Error	11
1695	1705	High Rise (H) Records with Secondary Number Error	11
1706	1716	Firm (F) Records with Secondary Number Error	11
1717	1766	FILLER	50
<b>LACS<sup>Link</sup>® Return Codes</b>			
1767	1777	A – LACS <sup>Link</sup> Record Match	11
1778	1788	00 – No Match	11
1789	1799	14 – Match – Found LACS <sup>Link</sup> Record – New Address would not convert	11
1800	1810	92 – Match with Secondary Number Dropped on Input	11
<b>From DPV Processing of Input Addresses – Additional Return Codes</b>			
1811	1821	F1 – Military	11
1822	1832	U1 – Unique ZIP Code	11
1833	1843	G1 – General Delivery	11
<b>From NCOA<sup>Link</sup> File Run – Additional Footnote Codes</b>			
1844	1854	NL – New address not DPV confirmable with vendor software. (Required only when this code is returned to the customer)***	11
<b>ANK<sup>Link</sup>® and corresponding NCOA<sup>Link</sup> Return Codes and Definition</b>			
1855	1865	77 – A – Match	11
1866	1876	77 – 91 – Match with Secondary No. Dropped on COA (Old Side)	11
1877	1887	77 – 92 – Match with Secondary Number Dropped on Input	11
1888	1898	77 – 01 – Match – Foreign Move	11
1899	1909	77 – 02 – Match – Moved Left No Address	11
1910	1920	77 – 03 – Match – PO Box Closed	11
1921	1931	77 – 04 – No Match – Family move - Street Address w/Secondary	11
1932	1942	77 – 05 – Match – New 11 digit DPBC is ambiguous	11
1943	1953	77 – 06 – No Match – Middle Name Related	11
1954	1964	77 – 07 – No Match – Gender Related	11
1965	1975	77 – 08 – No Match – Conflicting Instructions	11
1976	1986	77 – 09 – No Match – Family move from Highrise default	11
1987	1997	77 – 10 – No Match – Family move from Rural/HC Route default	11
1998	2008	77 – 11 – No Match – Individual move – Insufficient name data	11
2009	2019	77 – 18 – No Match – Family move from General Delivery	11
2020	2030	77 – 19 – Match – New Address not ZIP+4 codeable	11
2031	2041	77 – 20 – No Match – Multiple Response – Conflicting Directions	11
2042	2052	77 – 12 – No Match – Middle Name test failed	11
2053	2063	77 – 13 – No Match – Gender test failed	11
2064	2074	77 – 14 – Match – New Address would not convert	11
2075	2085	77 – 15 – No Match – Individual Name insufficient on input	11

**NCOA<sup>Link</sup>® END USER  
LICENSEE PERFORMANCE REQUIREMENTS**

NCOA <sup>Link</sup> MONTHLY CUSTOMER SERVICE LOG END USER MAILER Header Record (page 5 of 6)			
RECORD FROM	POSITION TO	FIELD NAME and DESCRIPTION	LENGTH
2086	2096	77 – 16 – No Match – Secondary Number discrepancy	11
2097	2107	77 – 17 – No Match – Different First Name	11
2108	2118	77 – 66 – No Match – Input Address appears in “Daily Delete” suppression file	11
2119	2129	77 – Total records matched using ANK <sup>Link</sup>	11
<b>LACS<sup>Link</sup> Return Codes – Additional Return Code</b>			
2130	2140	09 – LACS <sup>Link</sup> – Old Addr Highrise Default – No New Address	11
2141	2192	FILLER	52
<b>Suite<sup>Link</sup>® Return Codes</b>			
2193	2203	Suite <sup>Link</sup> Return Code A – Match	11
2204	2214	Suite <sup>Link</sup> Return Code 00 – No Match	11
<b>NCOA<sup>Link</sup> Return Codes (continued)</b>			
2215	2225	NCOA <sup>Link</sup> Return Code 21 – To Be Determined	11
2226	2236	NCOA <sup>Link</sup> Return Code 22 – To Be Determined	11
2237	2247	NCOA <sup>Link</sup> Return Code 23 – To Be Determined	11
2248	2258	NCOA <sup>Link</sup> Return Code 24 – To Be Determined	11
2259	2269	NCOA <sup>Link</sup> Return Code 25 – To Be Determined	11
2270	2280	NCOA <sup>Link</sup> Return Code 26 – To Be Determined	11
2281	2291	NCOA <sup>Link</sup> Return Code 27 – To Be Determined	11
2292	2302	NCOA <sup>Link</sup> Return Code 28 – To Be Determined	11
2303	2313	NCOA <sup>Link</sup> Return Code 29 – To Be Determined	11
2314	2324	NCOA <sup>Link</sup> Return Code 30 – To Be Determined	11
<b>ANK<sup>Link</sup> Return Codes (continued)</b>			
2325	2335	77 – 21 – To Be Determined	11
2336	2346	77 – 22 – To Be Determined	11
2347	2357	77 – 23 – To Be Determined	11
2358	2368	77 – 24 – To Be Determined	11
2369	2379	77 – 25 – To Be Determined	11
2380	2390	77 – 26 – To Be Determined	11
2391	2401	77 – 27 – To Be Determined	11
2402	2412	77 – 28 – To Be Determined	11
2413	2423	77 – 29 – To Be Determined	11
2424	2434	77 – 30 – To Be Determined	11
2435	2638	FILLER	204
<b>DPV Return Codes</b>			
2639	2649	Count of DPV Return Code = Y	11
2650	2660	Count of DPV Return Code = S	11
2661	2671	Count of DPV Return Code = D	11
2672	2682	Count of DPV Return Code = N	11
2683	2693	Count of DPV Return Code = BLANK	11
2694	2704	Count of DPV Vacant Flag = Y	11
2705	2715	Count of DPV CMRA Flag	11
2716	2726	Count of DPV No Stat Flag	11
<b>MAS (Move Activity Summary) for the PSR (Processing Summary Report)</b>			
2727	2737	Sum of Match Return Codes A, 91 & 92 with Move Effective Month: Mon 0-3	11

**NCOA<sup>Link</sup>® END USER  
LICENSEE PERFORMANCE REQUIREMENTS**

NCOA <sup>Link</sup> MONTHLY CUSTOMER SERVICE LOG END USER MAILER Header Record (page 6 of 6)			
RECORD FROM	POSITION TO	FIELD NAME and DESCRIPTION	LENGTH
2738	2748	Sum of Match Return Codes A, 91 & 92 with Move Effective Month: Mon 4-6	11
2749	2759	Sum of Match Return Codes A, 91 & 92 with Move Effective Month: Mon 7-12	11
2760	2770	Sum of Match Return Codes A, 91 & 92 with Move Effective Month: Mon 13-18	11
2771	2781	Sum of Match Return Codes A, 91 & 92 with Move Effective Month: Mon 19+	11
2782	2836	FILLER	55
<b>MAS (Move Activity Summary) for the PSR (Processing Summary Report) (continued)</b>			
2837	2847	Sum of Match Return Codes 01, 02 & 03 with Move Effective Month: Mon 0-3	11
2848	2858	Sum of Match Return Codes 01, 02 & 03 with Move Effective Month: Mon 4-6	11
2859	2869	Sum of Match Return Codes 01, 02 & 03 with Move Effective Month: Mon 7-12	11
2870	2880	Sum of Match Return Codes 01, 02 & 03 with Move Effective Month: Mon 13-18	11
2881	2891	Sum of Match Return Codes 01, 02 & 03 with Move Effective Month: Mon 19+	11
2892	2902	Sum of Match Return Codes 01, 02 & 03 with Move Effective Month: Mon 0-3	X(11)
2903	2913	Sum of Match Return Codes 01, 02 & 03 with Move Effective Month: Mon 4-6	11
2914	2924	Sum of Match Return Codes 01, 02 & 03 with Move Effective Month: Mon 7-12	11
2925	2935	Sum of Match Return Codes 01, 02 & 03 with Move Effective Month: Mon 13-18	11
2936	2946	Sum of Match Return Codes 01, 02 & 03 with Move Effective Month: Mon 19+	11
2947	2999	FILLER	53
3000	3000	Record Type – H = Header/ D = Detail	1
		CR/LF Carriage Return/Line Feed required at end of each record.	

**NCOA<sup>Link</sup>® END USER  
LICENSEE PERFORMANCE REQUIREMENTS**

NCOA <sup>Link</sup> MONTHLY CUSTOMER SERVICE LOG END USER MAILER Detail Record (page 1 of 9)			
RECORD FROM	POSITION TO	FIELD NAME and DESCRIPTION	LENGTH
1	4	LICENSEE ID Platform ID assigned by USPS.	4
5	10	NAICS North American Industry Classification System	6
11	12	PROCESSING FREQUENCY Number of times per year list processed. If update frequency not established for a particular list, fill with "99".	2
13	18	FILLER	6
19	28	PROCESSING CATEGORY Set values to identify the type of processing performed. EMP TRAIN, INT DB TST, MKTG TEST, NORMAL, STAGE I, STAGE II, SYS TEST	10
29	33	FILLER	5
34	34	MATCHING LOGIC APPLIED S = Standard (Business, Individual and Family matches allowed) I = Individual only B = Business only C = Individual and Business only R = Individual and Family only	1
35	35	FILLER	1
36	37	NUMBER OF MONTHS REQUESTED By request of list owner, number of months for which COA data accepted	2
38	38	CLASS OF MAIL Alphanumeric. Class of mail to be used for mailings produced from customer mailing list. A = First-Class only B = Periodicals only C = USPS Marketing Mail only D = Package Services only E = First-Class & Periodicals F = First-Class & USPS Marketing Mail G = First-Class & Package Services H = Periodicals & USPS Marketing Mail I = Periodicals & Package Services J = USPS Marketing Mail & Package Services K = First-Class, Periodicals & USPS Marketing Mail L = First-Class, Periodicals & Package Services M = First-Class, USPS Marketing Mail & Package Services N = Periodicals, USPS Marketing Mail & Package Services O = First-Class, Periodical, USPS Marketing Mail, Package Services	1
<b>Processing Date Information</b>			
39	46	FILLER	8
47	54	DATE NCOA <sup>Link</sup> PROCESSING BEGAN Numeric. Format CCYYMMDD.	8
55	62	DATE NCOA <sup>Link</sup> PROCESSING COMPLETED Numeric. Format CCYYMMDD.	8
63	70	FILLER	8



**NCOA<sup>Link</sup>® END USER  
LICENSEE PERFORMANCE REQUIREMENTS**

NCOA <sup>Link</sup> MONTHLY CUSTOMER SERVICE LOG END USER MAILER Detail Record (page 2 of 9)			
RECORD FROM	POSITION TO	FIELD NAME and DESCRIPTION	LENGTH
<b>Processing Statistics Summary</b>			
71	81	TOTAL NUMBER OF RECORDS PROCESSED Total number of records presented on the original input list.	11
82	92	TOTAL NUMBER OF NCOA <sup>Link</sup> QUERIES PERFORMED Total number of all queries made into NCOA <sup>Link</sup> including all variations of name and address attempted for each input record. (ie: nickname attempts; dropped secondary attempts)	11
93	103	TOTAL NUMBER OF RECORDS MATCHED – NCOA <sup>Link</sup> Results returned indicate match: Return codes A, 91, 92, 01, 02, 03, 05, 14, 19 <b>NOTE:</b> NCOA <sup>Link</sup> matches only, exclude ANK <sup>Link</sup> matches from calculation	11
104	114	TOTAL NUMBER OF MATCHES REJECTED Results discarded based on Move Effective Date: Return code 00 generated due to age of COA	11
115	125	TOTAL NUMBER OF RECORDS MATCHED to ZIP + 4 FILE (Should equal total DPV Response: AA)	11
126	136	TOTAL NUMBER OF RECORDS DPV CONFIRMED (Sum of DPV Return Code: Y, S, and D)	11
<b>CASS/MASS Product Information</b>			
137	166	CASS/MASS Software Name	30
167	178	CASS/MASS Software Version	12
179	186	CASS/MASS Directory (Data) Release Date Numeric. Format CCYYMMDD.	8
<b>NCOA<sup>Link</sup> Product Information</b>			
187	216	NCOA <sup>Link</sup> Software Name	30
217	228	NCOA <sup>Link</sup> Software Version	12
229	236	NCOA <sup>Link</sup> Data Release Date Numeric. Format CCYYMMDD.	8
<b>FILLER (Formerly DPV Software Information)</b>			
237	286	FILLER	50
<b>ZIP + 4 Match Statistics</b>			
287	297	ZIP + 4 File: Total matched to PO Box	11
298	308	ZIP + 4 File: Total matched to HCR Exact	11
309	319	ZIP + 4 File: Total matched to RR Default	11
320	330	ZIP + 4 File: Total matched to Firm	11
331	341	ZIP + 4 File: Total matched to General Del	11
342	352	ZIP + 4 File: Total matched to Highrise Default	11
353	363	ZIP + 4 File: Total matched to Military	11
364	374	ZIP + 4 File: Total matched to Non-Deliverable	11
375	385	ZIP + 4 File: Total matched to RR Exact	11
386	396	ZIP + 4 File: Total matched to Street	11
397	407	ZIP + 4 File: Total matched to HCR Default	11
408	418	ZIP + 4 File: Total matched to Highrise Exact	11
419	429	ZIP + 4 File: Total matched to Other	11
430	440	ZIP + 4 File: Total matched to Pos LACS	11
441	451	EWS File: Total matched to EWS	11

**NCOA<sup>Link</sup>® END USER  
LICENSEE PERFORMANCE REQUIREMENTS**

NCOA <sup>Link</sup> MONTHLY CUSTOMER SERVICE LOG END USER MAILER Detail Record (page 3 of 9)			
RECORD FROM	POSITION TO	FIELD NAME and DESCRIPTION	LENGTH
<b>Footnote Information: Number of responses containing each footnote code:</b>			
<b>New Address Provided by NCOA<sup>Link</sup></b>			
452	462	A – Match	11
463	473	91 – Match with Secondary Number Dropped on COA (Old Side)	11
474	484	92 – Match with Secondary Number Dropped on Input	11
<b>From NCOA<sup>Link</sup> File Build</b>			
485	495	01 – Match – Foreign Move	11
496	506	02 – Match – Moved Left No Address	11
507	517	03 – Match – PO Box Closed	11
518	528	04 – No Match – Family move from Street Address w/Secondary	11
529	539	05 – Match – New 11 digit DPBC is ambiguous	11
540	550	06 – No Match – Middle Name Related	11
551	561	07 – No Match – Gender Related	11
562	572	08 – No Match – Conflicting Instructions	11
573	583	09 – No Match – Family move from Highrise default	11
584	594	10 – No Match – Family move from Rural/HC Route default	11
595	605	11 – No Match – Individual move – Insufficient name data	11
606	616	18 – No Match – Family move from General Delivery	11
617	627	19 – Match – New Address not ZIP+4 codeable	11
628	638	20 – No Match – Multiple Response – Conflicting Directions	11
<b>From NCOA<sup>Link</sup> File Run</b>			
639	649	12 – No Match – Middle Name test failed	11
650	660	13 – No Match – Gender test failed	11
661	671	14 – Match – New Address would not convert	11
672	682	15 – No Match – Individual Name insufficient on input to match	11
683	693	16 – No Match – Secondary Number discrepancy	11
694	704	17 – No Match – Different First Name	11
<b>From “Daily Delete” Process</b>			
705	715	66 – No Match – Input Address appears in “Daily Delete” suppression file	11
<b>From DPV Processing of Input Addresses</b>			
716	726	AA – ZIP+4 Match	11
727	737	A1 – ZIP+4 No Match	11
738	748	M1 – Primary Number missing	11
749	759	M3 – Primary Number invalid	11
760	770	P1 – Missing PO, RR or HC Box number	11
771	781	P3 – Invalid PO, RR or HC Box number	11
782	792	BB – DPV matched (all components)	11
793	803	RR – DPV Matched to CMRA	11
804	814	CC – Primary Number Match – Secondary present but invalid	11
815	825	N1 – Primary Number Match – Secondary missing	11
826	836	R1 – DPV Matched to CMRA– PMB number not present	11

**NCOA<sup>Link</sup> END USER  
LICENSEE PERFORMANCE REQUIREMENTS**

NCOA <sup>Link</sup> MONTHLY CUSTOMER SERVICE LOG END USER MAILER Detail Record (page 4 of 9)			
RECORD FROM	POSITION TO	FIELD NAME and DESCRIPTION	LENGTH
		<b>Move Activity Summary</b>	
		Age based on month and year of process date.	
837	847	ADDRESSES MATCHED MONTH 0 Total number of matches made with Move Effective Date (MED) corresponding to the process date.	11
848	858	ADDRESSES MATCHED MONTH 1 Total number of matches made with MED 1 month prior to process date.	11
859	869	ADDRESSES MATCHED MONTH 2 Total number of matches made with MED 2 months prior to process date.	11
870	880	ADDRESSES MATCHED MONTH 3 Total number of matches made with MED 3 months prior to process date.	11
881	891	ADDRESSES MATCHED MONTH 4 Total number of matches made with MED 4 months prior to process date.	11
892	902	ADDRESSES MATCHED MONTH 5 Total number of matches made with MED 5 months prior to process date.	11
903	913	ADDRESSES MATCHED MONTH 6 Total number of matches made with MED 6 months prior to process date.	11
914	924	ADDRESSES MATCHED MONTH 7 Total number of matches made with MED 7 months prior to process date.	11
925	935	ADDRESSES MATCHED MONTH 8 Total number of matches made with MED 8 months prior to process date.	11
936	946	ADDRESSES MATCHED MONTH 9 Total number of matches made with MED 9 months prior to process date.	11
947	957	ADDRESSES MATCHED MONTH 10 Total number of matches made with MED 10 months prior to process date.	11
958	968	ADDRESSES MATCHED MONTH 11 Total number of matches made with MED 11 months prior to process date.	11
969	979	ADDRESSES MATCHED MONTH 12 Total number of matches made with MED 12 months prior to process date.	11
980	990	ADDRESSES MATCHED MONTH 13 Total number of matches made with MED 13 months prior to process date.	11
991	1001	ADDRESSES MATCHED MONTH 14 Total number of matches made with MED 14 months prior to process date.	11
1002	1012	ADDRESSES MATCHED MONTH 15 Total number of matches made with MED 15 months prior to process date.	11
1013	1023	ADDRESSES MATCHED MONTH 16 Total number of matches made with MED 16 months prior to process date.	11
1024	1034	ADDRESSES MATCHED MONTH 17 Total number of matches made with MED 17 months prior to process date.	11
1035	1045	ADDRESSES MATCHED MONTH 18 Total number of matches made with MED 18 months prior to process date.	11
1046	1056	ADDRESSES MATCHED MONTH 19 Total number of matches made with MED 19 months prior to process date.	11
1057	1067	ADDRESSES MATCHED MONTH 20 Total number of matches made with MED 20 months prior to process date.	11
1068	1078	ADDRESSES MATCHED MONTH 21 Total number of matches made with MED 21 months prior to process date.	11
1079	1089	ADDRESSES MATCHED MONTH 22 Total number of matches made with MED 22 months prior to process date.	11
1090	1100	ADDRESSES MATCHED MONTH 23 Total number of matches made with MED 23 months prior to process date.	11

**NCOA<sup>Link</sup> END USER  
LICENSEE PERFORMANCE REQUIREMENTS**

**NCOA<sup>Link</sup> MONTHLY CUSTOMER SERVICE LOG  
END USER MAILER  
Detail Record  
(page 5 of 9)**

RECORD FROM	POSITION TO	FIELD NAME and DESCRIPTION	LENGTH
1101	1111	ADDRESSES MATCHED MONTH 24 Total number of matches made with MED 24 months prior to process date.	11
1112	1122	ADDRESSES MATCHED MONTH 25 Total number of matches made with MED 25 months prior to process date.	11
1123	1133	ADDRESSES MATCHED MONTH 26 Total number of matches made with MED 26 months prior to process date.	11
1134	1144	ADDRESSES MATCHED MONTH 27 Total number of matches made with MED 27 months prior to process date.	11
1145	1155	ADDRESSES MATCHED MONTH 28 Total number of matches made with MED 28 months prior to process date.	11
1156	1166	ADDRESSES MATCHED MONTH 29 Total number of matches made with MED 29 months prior to process date.	11
1167	1177	ADDRESSES MATCHED MONTH 30 Total number of matches made with MED 30 months prior to process date.	11
1178	1188	ADDRESSES MATCHED MONTH 31 Total number of matches made with MED 31 months prior to process date.	11
1189	1199	ADDRESSES MATCHED MONTH 32 Total number of matches made with MED 32 months prior to process date.	11
1200	1210	ADDRESSES MATCHED MONTH 33 Total number of matches made with MED 33 months prior to process date.	11
1211	1221	ADDRESSES MATCHED MONTH 34 Total number of matches made with MED 34 months prior to process date.	11
1222	1232	ADDRESSES MATCHED MONTH 35 Total number of matches made with MED 35 months prior to process date.	11
1233	1243	ADDRESSES MATCHED MONTH 36 Total number of matches made with MED 36 months prior to process date.	11
1244	1254	ADDRESSES MATCHED MONTH 37 Total number of matches made with MED 37 months prior to process date.	11
1255	1265	ADDRESSES MATCHED MONTH 38 Total number of matches made with MED 38 months prior to process date.	11
1266	1276	ADDRESSES MATCHED MONTH 39 Total number of matches made with MED 39 months prior to process date.	11
1277	1287	ADDRESSES MATCHED MONTH 40 Total number of matches made with MED 40 months prior to process date.	11
1288	1298	ADDRESSES MATCHED MONTH 41 Total number of matches made with MED 41 months prior to process date.	11
1299	1309	ADDRESSES MATCHED MONTH 42 Total number of matches made with MED 42 months prior to process date.	11
1310	1320	ADDRESSES MATCHED MONTH 43 Total number of matches made with MED 43 months prior to process date.	11
1321	1331	ADDRESSES MATCHED MONTH 44 Total number of matches made with MED 44 months prior to process date.	11
1332	1342	ADDRESSES MATCHED MONTH 45 Total number of matches made with MED 45 months prior to process date.	11
1343	1353	ADDRESSES MATCHED MONTH 46 Total number of matches made with MED 46 months prior to process date.	11
1354	1364	ADDRESSES MATCHED MONTH 47 Total number of matches made with MED 47 months prior to process date.	11
1365	1375	ADDRESSES MATCHED MONTH 48 Total number of matches made with MED 48 months or more prior to process date.	11

**NCOA<sup>Link</sup>® END USER  
LICENSEE PERFORMANCE REQUIREMENTS**

NCOA <sup>Link</sup> MONTHLY CUSTOMER SERVICE LOG END USER MAILER Detail Record (page 6 of 9)			
RECORD FROM	POSITION TO	FIELD NAME and DESCRIPTION	LENGTH
1376	1422	FILLER	47
		<b>List Identification</b>	
1423	1452	MAILING LIST NAME Name of mailing list processed. NOTE: If master house list and/or list owner's only mailing list, company name is sufficient.	30
		<b>DPV Statistics</b>	
1453	1463	ZIP + 4 File: Street (S) Records – DPV Confirmed (Y, S or D)	11
1464	1474	CMRA Presented	11
1475	1485	CMRA Validated	11
1486	1496	ZIP + 4 File: High Rise (H) Records – DPV Confirmed (Y, S or D)	11
1497	1507	CMRA Presented	11
1508	1518	CMRA Validated	11
1519	1529	ZIP + 4 File: PO Box (P) Records – DPV Confirmed (Y, S or D)	11
1530	1540	ZIP + 4 File: RR/HC (R) Records – DPV Confirmed (Y, S or D)	11
1541	1551	CMRA Presented	11
1552	1562	CMRA Validated	11
1563	1573	ZIP + 4 File: Firm (F) Records – DPV Confirmed (Y, S or D)	11
1574	1584	CMRA Presented	11
1585	1595	CMRA Validated	11
1596	1606	ZIP + 4 File: General Delivery (G) Records – DPV Confirmed (Y, S or D)	11
1607	1617	Total Primary Number Error	11
1618	1672	FILLER	50
1673	1683	Total Secondary Number Error	11
1684	1694	Street (S) Records with Secondary Number Error	11
1695	1705	High Rise (H) Records with Secondary Number Error	11
1706	1716	Firm (F) Records with Secondary Number Error	11
		<b>FILLER (formerly LACS<sup>Link</sup> Product Information)</b>	
1717	1766	FILLER	50
		<b>LACS<sup>Link</sup> Return Codes</b>	
1767	1777	A – LACS <sup>Link</sup> Record Match	11
1778	1788	00 – No Match	11
1789	1799	14 – Match – Found LACS <sup>Link</sup> Record – New Address would not convert	11
1800	1810	92 – Match with Secondary Number Dropped on Input	11
		<b>From DPV Processing of Input Addresses – Additional Return Codes</b>	
1811	1821	F1 – Military	11
1822	1832	U1 – Unique ZIP Code	11
1833	1843	G1 – General Delivery	11

**NCOA<sup>Link</sup>® END USER  
LICENSEE PERFORMANCE REQUIREMENTS**

NCOA <sup>Link</sup> MONTHLY CUSTOMER SERVICE LOG END USER MAILER Detail Record (page 7 of 9)			
RECORD FROM	POSITION TO	FIELD NAME and DESCRIPTION	LENGTH
<b>From NCOA<sup>Link</sup> File Run – Additional Footnote Codes</b>			
1844	1854	NL – New address not DPV confirmable with vendor software. (Required only when this code is returned to the customer)	11
<b>ANK<sup>Link</sup> and corresponding NCOA<sup>Link</sup> Return Codes and Definition</b>			
1855	1865	77 – A – Match	11
1866	1876	77 – 91 – Match with Secondary No. Dropped on COA (Old Side)	11
1877	1887	77 – 92 – Match with Secondary Number Dropped on Input	11
1888	1898	77 – 01 – Match – Foreign Move	11
1899	1909	77 – 02 – Match – Moved Left No Address	11
1910	1920	77 – 03 – Match – PO Box Closed	11
1921	1931	77 – 04 – No Match – Family move - Street Address w/Secondary	11
1932	1942	77 – 05 – Match – New 11 digit DPBC is ambiguous	11
1943	1953	77 – 06 – No Match – Middle Name Related	11
1954	1964	77 – 07 – No Match – Gender Related	11
1965	1975	77 – 08 – No Match – Conflicting Instructions	11
1976	1986	77 – 09 – No Match – Family move from Highrise default	11
1987	1997	77 – 10 – No Match – Family move from Rural/HC Route default	11
1998	2008	77 – 11 – No Match – Individual move – Insufficient name data	11
2009	2019	77 – 18 – No Match – Family move from General Delivery	11
2020	2030	77 – 19 – Match – New Address not ZIP+4 codeable	11
2031	2041	77 – 20 – No Match – Multiple Response – Conflicting Directions	11
2042	2052	77 – 12 – No Match – Middle Name test failed	11
2053	2063	77 – 13 – No Match – Gender test failed	11
2064	2074	77 – 14 – Match – New Address would not convert	11
2075	2085	77 – 15 – No Match – Individual Name insufficient on input	11
2086	2096	77 – 16 – No Match – Secondary Number discrepancy	11
2097	2107	77 – 17 – No Match – Different First Name	11
2108	2118	77 – 66 – No Match – Input Address appears in “Daily Delete” suppression file	11
2119	2129	77 – Total records matched using ANK <sup>Link</sup>	11
<b>LACS<sup>Link</sup> Return Codes – Additional Return Code</b>			
2130	2140	09 – LACS <sup>Link</sup> – Old Addr Highrise Default – No New Address	11
<b>NCOA<sup>Link</sup> Product Version</b>			
2141	2141	NCOA <sup>Link</sup> Product Version	1
		A = 48 HASH	
		B = 48 FLAT	
		C = 18 HASH	
		D = 18 FLAT	
		E = ANK HASH	
		F = ANK FLAT	
2142	2142	High Match Rate Description – NCOA <sup>Link</sup> Match Percentage greater than 20%	1
		A = ANK <sup>Link</sup> Extract File (FSP only)	
		S = Stage I or Stage II File	
		R = Returned Mail File	
2143	2192	FILLER	50

**NCOA<sup>Link</sup>® END USER  
LICENSEE PERFORMANCE REQUIREMENTS**

NCOA <sup>Link</sup> MONTHLY CUSTOMER SERVICE LOG END USER MAILER Detail Record (page 8 of 9)			
RECORD FROM	POSITION TO	FIELD NAME and DESCRIPTION	LENGTH
<b>Suite<sup>Link</sup> Return Codes</b>			
2193	2203	Suite <sup>Link</sup> Return Code A – Match	11
2204	2214	Suite <sup>Link</sup> Return Code 00 – No Match	11
<b>NCOA<sup>Link</sup> Return Codes (continued)</b>			
2215	2225	NCOA <sup>Link</sup> Return Code 21 – To Be Determined	11
2226	2236	NCOA <sup>Link</sup> Return Code 22 – To Be Determined	11
2237	2247	NCOA <sup>Link</sup> Return Code 23 – To Be Determined	11
2248	2258	NCOA <sup>Link</sup> Return Code 24 – To Be Determined	11
2259	2269	NCOA <sup>Link</sup> Return Code 25 – To Be Determined	11
2270	2280	NCOA <sup>Link</sup> Return Code 26 – To Be Determined	11
2281	2291	NCOA <sup>Link</sup> Return Code 27 – To Be Determined	11
2292	2302	NCOA <sup>Link</sup> Return Code 28 – To Be Determined	11
2303	2313	NCOA <sup>Link</sup> Return Code 29 – To Be Determined	11
2314	2324	NCOA <sup>Link</sup> Return Code 30 – To Be Determined	11
<b>ANK<sup>Link</sup> Return Codes (continued)</b>			
2325	2335	77 – 21 – To Be Determined	11
2336	2346	77 – 22 – To Be Determined	11
2347	2357	77 – 23 – To Be Determined	11
2358	2368	77 – 24 – To Be Determined	11
2369	2379	77 – 25 – To Be Determined	11
2380	2390	77 – 26 – To Be Determined	11
2391	2401	77 – 27 – To Be Determined	11
2402	2412	77 – 28 – To Be Determined	11
2413	2423	77 – 29 – To Be Determined	11
2424	2434	77 – 30 – To Be Determined	11
2435	2638	FILLER	204
<b>DPV Return Codes</b>			
2639	2649	Count of DPV Return Code = Y	11
2650	2660	Count of DPV Return Code = S	11
2661	2671	Count of DPV Return Code = D	11
2672	2682	Count of DPV Return Code = N	11
2683	2693	Count of DPV Return Code = Blank	11
2694	2704	Count of DPV Vacant Flag = Y	11
2705	2715	Count of DPV CMRA Flag	11
2716	2726	Count of DPV No Stat Flag	11
<b>MAS (Move Activity Summary) for the PSR (Processing Summary Report)</b>			
2727	2737	Sum of Match Return Codes A, 91 & 92 with Move Effective Month: Mon 0-3	11
2738	2748	Sum of Match Return Codes A, 91 & 92 with Move Effective Month: Mon 4-6	11
2749	2759	Sum of Match Return Codes A, 91 & 92 with Move Effective Month: Mon 7-12	11
2760	2770	Sum of Match Return Codes A, 91 & 92 with Move Effective Month: Mon 13-18	11
2771	2781	Sum of Match Return Codes A, 91 & 92 with Move Effective Month: Mon 19+	11
2782	2836	FILLER	55

**NCOA<sup>Link</sup>® END USER  
LICENSEE PERFORMANCE REQUIREMENTS**

NCOA <sup>Link</sup> MONTHLY CUSTOMER SERVICE LOG END USER MAILER Detail Record (page 9 of 9)			
RECORD FROM	POSITION TO	FIELD NAME and DESCRIPTION	LENGTH
<b>MAS (Move Activity Summary) for the PSR (Processing Summary Report) (continued)</b>			
2837	2847	Sum of Match Return Codes 01, 02 & 03 with Move Effective Month: Mon 0-3	11
2848	2858	Sum of Match Return Codes 01, 02 & 03 with Move Effective Month: Mon 4-6	11
2859	2869	Sum of Match Return Codes 01, 02 & 03 with Move Effective Month: Mon 7-12	11
2870	2880	Sum of Match Return Codes 01, 02 & 03 with Move Effective Month: Mon 13-18	11
2881	2891	Sum of Match Return Codes 01, 02 & 03 with Move Effective Month: Mon 19+	11
2892	2902	Sum of Match Return Codes 05, 14, & 19 with Move Effective Month: Mon 0-3	11
2903	2913	Sum of Match Return Codes 05, 14, & 19 with Move Effective Month: Mon 4-6	11
2914	2924	Sum of Match Return Codes 05, 14, & 19 with Move Effective Month: Mon 7-12	11
2925	2935	Sum of Match Return Codes 05, 14, & 19 with Move Effective Month: Mon 13-18	11
2936	2946	Sum of Match Return Codes 05, 14, & 19 with Move Effective Month: Mon 19+	11
2947	2999	FILLER	53
3000	3000	Record Type – H = Header/ D = Detail	1
		CR/LF Carriage Return/Line Feed required at end of each record.	

**Note:** All numeric fields are right justified, zero filled.

All alphanumeric fields are left justified, spaced filled.

**Note:** 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. CNAAC02.DAT)



**APPENDIX A**  
**NCOA<sup>Link</sup>® END USER MAILER**  
**ANK<sup>Link</sup>® LICENSEE PERFORMANCE REQUIREMENTS**

***Introduction***

The United States Postal Service® (USPS®) has developed an extended option to the 18 month version of NCOA<sup>Link</sup>® called ANK<sup>Link</sup>®. The 18-month NCOA<sup>Link</sup> Product provides change-of-address data for moves that occurred in the past eighteen months. The initial version of ANK<sup>Link</sup> will enable NCOA<sup>Link</sup> 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<sup>Link</sup> will be available only to users of the 18-month NCOA<sup>Link</sup> Product and will be a component of that product.
- 1.2 To initiate ANK<sup>Link</sup>, a modified Certification process will be used for existing NCOA<sup>Link</sup> End User Mailer Licensees:
  - a. Resubmit the Application from the Certification Procedures package indicating ANK<sup>Link</sup> will be a part of Licensee's processing.
  - b. Obtain an Interface Product, through development or purchase, which has been certified to perform ANK<sup>Link</sup> processing,
  - c. Request and pass a Stage II NCOA<sup>Link</sup> with ANK<sup>Link</sup> certification test when ANK<sup>Link</sup> Interface is completed.
- 1.3 NCOA<sup>Link</sup> with ANK<sup>Link</sup> application and certification procedures shall be incorporated into the NCOA<sup>Link</sup> application and certification procedures for End User Mailer applicants.

**2. Specific Requirements**

- 2.1 The sole purpose of the ANK<sup>Link</sup> 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<sup>Link</sup> Full Service Provider Licensee.
- 2.2 All laws, rules and restrictions governing the use of NCOA<sup>Link</sup> data pertain with regards to ANK<sup>Link</sup> data. Information derived from an NCOA<sup>Link</sup> with ANK<sup>Link</sup> process shall not be utilized in any way inconsistent with the terms and conditions set forth in the NCOA<sup>Link</sup> License Agreements.

**3. Standards of Performance**

**APPENDIX A**  
**NCOA<sup>Link</sup>® END USER MAILER**  
**ANK<sup>Link</sup>® LICENSEE PERFORMANCE REQUIREMENTS**

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

**4. Reports and Administrative Requirements**

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