

APPENDIX A
NCOA^{Link} SOFTWARE DEVELOPER
SOFTWARE PERFORMANCE REQUIREMENTS
SERVICE PROVIDER SOFTWARE

1.0 GENERAL

The NCOA^{Link}® Product is a product that provides mailers with a tool to update and correct mailing lists used for the preparation of mail that will be submitted to the USPS® for acceptance and delivery. NCOA^{Link} will analyze the names and addresses in mailing lists and provide an updated address where a change of address has been submitted to USPS in order for mail to be delivered to a new address. A CASS Certified™ ZIP + 4® address matching product matches and standardizes addresses to provide input for NCOA^{Link} and name matching. Utilization of the NCOA^{Link} Product will allow mailers to keep their address lists up-to-date.

1.1 PURPOSE

- 1.1.1 The purpose of these performance requirements is to establish standard criteria of performance that USPS requires NCOA^{Link} Software Developers (“Developers”) to comply with. The software will enable NCOA^{Link} Licensees to have access to the following address list services:
- Acceptable standardization and address matching services
 - Detection of undeliverable addresses due to change of address
 - New address when a name and old address match the change of address file.
- 1.1.2 Developer's matching software must adhere to specific USPS requirements regarding the services as well as to the matching rules and specifications herein. Developers must utilize CASS Certified software for ZIP + 4 processing. In addition, Developers will be tested on a periodic basis using an NCOA^{Link} test address file similar to CASS™. CASS is an existing USPS certification process available to all commercial firms.
- 1.1.3 Developer is responsible for programming all necessary NCOA^{Link} software. Prior to any use, sale and/or distribution of Developer's NCOA^{Link} software, Developer must obtain a separate license under one or more of the license categories authorizing said use, sale and/or distribution.

1.2 PRODUCT DESCRIPTION

- 1.2.1 The NCOA^{Link} Product utilizes what is referred to as "hash" tables. The hash tables are secure datasets that will only provide new address information when queried with a specific algorithm of the name and old address from a mailer's address list which matches the information as it appears on a USPS Change of Address form (PS 3575).
- 1.2.2 Extensive programming will be required to interface with the NCOA^{Link} Product datasets. A software interface will customize the type of input format, provide the desired output and contain appropriate links with ZIP + 4 matching software.
- 1.2.3 Weekly updates to the NCOA^{Link} Product datasets (hash tables) will be provided via Electronic Product Fulfillment (EPF) to Licensees. Licensees must utilize the current CASS ZIP + 4 product with the NCOA^{Link} updates to provide the up-to-date address. Refer to Figure 2 for acceptable use dates of the ZIP + 4 product. The NCOA^{Link} Product release must be synchronized with the ZIP + 4 data release.
- 1.2.4 The Developer and Licensee, in order to utilize the NCOA^{Link} product, must meet all requirements and specifications contained within the License Agreement, the most current version of these Performance Requirements, and the most current version of the Software Developer Guide (SDG), unless modified by USPS in writing.

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- 1.2.5 Weekly updates more than 45 days old shall be destroyed using common practice for disposal of sensitive materials, such as permanent file deletion.

1.3 MULTIPLE SERVICE OFFERINGS

- 1.3.1 Additional processes, such as ZIP + 4, DPV[®], LACS^{Link}[®] and Suite^{Link}[®], can be run either independently or interactively with NCOA^{Link} processing.
- 1.3.2 Prior to NCOA^{Link} processing, input addresses presented to NCOA^{Link} must be processed through CASS Certified matching software to obtain ZIP + 4 coded, parsed addresses. The ZIP + 4 coded, parsed result and the corresponding name will be used to query NCOA^{Link}. If a LACS^{Link} match is made to the original address during CASS processing, Licensees must query the NCOA^{Link} Product using the LACS^{Link} converted address. ZIP + 4 results must be obtained within the valid window for processing based on the date NCOA^{Link} processing is performed and the chart of valid ZIP + 4 dates provided in Figure 2.
- 1.3.3 DPV, LACS^{Link} and Suite^{Link} are required processes for Full Service Providers. These processes are optional for Limited Service Providers and may be provided at the licensee's expense. The software required for processing these multiple services may be bundled as a single integrated software package or provided separately for each individual service. There are separate license requirements and certification procedures for each process/service.
- 1.3.4 The ANK^{Link}[®] option is available through Limited Service Provider Licensees and to End User Licensees to enable mailers to make informed choices regarding a specific customer contact. If the data indicates a move, the mailer may choose to suppress the record from their list or attempt to determine the actual new address by engaging the services of an NCOA^{Link} Full Service Provider Licensee.

2 DEFINITION

- 2.1 In order for a Licensee to use the NCOA^{Link} Product, it must submit a series of inquiries to USPS secure hash tables that will yield a new address for the purpose of updating mailing lists when both the name and old address are matched (NCOA^{Link} process). Input is in the form of a complete name, a 9-digit ZIP + 4 Code and a parsed address. The direct output contains the 11 digit Delivery Point Barcode (DPBC), the move effective date, two characters of the middle name (if present on the COA) and gender identification. The software must convert the information to a normalized street address in accordance with the SDG.

3 GENERAL REQUIREMENTS

- 3.1 Any Developer wishing to use, sell and/or distribute NCOA^{Link} software must first develop software that utilizes as its address input the 9-digit ZIP + 4 Code and parsed address output from a USPS CASS Certified software. The NCOA^{Link} software will utilize this information along with the complete name as it appears on the input record to obtain a match to a COA. NCOA^{Link} cannot assign a ZIP + 4 Code nor will it respond to a non-ZIP + 4 coded address. The Developer must perform a process quality review. USPS must review, and approve the software's performance prior to any actual NCOA^{Link} processing occurring in a production environment to ensure that all license requirements are met. Upon USPS determining that Developer has met all requirements in the license and that the software meets all USPS requirements, USPS will provide the Developer a certification notice for its proposed software.
- 3.2 Developer shall not export the NCOA^{Link} Product and/or datasets outside the boundaries of the United States of America or its territories without prior written approval of the USPS.

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- 3.3 As a licensee of the USPS, Developer agrees that any and all data, source code, or information received from the USPS or otherwise obtained or developed in the course of, or as the result of, the performance of the license agreement with USPS shall:
- 3.3.1 Be kept in strict confidence and shall not be disclosed in any manner to any organization (including professional societies) other than the USPS until released of such obligation by the USPS in writing, and,
- 3.3.2 When in Developer's possession, be provided with adequate physical, technical and administrative safeguards to prevent unauthorized access, disclosure, misuse, or attention.
- 3.4 Copies of this document and any new updates to the License Agreement, the Performance Requirements, or the Certification Procedures will be posted on the PostalPro website at: <https://postalpro.usps.com/mailling-and-shipping-services/NCOALink>.
- 3.5 Licensee must incorporate use of the Daily Delete process into all NCOA^{Link} processing. The Daily Delete file is available from the USPS Electronic Product Fulfillment website. Instructions for use of this process must be obtained from the Licensee's software interface supplier.

4.0 SPECIFIC REQUIREMENTS

- 4.1 Developers must create NCOA^{Link} software for licensing that will access the NCOA^{Link} Product.
- 4.2 Software must use USPS CASS Certified Address Matching software parsed, standardized output to query the NCOA^{Link} Product.
- 4.3 Software must contain features to meet the provisions of Standards of Performance as summarized here and detailed in Paragraph 8.0 below.
- a. Record and store all information on mailers and third party facilitators (Brokers, Agents and List Administrators).
- b. Record and store required reporting information from list processing.
- c. Produce reports in expected format upon request.
- d. Repair all software deficiencies promptly.
- 4.4 Software must generate and maintain a record of all specific reports as required in paragraph 10.0 below.
- 4.5 Software will provide a method for validating existence and active status of unique Customer IDs prior to the acceptance of a list for processing. The Customer ID is defined in paragraph 10.2 below.
- 4.6 Software must be capable of:
- a. Processing full file replacements via Electronic Product Fulfillment.
- b. Processing address lists of at least 100 unique names and addresses with valid and active Customer IDs.
- c. Rejecting address lists of less than 100 unique names and addresses.
- d. Rejecting processing requests for invalid or inactive Customer IDs.
- e. Accessing the NCOA^{Link} system as required by the NCOA^{Link} Software Developer Guide.
- f. Translating the new Delivery Point Codes returned into standardized addresses where matches are found.
- g. Assigning all applicable standard footnote codes.

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- h. Performing the following processing options:

Option	Description	Code
Business only	Software system will provide new address information for Business moves only.	B
Individual only	Software system will provide new address information for Individual moves only.	I
Individual and Business	Software system will provide new address information for Individual and Business moves only.	C
Standard	Software system will not restrict any matches or prohibit the return of information based on move types (Business, Individual or Family).	S
Residential	Software will provide new address information for Individual and Family moves only.	R

- i. Processing Standard matching logic inquiries in the following order:

Business	Match on business name.
Individual	Match on first name, middle name, surname and title required. Gender is checked and nickname possibilities are considered.
Family	Match on surname only.

- j. Prohibiting surname only matching except as allowed in Standard matching logic.
k. Allowing User to select time frame shorter than the NCOA^{Link} Product but no less than six months. (Time period covered and total matches rejected must be reported in the Customer Service Log.)
l. Providing footnote only processing options.
m. Providing and storing all statistical reports and data files as required.
n. Enforcing a 45-day expiration date based on the date of the NCOA^{Link} Product.
o. Providing adequate security that will prohibit unauthorized access to or use of the software and NCOA^{Link}.
p. Processing specialized USPS certification, audit or test files.

4.7 Developer shall provide the USPS with access to any resource used in performance of this license and with the necessary equipment and/or reports to monitor compliance at the NCOA^{Link} Developer's facility.

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

5.0 BASIC NCOA^{Link} PRODUCT OUTPUT

5.1 The software must include USPS' standardized footnotes to provide consistency of products and facilitate USPS evaluation of customer data.

5.2 For each address submitted to NCOA^{Link}, the software must return the following output:

- a. Each original unaltered input address as it was presented.
- b. The standardized input address appended with the correct ZIP + 4/DPC, other postal values and any other intelligence flags or footnotes that result from the CASS processing segment.
- c. For each mailing address for which there is a match to the NCOA^{Link} hash table(s) as defined in this document, the 11-digit DPBC and a conversion to a standardized

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- address, and standard footnote codes as listed in Figure 1. Software shall assign all applicable standard footnote codes.
- d. When a match is made, the following elements must be returned: the move effective date (CCYYMM), specific name and address utilized in the query that obtained the match, and the move type. The move type is determined by the software based on the specific name inquiry utilized to obtain the match.
 - e. For each mailing address for which there is not a match to the NCOA^{Link} hash table(s), the software must return all elements as appropriate under a and b as well as any standard footnote codes as may be appropriate under Figure 1.
 - f. The urbanization name information, when applicable.
 - g. The carrier route information for new (updated) addresses.
 - h. DPV results, if requested.
 - i. LACS^{Link} results, if requested.
 - j. Suite^{Link} results, if requested.
 - k. Processing summary report (see Section 10.8) containing information to identify the specific list and the statistics resulting from the NCOA^{Link} process performed on the list.

6.0 QUALITY STANDARDS AND TESTING CRITERIA

- 6.1 The NCOA^{Link} software will be subject to periodic process quality reviews (audits) and evaluation of its adherence to the conditions of the NCOA^{Link} License Agreement for which it was designed. Please note that the USPS audit file must be processed through the same NCOA^{Link} system Licensees utilize for customer processing.
- 6.2 The NCOA^{Link} software must provide the necessary output as described in 5.0 utilizing the specific USPS format as described in Figure 3. Upon notification of the transmission of an audit file, it can be retrieved from Developer's specific USPS account via the internet. The audit output and supporting documentation derived from the NCOA^{Link} process will be posted to the same account.
- 6.3 The audit file will test the NCOA^{Link} software with a series of known forwardable addresses and known non-forwardable addresses to validate the software's ability to query the NCOA^{Link} Product and return the appropriate output and responses.
- 6.4 The audit will also verify the administrative output, including all reports, of the NCOA^{Link} process.
- 6.5 Auditing will be performed once annually or as specified by the USPS. If necessary, subsequent audits due to failures must be completed within the annual license period to prevent suspension and/or termination.
- 6.6 Upon validation of the results, Developer will receive official notification of the audit results from the USPS.
- 6.7 The software must 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 or results.
 - 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 the 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.

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- c. The audit file output must correctly provide all NCOA^{Link} elements with 100% accuracy.
- 6.8 In the event that a problem is identified by the USPS that is related to the NCOA^{Link} process, the 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.

7.0 LICENSEE CERTIFICATION

See Certification Procedures at: https://postalpro.usps.com/NCOALink/DEV_CERT_PROC.

8.0 STANDARDS OF PERFORMANCE

- 8.1 Licensee must, prior to processing any list through NCOA^{Link}, have on file for each customer submitting a list and any related third party facilitator, a fully executed Processing Acknowledgment Form (PAF). A dataset containing all information from these executed forms must be maintained within the software and made available for Postal Service review for a period of 6 years from date of execution. The software must provide for extraction of required PAF information to fulfill the Licensees' monthly reporting requirements.
- 8.1.1 For storage and retrieval purposes, hardcopy PAF documents may be scanned and stored electronically allowing Licensee to store or archive the original completed documents either on-site or off-site in a secure location. Images of scanned documents may be used to satisfy audit requirements. Licensee must be able to retrieve the original documents upon request from USPS.
- 8.2 Licensee must process and return all customer address list files within seven (7) business days of receipt unless a longer period is specified by the customer in writing. (Business days are defined as Monday through Friday.) The fulfillment cycle starts the day the customer file is received by the licensee.
- 8.3 Software must record Licensee service log, which will include the Customer PAF ID as prescribed in Section 10.2. These service logs will be maintained to be made available for Postal Service review for a period of 5 years. The customers' written requests for longer turnaround times shall be reported on the log, maintained with the hardcopy PAFs, and retained for five (5) years. This service log must also be kept on a computer file and shall be submitted to the USPS electronically (see Reports Section for format).
- 8.4 Developer shall repair or have repaired all software deficiencies related to the NCOA^{Link} system within 30 days of identification of said deficiencies.
- 8.5 Licensee is responsible for redistributing license related electronic correspondence from USPS to the appropriate personnel within Licensee's organization. Pursuant to Paragraph 4.8, all electronic correspondence will be directed to a central email address within Licensee's organization. The email address must be ncscinfo@<yourcompany.com>. In the event that this address is already assigned for some other purpose, an alternate address must be submitted to USPS for approval. Licensee will subsequently distribute all applicable USPS notifications internally to ensure receipt by the proper staff. Such correspondence will also be sent to the pertinent contacts provided during the application process but in the event of "bounce backs" successful delivery via the central email address will be considered confirmation of receipt.
- 8.6 If software automatically creates List IDs, Developer must allow a manual override of the List IDs to conform to the reporting standards of the Mail Processing Agent NCOA^{Link} PAF.

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- 8.7 The provision of change-of-address information is controlled by strict name and address matching logic. NCOA^{Link} processing will only provide new address information when queried with a specific algorithm of the name and old address from a mailing list, which matches the information on the NCOA^{Link} Product. It is the responsibility of the Licensee to determine the name order and presentation correctly and to develop a process to handle the names properly.
- 8.7.1 The NCOA^{Link} software should be able to interchange the name order to make a match. It is optional if a Licensee chooses to run a setup job before processing to determine the order or presentation of the name.
 - 8.7.2 It is ultimately the responsibility of the List Owner working with the Licensee to determine the name order presentation correctly.

9.0 ADVERTISING

- 9.1 Developer is prohibited from representing to third parties that USPS has certified Developer's software product until USPS issues a software certification notice to Developer as described in Step 4, below. Prior to receiving the software certification notice from USPS, Developer may only represent that it has "applied" to receive software certification, and is prohibited from making any representations or warranties as to the availability of its software and/or the ability of its software to support the NCOA^{Link} product.
- 9.2 As stated in Section 1.1, prior to any use, sale and/or distribution of Developer's NCOA^{Link} software, Developer must obtain a separate license under one or more of the license categories authorizing said use, sale and/or distribution.

10.0 REPORTS

- 10.1 Prior to any NCOA^{Link} processing, and once annually thereafter, the Licensee shall obtain a complete and signed copy of the PROCESSING ACKNOWLEDGEMENT FORM (PAF) from each of its customers and for any internal mailing lists processed. All information from the forms must be maintained in an electronic format for the purposes of validating existence and active status of mailer PAFs. The software must have the ability to record, store and report all information from the PAFs for list owners and third parties as described in Section 10.3. The data and completed forms are to be maintained by the Licensee and made available for Postal Service review for a period of six years from the date of execution. Examples of the associated data file layouts follow Section 10.
- 10.1.1 For specific information regarding completion of PAFs, please reference the PAF Guide on the PostalPro website at:
https://postalpro.usps.com/PAF_GUIDE.
- 10.2 The Licensee will assign each NCOA^{Link} customer list a unique NCOA^{Link} customer ID. This ID will be used by the software to verify that the customer has a valid, active PAF on file with the Licensee. This ID will also be used to provide a relationship between the Licensee's service log and PAF information files. The format of the ID will be an eighteen character alphanumeric field consisting of four sub-parts. Positions 1-4 are alpha and will identify the Licensee to the USPS and will be assigned to the Licensee by the USPS. Positions 5-10 are numeric and will identify the business in which the list owner engages by the North American Industry Classification System (NAICS). The list owner may obtain the appropriate NAICS from the internet at www.census.gov/epcd/www/naics.html. Positions 11-12 are numeric and will identify the frequency of NCOA^{Link} processing on an annual basis (value range 01-52). If multiple lists are processed at different frequencies under the same ID, positions 11-12 must contain "99." Positions 13-18 may be alpha, numeric, or alphanumeric and will identify the customer to the Licensee and to the USPS; this portion of the ID is assigned by the Licensee. This ID will be used to streamline the USPS disclosure accounting procedures. The Licensee will ensure that each of its customers has a unique and never duplicated Customer ID. The

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software must not allow duplicate IDs. The ID shall be assigned by the Licensee upon execution of the Processing Acknowledgement Form and be used throughout the system as prescribed. The unique and complete 18-character customer ID will be recorded on the PAF. The form will not be complete and acceptable if this ID is omitted or erroneous.

- 10.3 NCOA^{Link} service requests submitted on behalf of mail list owners by third parties and service requests solicited by third parties must be fully disclosed and duly recorded on the appropriate PAF. Each of these third parties must be assigned a unique ID similar to the format of the customer. The third party ID will be a sixteen character alphanumeric field consisting of three sub-parts excluding the 2-digit processing frequency recorded in the customer's ID.
- 10.4 The software must be capable of producing monthly performance reports by system platform. The reports begin on the first day of the month and terminate on the last day of the month. The reports will be maintained and made available for Postal Service review for a period of 5 years at the Licensee's facility. The electronic report file layouts follow Section 10. Performance reports include:
1. Customer Service Log – record of all lists processed through the NCOA^{Link} service and the resultant statistics. Service log information must be kept in sequential order by date. Requirement: one record per list processed.
 2. PAF Customer Information Log – record of all customer information contained on the PAF and key ID and date information of the Licensee and applicable third parties. Minimum Requirement: one record per PAF ID appearing in the corresponding Customer Service Log.
 3. Broker/Agent / List Administrator Log – record of all third party List Brokers/Agents and/or List Administrators handling the address lists of their clients that are processed through the NCOA^{Link} service. Minimum Requirement: one record per third party ID appearing in the PAF Customer Information Log.
- 10.5 The monthly performance reports will be named using a four-part eight-character identification scheme. The first character will identify the report: "C" for Customer Service Log, "P" for PAF Customer Information Log, or "B" for Broker/Agent / List Administrator Log. Characters 2-5 will contain the USPS-assigned four-character Licensee identification code. The sixth character will identify the month of the report; refer to the chart following this paragraph. 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

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

Code	Description	Disposition of Results
EMP TRAIN	File processed as part of employee training.	Results discarded; no update performed or information released.
INT DB TST	Testing involving proprietary Licensee database.	No updates performed; results discarded after analysis.
MKTG TEST	Testing involving external customer lists. No PAF is required; however the company name for which processing was performed must be captured in the CSL in position 1423-1452.	Return information consists of statistics only; COA data is discarded as sensitive data, not returned to customer.
NORMAL	Process mailing list for update prior to mailing.	COA information provided to mailer and/or mailer's representative.
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.

- 10.7 NCOA^{Link} Licensees must upload all required monthly reports to <https://epfup.usps.gov/up/upload.html>. The software must allow for information retrieval based on an input of a date range.
- 10.8 Software must produce a hardcopy report summarizing the processing of each mailing list processed. The report shall be named NCOA^{Link}® Processing Summary Report. The report may contain any and all information gathered to fulfill the requirements of Section 10.4 and information from other processes as desired. At a minimum, the processing summary must contain:

- Licensee Company Name
- Customer PAF ID
- Mailer Company Name
- List Name
- Processing Category
- Pre-Processes Performed flag
- Concurrent Processes Performed flag
- Post-Processes Performed flag
- Standard Output Returned flag
- Matching Logic Applied flag
- Data Returned flag
- Class of Mail
- Date NCOA^{Link} Processing Completed
- Date List Returned to Customer
- Total Number of Records Processed

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- Total Number of Records Matched – NCOA^{Link}
- Total Number of Records Matched – ANK^{Link}[®]
- Total Number of Records ZIP + 4[®] Coded
- Total Number of Records DPV[®] Confirmed
- Total Number of Records Matched – LACS^{Link}[®]
- Total Number of Records Matched – Suite^{Link}[®]
- Move Activity Summary by Return Codes – This section consists of 15 data elements providing a Move Activity Summary (Age of Change of Address) for the nine NCOA^{Link} Match Return Codes.
 - The Return Codes are separated into three groupings:
 - Moved, New Address Provided (Return Codes A, 91 & 92)
 - Moved, No New Address Available (Return Codes 01, 02 & 03)
 - Moved, Unable to Provide New Address (Return Codes 05, 14 & 19)
 - The Move Effective Dates are separated into five groupings:
 - Sum of Months 00-03
 - Sum of Months 04-06
 - Sum of Months 07-12
 - Sum of Months 13-18
 - Sum of Months 19 and older
- Listing of all processes used in obtaining final results

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Exhibit H

Report File Layouts

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

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

For all report files:

Customer Service Log Report Notes

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

Processing Acknowledgement Form Report Notes

- All numeric fields are right justified, zero filled. All alphanumeric fields are left justified, spaced filled.
- This file shall be submitted in standard ASCII text format and electronically transmitted to the NCSC. The file shall be named using "P," 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. PNA AAC02.DAT)
- A single PAF may be completed to cover processing for all lists submitted by the list owner provided that the official signing the document has the authority to do so for each separate list. If multiple lists are covered by a single PAF, Licensee must record "MULTIPLE" in the space provided for the Customer ID on the pre-printed PAF. When "MULTIPLE" appears as the Customer ID, an itemization of the list names and corresponding Customer IDs assigned to each must be recorded on the back of the PAF.
- All PAF information may be maintained in a single dataset within the Licensee's system. At the time of reporting, the Licensee must provide a single record of the PAF information for each unique Customer ID which appears in the Customer Service Log for the corresponding time period. A second record for a Customer ID will be necessary only if the list is processed before and after PAF renewal during the month in which that PAF is renewed.

Broker-Agent/List Administrator Report Notes

- All numeric fields are right justified, zero filled.
- All alphanumeric fields are left justified, spaced filled.
- This file shall be submitted in standard ASCII text format and electronically transmitted to the NCSC. The file shall be named using "B," 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. BNAAAC02.DAT)
- A Broker/Agent or List Administrator representative must sign the PAF of each of its customers. All information on these third parties may be maintained in a single dataset within the Licensee's system. At the time of reporting, the Licensee must provide a single record of the third party information for each unique ID which appears in the corresponding PAF Information Log.
- A Broker/Agent is defined as an external third party who generates business for a Licensee. The Broker/Agent may or may not actually handle the mailer's lists for processes other than NCOA^{Link}. The Broker/Agent does not perform any address updates for the mailer.
- A List Administrator is defined as a third party who maintains the database(s) of a mailing list owner. All address updates are performed by the List Administrator on behalf of the list owner. In instances where a list owner outsources maintenance of its data to the Licensee, the Licensee must be listed on the PAF and recorded in the Log files as the List Administrator.

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Figure 1
NCOA^{Link} Return Code Descriptions

Code = Return Code

Address = "Y" = New Address provided

"N" = New Address not provided

Description = Explanation of Return code

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

"S" = Derived by software

Code	Description	Address	How
A	COA Match - The input record matched to a COA record. A new address could be furnished. Please Note: If this return code is achieved, <u>no other matching attempts</u> are permitted regardless of the PROCESSING mode.	Y	D
66	Daily Delete – The input record matched to a business, individual or family type COA record with an old address that is present in the daily delete file. The presence of an address in the daily delete file means that a COA with this address is pending deletion from the COA master file and that <u>no</u> mail may be forwarded from this address. This return code may be returned regardless of the processing mode, matching logic or COA type. Please Note: If this return code is achieved, <u>no other matching attempts</u> are permitted regardless of the PROCESSING mode.	N	S
00	No Match - The input record COULD NOT BE matched to a COA record. A new address could not be furnished. This return code may be returned regardless of the processing mode, matching logic, or COA type. Please Note: When processing in any mode and this return code is received it is required to attempt the match again using the next level of matching logic allowed by the processing mode.	N	D
01	Found COA: Foreign Move – The input record matched to a COA record but the new address was outside the USPS delivery area. This return code may be returned regardless of the processing mode, matching logic, or COA type. Please Note: If this return code is achieved, <u>no other matching attempts</u> are permitted regardless of the PROCESSING mode.	N	D
02	Found COA: Moved Left No Address (MLNA) – The input record matched to a COA record, but the new address was not provided to USPS. This return code may be returned regardless of the processing mode, matching logic, or COA type. Please Note: If this return code is achieved then <u>no other matching attempts</u> are permitted regardless of the PROCESSING mode.	N	D
03	Found COA: Box Closed No Order (BCNO) – The Input record matched to a COA record containing an old address of PO BOX, which has been closed without a forwarding address provided. This return code may be returned regardless of the processing mode, matching logic, or COA type. Please Note: If this return code is achieved, <u>no other matching attempts</u> are permitted regardless of the PROCESSING mode.	N	D
04	Cannot match COA: Street Address with Secondary – In the STANDARD mode utilizing Family matching logic the input record was a potential match to a family type COA record with an old address that contained secondary information. The input record does not contain secondary information. The record is a ZIP + 4 street level match. This address match situation requires individual name matching logic to obtain a match and individual names do not match. Please Note: This return code is only obtained when processing in the STANDARD mode using Family matching logic.	N	D
05	Found COA: New 11-digit DPBC is Ambiguous – The input record matched to a COA record. The new address on the COA record could not be converted to a deliverable address because the DPBC represents more than one delivery point. This return code may be returned regardless of the processing mode, matching logic, or COA type. Please Note: If this return code is achieved, <u>no other matching attempts</u> are permitted regardless of the PROCESSING mode.	N	D

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NCOALink Return Code Descriptions – continued

Code	Description	Address	How
06	Cannot Match COA: Conflicting Directions: Middle Name Related –There is more than one COA record for the match algorithm and the middle names or initials on the COAs are different. Therefore, a single match result could not be determined. This return code is only obtained when using individual matching logic. Please Note: If this return code is achieved, <u>no other matching attempts</u> are permitted regardless of the PROCESSING mode.	N	D
07	Cannot Match COA: Conflicting Directions: Gender Related –There is more than one COA record for the match algorithm and the genders of the names on the COAs are different. Therefore, a single match result could not be determined. This return code is only obtained when using individual matching logic. Please Note: If this return code is achieved, <u>no other matching attempts</u> are permitted regardless of the PROCESSING mode.	N	D
08	Cannot Match COA: Other Conflicting Instructions – The input record was a potential match to two COA records. The two records were compared and due to differences in the new addresses, a match could not be made. This return code may be returned regardless of the processing mode, matching logic, or COA type. Please Note: If this return code is achieved, <u>no other matching attempts</u> are permitted regardless of the PROCESSING mode.	N	D
09	Cannot Match COA: High-rise Default – The input record was a potential match to a family COA record from a High-rise address ZIP + 4 coded to the building default. This address match situation requires individual name matching logic to obtain a match and individual names do not match. Please Note: This return code is only obtained when processing in the STANDARD mode using Family matching logic.	N	D
10	Cannot Match COA: Rural Default – The input record was a potential match to a family COA record from a Rural Route or Highway Contract Route address ZIP + 4 coded to the route default. This address situation requires individual name matching logic to obtain a match and individual names do not match. Please Note: This return code is only obtained when processing in the STANDARD mode using Family matching logic.	N	D
11	Cannot Match COA: Individual Match: Insufficient COA Name for Match – There is a COA record with the same surname and address but there is insufficient first/middle name information on the COA record to produce a match using individual matching logic. This return code is only obtained when using individual matching logic. Please Note: When processing in the STANDARD mode and this return code is received utilizing Individual Logic, discontinue the Individual logic sequence and go straight to the FAMILY matching logic.	N	D
12	Cannot Match COA: Middle Name Test Failed – The input record was a potential match to a COA record. A match cannot be made because the input name contains a conflict with the middle name or initials on the COA record. This return code is only obtained when using individual matching logic. Please Note: If this return code is achieved, <u>no other matching attempts</u> are permitted regardless of the PROCESSING mode.	N	S
13	Cannot Match COA: Gender Test Failed – The input record was a potential match to a COA record. A match cannot be made because the gender of the name on the input record conflicts with the gender of the name on the COA record. This return code is only obtained when using individual matching logic. Please Note: When processing in the STANDARD mode and this return code is received utilizing Individual logic, discontinue the Individual logic sequence and go straight to FAMILY matching logic.	N	S
14	Found COA: New Address Would Not Convert at Run Time – The input record matched to a COA record. The new address could not be converted to a deliverable address. This return code may be returned regardless of the processing mode, matching logic, or COA type. Please Note: If this return code is achieved, <u>no other matching attempts</u> are permitted regardless of the PROCESSING mode.	N	S

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NCOA^{Link} Return Code Descriptions – continued

Code	Description	Address	How
15	Cannot Match COA: Individual Name Insufficient – The input record was a potential match to a COA record that contains a first initial and middle initial/name [ex. C M Smith or C Mary Smith]. A match cannot be made because the input middle initial/name is missing or does not equal the middle initial/name on the COA. This return code is only obtained when using individual matching logic. Please Note: When processing in the STANDARD mode and this return code is received utilizing Individual logic, discontinue the Individual logic sequence and go straight to FAMILY matching logic.	N	S
16	Cannot Match COA: Secondary Number Discrepancy – The input record was a potential match to a street level COA record. However, a match is prohibited based on one of the following reasons: 1) There is conflicting secondary information on the input and COA record; 2) the input record contained secondary information and matched to a family record that does not contain secondary information. In item 2, this address match situation requires individual name matching logic to obtain a COA match and individual names do not match. Please Note: If this return code is achieved, <u>no other matching attempts</u> are permitted regardless of the PROCESSING mode.	N	S
17	Cannot Match COA: Other Insufficient Name – The input record was a potential match to a COA record that contains a full first name and full middle name. The input middle initial/name is missing or different from the middle name on the COA. A match cannot be made because the first name on the COA was truncated (drop-n flag) and the middle names must be equal in order to make this match. This return code is only obtained when using individual matching logic. Please Note: When processing in the STANDARD mode and this return code is received utilizing Individual Logic, discontinue the Individual logic sequence and go straight to FAMILY matching logic.	N	S
18	Cannot Match COA: General Delivery – The input record was a potential match to a COA record from a General Delivery address. This address situation requires individual name matching logic to obtain a match and individual names do not match. Please Note: This return code is only obtained when processing in the STANDARD mode using Family matching logic.	N	D
19	Found COA: New Address not ZIP + 4 coded, New address primary number not DPV confirmable or Temporary Change Of Address – 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, the new address primary number cannot be confirmed on DPV or the new address is temporary. This return code may be returned regardless of the processing mode, matching logic, or COA type. Please Note: If this return code is achieved, <u>no other matching attempts</u> are permitted regardless of the PROCESSING mode.	N	D
20	Cannot Match COA: Conflicting Directions after re-chaining – Multiple COA records were potential matches to the input record. The COA records contained different new addresses and a single match result could not be determined. This return code may be returned regardless of the processing mode, matching logic, or COA type. Please Note: If this return code is achieved, <u>no other matching attempts</u> are permitted regardless of the PROCESSING mode.	N	D
91	COA Match: Secondary Number dropped from COA – The input record matched to a COA record. The COA record had a secondary number and the input address did not. Please Note: This return code is derived from Individual and business matching logic only. If this return code is achieved, <u>no other matching attempts</u> are permitted regardless of the PROCESSING mode.	Y	S
92	COA Match: Secondary Number Dropped from input address – 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. Please Note: This return code is derived from individual and business matching logic only. If this return code is achieved, <u>no other matching attempts</u> are permitted regardless of the PROCESSING mode.	Y	S

Please Note: When processing in STANDARD mode and return codes 00, 11, 13, 15 and 17 are received utilizing Individual Logic it is required to attempt the match again using FAMILY matching logic. Regarding return code 19, temporary COAs are only in the 48-month product.

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NCOA^{Link} Return Code Matrix

Code	Received during Business matching logic	Received during Individual matching logic	Received during Family matching Logic	Retry matching attempts
A	YES	YES	YES	NO
00	YES	YES	YES	attempt the match again using the next level of matching logic allowed by the processing mode
01	YES	YES	YES	NO
02	YES	YES	YES	NO
03	YES	YES	YES	NO
04	NO	NO	YES	NO
05	YES	YES	YES	NO
06	NO	YES	NO	NO
07	NO	YES	NO	NO
08	YES	YES	YES	NO
09	NO	NO	YES	NO
10	NO	NO	YES	NO
11	NO	YES	NO	When processing in the STANDARD mode and this return code is received utilizing Individual Logic it is required to attempt the match again using FAMILY matching logic.
12	NO	YES	NO	NO
13	NO	YES	NO	When processing in the STANDARD mode and this return code is received utilizing Individual Logic it is required to attempt the match again using FAMILY matching logic.
14	YES	YES	YES	NO
15	NO	YES	NO	When processing in the STANDARD mode and this return code is received utilizing Individual Logic it is required to attempt the match again using FAMILY matching logic.
16	NO	YES	YES	NO
17	NO	YES	NO	When processing in the STANDARD mode and this return code is received utilizing Individual Logic it is required to attempt the match again using FAMILY matching logic.

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NCOA^{Link} SOFTWARE DEVELOPER
SOFTWARE PERFORMANCE REQUIREMENTS
SERVICE PROVIDER SOFTWARE
NCOA^{Link} Return Code Matrix - continued

Code	Received during Business matching logic	Received during Individual matching logic	Received during Family matching logic	Retry matching attempts
18	NO	NO	YES	NO
19	YES	YES	YES	NO
20	YES	YES	YES	NO
66	YES	YES	YES	NO
91	NO	YES	NO	NO
92	NO	YES	NO	NO

New address information is returned only on the following return codes: A, 91, 92

Return Codes that indicate a COA was found but was unable to provide a new address: 01, 02, 03, 05, 14, 19

Return Codes that return a move effective date: A, 91, 92, 01, 02, 03, 05, 14, 19

Return Codes that should not return a move effective date: 04, 06, 07, 08, 09, 10, 11, 18, 20

Return Codes in which the move effective date must be discarded: 12, 13, 15, 16, 17

Return Codes that indicate potential matches but could not make the match due to rules: 04, 06, 07, 08, 09, 10, 11, 12, 13, 15, 16, 17, 18, 20

Return Codes returned during Individual logic only: 06, 07, 11, 12, 13, 15, 17, 91, 92

Return Codes returned during Family logic only: 04, 09, 10, 18

Return Codes that require Family matching attempts when processing in STANDARD mode: 00, 11, 13, 15, 17

Return Codes that do not allow retry of matching logic: A, 01, 02, 03, 04, 05, 06, 07, 08, 09, 10, 12, 14, 16, 18, 19, 20, 91, 92

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Other Return Code Descriptions

Code	Description	Process
AA	Input Address ZIP+4 match	ZIP+4
A1	Input Address ZIP+4 not matched	ZIP+4
M1	Input Address Primary Number Missing	ZIP+4
M3	Input Address Primary Number Invalid	ZIP+4
P1	Input Address Missing PO, RR, or HC Box number	ZIP+4
P3	Input Address PO, RR, or HC Box number invalid	ZIP+4
PB	Input Address Matched to PBSA Record (Carrier Route C770 through C779)	DPV
BB	Input Address DPV matched (all components)	DPV
RR	Input Address DPV matched to CMRA	DPV
CC	Input Address DPV Primary Number match, Secondary Number not Matched (secondary number present but is not DPV confirmed)	DPV
N1	Input Address DPV Primary Number match, High-rise Address Missing Secondary Number	DPV
R1	Input Address DPV matched to CMRA but PMB Number not Present	DPV
R7	Input Address Matched to a Record in Carrier Route R777	DPV
F1	Input Address matched to a Military Address	DPV
G1	Input Address matched to a General Delivery Address	DPV
U1	Input Address matched to a Unique ZIP Code	DPV
TA	Input address primary number matched by dropping trailing alpha	DPV
IA	Informed address identified	DPV
C1	Input address primary number matched, secondary number not matched; secondary number required	DPV

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

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Figure 2

Per the USPS DMM®, the ZIP+4 and City/State data must be updated by ZIP+4 and City/State Product users based on the DMM Standards, section 602 Exhibit 9.3.1 – USPS Database Product Cycle. New product releases must be included in address matching systems no later than after the first of the month following the product date. Mailers are expected to update their systems with the latest data files as soon as practicable and need not wait until the “last permissible use” date.

NCOA^{Link} Licensees are required to update these files monthly to obtain the best possible results from the NCOA^{Link} process. The following chart is provided to assist in determining which data release is considered the most current for NCOA^{Link} Licensees.

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

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FIGURE 3

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 ^{Link} RELEASE DATE	8
27	34	NCSC ZIP+4 RELEASE DATE	8
35	42	NCSC DPV RELEASE DATE	8
43	43	NCSC TYPE (Audit, Certification, Stage)	1
44	298	FILLER	255
299	300	CARRIAGE RETURN LINE FEED	2

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TEST CLIENT INPUT FILE DETAIL RECORD			
RECORD FROM	POSITION TO	FIELD NAME	LENGTH
1	28	INPUT CUSTOMER KEY	28
29	29	INPUT NAME PARSED (Y,N)	1
30	95	INPUT CUSTOMER NAME	66
	NOTE:	The information found in the INPUT CUSTOMER NAME will be fixed length. The data contained within the field may be presented as a single field or it may be parsed. If the name is a business, then the name will start in the first position.	
30	35	INPUT PREFIX TITLES	6
36	50	INPUT CUSTOMER FIRST NAME	15
51	65	INPUT CUSTOMER MIDDLE NAME	15
66	85	INPUT CUSTOMER LAST NAME	20
86	91	INPUT SUFFIX TITLES	6
92	95	FILLER	4
96	96	INPUT ADDRESS PARSED (Y,N)	1
97	124	INPUT CUSTOMER URBANIZATION NAME	28
125	191	INPUT CUSTOMER ADDRESS	67
	NOTE:	The information found in the INPUT CUSTOMER ADDRESS will be fixed length. The data contained within the field may be presented as a single field or it may be parsed.	
125	134	INPUT PARSED PRIMARY NUMBER	10
135	136	INPUT PARSED PRE-DIRECTIONAL	2
137	164	INPUT PARSED PRIMARY NAME	28
165	168	INPUT PARSED SUFFIX	4
169	170	INPUT PARSED POST-DIRECTIONAL	2
171	174	INPUT PARSED UNIT DESIGNATOR	4
175	182	INPUT PARSED SECONDARY NUMBER	8
183	191	FILLER	9
192	192	INPUT LAST LINE PARSED (Y,N)	1
193	234	CUSTOMER LAST LINE	42
	NOTE:	The information found in the INPUT CUSTOMER LAST LINE will be fixed length. The data contained within the field may be presented as a single field or it may be parsed.	
193	220	INPUT CITY NAME	28
221	222	INPUT STATE	2
223	227	INPUT FIVE DIGIT ZIP	5
228	231	INPUT ZIP+4 ADDON	4
232	234	FILLER	3
235	298	FILLER	64
299	300	CARRIAGE RETURN LINE FEED	2

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TEST CLIENT OUTPUT FILE HEADER RECORD			
RECORD FROM	POSITION TO	FIELD NAME	LENGTH
1	8	NCSC AUDIT FILE CREATED DATE(YYYYMMDD)	8
9	14	NCSC AUDIT FILE CREATED TIME(HHMMSS)	6
15	18	NCSC AUDIT FILE NUMBER	4
19	26	NCSC NCOA ^{Link} RELEASE DATE	8
27	34	NCSC ZIP+4 RELEASE DATE	8
35	42	NCSC DPV RELEASE DATE	8
43	43	NCSC TYPE (Audit, Certification, Stage)	1
44	298	FILLER	255
299	306	OUTPUT AUDIT FILE CREATED DATE(YYYYMMDD)	8
307	312	OUTPUT AUDIT FILE CREATED TIME(HHMMSS)	6
313	320	PROCESSED AGAINST NCOA ^{Link} RELEASE DATE	8
321	328	PROCESSED AGAINST ZIP+4 RELEASE DATE	8
329	336	PROCESSED AGAINST DPV RELEASE DATE	8
337	340	PROCESSED ON PLATFORM ID	4
341	998	FILLER	658
999	1000	CARRIAGE RETURN LINE FEED	2

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TEST CLIENT OUTPUT FILE
DETAIL RECORD (Page 1 of 2)

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

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**TEST CLIENT OUTPUT FILE
DETAIL RECORD (Page 2 of 2)**

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

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

Appendix B
DPV
NCOALink Full Service Provider
Licensee Performance Requirements

The United States Postal Service® (USPS®) has developed a new technology product that will help mailers validate the accuracy of their address information, right down to the physical delivery point. Mailers will be able to identify individual addresses within a mailing list that are potentially undeliverable-as-addressed due to an addressing deficiency. This new technology is called the DPV® Product and is made available under license from the USPS.

Although DPV can validate the accuracy of an existing address, it cannot be used to create address lists. The DPV Product is a secure dataset of the 145+ million USPS-delivered addresses; it does not contain addresses that are not delivered by the USPS. Instead of the clear-text data format found in the DSF (Delivery Sequence File) data, DPV data is in a binary data format that is unintelligible to the reader. There is no text data embedded in the DPV data. Only by presenting an address and processing it using the specific logic defined by the USPS can the user obtain any useful information. The information returned from a DPV inquiry is limited to a “YES/NO” interpretation. This is why DPV is not an address list; it cannot by itself be used to produce a listing of addresses.

1. GENERAL REQUIREMENTS

- 1.1 DPV will be required by the NCOALink® Full Service Provider licensees as an adjunct process in combination with the ZIP + 4® coding and NCOALink processing.
- 1.2 To initiate and track the NCOALink/DPV interface, a modified Certification process will be used.
- 1.3 If the NCOALink licensee is certified for DPV or DSF2® processing, the licensee may use these processing methods to satisfy the NCOALink/DPV requirement.
- 1.4 If the NCOALink licensee does not hold a certification for DPV or DSF2 processing, the licensee can choose from the following options:
 - 1.4.1 Select a vendor with a DPV-enabled ZIP + 4® engine.
 - 1.4.2 Write a proprietary interface for NCOALink-DPV only. To exercise this option, the following will apply:
 - 1.4.2.1 Request, in writing, the Interface Developer Guide.
 - 1.4.2.2 Develop or outsource development of DPV interface in accordance with the DPV Product License, DPV Licensee Performance Requirements, and the Interface Developer Guide.
 - 1.4.2.3 Request a Stage II CASS™/DPV certification test when DPV Interface is completed.

2.0 SPECIFIC REQUIREMENTS

- 2.1 Although only NCOALink licensees under 1.2.b above will be issued a specific separate DPV license, except for the following, all licensees shall be bound by the restrictions and requirements of that license (obtain the most current copy at: https://postalpro.usps.com/dpv/DPV_License):

Section 2.1, Sole Purpose and Scope, of the DPV License Agreement – The NCOALink/DPV interface will not be allowed to be “...incorporated into one or more products to be marketed by Licensee in its own name to mailers and subsequent software integrators in their own name...”. The NCOALink/DPV interface is not authorized to be sub-licensed or repackaged/resold from the NCOALink licensee to any other vendor for DPV processing (unless independently licensed as a DPV licensee).

Appendix B
DPV
NCOA^{Link} Full Service Provider
Licensee Performance Requirements

Section 3.1, Grant of Rights, of the DPV License Agreement –: NCOA^{Link} licensees may develop their own interface or outsource to have it written. They do not have to be "... a CASS Certified™ software developer...".

2.2 For NCOA^{Link} licensees choosing option 1.2.b to write a proprietary NCOA^{Link}-DPV only interface, the following exceptions are also permitted:

Section 6.1, Payments, of the DPV License Agreement – Licensee will not be required to pay the DPV license fee for an interface used solely to fulfill the NCOA^{Link}/DPV requirement.

Section 4.2, Specific Requirements, of the DPV Licensee Performance Requirements – Licensee will not need to create a "one time only, restart code" since the product will be utilized in-house only.

Section 4.3, Specific Requirements, of the DPV Licensee Performance Requirements – Licensee will not be required to encapsulate or encrypt the DPV-integrated product since it cannot be resold or remarketed and must be used in-house only.

3.0 STANDARDS OF PERFORMANCE

NCOA^{Link} licensees must perform in accordance with the latest published version of the DPV Licensee Performance Requirements (current version attached). Any changes will be published at: https://postalpro.usps.com/DPV_LPR.

NCOA^{Link} licensees will process DPV only as a part of NCOA^{Link} processing. Processing of address lists solely for DPV only is not authorized. If a DPV enabled CASS Certified ZIP + 4 product is obtained independently then the use of the CASS/DPV product is allowed as part of the NCOA^{Link} process as well as outside the NCOA^{Link} process.

NCOA^{Link} licensees will complete a DPV Process for all address lists presented for NCOA^{Link} processing whether or not the customer wishes to have the DPV footnote information.

NCOA^{Link} licensees will provide DPV footnote information in accordance with the DPV Licensee Performance Requirements as requested by the customer.

NCOA^{Link}/DPV interface will be tested with a CASS/DPV in accordance with the DPV license.

The software used by NCOA^{Link} licensees for NCOA^{Link} processing will not be required to terminate DPV processing when a False Positive address is encountered on a mailer's file. In this instance, the list can be processed to completion but may not be released to the mailer until authorization to do so is received from the National Customer Support Center.

The licensee is required to collect all addresses matched to False Positives and submit the addresses to the NCSC via email to dsf2stop@usps.gov in the format provided below, along with the mailer's name, the total number of addresses processed and number of addresses matched. This information will be analyzed to determine whether the processed list can be returned to the mailer.

Appendix B
DPV
NCOA^{Link} Full Service Provider
Licensee Performance Requirements

DPV FALSE POSITIVE HEADER RECORD

Ref #	Field	Logical Length	Field Begin	Field End
1	Mailer's Company Name	40	1	40
2	Mailer's Address Line	58	41	98
3	Mailer's City Name	28	99	126
4	Mailer's State Name	02	127	128
5	Mailer's 9 Digit ZIP	09	129	137
6	Total Records Processed	09	138	146
7	Total Records DPV Matched	09	147	155
8	Total Potential ZIP + 4 Records	09	156	164
9	% Match Rate to DPV	09	165	173
10	Number of ZIP Codes on File	05	174	178
11	Number of False Positives	02	179	180

DPV FALSE POSITIVE DETAIL RECORD

Ref #	Field	Logical Length	Field Begin	Field End
1	Street Pre-Directional	02	1	2
2	Street Name	28	3	30
3	Street Suffix Abbr.	04	31	34
4	Street Post-Directional	02	35	36
5	Address Primary Number	10	37	46
6	Address Secondary Abbr.	04	47	50
7	Address Secondary Number	08	51	58
8	Matched ZIP Code	05	59	63
9	Matched Plus 4	04	64	67
10	Filler	113	68	180

Reference numbers 1 through 7 are from the input address.
Reference numbers 8 through 9 are from the matched records.

4.0 REPORTS AND ADMINISTRATIVE REQUIREMENTS

NCOA^{Link} licensees will provide USPS with a monthly electronic statistics report. The statistical information required is incorporated into the NCOA^{Link} Full Service Provider Customer Service Log.

Appendix C
ANK^{Link}
NCOA^{Link} Limited Service Provider
Licensee Performance Requirements

Introduction

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

1. General Requirements

- 1.1 ANK^{Link} will be available only to users of the 18-month NCOA^{Link} Product and will be a component of that product.
- 1.2 To initiate ANK^{Link}, a modified Certification process will be used for existing NCOA^{Link} Developers of Limited Service Provider and End User Interface Products:
Resubmit the Application from the Certification Procedures package indicating ANK^{Link} will be a part of Licensee's Interface Product.
 - b. Develop or outsource development of ANK^{Link} interface in accordance with the NCOA^{Link} Developer License, Software Developer Guide and Software Performance Requirements,
Request and pass a Stage II NCOA^{Link} with ANK^{Link} certification test when ANK^{Link} Interface is completed.
- 1.3 NCOA^{Link} with ANK^{Link} application and certification procedures shall be incorporated into the NCOA^{Link} application and certification procedures for Developer applicants.

2. Specific Requirements

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

Appendix C
ANK^{Link}
NCOA^{Link} Limited Service Provider
Licensee Performance Requirements

3. Standards of Performance

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

4. Reports and Administrative Requirements

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

Appendix D
LACSLink
NCOALink Full Service Provider
Licensee Performance Requirements

Introduction

The United States Postal Service® (USPS®) has a technology product that will help mailers obtain corrected address information for addresses which have been renamed or renumbered. Mailers will be able to identify individual addresses within a mailing list that are potentially undeliverable-as-addressed due to an address conversion. This technology is called the LACSLink® Product and is made available under license from USPS.

Although the LACSLink Product can correct an existing address, it cannot be used to create address lists. Only by presenting an address and processing it using the specific logic defined by USPS can the user obtain any useful information. The information returned from a LACSLink inquiry is limited to the converted representation of the same address. This is why LACSLink is not an address list; it cannot by itself be used to produce a listing of addresses.

1. General Requirements

- 1.1 NCOALink® Full Service Provider Licensees shall be required to offer LACSLink services.
- 1.2 NCOALink Full Service Provider Licensees shall obtain a certified LACSLink interface through software development or purchase of a commercially available product.
- 1.3 NCOALink Full Service Provider Licensees may obtain the LACSLink Product directly from USPS by executing a LACSLink End User License Agreement

2. Specific Requirements

- 2.1 All NCOALink Full Service Provider Licensees shall be bound by the restrictions and requirements of the LACSLink End User License Agreement and Licensee Performance Requirements (obtain the most current copy at: <https://postalpro.usps.com/address-quality/lacslink>) with the following exception:
 - 2.1.1 Section 10.1, Payments, of the LACSLink End User License Agreement – Licensee will not be required to pay the LACSLink license fee to obtain data used solely to fulfill this requirement.
- 2.2 NCOALink Full Service Provider Licensees will not be required to obtain a “one time only, restart code” upon encountering False Positive addresses within LACSLink. Developers of NCOALink Full Service Provider software interfaces are granted an

Appendix D
LACSLink
NCOALink Full Service Provider
Licensee Performance Requirements

exception to the LACSLink Developer Licensee Performance Requirements to accommodate this exception as follows:

2.2.1 Section 4.5, Specific Requirements, of the LACSLink Developer Licensee Performance Requirements – for software to be used only by NCOALink Full Service Providers, LACSLink Developer Licensees will not need to create a “one time only, restart code”.

3. Standards of Performance

- 3.1 The use of the LACSLink Product is allowed either as a standalone service or as an adjunct process in combination with ZIP + 4® coding and NCOALink processing.
- 3.2 LACSLink interface will be tested with a CASS™/LACSLink Stage II test file in accordance with the LACSLink Developer license. Separate certification for LACSLink End User Licensees is not required.
- 3.3 The software used by NCOALink Full Service Provider Licensees for NCOALink processing will not be required to terminate LACSLink processing when a False Positive address is encountered on a mailer’s file. In this instance, the list can be processed to completion but may not be released to the mailer until authorization to do so is received from the National Customer Support Center.
- 3.4 NCOALink Full Service Provider Licensee is required to collect all addresses matched to False Positives and submit the addresses to the NCSC via email to dsf2stop@usps.gov in the format provided below, along with the mailer’s name, the total number of addresses processed and number of addresses matched. This information will be analyzed to determine whether the processed list can be returned to the mailer.

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LACSLink
NCOALink Full Service Provider
Licensee Performance Requirements

LACSLink FALSE POSITIVE HEADER RECORD

Ref #	Field	Logical Length	Field Begin	Field End
1	Mailer's Company Name	40	1	40
2	Mailer's Address Line	58	41	98
3	Mailer's City Name	28	99	126
4	Mailer's State Name	02	127	128
5	Mailer's 9 Digit ZIP	09	129	137
6	Total Records Processed	09	138	146
7	Total Records LACSLink Matched	09	147	155
8	Filler	25	156	180

LACSLink FALSE POSITIVE DETAIL RECORD – OPTION 1

Ref #	Field	Logical Length	Field Begin	Field End
1	Street Pre-Directional	02	1	2
2	Street Name	28	3	30
3	Street Suffix Abbr.	04	31	34
4	Street Post-Directional	02	35	36
5	Address Primary Number	10	37	46
6	Address Secondary Abbr.	04	47	50
7	Address Secondary Number	08	51	58
8	Matched ZIP Code	05	59	63
9	Matched Plus 4	04	64	67
10	Filler	113	68	180

Reference numbers 1 through 9 are from the input address.

LACSLink FALSE POSITIVE DETAIL RECORD – OPTION 2

Ref #	Field	Logical Length	Field Begin	Field End
1	Input Address	64	1	64
2	Matched ZIP Code	05	65	69
3	Matched Plus 4	04	70	73
4	Filler	107	74	180

4.0 REPORTS AND ADMINISTRATIVE REQUIREMENTS

- 4.1 NCOALink Full Service Provider Licensees will provide USPS with a monthly electronic statistics report. The statistical information required for LACSLink reporting is incorporated into the NCOALink Full Service Provider Customer Service Log which can be found under Appendix A.

Appendix E
Suite^{Link}
NCOA^{Link} Full Service Provider
Licensee Performance Requirements

Introduction

The United States Postal Service[®] (USPS[®]) has developed a technology product called the Suite^{Link}[®] Product. This product will enable mailers 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. The Suite^{Link} Product is made available under license from USPS.

Records that have been processed through CASS Certified[®] ZIP + 4[®] matching software and identified as highrise defaults are potential candidates for Suite^{Link} processing. 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. The keys are then used to probe the data table and 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. The Suite^{Link} System cannot be used as part of a standalone process.

1. General Requirements

- 1.1. NCOA^{Link} Full Service Provider Licensees shall be required to offer Suite^{Link} services.
- 1.2. NCOA^{Link} Full Service Provider Licensees shall obtain (either by lease, purchase or through software development) a USPS licensed and certified Suite^{Link} Interface Product.
- 1.3. NCOA^{Link} Full Service Provider Licensees will obtain the Suite^{Link} Product directly from USPS. If the Full Service Provider Licensee wishes to redistribute the Suite^{Link} data to customers and pay the applicable fee for Data Distribution, the Suite^{Link} Data User/Data Distributor License Agreement must be executed.

2. Specific Requirements

- 2.1. All NCOA^{Link} Full Service Provider Licensees shall be bound by the restrictions and requirements of the Suite^{Link} Data User/Data Distributor License Agreement and Licensee Performance Requirements (obtain the most current copy at: <https://postalpro.usps.com/address-quality-solutions/suitelink>) with the following exception:

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Suite^{Link}
NCOA^{Link} Full Service Provider
Licensee Performance Requirements

Section 10.1, Payments, of the Suite^{Link} Data User/Data Distributor License Agreement – Licensee using the Suite^{Link} data solely to fulfill this requirement will not be required to pay the Suite^{Link} license fee to obtain data directly from the USPS.

- 2.2. Licensees must utilize a monthly ZIP + 4 and City/State Product with the Suite^{Link} Product to provide the most up-to-date business addressing information. Refer to Figure 2 for acceptable use dates for these products.
- 2.3. Licensees must use CASS Certified Address Matching Software for all standardized ZIP + 4 coded input addresses to query the Suite^{Link} Product.

3. *Standards of Performance*

- 3.1. The Suite^{Link} System cannot be run as part of a standalone process.
- 3.2. The Suite^{Link} Interface Product will be tested with the CASSTM/Stage II test file in accordance with the Suite^{Link} Developer license. Separate certification for Full Service Providers processing the Suite^{Link} Product is not required.
- 3.3. NCOA^{Link} Full Service Provider Licensees will complete a Suite^{Link} process for all business address lists presented for NCOA^{Link} processing whether or not the customer wishes to have the Suite^{Link} data and return code information.

4. *Reports and Administrative Requirements*

- 4.1. NCOA^{Link} Full Service Provider Licensees must provide USPS with a monthly electronic statistics report. The statistical information required for Suite^{Link} reporting is incorporated into the NCOA^{Link} Full Service Provider Customer Service Log following Section 10.

Appendix F
Mail Processing Agent Program
NCOA^{Link} Full Service Provider
Licensee Performance Requirements

Introduction

The USPS® has authorized the use of a separate Processing Acknowledgement Form (PAF), entitled the NCOA^{Link}® Mail Processing Agent Processing Acknowledgement Form (MPA PAF), to be submitted to NCOA^{Link}® lists used in the preparation of a mailing for acceptance, handling and delivery exclusively by USPS.

The purpose of the NCOA^{Link} Mail Processing Agent program is to allow NCOA^{Link} Full Service Provider Licensees to process mailing lists for which updated address information cannot be returned to the original list owners or other parties submitting address lists for processing.

1. *General Requirements*

- 1.1. The Mail Processing Agent program is solely for NCOA^{Link} processing by a Full Service Provider who receives a properly completed MPA PAF from a Mail Processing Agent. Neither Limited Service Providers nor third parties can broker full service NCOA^{Link} services to Mail Processing Agents.
- 1.2. The Mail Processing Agent must not use updated address lists to create new movers' lists nor shall the Agent use updated lists for any purpose other than mailing the original mail pieces from the original list owner or other party that furnishes it with an address list. Furthermore, the Agent must not disclose any updated address information to any third parties for any purpose whatsoever.

2. *Specific Requirements*

- 2.1. Licensee shall only return the updated list to the Mail Processing Agent. Updated address information shall not be returned to the original list owners or other party that has furnished the address list that Mail Processing Agent submits to the NCOA^{Link} Full Service Provider.
- 2.2. If the original list owners request to receive the updated address information, the list owner cannot participate in the Mail Processing Agent program. Instead, they must follow the standard NCOA^{Link} procedures, including completing the standard NCOA^{Link} PAF.

Appendix F
Mail Processing Agent Program
NCOA^{Link} Full Service Provider
Licensee Performance Requirements

3. Processing Requirements

- 3.1. Mail Processing Agents must submit to Full Service Providers a minimum of 100 unique names and addresses for each list for NCOA^{Link} processing. Mail Processing Agents cannot combine smaller lists it receives from different parties to achieve the minimum of 100 unique names and addresses.
- 3.2. As part of full service NCOA^{Link} processing, DPV[®], LACS^{Link}[®] and Suite^{Link}[®] processing must be performed on lists from Mail Processing Agents. Licensees shall be bound by all requirements and restrictions for the abovementioned Products, unless USPS elects to grant written exceptions to an NCOA^{Link} Full Service Provider Licensee.
- 3.3. Licensee performing NCOA^{Link} processing for Mail Processing Agents are limited to the following three (3) processing modes: Business and Individual (C); Individual (I); and Business (B).
- 3.4. Once lists have been processed through the NCOA^{Link} service, records with a return code of 01 (Foreign Move), 02 (Moved Left No Address – MLNA) or 03 (Box Closed No Order – BCNO) must be suppressed if the time period is longer than 18 months. However if the records with the aforementioned return codes are less than 18 months, Licensee may elect to mail to these addresses.

4. Reporting

- 4.1. In the List ID, which is positions 13 –18 of the PAF ID, position 13 must begin with the symbol '@' to identify lists processed for Mail Processing Agents.

ALTERNATIVE PAF RENEWAL POLICY

The USPS® has modified the existing NCOA^{Link} Processing Acknowledgement Form (PAF) renewal policy to make the process more effective for both licensees and their customers. The Alternative PAF Renewal policy serves as an option to the existing PAF renewal policy. The two models enable licensees to choose an option that best suits their business needs.

The purpose of the Alternative PAF Renewal policy is to assist Licensees in streamlining their processes of maintaining an accurate account of their customers, while adhering to the guidelines set forth in the NCOA^{Link} license agreements. This policy also enables the USPS and mailing industry to continue to comply with the Privacy Act of 1974.

The Alternative PAF Renewal option is not applicable to foreign PAFs since required information for foreign processing often changes for each request.

Existing Policy

- Prior to customers' anniversary dates, Licensees will notify their customers that their current PAFs are nearing expiration and they will need to complete new PAFs, even if contact or address information has not changed.
- Future NCOA^{Link} processing cannot be performed if the existing PAFs expire before new ones are received.
- Copies of the PAFs are maintained and kept on file for a period of six (6) years from the date of execution.

Alternative Policy

- Prior to customers' anniversary dates, Licensees will send PAF renewal notifications via email, fax, US mail, or website click-through acknowledgement requesting customers to review their existing PAFs and provide any changes to their contact or address information.
- If there are no changes, customers do not have to complete a new PAF. However if any information has changed, customers will need to update their existing PAFs and resubmit them to the Licensee. In cases where the person who completed the original PAF is no longer with the company or is no longer the List Custodian, a new PAF must be completed and submitted to the Licensee prior to NCOA^{Link} processing.

ALTERNATIVE PAF RENEWAL POLICY

- A copy of the original PAF and the subsequent annual email, fax or letter sent via US mail should be kept in Licensees' files for a minimum of six (6) years as proof of the annual request for updates to PAF information for their customers.
 - If Licensees choose to send email notifications, a generic email may be sent to many customers at the same time.
 - The email, fax or copy of the letter will be retained for a minimum of six (6) years as proof that all customers were contacted unless customers provide the Licensees with updated information. In these cases, the revised PAF will replace the existing PAF on file.
 - If customers fail to respond to Licenses' annual emails, faxes or letters requesting customers to review their existing PAFs, Licensees should accept that there are no changes to existing PAF and it should remain current and be retained (even beyond six years) until there is a change.
- It is the responsibility of the Licensee to ensure a completed and updated PAF is maintained and on file for each of their customers.