

LACS^{Link}[®] PRODUCT

DISTRIBUTION LICENSEE PERFORMANCE REQUIREMENTS

1 General

- 1.1 The LACS^{Link} data product is provided by the USPS to give mailers a tool to obtain converted addresses that are changed from rural-style addresses to city-style addresses or existing city-style addresses that have been renumbered or renamed. The input to a LACS^{Link} lookup consists of a 50-character field containing a non-parsed address and a 5-digit ZIP Code. When a match is obtained, the output will be a new 11-digit Delivery Point Code (DPC) with a Hint Byte to allow the reversing of the DPC into a text address. The LACS^{Link} product enables Licensees to provide the new address when a converted address matches the LACS^{Link} file.
- 1.2 To sell and/or distribute its LACS^{Link} software interface, the Licensee must meet all requirements and specifications contained within the License Agreement, the most current version of this document, and the most current version of the Software Developer's Guide shall apply to the use of the LACS^{Link} Product unless explicitly allowed, prohibited, or modified by USPS in writing.

2 Purpose

- 2.1 The purpose of these performance requirements is to enhance the processing and delivery of mail, and provide mutual cost reduction opportunities through improved efficiency by ensuring USPS[®] customers have access to the following address list services:
 - Acceptable standardization and address matching services
 - Detection of undeliverable addresses (excluding change of address)
 - Methods to obtain changes to or conversions of addresses
- 2.2 Another purpose of these performance requirements is to establish standard performance and service criteria for LACS^{Link} Distribution Licensees.

3 Product Description and Definition

- 3.1 The LACS^{Link} Product utilizes secure datasets (hash tables) that will only provide converted address information when queried through a software interface with a specific algorithm of the old address from a mailer's address

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list, which matches the algorithm of the information as it appears in the LACS^{Link} database.

- 3.2 The input algorithm uses a complete address, a 5-digit ZIP Code, and an unparsed address to obtain a match.

4 Fulfillment

- 4.1 Monthly LACS^{Link} updates will be provided to Licensees via the USPS Electronic Product Fulfillment (EPF) website. There will be no more than two iterations of monthly products available via EPF. Thus the two most recent product releases will be available for download.
- 4.2 USPS-supplied LACS^{Link} updates more than 105 days old shall be destroyed using common practice for disposal of sensitive materials, such as permanent file deletion.
- 4.3 Licensees redistributing the LACS^{Link} data must denote in a printed statement included on the media that the LACS^{Link} Licensed Materials are held confidential.

5 General Requirements

- 5.1 A Licensee wishing to sell and/or distribute its LACS^{Link} Software Interface, must first obtain (either by purchase or developer license) a licensed and certified LACS^{Link} Interface.
- 5.2 Under a separate license with USPS, the Licensee must first develop and obtain certification for a software interface and obtain certification for that Interface. The Interface must be reviewed, tested, and approved by the USPS prior to any actual sale and/or distribution of the LACS^{Link} Product for processing occurring in a production environment to ensure that all license requirements are met.
- 5.3 Copies of the Licensee Performance Requirements, the License Agreement, Certification Procedures and other related documents will be posted on the RIBBS website at http://ribbs.usps.gov/lacslink/documents/tech_guides/.

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- 5.4 The USPS may consider an additional agreement to allow the use of LACS^{Link} outside of CASS Certified™ operations and for non-mailing purpose. In these cases, the users will be required to demonstrate to the satisfaction of USPS that they warrant this consideration. Refer to paragraph 7.9 Standalone Users in the LACS^{Link} Developer or End User Licensee Performance Requirements.
- 5.5 Licensees will synchronize the products with the most current updates to provide the best up-to-date addresses.
- 5.6 LACS^{Link} interface software must be capable of recalling or disabling software of customers suspended or terminated by the USPS.
- 5.7 The Licensee shall ensure its customers understand the LACS^{Link} process and output.
- 5.8 Licensee is responsible for providing all necessary customer support for its Services. Licensee's customers requiring technical information must contact a customer service group managed by Licensee. Licensee's customer service group shall be responsible for providing resolution to all inquiries concerning the processing output.

6 Specific Requirements

- 6.1 Licensees must sell and/or distribute a USPS certified LACS^{Link} Software Interface to access the LACS^{Link} Product.
- 6.2 To provide the most up-to-date address conversion, the Licensee shall utilize a monthly release of the ZIP + 4® and City/State Products. Refer to Exhibit A for acceptable dates for these products.
- 6.3 Licensees must be capable of:
 - 6.3.1 Responding to all address inquiries from subscribers and the Licensor.
 - 6.3.2 Updating the system with full file replacement monthly.

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- 6.3.3 Providing 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.
- 6.4 Licensee shall repair or have repaired all equipment, hardware, and/or software deficiencies related to the LACS^{Link} Product within 30 days of identification of said deficiencies. Once deficiencies are corrected and upon USPS approval, Licensees must redistribute the repaired software interface to customers no later than 30 calendar days from the date of notice of USPS approval.
- 6.5 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 LACS^{Link} activities during the term of suspension and remedy all deficiencies within 60 days to regain good standing. USPS will also discontinue data fulfillment during the term of suspension.
 - 6.5.1 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.
- 6.6 Licensee shall establish a central email address for receipt and disbursement of USPS electronic correspondence within the Licensee's organization.

7 Standards of Performance

- 7.1 NCOA^{Link}® Full Service Provider Licensees are permitted to "bundle" services such as NCOA^{Link} service, and merge/purge along with the LACS^{Link} service. Charges for such bundled services must be separated from LACS^{Link}, but may be consolidated on one bill provided to Licensee's customer.
- 7.2 Since multiple LACS^{Link} License awards are anticipated, the marketplace will establish a competitive price for the service. However, the intent of the U.S. Postal Service is that this service will be widely available at reasonable cost to customers.

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- 7.3 Licensee is responsible for selling and/or distributing a software interface which will customize the type of format used to provide the desired output from the LACS^{Link} Product.
- 7.4 Licensee is responsible for distributing license related electronic correspondence from USPS to the appropriate personnel within Licensee's organization. The email address should be similar to 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. The Licensee will subsequently distribute all applicable USPS notifications internally to ensure receipt by the proper staff. Such correspondence will also be sent to the pertinent contacts provided during the application process; however, in the event of "bounce backs" successful delivery via the central e-mail address will be considered confirmation of receipt.

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Exhibit A

Data Updates

The ZIP + 4[®] and City/State data must be updated by ZIP + 4 and City/State product users within 45 days of the USPS[®] release date (ref. USPS Domestic Mail Manual). For general use, a data release is valid for 105 days from the USPS release date and users may elect to receive bi-monthly updates. However, USPS recommends that LACS^{Link} Licensees update these files monthly in order to obtain the best results from the LACS^{Link} process.

Use the following chart to determine the current LACS^{Link} data release:

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