

UNITED STATES POSTAL SERVICE
FASTforward[®] Multi-Line Optical Character Readers and
Remote Video Encoding Systems License

License Agreement No. **XXXXXX-XX-X-XXXX**

THIS AGREEMENT is made between: COMPANY,
a _____, having its principal place of business at
ADDRESS, CITY, STATE, ZIP + 4,
and the United States Postal Service (USPS/Licensors) through the undersigned Contracting Officer.

WHEREAS, Licensor represents that it is the sole owner of copyrights in and to various editions of the work contained in the United States Postal Service *FASTforward* technology (© 1996 by the United States Postal Service). All rights reserved) and the information contained therein, and that it will be the sole owner of copyrights in subsequent revisions thereof; and,

WHEREAS, Licensor has been granted a license with the right to sublicense Patent No. 5,422,821 and any foreign counterpart that exists or may be issued as part of and/or for use with the *FASTforward* system, to any Presort Mailer, any software or equipment manufacturer or any other properly licensed person or entity based on their implementation and/or use of the *FASTforward* system; and,

WHEREAS, Licensee wishes to acquire a nonexclusive license to use United States Postal Service *FASTforward* technology to provide standardized name and address matching services to its customers via the Licensee's Multiline Optical Character Reader System(s) and/or supplemental Remote Video Encoding System(s) for mail that is prepared by the Licensee for acceptance and delivery by the United States Postal Service.

NOW, THEREFORE, in consideration of the grant and mutual agreements set forth below, the parties agree as follows:

1.0 GRANT OF RIGHTS

Subject to the terms and conditions of this agreement, Licensor hereby grants to Licensee during the term of this agreement a nonexclusive license to use the USPS *FASTforward* System and Patent No. 5,422,821 to provide standardized name and address matching services to its customers in accordance with the attached *FASTforward* Licensee Performance Requirements, dated October 24, 1997.

1.1 The sole purpose of this license and of the above name and address matching services is to provide real-time mailpiece or mailpiece facsimile address correction service for mailpieces that are processed by the

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Licensee's Multiline Optical Character Reader(s) (MLOCR), and/or supplemental Remote Video Encoding System(s). Information obtained or derived from the *FASTforward* system shall NOT be used by the Licensee, for the purpose of creating or maintaining "new movers" lists for the benefit of itself or its customers.

- 1.2 No proprietary Licensee mailpiece, facsimile, or list, if it is updated by use of the *FASTforward* system, shall be rented, sold, or otherwise provided or disclosed, in whole or in part, to Licensee customers or other third parties. No Licensee's or their customer's mailpieces, facsimiles, or lists shall be updated by use of the *FASTforward* system except as explicitly authorized by this agreement and the Attachments incorporated herein.

2.0 FEES

Licensee shall pay Licensor an annual fee of \$5,000 for each licensed *FASTforward* system, which is to be located at one site wholly owned/leased, operated and controlled by Licensee. The Licensee may provide this service from multiple *FASTforward* systems at an additional annual fee of \$5,000 for each additional copy, so long as the additional systems or sites are wholly owned/leased, operated and controlled by the Licensee. The *FASTforward* systems shall not be operated or relocated without prior approval by the Licensor. The annual fee, which represents neither a purchase nor a sale of said system, may be adjusted to reflect the current Licensor cost of providing system support and auditing service.

- 2.1 The Licensor may perform *FASTforward* process quality reviews (process audits) as frequently as it determines necessary. To ensure the integrity of the *FASTforward* process, licensees shall be prepared to demonstrate their system performance and pass at least one *FASTforward* process review to be conducted on or off site each year by Licensor. If the Licensor is required to perform audits referenced in Paragraph 9.1 of this agreement and Section 7.0, Standards of Performance, of the Licensee Performance Requirements due to Licensee's failure to comply with the requirements, in excess of this level of activity, then the Licensee shall reimburse the Licensor for each additional audit. The amount of the non-refundable failure-related reimbursement shall be \$2,600 for each additional audit. These reimbursement fees shall be payable fourteen (14) calendar days after the third audit and each subsequent audit activities within any given license agreement year.

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3.0 TERM OF AGREEMENT

The term of this agreement shall be one (1) year, which shall begin on the date this agreement is executed by the Postal Service Contracting Officer, plus any extensions made pursuant to this Paragraph 3. Providing that the Licensee is in full compliance with the terms and conditions of this agreement, each year the Licensee shall have the option to request extension of the agreement for an additional year by payment to the United States Postal Service of the required annual fee (See FEE, above) no less than forty-five (45) calendar days prior to the expiration of the agreement. The term of the agreement, as extended on an annual basis, shall not exceed ten (10) years. Upon notification of the intent of the Licensee to extend the agreement and payment of the required fee, the Licensor may, at its sole discretion, prepare a modification extending the agreement for execution by the parties. Notwithstanding the terms set forth herein, this agreement may be canceled in whole or in part, at any time, by Licensor upon sixty (60) calendar days written notice. Upon cancellation by Licensor, Licensee shall cease advertising of *FASTforward* services using the licensed materials within thirty (30) calendar days of receiving the notice of cancellation. In the event of cancellation, Licensor's liability shall be limited to refund to Licensee of a pro rata portion of the annual fee based on the effective date of cancellation within thirty (30) calendar days of the date of cancellation.

4.0 FURNISHING OF USPS *FASTforward* TECHNOLOGY

Licensor shall provide Licensee copyrighted *FASTforward* technology as described in the attachment entitled *FASTforward* Licensee Performance Requirements, dated October 24, 1997.

5.0 LIMITATION OF LIABILITY

The Licensor makes no warranty or representation, either express or implied, with respect to the *FASTforward* technology and/or the computer system in which it is contained, including its correctness, quality, performance, merchantability, or fitness for any particular purpose.

5.1 The Licensor will not be liable for direct, indirect, special, incidental, consequential, or other similar damages arising out of use of, or inability to use, the *FASTforward* technology and/or computer system, even if advised of the possibility of such damages.

6.0 INDEMNITY

Licensor agrees to hold harmless, defend and indemnify Licensee for infringement of any US copyright, trademark, or service mark in the material conveyed by Licensor to Licensee under this agreement. The foregoing obligation shall not apply unless the Licensor shall have been informed within

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ten (10) calendar days by the Licensee of the suit or action alleging such infringement and shall have been given such opportunity as is afforded by applicable laws, rules, or regulations to participate in the defense thereof.

7.0 ADVERTISING

The following specific provisions shall apply to Licensee's advertising of the licensed products. These provisions are not exhaustive, and Licensor may impose additional requirements which, in its sole discretion, it finds necessary.

- a. The words "Nonexclusive Licensee of the United States Postal Service" shall appear not more than once in each advertisement.
- b. Each reference in an advertisement to the copyright owned by Licensor must be accompanied by an acknowledgment of Licensor's ownership in the form "© USPS 1996." Licensee may not use any trademark or service mark of the United States Postal Service without its express written permission. If such authorization is obtained, the mark must be identified as that of the United States Postal Service, e.g., "*FASTforward*" is a Registered Trademark of the USPS.
- c. Licensee shall not suggest by any business or trade name any association with Licensor or the United States Government.
- d. Licensee shall not employ in its advertising or other form of marketing any language, mode of dress, or other representation or sales technique from which a prospective Licensee customer might deduce that Licensee or its agent is an employee or representative of Licensor.
- e. Licensee's invoices for *FASTforward* -based services shall direct that checks, money orders, etc., sent in payment for the matching service be made payable to Licensee's trade name.
- f. Licensee's advertising and commercial literature shall clearly and conspicuously state that the price at which the *FASTforward* services are being offered by Licensee is neither established, controlled, nor approved by the United States Postal Service.

8.0 APPROVAL OF ADVERTISING AND METHOD OF SALE

In order to assure that prospective purchasers are not misled by any aspect of the advertising and the method of sale of *FASTforward* services, and to specifically assure that the relationship between the Licensee and Licensor is correctly represented, Licensee shall submit for prior review by Licensor its proposed methods of sale and proposed advertisements and commercial literature for *FASTforward* -based services. (For the purposes of this paragraph, advertising means Licensee's public disclosures concerning a

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product, including proposed copy for news releases; radio, television, magazine and newspaper advertisements; and direct mail solicitations.) Licensee shall not publish or distribute any advertising or engage in any method of sale which has not been approved by Licensor. The granting or withholding of approval shall be at the sole discretion of the Licensor. Licensor will, within seven (7) working days of receipt of proposed advertising or a proposed method of sale, conduct a review, and may approve it in writing or provide a written statement of the reason(s) for disapproval and, at its discretion, a statement of the changes necessary for approval.

9.0 PRIVACY ACT

The National Change of Address (NCOA) file, a portion of which is contained within the *FASTforward* system is a system of records as defined in Subsection (a)(5) of the Privacy Act of 1974, 5 United States Code 552a (the "Act"), and is subject to the provisions of the Act, and 39 CFR 266-268. In accordance with Subsection (m)(1) of the Act, the Licensee will use the NCOA file to accomplish a Postal Service function and shall fully comply with the requirements of the Act while the information is in the Licensee's custody. Included among these requirements are (1) The prohibition against the disclosure or use of the information for any purpose other than to correct pre-existing addresses on mailpieces or mailpiece facsimiles; (2) Maintenance of an accurate accounting of all disclosures of the information in accordance with Subsection (c) of the Act; and (3) Provision of rules of conduct and instruction for employees and institution of procedural and physical safeguards to ensure the security of the information in accordance with Subsections (e)(9) and (e)(10) of the Act. The Licensee and its employees are subject to the criminal penalties set forth in Subsection (i)(1) of the Act for any willful disclosure prohibited by the Act.

- 9.1 The Licensee shall indemnify Licensor for any action arising from the unlawful use or disclosure of the NCOA file information contained within the *FASTforward* system by the Licensee or its employees. The Licensor may perform impromptu audits to prevent unauthorized access, disclosure, or misuse of the file as well as ensure that all performance requirements are met.

10.0 SUSPENSION OF AGREEMENT

If Licensee at any time during the term of this agreement shall fail to comply with or fulfill any of the terms or conditions herein, Licensor may, at its sole discretion, terminate the agreement, in whole or in part, for cause by sending Licensee a notice of termination. The notice shall state the reasons for the termination. Termination shall be without liability to Licensor.

If Licensee, at any time during the term of this agreement, shall fail to comply with or fulfill any of the terms or conditions herein, the Licensor may, as an interim measure, send the Licensee a suspension notice. The suspension notice shall state the reason(s) for suspension and direct the Licensee to

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cease the identified activities until the Licensee makes the necessary corrections and the corrections are verified and accepted by the Licensor. Upon receipt of the suspension notice, the Licensee shall immediately cease all identified activities until authorized in writing by the Licensor that the activities may be resumed. Suspension shall be without liability to the Licensor.

Either a suspension or a termination action will be issued if a Licensee fails two (2) consecutive audits, referenced in Paragraph 9.1 of this agreement and Section 7.0, Standards of Performance, of the Licensee Performance Requirements or is in noncompliance with other terms and conditions of the license. If the Licensee subsequently fails a third consecutive audit, its license will be terminated, in whole or in part.

- 11.0 Licensee warrants that no person or selling agency has been employed or retained to solicit or secure this agreement upon an agreement or understanding for a commission, percentage, brokerage or contingent fee, excepting bona fide employees or bona fide established commercial or selling agencies maintained by the Licensee for the purpose of securing business. For breach or violation of this warranty, the Licensor shall have the right to annul this agreement without liability or, at its discretion, to recover the full amount of such commission, percentage, brokerage, or contingent fee.
- 12.0 No member of (or delegate to) Congress or resident commissioner shall be admitted to any share or part of this agreement or to any benefit that may arise therefrom; but this provision shall not be construed to extend to this agreement if made with a corporation for its general benefit.

13.0 NONDISCLOSURE

The Licensee may use the FASTforward system only as set forth in this agreement. The software and files of USPS FASTforward system, or any part thereof, may not be reproduced, distributed, published or transmitted in any form or by any means, electronic or mechanical, including photocopying, recording, storage in an information retrieval system, or otherwise, without the prior written permission of the Postal Service Contracting Officer.

14.0 ASSIGNMENT PROHIBITED

Neither this agreement nor any license granted hereunder may be assigned voluntarily or by operation of law.

- 15.0 This agreement contains the entire understanding of the parties. There are no representations, warranties, promises, covenants, or understandings other than those expressly set forth herein.
- 16.0 No waiver, alteration, or modification of any of the provisions shall be binding unless in writing and signed by a duly authorized representative of Licensor.

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17.0 APPLICABLE LAW

This Agreement shall be governed by the federal laws of the United States.

LICENSEE: _____

BY: _____

NAME: _____

TITLE: _____

DATE: _____

UNITED STATES POSTAL SERVICE

BY: _____

NAME: _____

TITLE: Contracting Officer's Representative _____

DATE: _____

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Licensee Performance Requirements

United States Postal Service

FASTforward[®]

for

Multi-Line Optical Character Readers
and

Remote Video Encoding Systems

Prepared by:
National Customer Support Center
United States Postal Service
UPDATED: November 18, 2008

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MLOCR/RVE
Licensee Performance Requirements

1.0 PURPOSE

The purpose of these Performance Requirements is to provide standardized name and address matching services through the use of USPS *FASTforward* technology via the Licensed *FASTforward* System to USPS customers who have their mail prepared for USPS acceptance by *FASTforward* Licensees utilizing MLOCR processes which may be supplemented with RVE processes. The second purpose of these Performance Requirements is to establish standard criteria of performance and service for USPS Licensees providing these services.

- 1.1 The sole purpose of this license and of the above *FASTforward* name and address matching services is to provide a real time mailpiece correction/redirection or mailpiece facsimile correction service for mailpieces or mailpiece facsimiles that are processed by the Licensee's Multiline Optical Character Reader(s) (MLOCR), and/or Remote Video Encoding (RVE) system. Information obtained or derived from the *FASTforward* service shall NOT be used by the Licensee, either on its own behalf or knowingly for its customers, for the purpose of creating or maintaining "new movers" lists.

No proprietary Licensee mailpiece, facsimile, or list, if it is updated by use of the USPS *FASTforward* technology, shall be rented or sold or otherwise provided or disclosed, in whole or in part, to Licensee customers or other third party.

2.0 BACKGROUND

FASTforward was developed by USPS in response to the mailing industry desire to have a fourth option available to meet the First Class mail Move Update requirement in Classification Reform announced in 1996. The original three options available were to 1) utilize the Address Correction Requested Endorsement, 2) participate in the Address Change Service or 3) National Change of Address (NCOA) process their addresses via that licensed service prior to mailing.

2.1 NEW *FASTforward* SYSTEM

FASTforward contains more than 16,000,000 permanent Change of Address (COA) records that have been filed with the Postal Service by relocating customers who desire that their mail be forwarded to their new address. These COA records reflect no less than a 6-month period that is extracted from the USPS National Change of Address (NCOA) file. This information is consolidated on a central data file maintained by the USPS. The USPS builds the *FASTforward* subset file, maintains it, standardizes the file and provides the master *FASTforward* file and periodic replacement file updates.

The USPS *FASTforward* system consists of a computer system with interface cable and the *FASTforward* application and matching software, COA database, and files contained therein. USPS is the sole owner and distributor of the computer hardware and software components that comprise the USPS *FASTforward* system. Specifically, this includes the *FASTforward* software, the USPS computer system itself and the interfacing cable that connects the USPS *FASTforward* system to the Licensee owned or leased system

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components. All *FASTforward* software and files resident on the USPS *FASTforward* system are the sole property of the United States Postal Service, © 1996, All Rights Reserved.

Licensees shall provide *FASTforward* services in accordance with the policies set forth in the Performance Requirements and Appendices.

3.0 PROJECT SCOPE

The USPS has determined significant mailer interest in, and need for, a service referred to as *FASTforward*. The system to be licensed consists of a USPS *FASTforward* system which may be attached to a Licensee's MLOCR/RVE system, through which mailers can redirect mailpieces or obtain non-electronic (hardcopy) address correction utilizing information which postal customers customarily file with the USPS when they move (Change of Address, PS Form 3575). The specific information (new address) would be obtained through matching the MLOCR optic lift or RVE entered information from the mailpiece or facsimiles name and address against the national database of permanent address changes filed during the preceding 6 months. Address change information will be provided, for application to the mailpiece or facsimile, for only those articles which, in fact, have a matching name and old address. All MLOCR input addresses will be standardized and appended with the correct ZIP + 4 Code and Delivery Point Code information (ZIP + 4/DPC) by the Licensee's system prior to its submission to *FASTforward*. For every address that is successfully ZIP + 4/DPC coded, complete customer name information will also be passed to *FASTforward*. Any new address which is provided back from *FASTforward* as the result of a match will also be appended with ZIP + 4/DPC code information, along with a text representation of the new (forwarded to) address.

The *FASTforward* concept will be comprised of two primary components. They, with related, major functions, include:

- A. USPS (NCSC Memphis, TN) - System Management
 - Data Collection-File Build
 - Matching/ Validation Application Files/Programs
 - *FASTforward* Technology Deployment/Support to licensees
 - Software Specifications Maintenance
 - Licensee audit and process verification

- B. Commercial Multiline/RVE Licensee(s) - *FASTforward* Matching Services
 - MLOCR/RVE systems interface with the USPS *FASTforward* system
 - Customer Mailpiece redirection processing
 - Non-electronic address correction processing
 - Disclosure accounting and reporting
 - Customer Service

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- Controlling, Managing, and Preparation of Customer mailpieces and facsimiles
- Security of USPS *FASTforward* system
- Receipt and application of USPS *FASTforward* updates

4.0 SYSTEM CONFIGURATION

To assure a high quality and consistent *FASTforward* matching service which can be made available to the widest possible spectrum of mailers, the USPS will use a decentralized approach for providing the matching services and also will employ a centralized approach for *FASTforward* file build, maintenance, and distribution.

4.1 USPS - NCSC MEMPHIS, TN

The Memphis National Customer Support Center (NCSC) will act as the USPS *FASTforward* manager on behalf of the USPS.

The USPS will collect COA data through an existing data communications network located at the USPS NCSC at Memphis, Tennessee. The communication network will encompass all CFS sites. COA data will be transmitted periodically from each CFS location to the Memphis facility on an established schedule. Memphis NCSC will collect all data, perform certain edits, then transmit or ship media updates to the licensees on a predetermined schedule.

Occasionally it may be necessary to re-release the *FASTforward* master file. These occurrences cannot be pre-scheduled and will be done on an "as needed" basis.

The USPS will conduct an initial on-site acceptance test when it provides the *FASTforward* system to the Licensees. After official notification from the USPS Contracting Officer acknowledging the success of the acceptance test, the Licensee may begin advertising for, and providing *FASTforward* services to its customers.

4.3 *FASTforward* LICENSEES

Applicants accepted by the USPS as *FASTforward* Licensees will provide matching services to mailers, using the USPS *FASTforward* system provided to them by the Licensor. The system and technology shall not be modified by the Licensees.

5.0 GENERAL REQUIREMENTS

The Licensee shall provide a complete capability to service *FASTforward* subscribers during the Licensee's entire operating schedule. The Licensee shall be capable of providing the service expectations described in Section 7.6. The complete system shall include:

- 5.1 A USPS customer subscription service that will permit customers to submit mailpieces or mailpiece facsimiles for *FASTforward* services on a scheduled basis or on an "as

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needed" basis. The customer's mailpiece or facsimile requirements will be specified by each Licensee.

- 5.2 An MLOCR/RVE Mail preparation operation and systems that interface as required with the USPS *FASTforward* system.
- 5.3 A MLOCR/RVE Mail preparation facility with the following attributes:
 1. Trained personnel to ensure that the MLOCR/RVE mail preparation activities that interact with the *FASTforward* system are operated as required by license.
 2. Management and supervisory personnel to direct all activities of the facility.
 3. Technical support necessary to maintain all components of the licensee's MLOCR/RVE system at optimum accuracy and performance levels.
 4. Adequate security and procedures to prevent unauthorized access to or theft of the USPS *FASTforward* technology.
- 5.4 The Licensee shall provide space for the USPS *FASTforward* system and shall specify the geographic location of the facility and define any additional buildings, sites, etc., that will be used, if required. The Licensee shall provide maintenance, security, utilities, and janitorial services at these sites. The USPS *FASTforward* system shall not be physically located outside the boundaries of the United States of America or its territories without prior written approval of the Licensor.
- 5.5 The Licensee shall provide, with the exception of the USPS *FASTforward* system, all equipment, personnel management, maintenance, training, documentation, facilities, and facility management software necessary to provide mailers with *FASTforward* services.
- 5.6 To manage and support effectively the network of Licensees, the USPS requires that each USPS *FASTforward* system at a Licensee's site be available for USPS access via telecommunications at all times. To facilitate this, the Licensee shall provide a dedicated telephone line that shall be permanently attached to the modem facility of the USPS *FASTforward* computer system to enable USPS data telecommunications 24 hours a day. Additionally, the licensee shall have voice telephone capability within close proximity to the system for contact with USPS support as necessary. USPS will incur all inbound (to licensee site) call charges related to this activity. The Licensee shall incur all fixed line charges and related maintenance charges. The Licensee will ensure that adequate and dependable power supply and telephone lines are provided to support the USPS *FASTforward* system. The Licensee shall correct, at its expense, any deficiencies, as determined solely by the Licensor, in the power supply, telephone lines, or any Licensee procedures that create an unacceptable level of availability of the USPS *FASTforward* system to the USPS.

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6.0 SPECIFIC REQUIREMENTS

In order to provide the service and facilities listed in Section 5.0, General Requirements, the Licensee shall satisfy the following requirements:

6.1 FASTforward PLATFORM(S)

A licensed *FASTforward* platform, for the purpose of this license, has two major component sections that, when combined, constitute a complete licensed *FASTforward* platform. These components are 1) a Licensee owned/leased MLOCR/RVE processing system(s) that has been USPS pre-certified by their supplying vendor(s) as capable of achieving acceptable results when interfaced with the USPS *FASTforward* system and 2) the USPS *FASTforward* system that can be attached to the Licensee's system(s) enabling *FASTforward* processing and services to occur. A single USPS system may interface with a single MLOCR processor or be optionally, multiplexed to several MLOCR processors. A multiplexed configuration may be considered a single licensed *FASTforward* platform by Licensor, provided that all other license requirements are satisfied. If multiplexing is desired by Licensee, all costs for enabling this option shall be borne by the Licensee.

The Licensee shall provide USPS MASS and/or MASS/RVE certified MLOCR systems/equipment that are also vendor *FASTforward* pre-certified by USPS. The Licensee's MLOCR and/or RVE system/equipment can be attached to the USPS *FASTforward* system. The resulting combined system then contains, and makes available to all USPS subscribers, the matching services described in 7.0 and is capable of providing customers with the service expectations described in Section 7.6.

The Licensee shall provide the Licensor with identification/documentation for major system components that may impact the performance of their *FASTforward* activity, including any third party software products/services utilized, for each complete licensed *FASTforward* platform that it wishes to operate. Major components include, but are not limited to, MLOCR make, model, serial number and date of last USPS MASS and/or MASS/RVE certification, camera type and model number, character recognition software name and version number, transport type and operating speed, ink jet sprayer type and model, ZIP + 4/DPC software name and version number, Type of RVE equipment or RVE service provider (if not principal licensee). The Licensee shall ensure that this documentation remains current for the duration of their license. The Licensee shall not add, modify, or delete features of their licensed *FASTforward* platform, that impact the provision of *FASTforward* services, without prior written approval of the Licensor.

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- 6.2 The Licensee's *FASTforward* platform shall:
1. At all times maintain current MASS and/or MASS/RVE certification and be registered with the USPS *FASTforward* vendor pre-certification program.
 2. Respond accurately to all messages and data records provided from the USPS *FASTforward* system and apply specific *FASTforward* obtained information only to its related mailpiece/facsimile.
 3. Meet all requirements specified in Licensee Performance requirements and attached Appendices.
 4. Update its National Directory (ZIP + 4) and City State databases monthly.
 5. Provide USPS and customers with required reports at specified frequencies.
 6. Apply customer mailpiece and mailpiece facsimiles with Delivery Point Code information for all input addresses that are ZIP + 4 coded via the Licensee's ZIP + 4 system.
- 6.4 The Licensee shall not copy, retain, store, or archive in any manner, Change of Address information obtained from the USPS *FASTforward* System. This information shall only be applied to mailpieces or mailpiece facsimiles as prescribed in Section 7.0 of the Performance Requirements and Appendix A, after which it shall be destroyed completely.
- 6.4.1 The Licensee shall not enable any technology or system to interface with USPS *FASTforward* system or pass to in any manner, the COA information obtained from the USPS *FASTforward* system, other than that specifically authorized by this agreement.
- 6.5 Weekly updates more than 45 days old shall be destroyed using common practice for disposal of sensitive materials. Examples of acceptable methods of destruction include shredding, punching, incinerating or breaking the CDs.
- 6.6 The USPS will not pay any costs incurred by the Licensee in making any modifications to accommodate *FASTforward* processing or requirements. The Licensee shall not make any modifications to the licensed *FASTforward* platforms without the concurrence of the Licensor. The Licensor will have final approval as to the acceptability and implementation of said changes.
- 6.7 *FASTforward* PLATFORM MAINTENANCE
- The Licensee shall identify and immediately repair or replace hardware, optics, and non-USPS software problems, on Licensee owned/leased system components that negatively affect the results attained by the operation of the USPS *FASTforward* system within the Licensee's complete licensed platform. The Licensee shall develop a schedule for Licensor approval of preventive maintenance that ensures optimum performance of the USPS *FASTforward* system with all other components of the platform.

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Other than Licensor directed preventive maintenance measures, the Licensee shall not perform any maintenance or repair to the USPS *FASTforward* system. If determined by the support group at the NCSC that the problem the Licensee is reporting is due to the USPS provided system, then the entire system will be replaced. If replacement is necessary the Licensee may obtain said replacement from USPS or an approved vendor, if their vendor is authorized by USPS to provide this service. The Licensee shall return the defective USPS *FASTforward* system in its original shipping container(s) to the *FASTforward* DEPARTMENT, NATIONAL CUSTOMER SUPPORT CENTER, UNITED STATES POSTAL SERVICE, 6060 PRIMACY PKWY STE 101, MEMPHIS TN 38188-0001 within 24 hours of installation of a replacement system.

Replacement of the USPS *FASTforward* system shall not be done without prior approval from Licensor.

Licensees shall not power down the USPS *FASTforward* system unless required by an emergency situation (i.e. fire, natural disaster, loss of power to entire licensee facility) or critical maintenance activity to Licensee's system that would require, for safety reasons, the USPS system to also be put in a power down state. The Licensee shall take every practical step to avoid, for their own maintenance reasons, powering down the USPS *FASTforward* system.

In the event that an emergency situation at the licensee's site requires that power be removed from the USPS *FASTforward* system, the licensee will immediately notify the *FASTforward* support group at the NCSC of the occurrence (see Appendix C, Access Record description).

6.8 DATA BASE MAINTENANCE

The Licensee shall perform weekly updating of the *FASTforward* database and monthly updating of the ZIP + 4 and City State databases utilized on the licensed platform with no degradation to system performance. *FASTforward* database updates shall be made within one(1) business day of receipt.

6.9 SYSTEM MANAGEMENT

The Licensee shall determine the necessary staffing level and shall be capable of adjusting the number of supervisory and operational personnel, both upward and downward, to accommodate variations in the volume of customer requirements. The USPS cannot forecast the volume or the schedule of mailpieces or mailpiece facsimiles received from mailers, nor will the USPS attempt to direct mailer inquires to any particular Licensee.

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6.10 PRINTING (APPLICATION) OF *FASTforward* INFORMATION

The Licensee shall adhere to the requirements in Appendix A - Information Application Specifications. These requirements define, as specifically as it is possible, this segment of performance requirements. However, it is noted by the Licensor that the differences in print fonts, inks, and the technology used to apply them within the stated requirements in Appendix A can have a significant negative impact upon the legibility of the printed characters which cannot be absolutely defined. Therefore, notwithstanding the requirements in Appendix A, the Licensor will have final and sole approval as to the acceptability and legibility of the printing (application) of the *FASTforward* text information by the Licensee. Licensor approval must be obtained prior to any *FASTforward* activities by the Licensee.

7.0 STANDARDS OF PERFORMANCE

The *FASTforward* Licensee shall be solely responsible for ensuring that the complete licensed platform meets all performance requirements specified below and in the attached appendices:

7.1 The Licensee shall accept mailpieces or mailpiece facsimiles submitted by its customers and determine, based upon *FASTforward* regulations set forth in the *Domestic Mail Manual*, the requirements of the *FASTforward* license agreement, customer request, mailpiece design, presence of alternative addressing formats, class of mail, endorsements and/or move update option utilized by customer, which *FASTforward* processing mode/option, if any, is appropriate (see Appendix B for processing mode specifications and Appendix A for Information Application Specifications).

7.2 *FASTforward* FORWARDABLE MAILPIECE PROCESSING

If *FASTforward* Forwardable Mailpiece Processing option is deemed appropriate, (see Appendix B for processing mode specifications), and the customer has completed the *FASTforward* Processing Acknowledgment Form, Licensee shall process mailpieces on the *FASTforward* platform utilizing USPS MASS and/or MASS/RVE certified ZIP + 4 and Delivery Point Code matching software. Each address that is given a ZIP + 4 code via this process shall be passed to the USPS *FASTforward* system along with the corresponding name information that was optically lifted from the mailpiece to determine if a move is on file within the USPS *FASTforward* system.

When a match is made to the name and address information passed to the USPS *FASTforward* system the ZIP + 4 code, Delivery Point code and text version of the new (forwarded to) address will be returned to the Licensee's system. This information shall only be applied to the mailpiece in accordance with the specifications in Appendix A. Mailpieces that are *FASTforward* processed in this manner by the Licensee shall be submitted to the USPS for acceptance and delivery.

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Licensee Performance Requirements

7.3 FASTforward NOTIFICATION VIA RETURNED MAILPIECE PROCESSING

If *FASTforward* Notification Via Returned Mailpiece Processing option is appropriate (see Appendix B for processing mode specifications) the following shall apply:

FASTforward Notification Via Returned Mailpiece Processing shall not be a standalone service. It may only be provided to customers the Licensee has an established business relationship with for the preparation of their mail. Only when a bona fide customer of record of the Licensee requests in writing by executing with the Licensee a *FASTforward* Notification Via Returned Mailpiece Processing Request form may the Licensee perform this service option. See Section 8.0, example report #4.

Once all requirements are met, Licensee shall process the mailpieces on their licensed *FASTforward* MLOCR equipment platform utilizing USPS MASS certified ZIP + 4 and Delivery Point Code matching software. Each address that is given a ZIP + 4 code via this process shall be passed to the USPS *FASTforward* system along with the corresponding name information that was optically lifted from the mailpiece to determine if a move is on file within the USPS *FASTforward* system.

When a match is made to the name and address information passed to the USPS *FASTforward* system, the ZIP + 4 code, Delivery Point code and text version of the new (forwarded to) address or a standard literal will be returned to the Licensees MLOCR system. This information shall only be applied to the mailpiece in accordance with the specifications in Appendix A.

The Licensee shall cull (sort) all *FASTforward* matched mailpieces to a single Bin on the MLOCR, bundle and return to the submitting customer within 24 hours of actual processing.

7.4 FASTforward MAILPIECE FACSIMILE PROCESSING

If *FASTforward* Mailpiece Facsimile Processing option is appropriate (see Appendix B for processing mode specifications) the following shall apply:

FASTforward Mailpiece Facsimile Processing shall not be a standalone service. It may only be provided to a customer that the Licensee has an established business relationship with for the preparation of their mail. Only when a bona fide customer of record of the Licensee requests in writing by executing with the Licensee a *FASTforward* Mailpiece Facsimile Processing Request form may the Licensee submit anything other than actual mailpieces to the USPS *FASTforward* system. See Section 8.0, example report #3.

In addition, the Licensee must ensure that its *FASTforward* clients are using facsimile processing services for the purpose of correcting addresses on pre-existing name and address mailing lists. To ensure the mailpiece facsimiles being processed is an address mailing list, the Licensee must verify that, a minimum of 100 **unique** names and addresses for any one session have been presented before each *FASTforward* facsimile matching session can proceed.

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Once all requirements are met, Licensee shall process the facsimiles on their licensed *FASTforward* MLOCR equipment platform utilizing USPS MASS certified ZIP + 4 and Delivery Point Code matching software. Each address that is given a ZIP + 4 code via this process shall be passed to the USPS *FASTforward* system along with the corresponding name information that was optically lifted from the mailpiece facsimile to determine if a move is on file within the USPS *FASTforward* system.

When a match is made to the name and address information passed to the USPS *FASTforward* system, the ZIP + 4 code, Delivery Point code and text version of the new (forwarded to) address or a standard literal will be returned to the Licensees system. This information shall only be applied to the mailpiece facsimile in accordance with the specifications in Appendix A.

The Licensee shall return the **entire** facsimile file with required report (see example report #6) to the submitting customer within 24 hours of actual processing.

- 7.5 The accuracy of the name and address matching performed by the USPS *FASTforward* system in this licensed environment depends upon the quality of the data passed to it from the applicant's/Licensee's system. The USPS *FASTforward* name and address matching logic is standardized and tested by USPS prior to its deployment to the Licensees to ensure the results desired by USPS. Unacceptable match results will occur only when incorrect input name and addresses are provided to the USPS *FASTforward* system by the applicant's/Licensee's system.

To evaluate the performance of the complete licensed platform and the name and address matching performed by the USPS *FASTforward* system it is necessary to test the quality of the input provided by the applicant/licensee's system and its impact upon the produced results. The name and address matches produced by the applicant/licensee's complete licensed platform during initial and subsequent tests shall be identical in terms of accuracy and number when compared to the output produced by the USPS name and address matching test system. The USPS shall provide a test input name and address deck that will be processed by the applicant/licensee. The test deck will have been run against the USPS *FASTforward* matching software to determine the expected matches prior to applicant performing the test and determining acceptability. The output media provided by the applicant to the USPS must match the specifications provided to the applicant by the USPS. Failure of the USPS to be able to use the applicant's output media or data therein shall constitute a failure of the process review by the applicant. Upon acceptance, the Licensee shall provide the *FASTforward* service to its customers in the identical manner tested and approved by USPS. This will be performed by the evaluation of the test results with respect to the following criteria:

1. The percentage of records that are ZIP + 4/DPC coded and passed as specified to the USPS *FASTforward* system by the applicant/licensee's system shall not be less than 90% of the total number of pieces in the USPS test deck.

The percentage of records containing optically lifted input name and address information provided to the USPS *FASTforward* system by the

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applicant/licensee's system that achieve the correct result shall not be less than 90% until January 1, 1998; after which it shall be 92.5% until January 1, 1999; and thereafter, 95%, when compared to the USPS matching output. A correct result is determined by the licensee's input producing the expected match or a no match result.

2. The optically lifted input name and address information provided to the USPS *FASTforward* system by the applicant/licensee's system shall not result in a match by the USPS *FASTforward* system that is not expected and would result in the misforwarding of a mailpiece.
3. The *FASTforward* text information and Delivery Point barcodes are applied to the appropriate mailpiece in the USPS test deck by the applicant/licensee and are within specifications, legible, easily discernible and interpretable by the Licensor.

During the MLOCR *FASTforward* process, each address input to the USPS system must be standardized and appended with the correct ZIP + 4 Code and Delivery Point Code (DPC) information. The ZIP + 4 Code and DPC information applied by the applicant's software must be identical to the results obtained when the test input addresses are run utilizing the USPS MASS process. The applicant's ZIP + 4/DPC matching software results will be measured by using the USPS MASS Stage II Certification Process. Each Licensee must maintain a current ZIP + 4/DPC MASS Certificate for the ZIP + 4/DPC coding software used in their process and only run the ZIP + 4/DPC software in its MASS approved configuration in conjunction with the *FASTforward* process.

The complete licensed platform shall provide accurately matched *FASTforward* responses for at least 95% of the inquiries where data to support these responses are known to be in the USPS file and shall produce no unexpected matches. A 100% accuracy performance or standard shall be employed for application of *FASTforward* obtained information to its related (correct) mailpiece/facsimile. A 96% accuracy performance or standard shall be employed for applied ZIP + 4 Codes and 100% accuracy performance for Delivery Point Code assignments as measured against the test USPS MASS Certification Process. Address standardization accuracy for those addresses submitted to *FASTforward* shall be 99%, when measured against USPS Publication 28 standards, and any standardization requirements in the *FASTforward* Licensee Agreement.

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7.6 SERVICE EXPECTATIONS

Consistent with the Postal Service expectations to provide a quality product, it is necessary for the Licensee to provide *FASTforward* service in a timely manner so as to reduce undeliverable-as-addressed mail.

The following criteria must be met by the *FASTforward* Licensee:

1. Licensee must, prior to processing any mailpieces through their **FASTforward** service, have on file for each customer submitting a mailing, a fully executed **FASTforward PROCESSING ACKNOWLEDGMENT FORM** and provide the customer with a copy (see example report number 2 in Section 8). Additionally, if Mailpiece Facsimile or Notification Via Returned Mailpiece Processing service is to be provided, a fully executed **FASTforward FACSIMILE PROCESSING REQUEST FORM** or **FASTforward NOTIFICATION VIA RETURNED MAILPIECE PROCESSING REQUEST FORM** (see example report numbers 3 and 4 in section 8) must be on file for each requesting customer. Copies of these executed forms shall be maintained by the licensee and made available for Postal Service review for a period of 5 years from date of execution. The licensee will reproduce and provide this form to its customers at its own expense.
2. Licensee must, when providing Facsimile or Notification Via Returned Mailpiece Processing services, process each requesting customer separately. Additionally, Licensee must process and return all customer mailpiece facsimiles and/or *FASTforward* matched mailpieces processed under the Notification Via Returned Mailpiece option, within 24 hours, unless a longer period is specified by the customer in writing. The fulfillment cycle starts the day the customer facsimile/mailpiece file is received by the Licensee.
3. Licensee must maintain a service log (see Example Report #1) indicating the customer name, receipt date, return date, volume processed, and volume matched of all facsimile or returned mailpiece processing. These service logs will be maintained and be made available for Postal Service review for a period of 5 years. Customers who request a longer turnaround time of their files will be noted on the log by an asterisk. The customer's written request will be maintained with the log. This service log may also be kept on a computer file but a customer's hardcopy request for longer turnaround times must be kept for five (5) years as backup.
4. Licensee must maintain the service expectation as prescribed above, 99% of a monthly evaluated cycle.

7.7 SUBSCRIBER FEES

Since multiple *FASTforward* contract awards are anticipated, the market place will establish a competitive price for the service. However, the intent of the US Postal Service is that this service will be widely available at reasonable cost to customers.

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NOTE: The *FASTforward* service price includes the appending of these addresses with ZIP + 4 Codes and Delivery Point Codes.

7.8 *FASTforward* CUSTOMER EDUCATION

It shall be the Licensee's responsibility to ensure that the Licensee's customers who originate mail understand that a *FASTforward* updated mailpiece renders the delivery address information that is applied by the customer (mailer) obsolete for USPS delivery purposes. Each customer wishing to subscribe to the service must be provided, by the licensee, with a *FASTforward* product/service brochure that explains the service in detail. The Postal Service shall provide the Licensee with the required text that, in addition to the Licensee's own marketing material, must be included in this brochure-see Section 8.8 for example Required Text Document. Inclusion of the required text information shall be provided to customers by the licensee at its own expense. This required text may be revised by the Postal Service from time to time without prior notice to licensees. Required text revisions shall be provided to licensee customers within 30 days of receipt from the Postal Service.

7.9 Licensee's customers requiring technical information must contact a customer service group managed by the Licensee. Customers seeking information from the USPS will be provided a list of Licensees authorized to provide the *FASTforward* service.

7.10 Advertising for the *FASTforward* services shall be done by the Licensee only after the Postal Service has approved all advertising contents and formats. All advertising shall be submitted to the *FASTforward* Project Manager at USPS National Customer Support Center. Consistent with the sole purpose of the license agreement, advertising will be disapproved if it includes any reference to *FASTforward*, USPS, US POSTAL SERVICE, POSTAL SERVICE, etc. anywhere in its text or graphics if that text or graphics includes a reference to non-mailing products and services such as "new movers" lists and "skip tracing."

7.11 All customer/subscriber submissions will be fulfilled in conformance with Section 7.6. A tracking system will be established to track fulfillment time for each customer's submission.

7.12 SECURITY OF *FASTforward* AND MAILERS' FILES/NONDISCLOSURE AGREEMENT

In conjunction with services to be performed as a Licensee of the Postal Service, the Licensee agrees that any and all equipment, data, and information received from the Postal Service or otherwise obtained or developed in the course of, or as the result of, the performance of such services:

1. Shall be kept in strict confidence and shall not be disclosed in any manner to any organization (including professional societies) other than the US Postal Service until released of such obligation by the contracting officer in writing;
2. Shall, when in the Licensee's possession, be provided with adequate physical, technical, and administrative safeguards to prevent unauthorized access, disclosure, misuse, or attention;

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3. Shall be returned to the Postal Service or shall be destroyed whenever so directed in writing by the US Postal Service contracting officer.

8.0 REPORTS, FORMS, AND ADMINISTRATIVE REQUIREMENTS

- 8.1 During the operational phase, the Licensee shall retain on file and provide a copy to the USPS on a monthly basis, the Customer Service Log report by site and/or *FASTforward* system platform that reflects all *FASTforward* Mailpiece Facsimile and/or Notification Via Returned Mailpiece Processing that has occurred during the specified period. The reports begin on the first of the month and terminate after the last day of the month. All filed reports shall be available for inspection by the Contracting Officer and his/her designees and copies shall be provided when and if requested by the Contracting Officer. The report shall be in the format shown in attached Example Report # 1.
- 8.1.2 The licensee shall obtain once annually from each of its *FASTforward* customers, a complete and signed copy of the *FASTforward* PROCESSING ACKNOWLEDGMENT FORM (Example Report #2) and file all such reports as required herein. All filed reports shall be available for inspection by the Contracting Officer and his/her designees and copies shall be provided when and if requested by the Contracting Officer.
- 8.1.3 The licensee shall obtain once annually from each of its requesting *FASTforward* customers, a complete and signed copy of the *FASTforward* FACSIMILE PROCESSING REQUEST FORM (Example Report #3) and file all such reports as required herein. All filed reports shall be available for inspection by the Contracting Officer and his/her designees and copies shall be provided when and if requested by the Contracting Officer.
- 8.1.4 The licensee shall obtain once annually from each of its requesting *FASTforward* customers, a complete and signed copy of the *FASTforward* NOTIFICATION VIA RETURNED MAILPIECE PROCESSING REQUEST FORM (Example Report #4) and file all such reports as required herein. All filed reports shall be available for inspection by the Contracting Officer and his/her designees and copies shall be provided when and if requested by the Contracting Officer.
- 8.2 Licensees are required to maintain the reports and forms as described in Sections 8.1, 8.1.2, 8.1.3 and 8.1.4 for a period of 5 years at the Licensee's facility. Monthly submission of Customer Service logs must be as indicated in Section 8.6.
- 8.3 The USPS will perform periodic quality control checks and tests to ensure the accuracy of the *FASTforward* process as described in Sections 7.1, 7.2, 7.3, 7.4, and 7.5 and that all other performance and license requirements are being met.
- 8.4 The Licensee shall provide the USPS Contracting Officer or the Contracting Officer's representatives with access to any resource used in the performance of this license.
- 8.5 The Licensee shall provide designated USPS personnel with the necessary space, equipment and or reports to monitor performance at the licensees facility.

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8.6 All required monthly reports will be sent to:

FASTforward DEPARTMENT
NATIONAL CUSTOMER SUPPORT CENTER
UNITED STATES POSTAL SERVICE
6060 PRIMACY PKWY STE 101
MEMPHIS TN 38188-0001

Note: If desired, reports may be submitted in standard ASCII text format on 3 1/2" diskettes with record layout approved by USPS.

8.7 The Licensee shall, for each mailpiece batch or facsimile list processed through its *FASTforward* service, provide the customer with a USPS form 3553 or approved facsimile that reflects all pertinent information regarding the MASS certified ZIP + 4/DPC processing segment of the service (Example Report #5).

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8.8 REQUIRED TEXT DOCUMENT Minimum required information to be supplied by Licensees to prospective clients.

FASTforward[®]
Processing Services

- The *FASTforward* file is a consolidated file of move information that on average contains approximately 40 million permanent Change-of-Address (COA) records filed with the US Postal Service. Each record contains the relocating Postal customer's name along with an old and new address. The old address is the one compared to the address on the customer's mailpiece or facsimile for matching purposes and the new address is the one returned, if a match is made, to the mailpiece or facsimile. These records are retained on the file for a thirteen month period from the move-effective date.
- There are three separate and distinct services that may be provided to a mailer by the *FASTforward* Licensee. They are as follows:
 1. Mailpiece redirection due to customer moves via the Licensee's MLOCR equipment (*FASTforward* Forwardable Mailpiece Processing option).
 2. Non-electronic address correction notification via mailpiece facsimiles submitted by a mailer and processed on the Licensee's MLOCR equipment. (*FASTforward* Mailpiece Facsimile Processing option)
 3. Non-electronic address correction notification by return of matched mailpieces via the Licensee's MLOCR equipment. (*FASTforward* Notification Via Returned Mailpiece Processing).
- The source of the *FASTforward* data is a permanent Change-of-Address filed by the relocating postal customer. Approximately 40 million of these COAs are filed annually. The database is updated every week with this information.
- The **new** address supplied by the relocating postal customer must be ZIP + 4 codeable to qualify for addition to the *FASTforward* file.
- All mailpiece or facsimile addresses submitted by a *FASTforward* customer are processed by MASS certified ZIP + 4/DPC Licensee software. However, **new** address (forwarded to) information is provided **only** when a *FASTforward* match to the mailpiece or facsimile name and ZIP + 4/DPC coded address is attained.
- The provision of Change-of-Address information is controlled by strict name and address matching logic. To make the best use of the *FASTforward* service, potential customers should understand *FASTforward* matching logic. **All** matches made to the *FASTforward* file require complete address matching logic. Name matching logic is determined by the move type in the data record on the *FASTforward* file that is the candidate for a match.

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Move Types and associated Name Logic are:

Individual Match on first name, middle name or initial, surname and title required.

(NOTE: The *FASTforward* customer/mailer can elect to have only individual match logic utilized regardless of the move type in the record when their mailpieces are processed.)

Family Match on surname **only**.

Business Match on entire business name.

- The *FASTforward* file is comprised of approximately 38% family moves, 57% individual moves, and 5% business moves. The typical profile of the new address information contained in the 40 million COA records on the file is as follows:
 - 91.4% are forwardable moves (contain address information)
 - 6.6% are moved-left-no-address **
 - 1.9% are Post Office Box closed**
 - 0.1% are foreign moves **

** The literal "NEW ADDRESS INFORMATION UNKNOWN" is provided in lieu of address information in *FASTforward* Facsimile and Notification Via Returned Mailpiece Processing only.

- A *FASTforward* updated mailpiece renders the delivery address information that has been originally applied obsolete by providing the new forwarding address for the intended recipient.
- Every customer taking advantage of *FASTforward* services must have completed and returned to the *FASTforward* Licensee, depending on the type of service desired, the *FASTforward* PROCESSING ACKNOWLEDGMENT FORM and/or the *FASTforward* FACSIMILE PROCESSING REQUEST FORM and/or *FASTforward* NOTIFICATION VIA RETURNED MAILPIECE PROCESSING REQUEST FORM provided to them by the Licensee.

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EXAMPLE REPORT #1

(LICENSEE NAME)
PLATFORM ID: _____
***FASTforward* MONTHLY CUSTOMER SERVICE LOG FOR MM/YYYY**
FOR FACSIMILE AND RETURNED MAILPIECE PROCESSING

Company Name *	Date Received	Date Returned	Type	Pieces Processed***	FASTforward Matched***
Ace Insurance Co.	2/1/1996	2/2/1996	F	1,000	40
XYZ Credit Card Inc.	2/4/1996	2/5/1996	N	5,000	25
SLM INC**	2/6/1996	2/9/1996	F	500	60
Total Customers	3	Totals		6,500	125

(F= Facsimile Processing, N= Returned Mailpiece Processing)

* Company name must be true and actual name of record. No fabricated abbreviation or code may be submitted for identification of company name on this report.

** Customer written request for longer service period on file.

*** Figures reflect MLOCR and RVE processing combined.

Number of Customers Serviced:	3
Number of Customers processed within service standard:	3
Service of Expectation of Monthly Cycle:	100%

Number of Customers serviced Year-To-Date:	100
Customers processed within Service Standards Year-To-Date:	99
Service Expectation of Yearly Cycle:	99%

Note that for reporting purposes, year-to-date figures begin on October 1 and terminate September 30. Service Log information must be kept in sequential order by date.

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EXAMPLE REPORT #2



MLOCR PROCESSING ACKNOWLEDGMENT FORM

The collection of information on this Processing Acknowledgement Form (PAF) is required by the Privacy Act of 1974. The United States Postal Service (USPS) requires that each *FASTforward*[®] licensee have a completed PAF for each of their customers prior to providing the service. The Licensee is also required by the USPS to retain a copy of the completed form for each of its customers and to obtain an updated PAF from each of its customers at minimum once per year. Any signature upon this PAF shall be considered valid for all purposes and have the same effect whether it is an ink-signed original or a photocopy or facsimile representation of the original document.

I, the undersigned, an authorized representative of:

Company Name

Address

City/State/ZIP+4

Telephone Number

Tax Identification Number (TIN)

Name (Please print)

Title

Signature

Date

do hereby acknowledge that I have received and reviewed the *FASTforward* Information Package supplied to me by (PRE-PRINTED *FASTforward* LICENSEE NAME), a *FASTforward* licensee. I also understand that the sole purpose of the *FASTforward* service is to provide mailpiece redirection (via re-addressing) due to customer moves for mailpieces that I have submitted to the licensee for mailing.

***FASTforward* LICENSEE**

Business Name (Please print)

Name (Please print)

Title

Signature

Date

Telephone Number

Tax Identification Number (TIN)

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Licensee Performance Requirements

EXAMPLE REPORT #3



FACSIMILE PROCESSING REQUEST FORM

The collection of information on this Processing Acknowledgement Form (PAF) is required by the Privacy Act of 1974. The United States Postal Service (USPS) requires that each *FASTforward*[®] licensee have a completed *FASTforward* Facsimile Processing Request Form for each of their customers prior to providing the service. The Licensee is also required by the USPS to retain a copy of the completed form for each of its customers and to obtain an updated form from each of its customers at minimum once per year. Any signature upon this form shall be considered valid for all purposes and have the same effect whether it is an ink-signed original or a photocopy or facsimile representation of the original document.

I, the undersigned, an authorized representative of:

Company Name

Address

City/State/ZIP+4

Telephone Number

Tax Identification Number (TIN)

Name (Please print)

Title

Signature

Date

do hereby acknowledge that I have received and reviewed the *FASTforward* Information Package supplied to me by (PRE-PRINTED *FASTforward* LICENSEE NAME), a *FASTforward* licensee. I also understand that the sole purpose of the *FASTforward* service is to provide a mailing list correction service for my customer addresses that will be used for preparation of future mailings. The mailpiece facsimiles that I have submitted to the Licensee will be returned to me within 24 hours of processing, unless I authorize a longer time period in writing.

***FASTforward* LICENSEE**

Business Name (Please print)

Name (Please print)

Title

Signature

Date

Telephone Number

Tax Identification Number (TIN)

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Licensee Performance Requirements

EXAMPLE REPORT #4



NOTIFICATION VIA RETURNED MAILPIECE PROCESSING REQUEST FORM

The collection of information on this Processing Acknowledgement Form (PAF) is required by the Privacy Act of 1974. The United States Postal Service (USPS) requires that each *FASTforward*[®] licensee have a completed *FASTforward* Notification via Returned Mailpiece Processing Request Form for each of their customers prior to providing the service. The Licensee is also required by the USPS to retain a copy of the completed form for each of its customers and to obtain an updated form from each of its customers at minimum once per year. Any signature upon this form shall be considered valid for all purposes and have the same effect whether it is an ink-signed original or a photocopy or facsimile representation of the original document.

I, the undersigned, an authorized representative of:

Company Name

Address

City/State/ZIP+4

Telephone Number

Tax Identification Number (TIN)

Name (Please print)

Title

Signature

Date

do hereby acknowledge that I have received and reviewed the *FASTforward* Information Package supplied to me by (PRE-PRINTED *FASTforward* LICENSEE NAME), a *FASTforward* licensee. I also understand that the sole purpose of the *FASTforward* service is to provide mailpiece address correction service. Mailpieces that obtain address correction information as a result of this process will be separated from my mailing and returned within 24 hours of processing by the licensee, unless I authorize a longer time period in writing. The information provided to me for this service will be used for preparation of future mailings.

***FASTforward* LICENSEE**

Business Name (Please print)

Name (Please print)

Title

Signature

Date

Telephone Number

Tax Identification Number (TIN)

Licensee Performance Requirements
Example Report #5

<input type="checkbox"/> SINGLE LIST <input type="checkbox"/> MULTIPLE LISTS	PS FORM 3553 CODING ACCURACY SUPPORT SYSTEM (CASS) SUMMARY REPORT
---	--

S O F T W A R E	A1	CASS CERTIFIED COMPANY NAME	A2	MASS CERTIFIED COMPANY NAME	
	C A S S	CASS CERTIFIED SOFTWARE NAME & VERSION		M L O C R	HARDWARE/SOFTWARE NAME AND VERSION
		Z4CHANGE CERTIFIED COMPANY NAME			
		Z4CHANGE SOFTWARE NAME & VERSION			
		CONFIGURATION	Z4CHANGE CONFIGURATION	CONFIGURATION	MLOC SERIAL NO

L I S T	B1. LIST PROCESSOR'S NAME	B2. DATE LIST PROCESSED MASTER FILE: _____ Z4CHANGE : _____	B3. DATE OF ZIP+4 DATABASE USED ZIP+4 FILE : _____ Z4CHANGE : _____
	B4. ADDRESS LIST NAME OR ID#	B5. NUMBER OF LISTS	B6. TOTAL RECORDS SUBMITTED (FOR PROCESSING)

O U T P U T	OUTPUT RATING	TOTAL CODED	PERCENT OF TOTAL ADDRESS RECORDS CODED
	C1. RECORDS ZIP+4 CODED		
	C2. RECORDS DELIVERY POINT CODED		
	C3. RECORDS 5-DIGIT CODED		
	C4. RECORDS CR RT CODED		
	C5. RECORDS Z4CHANGE PROCESSED		

M A I L E R	D1. SIGNATURE OF MAILER	D2. NAME & ADDRESS OF MAILER
	I certify that the mailing submitted with this form has been ZIP+4 coded (as indicated above) using CASS Certified software meeting all requirements of Domestic Mail Manual A950.	D3. Date Signed

PS FORM 3553, APRIL 1996
 This form may be computer generated as the output of address matching processing using CASS certified software in conjunction with current USPS Address Database Files. Any facsimile must provide the same information, in the same format as this PS form 3553. For more information, refer to the DMM A950.

Licensee Performance Requirements

EXAMPLE REPORT #6

***FASTforward* FACSIMILE SUMMARY REPORT**

FOR

SLM INC.

Processing performed at: (MLOCR Licensee Name and Address)

Processing performed on: MM/DD/YYYY

Number of facsimile pieces submitted and MLOCR Processed: 500

Number of facsimile pieces obtaining a *FASTforward* MLOCR match: 25

FASTforward Match Logic utilized: Standard

Supplemental RVE Processing (If Applicable)

RVE Processing performed at: (RVE Licensee Name and Address)

Processing performed on: MM/DD/YYYY

Number of facsimile pieces submitted for *FASTforward* RVE processing: 100

Number of facsimile pieces obtaining a *FASTforward* RVE match: 25

FASTforward Match Logic utilized: Standard

Licensee Performance Requirements

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Appendix A

***FASTforward*[®] Information Application Specifications**

General

The forwarding information text and delivery point code returned by the USPS *FASTforward* system, after a match is made to the name and address information provided from the Licensee's MLOCR system shall only be applied to the mailpiece or mailpiece facsimile in accordance with the specifications stated in this appendix. The Licensor reserves the right to modify these specifications at any time upon 30 calendar days notice.

The Licensee shall ensure all mailpieces are appropriate for processing through the *FASTforward* platform. Mailpieces must have a background that provides sufficient contrast to the *FASTforward* information, including the delivery point barcode, that enables effective USPS processing. Mailpieces must also have an adequate clear area for the application of *FASTforward* information, as well as appropriate design, window location, and length. The Licensee shall further ensure that no *FASTforward* information is printed over pre-existing information.

The information to be applied to the mailpieces or facsimiles as a result of *FASTforward* processing consists of two major segments: 1) The *FASTforward* text information that represents the new (forwarded to) address, and 2) the delivery point barcode associated with the new address.

***FASTforward* Text Information**

The *FASTforward* text information is an uppercase alphanumeric string consisting of four components which must be applied, as specified in this appendix, to every mailpiece or facsimile matched to the USPS *FASTforward* system. The maximum number of characters that comprises the complete text information (all components) is 42. The applied *FASTforward* text information must, in the sole judgment of the United States Postal Service, be legible, discernible, and easily interpreted by the Postal carrier attempting delivery. All components are required unless omission is specifically authorized in this appendix. Components are as follows:

***FASTforward* Visual Cue**

The Visual Cue alerts the postal carrier that the mailpiece is destined to an address within the carrier's delivery route. This cue is the acronym "COA", meaning "Change Of Address." This field is resident on the Licensee's MLOCR system and is not returned by the USPS *FASTforward* system. The Licensee's MLOCR system will apply the USPS *FASTforward* Visual Cue to the mailpiece or mailpiece facsimile and immediately follow it (with no intervening spaces) with the *FASTforward* Platform Identifier.

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***FASTforward*[®] Information Application Specifications**

FASTforward Platform Identifier

A three character alphanumeric identifier is assigned by the USPS to each licensed *FASTforward* platform within the Licensee's operation. This identifier provides an audit trail on the mailpiece for problem resolution. The Platform Identifier is resident on the licensee's MLOCR system and is not returned by the USPS *FASTforward* system, for example "-AA". *Note: the "-" is a significant character in the identification methodology.* When applied to each mailpiece or mailpiece facsimile, this information is immediately preceded by the *FASTforward* Visual Cue (with no intervening spaces). However, the Licensee MLOCR system must provide a space equal to the width of a full character following this *FASTforward* Platform Identifier, and before the New Address delivery Line.

New Address Delivery Line

The delivery line of the new (forwarded to) address is presented as part of the *FASTforward* text information to enable the USPS carrier to deliver the mailpiece. This field is returned to the licensee's MLOCR system by the *USPS FASTforward* system only when a match occurs to a *FASTforward* COA record that contains a forwardable address. Although, the number of characters returned in this field will vary, the maximum number of characters for this field is 29.

The USPS *FASTforward* system provides the new delivery address information in the Address Line field of the Output Record. (see Appendix C) This field includes all the appropriate delivery address elements for the new delivery address (i.e., primary number, pre directional, street name, suffix, post directional, secondary descriptor, and secondary number). The USPS *FASTforward* system returns the alpha characters in an upper case letter format, and returns a pound sign (#) in lieu of all secondary unit descriptors (APT, STE, etc.). Each element within this field is separated by the presence of a space, except that no space is provided between the pound sign (#) and the secondary number. The lack of space between the pound sign (#) and the secondary number must be maintained during application to the mailpiece, or mailpiece facsimile. The Licensee's MLOCR system must print every character (including spaces) supplied in this field up through and including the last significant character. The Licensee's MLOCR system must provide a space equal to the width of a full character both between the platform identifier which precedes the New Delivery Address Line and following the New Delivery Address Line, and before the New ZIP Code.

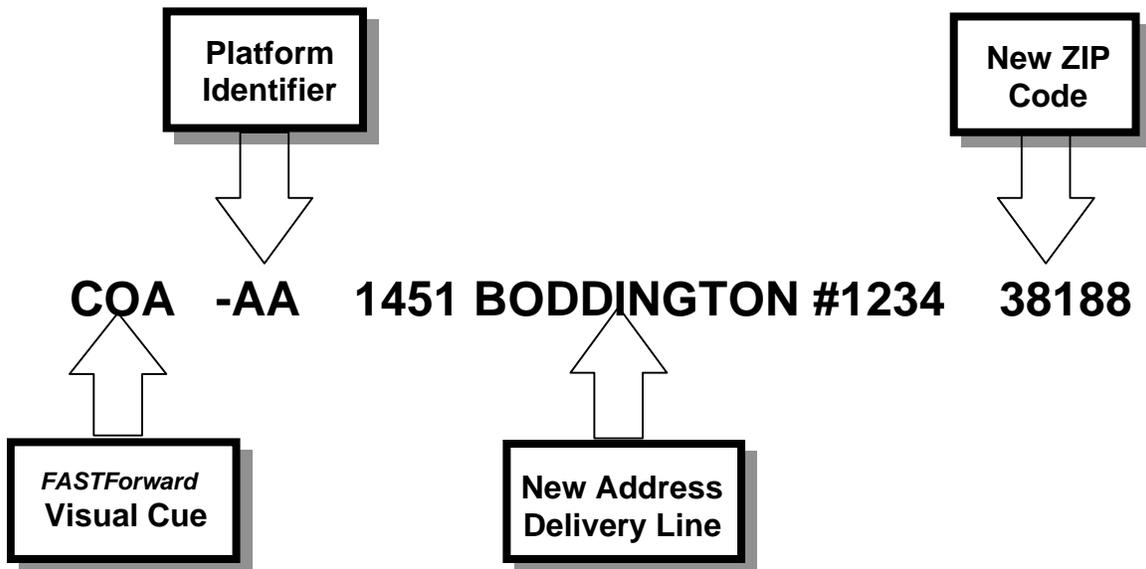
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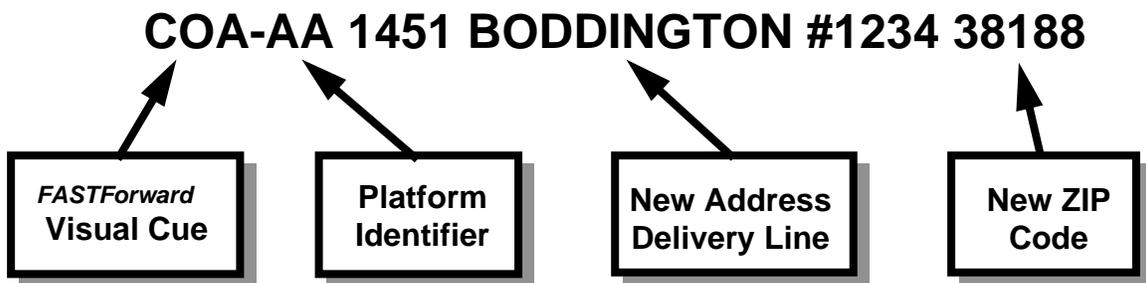
New ZIP Code

The New Zip Code is the numeric five digit ZIP Code of the new address. This data is returned to the licensee's MLOCR system by the USPS *FASTforward* system. The USPS *FASTforward* system provides the new delivery address ZIP Code information in the 'Twelve' field of the Output Record (see Appendix C). This numeric field contains the ZIP + 4 Code for the new delivery address, followed by the two character delivery point code, and the appropriate correction character. The Licensee's MLOCR system must convert the entire field to a POSTNET barcode for application to the mailpiece. In addition, the Licensee's MLOCR system must use the first five characters from this field to apply the ZIP Code for the new address in numeric form. The Licensee's MLOCR system must print the numeric ZIP Code with the required spacing between and immediately after the last significant character of the new delivery address.

Example of components within *FASTforward* text information:



Example of contextually correct *FASTforward* text information:



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***FASTforward*[®] Information Application Specifications**

Human Readable Printing Requirements

All printed *FASTforward* text information must be easily read and interpretable by humans. These general requirements as well as the specific requirements defined within this Appendix shall apply.

1. Printing shall be of sufficient quality that it can be easily read and there is no ambiguity between similarly shaped characters (e.g., the “5”, “S” and “6”; the alpha “O”, “Q” and numeric “0”).
2. Characters shall be printed in black ink and shall have a high contrast relative to their background. Print contrast shall be uniform throughout each character.
3. Printing shall be clean and sharp. Smudges, voids within the character strokes, fill-ins, and extraneous ink outside character boundaries are not acceptable.
4. Printing shall be in a sans serif type style (font) that is easily readable. Italic, script and highly stylized fonts, as well as dot matrix characters with separated matrix elements are not acceptable.
5. No lower case alphabetic characters are acceptable.
6. Special characters currently utilized in *FASTforward* text information are: “-”, “#”, “&”, “/”, and “.”
7. The printing system shall be capable of printing up to 42 text characters per line and shall have constant pitch of 10 characters per inch for the preferred *FASTforward* information placement area and a constant pitch of 12 characters per inch for the transitional *FASTforward* information placement area.
8. Spacing between words and/or components as required shall be one full character in width.
9. The line of print shall not be skewed (slanted) more than five degrees relative to the bottom edge of the mailpiece or facsimile.
10. Overlapping of characters (i.e., kerning) is not acceptable.

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***FASTforward*[®] Information Application Specifications**

FASTforward Dimensional Requirements

To achieve the USPS's desired consistency of service and enable the application of *FASTforward* information to the widest possible range of mailpiece sizes that mailers desire to use, the following requirements must be met by the licensee:

Initially, there will be two possible physical locations on the mailpiece or facsimile where the *FASTforward* text information may be applied. The preferred (and ultimately only allowable) placement area for the applied *FASTforward* information will be as described under FASTforward Information Requirements. However, to allow a period of transition during the initial implementation of *FASTforward*, the Licensee may elect to use the placement location described under Transitional FASTforward Information Requirements. The transitional placement area will only be recognized by the Licensor as acceptable, if the stated requirements are met, for a period not to exceed six months from the time of Classification Reform move update implementation.

FASTforward Information Requirements

Placement

The preferred area in which *FASTforward* text information will be applied is above the delivery point barcode and will fit completely within the barcode clear zone of the mailpiece. It is defined by these specifications:

- A. Left: Left edge of the *FASTforward* text information will be no greater than 1/4 inch and no less than 1/16 inch from the left edge of the barcode clear zone.
- B. Bottom: Bottom of the *FASTforward* text information is no greater than 1/8 inch and no less than 1/10 inch from the top of the delivery point barcode.
- C. Top: Top of the *FASTforward* text information must be within 5/8 inch from the bottom edge of the mailpiece.

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***FASTforward*[®] Information Application Specifications**

FASTforward Characters

FASTforward characters will be printed at 10 characters per inch (CPI). Character dimension requirements are:

1. **Height:** The character height shall be 140 mils (0.140 inch) maximum and 125 mils (0.125 inch) minimum.
2. **Width:** Each character and its related space will occupy 100 mils (0.100 inch) in width. There must be a clear vertical space between each character.
3. **Aspect Ratio:** The aspect ratio of a character relates its height to its width along the centerline axis of each character. The mean average aspect ratio of the characters shall be 1:1.45 (width to height).
4. **Word Spacing:** The space between words shall be a horizontal clear space that is equal to the width of one full size character, such as a capital M.

These character requirements are the minimum standards that must be produced. The Licensee may propose alternate dimensions for Licensor consideration.

Separation Between *FASTforward* Text Information and Delivery Point Barcode

Separation between *FASTforward* text information and the delivery point barcode must be no greater than 1/8 inch and no less than 1/10 inch. The separation distance must be uniform for the entire length of the delivery point barcode.

Barcode Dimensions and Spacing

Barcode dimensions must adhere to the regulations set forth in the *Domestic Mail Manual* C840.3. Measured over any one inch, horizontal spacing must be 22 ± 2 bars per inch.

Barcode Placement

Placement of the barcode on the mailpiece is as follows:

- A. **Left:** The first bar of the barcode must be printed between 4 1/4 inch and 3 1/2 inch from the right edge of the mailpiece.
- B. **Bottom:** Bottom of the barcode must be 1/4 inch from the bottom edge of the mailpiece.

Mailpieces with Windows

Licensee shall not *FASTforward* process any mailpieces with a window that intrudes into the USPS barcode clear zone.

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***FASTforward*[®] Information Application Specifications**

SEE EXAMPLE 1 FOR REPRESENTATION OF A MAILPIECE WITH PREFERRED *FASTforward* INFORMATION PLACEMENT.

Transitional *FASTforward* Information Requirements

Additional *FASTforward* Clear Zone

In addition to the USPS barcode clear zone, a *FASTforward* clear zone is required on each mailpiece that is processed through a Licensee's *FASTforward* platform utilizing the transitional information placement area. The transitional *FASTforward* clear zone, is a rectangular area adjacent to the left side of the barcode clear zone on cards and letter-size mailpieces, and is defined by these boundaries:

- A. Right: 4-3/4 inches from right edge of the mailpiece.
- B. Left: 6-1/2 inches from right edge of the mailpiece.
- C. Bottom: Bottom edge of the mailpiece.
- D. Top: 1/2 inch from the bottom edge of the mailpiece.

Placement

The area in which *FASTforward* text information must be applied is on the same line and to the left of the delivery point barcode on the mailpiece. It is defined by these specifications:

- A. Right: Right edge of the *FASTforward* text information must be 1/8 inch from the leftmost bar of the delivery point barcode.
- B. Left: Left edge of the *FASTforward* text information must be a minimum 1/8 inch from the left edge of the mailpiece.
- C. Bottom: Bottom of the *FASTforward* text information must be at a minimum 1/4 inch and at a maximum 3/8 inch from the bottom edge of the mailpiece. The bottom edge of the text information must be collinear with the bottom edge of the delivery point barcode.

Transitional *FASTforward* Information Characters

To ensure that the maximum length of *FASTforward* text information can be accurately applied to the smallest possible mailpiece that the transitional option will allow, (6 1/2 inches in length) the *FASTforward* text information must be printed at 12 characters per inch.

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Character dimension requirements are:

1. Height: The character height shall be 130 mils (0.130 inch) maximum and 120 mils (0.120 inch) minimum.
2. Width: Each character and its related space will occupy 83 mils (0.083 inch) in width. There must be a clear vertical space between each character.
3. Aspect Ratio: The aspect ratio of a character relates its height to its width along the centerline axis of each character. The mean average aspect ratio of the characters shall be 1:1.65 (width to height).
4. Word Spacing: The space between words shall be a horizontal clear space that is equal to the width of one full size character, such as a capital M.

These character requirements are the minimum standards that must be produced. The Licensee may propose alternate dimensions for Licensor consideration.

Barcode Dimensions and Spacing

Barcode dimensions must adhere to the regulations set forth in the *Domestic Mail Manual* C840.3, with the following exception: Measured over any one inch, horizontal spacing must be 24 bars per inch.

Barcode Placement

Placement of the barcode on the mailpiece is as follows:

- A. Right: Right edge of the barcode is 1/8 inch from the right edge of the mailpiece.
- B. Bottom: Bottom of the barcode is at a minimum 1/4 inch and at a maximum 3/8 inch from the bottom edge of the mailpiece.

Mailpieces with Windows

Licensee shall not *FASTforward* process any mailpieces with a window that intrudes into the *FASTforward* clear zone.

SEE EXAMPLE 2 FOR REPRESENTATION OF A MAILPIECE WITH TRANSITIONAL *FASTforward* INFORMATION PLACEMENT.

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***FASTforward*[®] Information Application Specifications**

***FASTforward* Compatible Letters and Cards**

All mailpieces processed through the Licensed *FASTforward* Platform must meet all the general and specific standards in the *Domestic Mail Manual* C810, with the following exception: If the transitional information placement area is utilized by the Licensee, all *FASTforward* processed mailpieces must be at least 6 1/2 inches long.

When the preferred placement area is utilized, any USPS automation compatible mailpiece that can accommodate the currently defined USPS barcode clear zone may be a candidate for *FASTforward* processing.

Alternative Addressing Formats

Mailpieces or mailpiece facsimiles that utilize Alternative Addressing Formats as described in USPS *Domestic Mail Manual* Section A040 shall not have *FASTforward* information applied. Alternative Addressing Formats are used solely for the purpose of delivery to a specific address. Alternative Addressing includes exceptional address formats that combine a possible recipient's name and one of the following: "current resident", "current occupant", "resident", or "occupant".

Application of Standard Literal

The standard literal that may be returned from the USPS *FASTforward* system during NOTIFICATION VIA RETURNED MAILPIECE and FACSIMILE processing is **"NEW ADDRESS INFORMATION UNKNOWN"**.

When a match is made to the name and address information passed by the Licensee's system to the USPS *FASTforward* System, and the Change Of Address record matched to indicates one of three possible conditions: 1) Moved-Left-No-Address, 2) Post Office Box Closed, or 3) the new address is Foreign, the text returned by the USPS *FASTforward* system will be the literal **"NEW ADDRESS INFORMATION UNKNOWN"**. No delivery point barcode will be returned. The literal shall be applied instead of, and in the same position as the New Address delivery Line and New ZIP Code components of the *FASTforward* text information. The *FASTforward* Visual Cue and the Platform Identifier must be printed along with the standard literal.

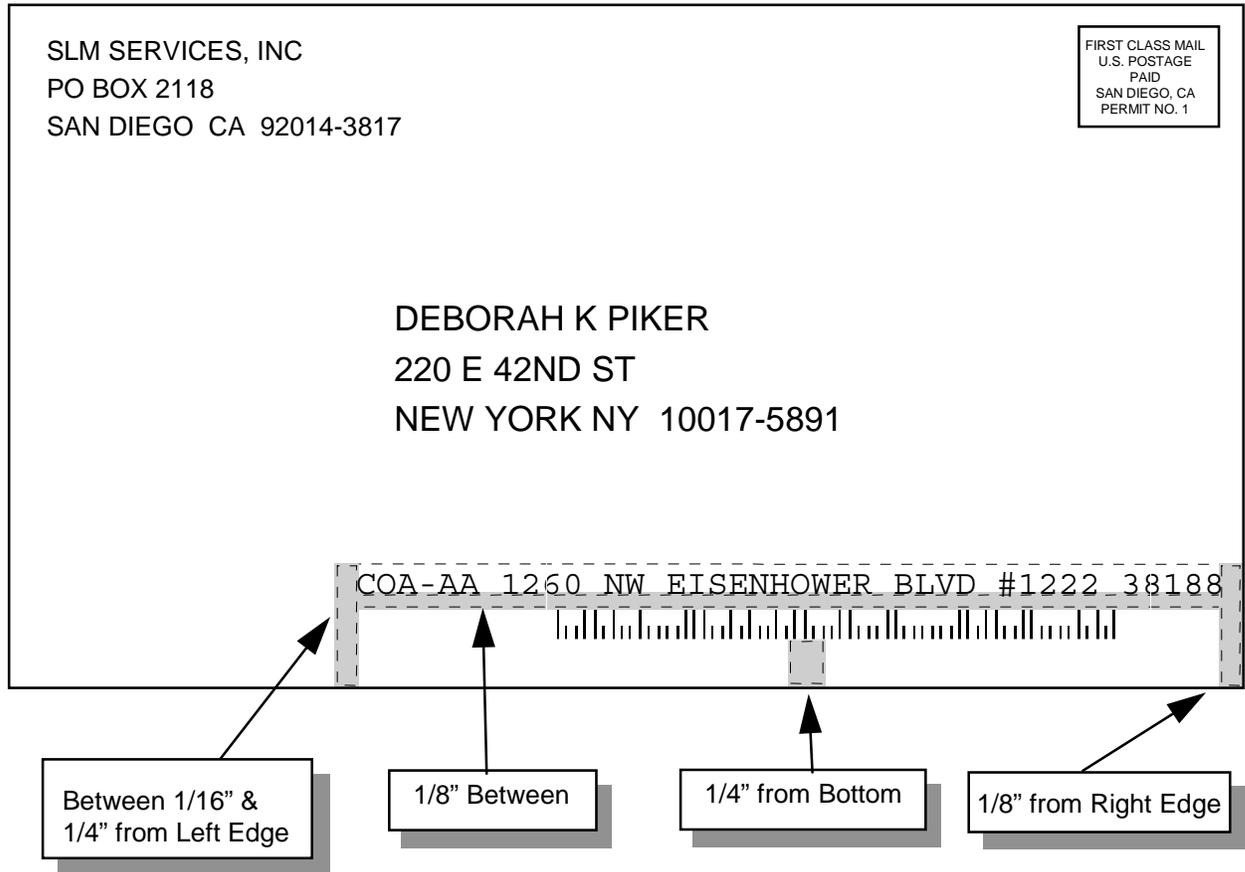
SEE EXAMPLES 3 AND 4 FOR REPRESENTATION OF APPLIED LITERAL.

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EXAMPLE 1

Example of a mailpiece with preferred *FASTforward* information placement:



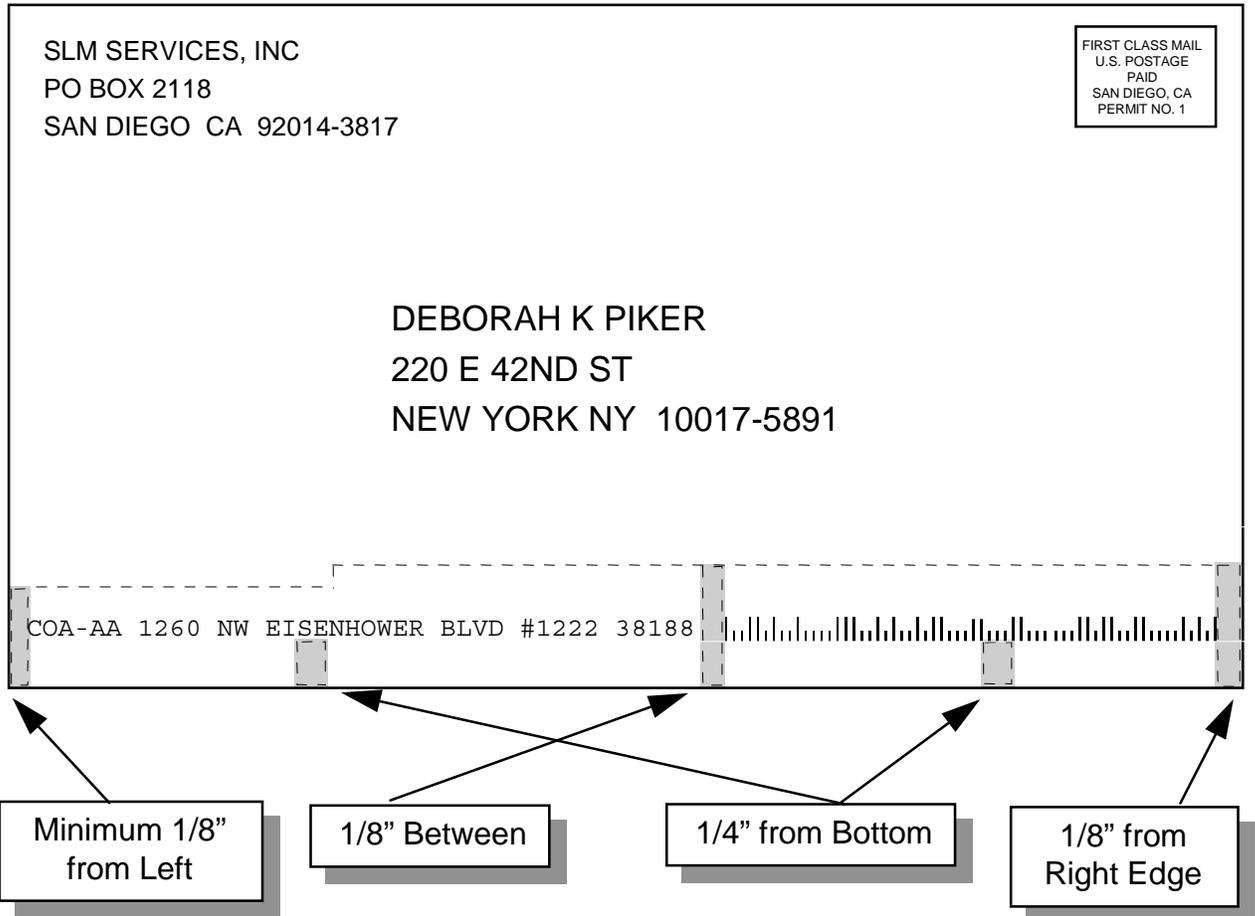
Note: Example not to scale.

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EXAMPLE 2

Example of a mailpiece with transitional *FASTforward* information placement:



Note: Example not to scale.

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FASTforward[®] Information Application Specifications

EXAMPLE 3

Example of a mailpiece with literal in transitional *FASTforward* information placement area:

SLM SERVICES, INC PO BOX 2118 SAN DIEGO CA 92014-3817	FIRST CLASS MAIL U.S. POSTAGE PAID SAN DIEGO, CA PERMIT NO. 1
DO NOT FORWARD	
DEBORAH K PIKER 220 E 42ND ST NEW YORK NY 10017-5891	
COA-AA NEW ADDRESS INFORMATION UNKNOWN	

***FASTforward* RESPONSE**

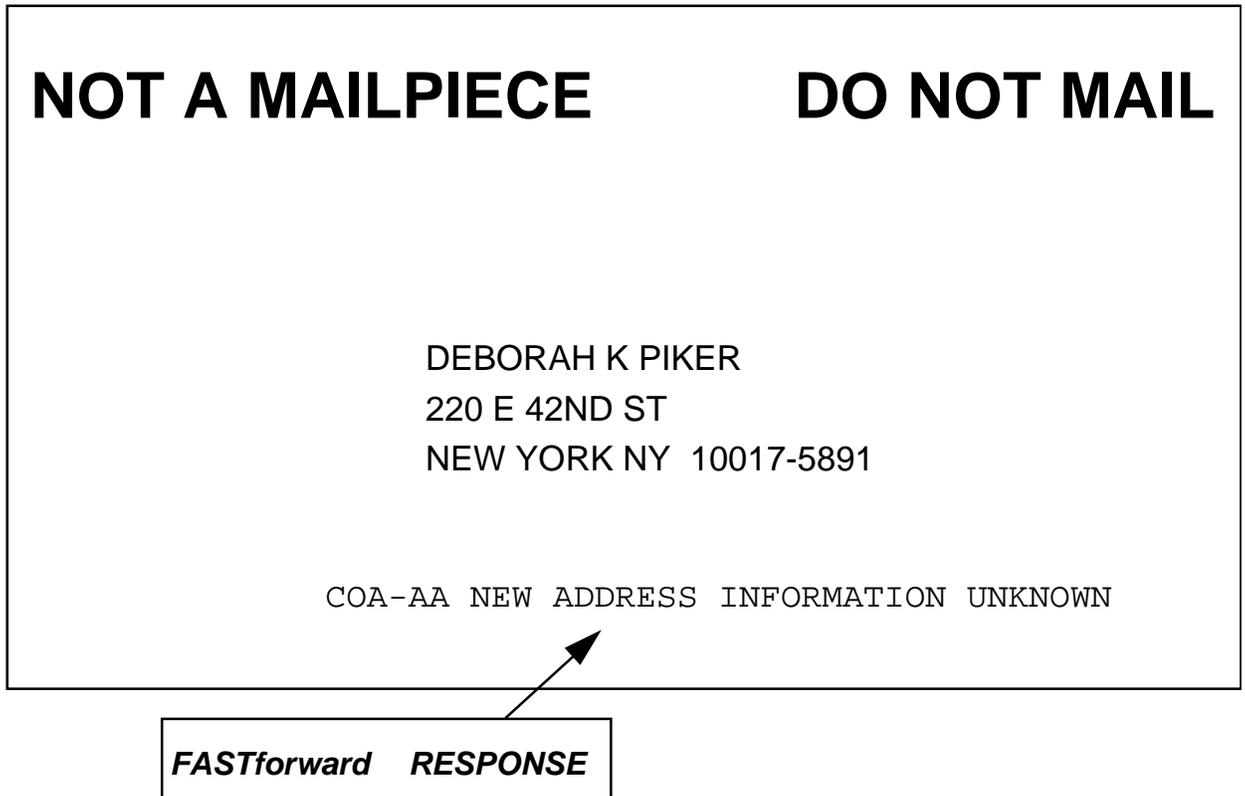
Note: Example not to scale.

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EXAMPLE 4

Example of a mailpiece facsimile with literal in preferred *FASTforward* information placement area:



Note: Example not to scale.

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FASTforward[®] Information Application Specifications

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Appendix B

***FASTforward*[®] Operational Specifications**

General

The Licensee's vendor pre-certified *FASTforward* interface system (hereafter referred to as the Licensee's system) must provide the capability to accurately obtain specific information, through programmed software applications and/or user input, to provide required information to the USPS *FASTforward* system. Furthermore, the Licensee's system must accurately associate USPS *FASTforward* system responses to the appropriate input record, and react as required.

The Postal Service recognizes the fact that in the course of doing business, different Licensees may develop different terms to describe the same processes. Therefore, in order to ensure consistency within the collective interactions between the US Postal Service and each *FASTforward* Licensee, the following terms are defined with respect to *FASTforward* processing.

FASTforward uses the term 'Job' to describe all the mail that is collectively combined into a single mailing. As a result, every individual Job must correspond to a specific single, and unique, mailing (postage) statement. Separate Jobs cannot be combined into a single mailing, and therefore cannot be combined on to a single mailing (postage) statement.

FASTforward uses the term 'Run' to describe the processing of mail for a specific customer of the *FASTforward* Licensee. In the event multiple customers are combined into a single Run due to insufficient volumes, a Run will describe the multiple customers that are joined into the Run. Multiple Runs can be combined into a single Job. *FASTforward* Licensee's are required to maintain records identifying the specific customer(s) in each Run.

FASTforward Operational Modes

Licensees must have the USPS *FASTforward* system in one of the three operational modes described herein, at all times when they are using the MLOCR(s) that are connected to the licensed *FASTforward* platform. They are as follows:

- 1) An MLOCR operation in which ZIP + 4/DPC codes are obtained and the USPS *FASTforward* system returns move information to the licensee's system is referenced as *FASTforward* Active mode,
- 2) An MLOCR operation in which ZIP + 4/DPC codes are obtained and no *FASTforward* move information is returned to the licensee's system is referenced as *FASTforward* Passive mode, and 3) An MLOCR operation that does not obtain ZIP + 4/DPC information, such as barcode sorting operations, is referenced as *FASTforward* Inactive mode. The USPS *FASTforward* system must be notified of the operational mode by the licensee depending upon the type of processing being performed on the Licensed *FASTforward* platform.

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***FASTforward*[®] Operational Specifications**

These required operational modes and their associated options, are requested by the Licensee through specific data flag settings within the Licensee's system software and passed to the USPS *FASTforward* system, and must also be used in the manner, and for the purposes, described in this document.

The following specific information must be passed to the USPS *FASTforward* system whenever either the *FASTforward* Active or Passive mode is to be utilized.

- MLOCR Serial Number
- Mailing Statement Sequence Number (that will be used on the mailing (postage) statement for each Job)
- Class of Mail processed in each Job
- Customer ID assigned to each Run
- Total Pieces of Mail Processed for each Job (& Run)
- Parsed and standardized address data interpreted from the mailpiece, or mailpiece facsimile, in addition to the ZIP + 4 code assignment
- Name data interpreted from the mailpiece or the mailpiece facsimile

Within the USPS *FASTforward* Active mode, three options are available, whereas the USPS *FASTforward* Passive and Inactive modes are 'stand-alone', and do not include option variances. The Licensee must determine, based on mailpiece attributes and customer needs, which USPS *FASTforward* system processing mode is appropriate for each processing Run. This determination must then be communicated to the USPS *FASTforward* system (by the Licensee's system) using the *FASTforward* Processing Indicator field within the Run Header Record.

Descriptions and requirements for each mode, and the associated options, are described below:

***FASTforward* Active Mode Processing**

In any *FASTforward* Active Mode option, when USPS *FASTforward* system returned information is to be applied to mailpieces, or facsimiles, in the transitional *FASTforward* format, the minimum mailpiece length permitted is 6 1/2". There are no minimum mailpiece length requirements if USPS *FASTforward* system returned information is to be applied to mailpieces, or facsimiles, in the preferred *FASTforward* format. (See Appendix A).

Active Mode Processing Option 1

***FASTforward* Forwardable Mailpiece Processing.** This is the mode for which *FASTforward* was primarily designed. Mailpieces processed in a Run using this option, if a *FASTforward* match is made, will be re-addressed and Delivery Point Coded to the address that the intended recipient has moved to. Licensee's customers (mailers) must request this processing by completing a *FASTforward* Processing Acknowledgment form and submitting it to the

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Licensee. Licensees are required to ensure it's customers fully understand, and agree to, the outcome of using this option on their mailpieces. Specifically, the fact that mailpieces with a matched name and address will be redirected to their intended recipient's new address. USPS delivery personnel have been instructed that, if present on a mailpiece, the *FASTforward* applied address becomes the address that endorsement handling instructions apply to. A mailpiece in this category should be delivered to the *FASTforward* applied address or handled appropriately as the endorsement and class of mail warrants.

Active Mode Processing Option 2

FASTforward Notification Via Returned Mailpiece Processing.

Processing in this mode will allow the return of mailpieces to the mailer that have been updated with new address information for individuals, businesses, or families that have moved. However, Licensee's must separate the *FASTforward* matched mailpieces from all other mailpieces in the Run, for return to the customer. To allow customers (mailers) the opportunity to update their databases without causing delays in entering mailpieces into the mailstream, mailpieces with updated COA information may be photocopied. The photocopies may be returned to customers (mailers) and the updated mailpieces may be presented to the USPS along with other mailpieces in the mailing.

To ensure that a mailer receives address corrections pertaining only to the customers on their list, the *FASTforward* Licensee must process each requesting mailer individually under this option. Multiple mailers cannot be combined into a single Run when using this option.

Mailers must request this type of *FASTforward* processing by completing a *FASTforward* Notification Via Returned Mailpiece Processing Request form and submitting it to the Licensee. Licensees are required to ensure it's customers (mailers) fully understand, and agree to, the outcome of this option on their mailpieces. Specifically, the fact that mailpieces with *FASTforward* matched names and addresses will be updated with new address information, or 'NEW ADDRESS INFORMATION UNKNOWN' --if the name and address on the mailpiece is matched to a Moved, Left No Address, Box Closed No Order, or foreign move, --and will be returned to them by the Licensee.

Active Mode Processing Option 3

FASTforward Mailpiece Facsimile Processing. Mailpiece facsimiles processed in a Run using the *FASTforward* Mailpiece Facsimile Processing option must not bear any postage or endorsement of any kind. The Licensee must ensure that the mailpiece facsimiles accepted for this type of processing are constructed in a method, and with

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***FASTforward*[®] Operational Specifications**

materials, that will be accurately read and processed by the Licensee's MLOCR. All mailpiece facsimiles must contain name and address information in a manner that is representative of the way it would appear on an actual mailpiece.

Processing in this mode will enable the updating of a mailer's address information via mailpiece facsimiles for those individuals, businesses, or families on the mailers list that have moved. To ensure that a mailer receives address corrections pertaining only to the customers on their list, the *FASTforward* Licensee must process each requesting mailer individually under this option. Multiple mailers cannot be combined into a single Run when using this option.

Licensee's customers must request this type of *FASTforward* processing by completing a *FASTforward* Facsimile Processing Request form and submitting it to the Licensee. Licensees are required to ensure it's customers fully understand, and agree to, the outcome of this option on their facsimiles. Specifically, the fact that facsimiles with *FASTforward* matched names and addresses will be updated with new address information, or 'NEW ADDRESS INFORMATION UNKNOWN' --if the name and address on the mailpiece is matched to a Moved, Left No Address, Box Closed No Order, or foreign move, --and that the entire facsimile file will be returned to them by the licensee. Licensees must exercise this option when facsimile processing is requested.

In order to provide the requesting customer with a clear indication of the overall quality of their mailing list, all submitted mailpiece facsimiles must be ZIP + 4/DPC barcoded whether or not a *FASTforward* match is attained. Additionally, the *FASTforward* facsimile customer shall be provided with USPS Form 3553 that reflects all pertinent information regarding the MASS certified ZIP + 4/DPC processing segment of the service and a *FASTforward* Facsimile Summary report (see Example report number 6, Section 8 of the Licensee Performance requirements).

***FASTforward* Passive Mode Processing**

Processing in this mode is required in order for the Postal Service to ascertain the overall usage and impact of its *FASTforward* technology in the licensed environment. In support of this effort, Run statistics captured from mail processed in the Passive mode by the USPS *FASTforward* system will provide an indication of the overall effectiveness and value of the USPS *FASTforward* licensed initiative. In this mode, the Licensee's system must continue to provide all required data, including mailpiece name and address information, to the USPS *FASTforward* system. However, the USPS *FASTforward* system response will always be a no match indicator.

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***FASTforward*[®] Operational Specifications**

The Passive mode option shall be selected any time the Licensee's MLOCR is used to obtain ZIP + 4/DPC codes, and, none of the three *FASTforward* Active mode options are appropriate. Examples of this situation are:

- Mailpieces or mailpiece facsimiles utilizing Alternative Addressing Formats as described in USPS *Domestic Mail Manual* Section A040. Alternative Addressing Formats are used for the purpose of delivery to a specific address and may not be forwarded. As such, they will not be processed in any *FASTforward* active mode. Alternative Addressing includes exceptional address formats that combine a possible recipient's name and one of the following: "current resident", "current occupant", "resident", or "occupant".
- The Licensee's customer does not desire *FASTforward* processing.
- Mailpieces which are less than 6 1/2 inches in length are being ZIP + 4/DPC processed on a system that will apply *FASTforward* move information in the transitional *FASTforward* format.

FASTforward Inactive Mode Processing

This processing mode is only to be used when the Licensee's MLOCR is being used for a purpose other than obtaining ZIP + 4/DPC codes. For example, when operating a MLOCR in a Bar Code Sorter (BCS) mode. The Licensee must select the *FASTforward* Inactive mode by submitting an End Of Day Termination Record after the completion of all MLOCR ZIP + 4/DPC processing. This places the USPS *FASTforward* system in an Inactive mode until an Access Record is submitted to re-start *FASTforward* Active (or Passive) processing.

Matching Logic Selection

The *FASTforward* Licensees must provide their customers with the option to select the name matching logic utilized by the USPS *FASTforward* system. Both options; standard (match logic is determined by the move type in the COA record in the USPS system (family, individual or business)) or optional (match logic is always set to individual logic regardless of the move type) employ strict matching logic developed by the USPS. However, if the *FASTforward* customer prefers the more conservative match criteria required in individual match logic, it may be selected. This option selection is communicated to the USPS *FASTforward* system by setting the desired value in the Matching Logic field in the Run Header record (see Appendix C).

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***FASTforward*[®] Operational Specifications**

Reject Mail Processing

When the Licensee is re-processing mail, on the MLOCR, to attempt to obtain a ZIP + 4/DPC code and *FASTforward* information for mail that was previously rejected (not ZIP + 4/DPC coded) in an earlier processing run, the previously rejected mail must be segregated and processed in a separate run specifically for this purpose. The licensee must communicate to the USPS *FASTforward* system that reject mail processing is occurring by setting the proper value in the Reject Mail Indicator field in the Run Header Record (see Appendix C).

FASTforward Prebarcoded Mailpiece Processing

The Licensee may be requested by their customer to utilize the licensed *FASTforward* platform to meet the move update requirement for address block prebarcoded (by the Licensee's customers) mailpieces. However, the standardized address elements and ZIP + 4 code, submitted to the USPS *FASTforward* system, must be the result of the Licensee's MASS certified ZIP + 4/DPC address matching software. Under no circumstances may the Licensee's system submit ZIP + 4/DPC codes and/or address information, resulting from a decoding of the barcode on the mailpiece, to the USPS *FASTforward* system. If a POSTNET barcode exists in the barcode clear zone on a mailpiece that will be *FASTforward* processed, it must be obliterated completely in a manner that the barcode clear zone is completely clear (i.e. overlabeled) and ready to receive *FASTforward* information prior to processing.

FASTforward Information Management

The USPS *FASTforward* system responds to name and address inquiries via an Output Record. This record will contain slightly different information depending on the options selected by the Licensee, as well as whether or not a match was made.

The information supplied to the Licensee's system by the USPS *FASTforward* system shall only be used for application to the mailpieces, or mailpiece facsimiles being processed. Under no circumstances is the data provided by the USPS *FASTforward* system to be saved or stored, or printed in a manner other than on the mailpieces, or mailpiece facsimiles, outside the confines specifically authorized in this License Agreement.

Appendix C

***FASTforward*[®] Technical Specifications**

Introduction

The purpose of this Appendix is to provide *FASTforward* Licensees, with the general technical requirements of the USPS *FASTforward* system (Copyright 1996. All Rights Reserved). This includes sequences of processing records, data exchange, and protocol violations. This Appendix will provide the *FASTforward* Licensee with a clear understanding of the purpose and interaction between the USPS *FASTforward* system and the Licensee's vendor pre-certified *FASTforward* interface system (hereafter referred to as the Licensee's system). These specifications will provide the Licensee with the information to enable concise communications between the Licensee and their vendor(s) for the purpose of fulfilling the *FASTforward* Licensee requirement to correct any deficiencies that may arise in the Licensee's system. The Licensee's system may function in a manner that allows selection of a descriptive option, such as "standard matching logic", as opposed to providing, or selecting, the specific value for a particular function described in this appendix--for example, placing a blank value in the Matching Logic indicator field of the Run Header Record to select standard matching logic.

These requirements do not, however, provide the level of detail, such as record layouts, that would enable the development of the interface software.

FASTforward Licensees interested in evaluating the feasibility of developing their own interface software, for Postal Service approval and certification, should contact the *FASTforward* Program Manager at the National Customer Support Center.

FASTforward is a system that utilizes USPS proprietary technology to enable Multi-Line Optical Character Readers (MLOCR's) and supplemental Remote Video Encoding (RVE) operations, to forward mailpieces in a real-time environment. This process uses the interpreted name and address from the mailpiece, as well as the correct ZIP + 4 code, to determine if a forwarding order exists for the addressee. If a forwarding order is found to exist, the Licensed *FASTforward* platform must have the ability to correctly modify the destination of the mailpiece to the addressee's new address.

Information from the mailpiece (or mailpiece facsimile) is passed to the USPS *FASTforward* system by the Licensee's system, which is created by mailing industry vendors according to Postal Service guidelines and specifications. The sensitivity of the Change of Address (COA) data utilized as part of the USPS *FASTforward* system technology dictates a conservative secure approach to the electronic forwarding of mail.

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The production *FASTforward* environment required by the Postal Service includes the pre-certification of vendor created *FASTforward* interface system(s), and the necessary hardware, in conjunction with the deployment of the USPS *FASTforward* system technology to Postal Service Licensed and approved locations. These locations will be required to use a vendor pre-certified *FASTforward* interface system. Regardless of ownership or authorship of the vendor pre-certified *FASTforward* interface system used by each *FASTforward* Licensee, the *FASTforward* Licensee is solely responsible for adherence to the functionality and technical requirements set forth in this *FASTforward* License Agreement, including all Appendices. The Postal Service will provide support for the USPS *FASTforward* system portion of the Licensed *FASTforward* platform (software and hardware up to and including the cable exiting the USPS *FASTforward* system) through the National Customer Support Center (NCSC), in Memphis TN.

The design of the Licensed *FASTforward* platform(s) provides a single interface to the Licensee owned (or leased) and operated MLOCR(s) and supplemental Remote Video Encoding (RVE) operations, used to obtain ZIP + 4/DPC codes. However, the USPS *FASTforward* system incorporates a multi-tasking feature that provides it with the capacity to service multiple pieces of equipment, such as two MLOCR's. In this environment, the Licensee must also provide a single vendor pre-certified *FASTforward* interface system to the USPS *FASTforward* system.

Ten (10) separate records have been created to handle the various data exchanges that must take place. Of these, eight (8) are records that will be submitted by the Licensee's system, and two (2) are records that will be returned by the USPS *FASTforward* system. Six of the eight records that are to be submitted by the Licensee's system are required for administrative and security purposes. However, the vast majority of the records passed between the two interfacing systems in the normal processing environment will be Detail Records (and the corresponding Demand Answer Record) from the Licensee's system, followed by the corresponding Output Record from the USPS *FASTforward* system.

For purposes of clarity, unless otherwise noted, the record flow described in this Appendix refers to the interface between the USPS *FASTforward* system and a single MLOCR.

The processing sequence of records submitted from the Licensee's system can be summarized in concise, sequenced steps.

1. Access Record--requests access to the USPS *FASTforward* system.
2. Job Start Record--identifies start of a Job (all processing for a specific mailing).

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***FASTforward*[®] Technical Specifications**

3. Run Header Record--identifies start of Run (generally all processing for a single customer).
4. Detail Record(s)--provides the USPS *FASTforward* system with mailpiece interpretations which will be used in the search for a match to Change-of-Address data.
5. Demand Answer Record(s)--requests the USPS *FASTforward* system response for a previously submitted Detail Record.
6. Run Trailer Record--identifies the completion of a Run.
7. Job End Record--identifies the completion of a Job.
8. End Of Day Termination Record--identifies the completion of all Run(s) and Job(s) processing for the day.

In the sequence outlined above, Steps 4 and 5 will be repeated within a Run (customer) until all mailpieces are processed. Steps 3 through 6 would be repeated for any additional Runs that are to be included in the same Job (mailing). A separate Job (mailing) would be segregated by repeating Steps 2 through 7.

In summary, the Licensee's system must begin by submitting an Access Record at the start of each processing day. If successful (accepted), a Job Start Record, which identifies a mailing, may then be submitted. Once the Job Start Record is accepted, one or more 'Runs', which correlate to the Licensee's customers, may be processed. Each of these would begin with the acceptance of a Run Header Record, followed by numerous Detail Records and Demand Answer Records, and ending with an accepted Run Trailer Record. When all Runs for a particular Job are completed, the Licensee's system must submit a Job End Record. After all Jobs are completed, and processing for the day is finished, the Licensee's system submits an End Of Day Termination Record. This record will identify completion of processing for the day and enable internal USPS *FASTforward* system housekeeping functions to close out the day.

Initialization Process

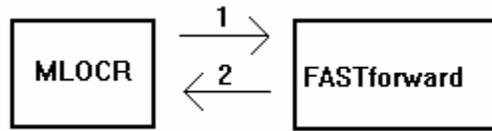
The initialization process describes the activities required to start the Licensed *FASTforward* platform for the very first time. An integral part of this process involves ensuring maximum security and integrity of the USPS *FASTforward* system. This includes security password interactions, which are handled solely through the software interface between the USPS *FASTforward* system and the Licensee's system. This security method requires no Licensee access or interaction with the security modules of the Licensee's system.

However, this process may also be used to re-start the Licensed *FASTforward* platform after the detection of certain protocol violations, which are deemed serious enough to warrant a shut down of the USPS *FASTforward* system. In this event, communication and authorization through the Postal Service's National Customer Support Center (NCSC) will be a required step in the re-start process. The NCSC may, pending review of the situation, make a modification to the USPS

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FASTforward system via the telecommunications link with the USPS system to enable the restart of the system.



- 1: Access Record
- 2: Acknowledgment Record

Initial Licensed *FASTforward* platform processing cannot begin until the Licensee's system submits an Access Record, which is accepted by the USPS *FASTforward* system. The USPS *FASTforward* system will respond to the Access Record with an Acknowledgment Record indicating the acceptance or rejection of the Access Record. If the number of Access Records that are rejected due to incorrect passwords exceeds a Postal Service defined limit, the USPS *FASTforward* system will shut down, and communication with the NCSC will be required in order to obtain authorization for re-starting the USPS *FASTforward* system. This communication will require a voice telephone and a separate telephone line (for the modem connection to the USPS *FASTforward* system), to be installed by the Licensee in each Licensed *FASTforward* platform area.

An accepted initial Access Record will allow normal Licensed *FASTforward* platform processing to begin. The record descriptions that follow are presented in the logical sequence of record submission from the Licensee's system, followed by the two records used by the USPS *FASTforward* system to respond.

Access Record

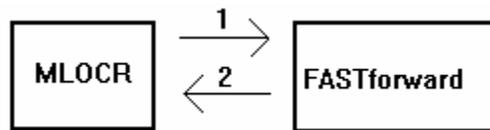
The Access Record will be used on a daily basis by the Licensee's system to establish approval (and access) for Licensed *FASTforward* platform processing. The USPS *FASTforward* system will analyze data contained in the Access Record to determine the validity (authorization) of the system requesting access. It should be understood that certain protocol violations will cause a shut down of the USPS *FASTforward* system, requiring an additional Access Record. However, some violations will be considered serious enough to require communication with the NCSC to obtain authorization to continue.

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The Access Record contains a Return Timing field that currently has only one valid value. For the required Licensee MLOCR or supplemental RVE processing that this agreement mandates, this field must be set to the value 'D', to allow the sequence and timing of records returned from the USPS *FASTforward* system to be determined by the Licensee's system. (See 'Detail Record' and 'Demand Answer Record' descriptions for additional information on this feature).

The Return Timing feature was specifically designed to allow an interface between the USPS *FASTforward* system and the Licensee's system. The 'On Demand' mode was designed to provide the Licensee's system the ability to maintain control over the sequence and timing of each Output Record returned from the USPS *FASTforward* system. It should be noted that the Licensee's system should provide the USPS *FASTforward* system with each Detail Record as soon as it is available, rather than attempting to sequence records according to other logic. The USPS *FASTforward* system processing does not necessarily require the entire allotted operating window to process every record.



- 1: Access Record
- 2: Acknowledgment Record

The USPS *FASTforward* system will send an Acknowledgment Record indicating the acceptance, or rejection, of the submitted Access Record. An accepted Access Record may only be followed by a Job Start Record or, in rare circumstances, an End Of Day Termination Record.

If the Access Record is rejected, 're-try' Access Records may be submitted. The Error Code field of the Acknowledgment Record will provide an indication of the reason for record rejection. However, if the number of successive Access Records that are rejected exceeds a Postal Service defined limit, in addition to the Acknowledgment Record with the appropriate Error Code, the USPS *FASTforward* will shut down. The recovery procedures from this action will normally require pressing the reset button on the USPS *FASTforward* system, followed by the submission of another Access Record. However, if the shut down was caused by successive incorrect passwords, communication with the NCSC will then be required to re-start the USPS *FASTforward* system.

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The only method of restarting the USPS *FASTforward* system by the Licensee is by pressing the reset button (which is labeled as such) located on the USPS *FASTforward* system itself.

Licensees will not power down the USPS *FASTforward* system unless required by an emergency situation (i.e. fire, natural disaster, loss of power to entire licensee facility) or maintenance activity to Licensee's system that would require, for safety reasons, the USPS system to also be put in a power down state. In the event that an emergency situation at the Licensee's site requires that power be removed from the USPS *FASTforward* system, the Licensee must immediately notify the USPS *FASTforward* support group at the NCSC of the occurrence.

The Licensee will make every practical effort to avoid, for their own maintenance reasons, powering down the USPS *FASTforward* system. However, in the event a Licensee determines that a maintenance activity requires the removal of power from the USPS *FASTforward* system, the Licensee must cycle through their operating process to the point that an End of Day Termination record is provided to the USPS *FASTforward* system, allowing a controlled shut down of the USPS *FASTforward* system. Additionally, the Licensee must notify the USPS *FASTforward* support at least one hour in advance of this activity. This notification will allow the USPS *FASTforward* support staff to adjust any pre-scheduled telecommunications activity to the licensee's site for the period that the system will be down.

Submission of Access Records will also be required to recover from other protocol violations. For example, the USPS *FASTforward* system will shut down and require pressing the reset button, followed by an additional Access Record if the amount of time between submitted records exceeds a Postal Service defined limit (currently 30 minutes). In addition, an Access Record will be required at least once every twenty-four (24) hours. If more than 24 hours have passed since the last Access Record, the USPS *FASTforward* system will consider this to be a protocol violation and will begin shut down procedures at the end of the current Run. **Caution: As a result of the time required to respond to an Access Record, the Licensee's system, at a minimum, is required to close out all active Runs and Jobs prior to submitting the necessary Access Record. If the Licensee desires new Jobs or Runs, which may continue past the 24 hour threshold, it would be prudent to cycle through to a new Access Record, prior to beginning any new Run or Job. This is accomplished by sending Run Trailer and Job End Records, then submitting an End Of Day Termination Record, followed (after re-starting) by an Access Record.**

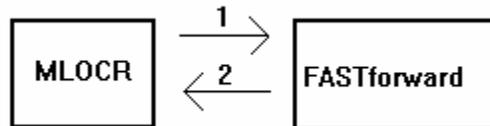
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Job Start Record

Upon successful acceptance of the *FASTforward* Access Record, the Licensee's system may submit a Job Start Record. A 'Job' corresponds to all the mail processed for a specific mailing, and will therefore correspond to the Mailing (Postage) Statement submitted at the time the mail is provided to the Postal Service for acceptance. In other words, a 'Job' is defined as the combined processing of mail that occurs to produce a single mailing. A Job may consist of single or multiple runs.

This record must contain the date, time, unique MLOCR Serial Number, unique Mailing Statement Sequence Number, and an indication of the Class of mail being processed. The unique MLOCR Serial Number field must contain in the first six (6) bytes the USPS assigned three (3) character identifier from the *FASTforward* licensed MLOCR platform that submitted the Job Start Record followed by three (3) spaces. The remaining bytes of this field (7 through 18) must be utilized by the licensee's system to provide for MLOCR serial number of the MLOCR platform that submitted the Job Start Record.



- 1: Job Start Record
- 2: Acknowledgment Record

The USPS *FASTforward* system will provide an Acknowledgment Record indicating the acceptance, or rejection, of the submitted Job Start Record. In the single MLOCR environment, an accepted Job Start Record can only be followed by a Run Header Record. However, since more than one MLOCR can be connected to the USPS *FASTforward* system through a Licensee's interface system, different Jobs may be processed simultaneously. In this situation, Job Start Records for different Jobs may be submitted to the USPS *FASTforward* system in succession.

If the Job Start Record is rejected, 're-try' Job Start Records may be submitted. The Error Code field of the Acknowledgment Record will provide an indication of the reason for record rejection. However, if the number of successive Job start Records that are rejected exceeds a Postal Service defined limit, in addition to the Acknowledgment Record with the appropriate Error Code, the USPS *FASTforward* system will shut down. This will normally require pressing the reset button on the USPS *FASTforward* system, followed by the submission of an Access Record.

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Run Header Record

The term 'Run' is used to describe the processing of mail for a particular customer of the Licensee. However, the term 'Run' may also describe the processing of mail for several customers--each of whose individual mail volumes do not warrant a 'Run' of their own.

By way of the MLOCR Serial Number included in this record, the USPS *FASTforward* system will associate each Run to a specific Job. The unique Customer ID that must be provided in this record identifies the specific customer whose mail is being processed in the Run. This number is assigned by the *FASTforward* Licensee. In the event multiple customers are combined into a single Run, for reasons such as low volume, the Customer ID will provide the USPS *FASTforward* system with the identification shared by these customers. It is the responsibility of the *FASTforward* Licensee to maintain information identifying specific customers, including those that are combined into a 'shared' Run.

The Matching Logic indicator has two settings, both of which employ strict matching logic developed by the USPS. Depending on customer preference, the Licensee must set this flag for each Run. This option provides the choice of two name matching logic settings, 1) standard logic where the name matching logic is determined by the move type (Family, Individual, or Business) of the COA record in the USPS *FASTforward* system), or 2) optional logic (individual matching logic only regardless of the move type present in the COA record). The difference being that the optional (Individual only) matching logic requires that all name components present on the mailpiece (first name, surname, middle initial, titles) must match to the name components within the USPS *FASTforward* system, versus the standard option which only requires a match to the surname on "Family" COA records. The Licensee requests Standard matching logic by leaving the Matching Logic indicator field blank, whereas the optional logic is requested by placing the alpha character (' I ') in this field.

During typical MLOCR, or supplemental RVE ZIP + 4/DPC coding operations, the Reject Mail indicator flag should be left blank. However, when re-processing uncoded mail on an MLOCR in an attempt to obtain a ZIP + 4/DPC code and *FASTforward* information for mail that was previously rejected (not ZIP + 4/DPC coded) in an earlier Run(s), the Reject Mail flag must be set to the alpha character 'R'. Mail rejected from previous MLOCR ZIP + 4/DPC processing Runs must be segregated and processed separately in a Run specifically, and exclusively made up of reject mail. Mailpieces that are rejected again during a processing Run of reject mail may, at the Licensee's discretion, be fed back into the same reject Run.

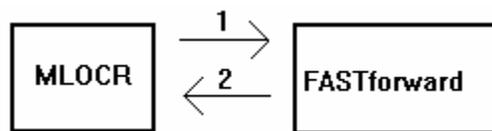
The Processing Indicator flag should normally be set to Yes ('Y') for Active mode *FASTforward* Forwardable Mailpiece Processing. However, in the event a *FASTforward* Licensee determines the need to utilize a different processing mode, or option, this flag would be set to the appropriate indicator. Refer to Appendix B,

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for operational details and descriptions concerning each of the Active, Passive, and Inactive processing options available. Everything else about the submission of records to the USPS *FASTforward* system would remain the same, although the USPS *FASTforward* system response to the Demand Answer Records is somewhat different for each processing mode, or option.

Two additional Active processing modes are available for Licensee selection. For *FASTforward* Notification Via Returned Mailpiece Processing, the Processing Indicator flag must be set to 'D'. Conversely, *FASTforward* Mailpiece Facsimile Processing requires the Processing Indicator flag to be set to 'F'. The USPS *FASTforward* system will record specific information concerning these two types of processing, and (unlike *FASTforward* Forwardable Mailpiece Processing), the USPS *FASTforward* system will provide a 'NEW ADDRESS INFORMATION UNKNOWN' literal for matches made where the new address is Moved, Left No Address, Box Closed No Order, or a move to a foreign address. The Passive processing mode provides Licensees with the ability to process mailpieces without obtaining USPS *FASTforward* system updates. This mode is requested by setting the Processing Indicator flag to 'N'. In this mode, the USPS *FASTforward* system will always respond with a no match indicator. *FASTforward* Licensees are reminded that the Licensed *FASTforward* platform MUST be in either an Active or Passive mode any time their MLOCR's are being used to obtain ZIP + 4/DPC codes. In the event that a Licensee's MLOCR is being utilized for a purpose other than obtaining ZIP + 4/DPC codes, such as a Bar Code Sorter, the USPS system should be placed in an Inactive mode by submitting an End Of Day Termination Record.



- 1: Run Header Record
- 2: Acknowledgment Record

The USPS *FASTforward* system will provide an Acknowledgment Record indicating, via an Error Code, the acceptance, or rejection, of the submitted Run Header Record. In the single MLOCR environment, an accepted Run Header Record can only be followed by a Detail Record(s), and then the corresponding Demand Answer Record(s). However, since more than one MLOCR can be connected to the USPS *FASTforward* system, through the Licensee's single interface system, different Runs may be processed simultaneously. In this situation, Run Header Records and Job Start Records for different Runs and/or Jobs, may be submitted to the USPS *FASTforward* in succession.

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If the Run Header Record is rejected, the Error Code field of the Acknowledgment Record will provide an indication of the reason for record rejection. If this occurs, the USPS *FASTforward* system will begin a process of shutting down the system. After pressing the reset button on the USPS *FASTforward* system, the Licensee's system must then provide the appropriate Access Record before attempting to submit an appropriate Job Start Record and then another Run Header Record.

Detail Record

The Detail Record will be used by the Licensee to provide the USPS *FASTforward* system with the interpreted name and address data from mailpieces (or mailpiece facsimiles) that were successfully ZIP + 4/DPC coded by an MLOCR or supplemental RVE operation. This data will be used by the USPS *FASTforward* system to search for a match to Change-of-Address information. Mailpieces that are not ZIP + 4/DPC coded by the Licensee's MLOCR system are not to be submitted to the USPS *FASTforward* system. However, non ZIP + 4 coded mailpieces processed in a *FASTforward* licensed supplemental RVE system, may be submitted to the USPS *FASTforward* system.

The data submitted with this record will be correlated to a specific Run Header and Job Start, through the MLOCR Serial Number.

The *FASTforward* Licensee must use the Lookup Type field in this record to request one of two specific actions on each Detail Record. The USPS *FASTforward* system does not respond directly to the submitted Detail Record, but responds instead, with an Output Record, to the corresponding Demand Answer Record sent by the Licensee's system. The USPS *FASTforward* system response to an RVE Mode Lookup request will provide an indication, of whether the mailpiece is potentially forwardable (requiring additional name information), forwardable, or not forwardable. The USPS *FASTforward* system response to an OCR Mode Lookup request will, in the event of a successful match to a name and address, provide complete forwarding information.

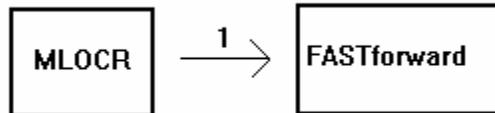
A Mailpiece ID must be assigned by the Licensee's system to uniquely identify each record submitted to the USPS *FASTforward* system. The Detail Record also has fields for the standardized and parsed address elements interpreted from the mailpiece. For all addresses that are successfully ZIP + 4/DPC coded, the address elements must be passed to the USPS *FASTforward* system in an exact representation of the way they appear in the USPS ZIP + 4 File. In addition, the Licensee's system must pass any and all secondary number information identified from the mailpiece to the USPS *FASTforward* system. Licensee systems must meet this requirement regardless of whether or not the secondary number information was used to achieve the ZIP + 4/DPC match. Additionally, the ZIP + 4 Code for the address, and the MLOCR's first, second, and third choice character interpretations, if available, for name data found in the two lines above the delivery address must also be passed to the USPS *FASTforward* system.

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Name Data-Line One fields must be used by Licensee's MLOCR system to provide first, second, and third choice character interpretations for the information located on the line immediately above the delivery address line. Similarly, the Name Data-Line Two fields are for first, second, and third choice MLOCR character interpretations from the second line above the delivery address. While all fields in the Detail Record are required, it is recognized that every address will not contain two lines of information above the delivery address. In this situation, the Line Two character choice fields will be blank.

An RVE End field is provided for the licensee's system to notify the USPS *FASTforward* system, in an RVE Mode, when all the required/existing name information is contained in this record.



1: Detail Record

Again, the USPS *FASTforward* system will not return a response to Detail Records submitted. The USPS *FASTforward* system responds to the Demand Answer Record, that is submitted by the Licensee's system, which corresponds to each Detail Record.

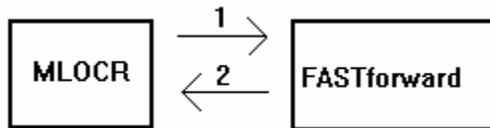
Normally, the Licensee's system will follow the submission of a Detail Record with additional Detail Records, and the corresponding Demand Answer Records. However, a Run Trailer Record is also an acceptable record following any Detail and Demand Answer Record combination.

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Demand Answer Record

The Demand Answer Record is used by the Licensee's system to request results from the USPS *FASTforward* system for a previously submitted Detail Record at the point in time the answer is required by the MLOCR. The USPS *FASTforward* system response to a Demand Answer Record will be in the form of an Output Record. If the USPS *FASTforward* system successfully matches the information contained in the Detail Record to Change of Address data, the Output Record returned by the USPS *FASTforward* system will contain the new address for an OCR Mode Lookup request, or, if an RVE Mode Lookup was requested, the USPS *FASTforward* system will return an indication that there is the potential for forwarding, or that a match to a forwardable name and address has been found, in which case the new address information will be included. Responses in the USPS *FASTforward* system Output Record to RVE Mode or OCR Mode Lookups, may also contain a no match flag, or a time-out flag.



- 1: Demand Answer Record
- 2: Output Record

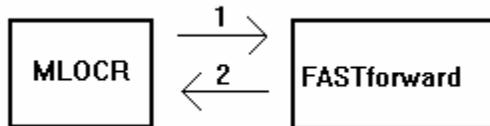
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Run Trailer Record

The Run Trailer Record will be used by the *FASTforward* Licensee to identify to the USPS *FASTforward* system, the completion of a specific Run. The MLOCR Serial Number is used again to correlate the Run Trailer Record to the specific Detail Records, Run Header, and Job Start. For statistical purposes, the *FASTforward* Licensee must also provide in this record, the total number of pieces processed for the entire Run.

This includes the mailpieces that were not MLOCR ZIP + 4/DPC coded, and therefore not submitted to the USPS *FASTforward* system in Detail Records, in addition to the mailpieces that were MLOCR ZIP + 4/DPC coded and therefore submitted to the USPS *FASTforward* system. Refer to Appendix D for RVE related requirements.



- 1: Run Trailer Record
- 2: Acknowledgment Record

The USPS *FASTforward* system will provide an Acknowledgment Record indicating, via an Error Code, the acceptance, or rejection, of the submitted Run Trailer Record. In the single MLOCR environment, an accepted Run Trailer Record can only be followed by a Run Header (for the same, active Job), or a Job End Record.

If the Run Trailer Record is rejected, the Error Code field of the Acknowledgment Record will provide an indication of the reason for record rejection. If this occurs, the USPS *FASTforward* system will begin the process of shutting down the system. After pressing the reset button on the USPS *FASTforward* system, the Licensee's system must then provide the appropriate Access Record before attempting to submit the appropriate Job Start and Run Header Records. Run Trailer Records cannot be submitted again, until each of these records has been accepted.

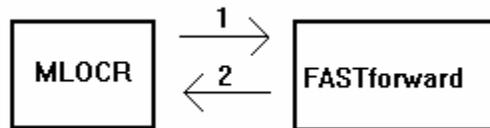
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Job End Record

The Job End Record will be used by the *FASTforward* Licensee to indicate the completion of processing for a particular Job (and all its associated Runs). This record also includes the appropriate MLOCR Serial Number for correlation purposes.

For statistical purposes, the *FASTforward* Licensee must also provide in this record the total number of pieces processed for the entire Job, from all associated Runs. This includes the mailpieces that were not MLOCR ZIP + 4/DPC coded, and therefore not submitted to the USPS *FASTforward* system, as well as the mailpieces that were MLOCR ZIP + 4/DPC coded and submitted to the USPS *FASTforward* system. Refer to Appendix D for RVE related requirements.



- 1: Job End Record
- 2: Acknowledgment Record

The USPS *FASTforward* system will provide an Acknowledgment Record indicating, via an Error Code, the acceptance, or rejection, of the submitted Job End Record. In the single MLOCR environment, an accepted Job End Record can only be followed by a Job Start Record, or an End Of Day Termination Record. However, since more than one MLOCR can be connected to the USPS *FASTforward* system through a Licensee's (single) system, different Jobs may be processed simultaneously. In this situation, Job End Records for different Jobs may be submitted to the USPS *FASTforward* system in succession.

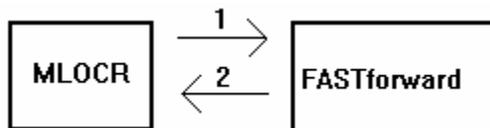
If the Job End Record is rejected, the Error Code field of the Acknowledgment Record will provide an indication of the reason for record rejection. If this occurs, the USPS *FASTforward* system will begin a process of shutting down the system. After pressing the reset button on the USPS *FASTforward* system, the Licensee's system must then provide the appropriate Access Record before attempting to submit the appropriate Job Start, Run Header, and Run Trailer Records. Job End Records cannot be submitted again, until each of these records has been accepted.

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End Of Day Termination Record

The End Of Day Termination record is to be submitted by the Licensee's system after the completion of all processing each day. This will signal the USPS *FASTforward* system that activity has ceased for the day. The USPS *FASTforward* system will respond with an Acknowledgment Record, and begin a 'graceful' shut down process into the *FASTforward* Inactive mode. The USPS *FASTforward* system shall not be powered down unless an emergency situation arises that requires this action. In the event that the system must be powered down, every reasonable effort should be made to first provide an End Of Day Termination Record.



- 1: End Of Day Termination Record
- 2: Acknowledgment Record

The USPS *FASTforward* system will also respond to the End Of Day Termination Record with an Acknowledgment Record indicating, via an Error Code, its acceptance or rejection. When preparations are being made to process on the next day (after the End Of Day Termination Record), the USPS *FASTforward* system must be started by pressing the reset button on the USPS system. At this point, an Access Record will be the only record type accepted by the USPS *FASTforward* system.

If the End Of Day Termination Record is rejected, the Error Code field of the Acknowledgment Record will provide an indication of the reason for record rejection. If this occurs, the USPS *FASTforward* system will begin a process of shutting down the system. After pressing the reset button on the USPS *FASTforward* system, the Licensee's system must then provide the appropriate Access Record prior to another End Of Day Termination Record.

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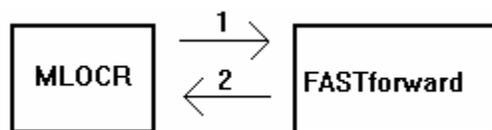
FASTforward[®] Technical Specifications

Output Record

The Output Record will be used by the USPS *FASTforward* system to provide the Licensee's system with a response to each inquiry made by a Demand Answer Record (which must be preceded by a corresponding Detail Record). The MLOCR Serial Number and Mailpiece Request ID are returned to allow the Licensee's system to correlate the response information to the appropriate MLOCR and mailpiece.

The Response Code for submitted Demand Answer Records, where the Detail Record requested the RVE Mode Lookup, will contain either a negative (no Change-of-Address for address provided), a maybe (at least one Change of Address exists for the address provided) a positive flag (a Change of Address was found for the name and address provided), or a time-out. If the Demand Answer Record corresponds to a Detail Record that requested the OCR Mode Lookup, the Output Record may contain a negative flag (no Change of Address for name and address provided), a positive flag (a Change-of-Address was found for the name and address provided), or a time-out flag (the USPS *FASTforward* system had insufficient time to make a final determination).

The Output Record for a matched name and address (Full Lookup) will also provide the Licensee's system with the new delivery address and delivery point code (including correction character). This information must be used by the Licensee's system to apply the delivery point bar code for the new address, as well as printing the new delivery address provided, and a numeric representation of the new five-digit ZIP Code. This information must be applied in a manner which meets the requirements described in the *FASTforward* Information Application Specifications, Appendix A.

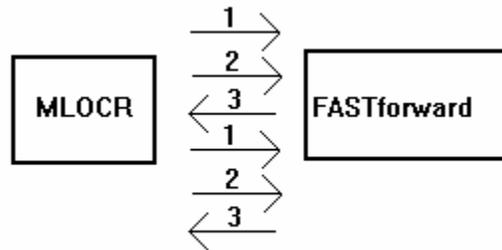


- 1: Demand Answer Record
- 2: Output Record

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Needless to say, the vast majority of records being passed back and forth between the USPS *FASTforward* system and the Licensee's system, will be Detail Records and the corresponding Demand Answer Record (from the Licensee's system) and Output Records (from the USPS *FASTforward* system).



- 1: Detail Record
- 2: Demand Answer Record
- 3: Output Record

Acknowledgment Record

The Acknowledgment Record will be used by the USPS *FASTforward* system to respond to every record submitted by the Licensee's system--with the exception of the Detail Record and Demand Answer Record. The Detail Record will not receive a USPS *FASTforward* system response, while the Demand Answer Record will normally receive a response in the form of an Output Record. For control purposes, the Acknowledgment Record contains fields identifying the record type and the MLOCR Serial Number from the Licensee's record that precipitated the *FASTforward* response.

The Acknowledgment Record also contains an Error Code field to indicate acceptance, or the reason for rejection of a specific record.

Protocol Violations

In light of the sensitive nature of the data used in this system, the USPS *FASTforward* system will include verifications for possible violations to the normal protocol. Each protocol violation will trigger a specific response from the USPS *FASTforward* system depending on the perceived severity of the violation. The USPS *FASTforward* system response will range from a simple rejection of a record, to the destruction of all files and programs contained in the USPS *FASTforward* system.

Currently, the level of concern for specific protocol violations will dictate which of the following security measures to initiate.

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1. Send Acknowledgment Record, with the appropriate Error Code, rejecting the submitted record and continue to stay in an active state awaiting additional records.
2. Send Acknowledgment Record, with the appropriate Error Code, rejecting the submitted record, and shut down. Licensee will be required to press the reset button on the USPS *FASTforward* system. The Licensee's system must then provide the appropriate Access Record before attempting to submit any other Record.
3. Send Acknowledgment Record, with the appropriate Error Code, rejecting the submitted record, and shut down. Licensee will be required to orally communicate with the NCSC and, after authorization, the Licensee must press the reset button on the USPS *FASTforward* system before providing the Access Record to fully re-establish the USPS *FASTforward* system.
4. Erase all data and files located in the USPS *FASTforward* system.

Actions that would precipitate the first level of reaction are the submission of records that contain invalid data (including missing information). However, if the number of successive records that are rejected exceed a Postal Service defined limit, the USPS *FASTforward* system will go to the second level reaction. In addition to security, these measures will also ensure a higher level of quality in the process by limiting the number of problem records submitted.

The severity of the USPS *FASTforward* system reaction increases, with the initiation of the third level reaction. This level of reaction would be in response to security threats that are considered severe, such as excessive password/security module violations.

Actions that would precipitate an erasure of the USPS *FASTforward* system data and files are not defined at this time. However, they will include extreme security threats, such as the detection of physical tampering with USPS *FASTforward* system.

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FASTforward Error Code Table

Error Code	Error Message
000	Record Accepted!
001	First record after initialization not an Access Record!
002	Unknown Record type submitted!
003	Incorrect Password received!
004	Job Start Record received without a Job ID!
005	Job Start Record received - Other Job Active!
006	Job End Record received - No Job Active!
007	Run Header Record received - No Run ID!
008	Run Header Record received - No active Job!
009	Run Header Record received - Other Run Active!
010	Run Trailer Record received - No Run Active!
011	Unknown Machine ID!
012	24 Hour Time Limit - Cannot Start Run
013	30 Minute Time Out: Begin Shutdown
014	Cannot Process - Lookup Type must be an 'F'
015	Invalid Processing Indicator!
101	Excessive - First record after initialization not an Access Record!
102	Excessive - Unknown Record type submitted!
103	Excessive - Incorrect Password received!
104	Excessive - Job Start Record received without a Job ID!
105	Excessive - Job Start Record received - Other Job Active!
106	Excessive - Job End Record received - No Job Active!
107	Excessive - Run Header Record received - No Run ID!
108	Excessive - Run Header received - No active Job!
109	Excessive - Run Header Record received - Other Run Active!
110	Excessive - Run Trailer Record received - No Run Active!
111	Excessive - Unknown Machine ID!
112	Excessive - 24 Hour Time Limit
113	Excessive - 30 Minute Time Out
114	Excessive - Lookup Type Must Be an 'F'
115	Excessive - Invalid Processing Indicator!

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***FASTforward*[®] Technical Specifications**

***FASTforward* Licensee Error Code Response**

The Error Code interpretations below are provided as information and clarification for the Licensee. These Error Codes are sent by the USPS *FASTforward* system in response to the records submitted by the Licensee's system. The Licensee's *FASTforward* system may interpret these Error Codes into literals for display on the Licensee's system. With the exception of the Record Accepted Code (000), every Error Code requires immediate analysis and action by the Licensee to resolve the error. In all instances, except (000), where the first character of the Error Code is zero (0), the Licensee must perform the Error Code analysis in the following logical sequence.

1. Licensee's must verify appropriate procedures are being followed with respect to record sequences, record content, and use of the Licensee's vendor pre-certified *FASTforward* interface system.
2. If unable to resolve the problem(s), Licensee's must immediately contact the appropriate vendor for assistance in determining the cause of the error as well as the error resolution.
3. If the error(s) continue to persist, Licensee's and the Licensee's vendor must then (and only then), immediately contact the USPS *FASTforward* system support.

However, in all instances where the first character of the Error Code is one (1), the Licensee must immediately notify the USPS *FASTforward* support.

***FASTforward* Error Code Description**

- 000 Record Accepted!**
The record submitted to the USPS *FASTforward* system that precipitated this response was accepted - *FASTforward* processing may continue.
- 001 First record after initialization not an Access Record!**
From an Inactive mode, the USPS *FASTforward* system requires the successful submission of an Access Record prior to any other record. This Error Code response indicates the USPS *FASTforward* system has not received and accepted an Access Record prior to the record that precipitated this Error code. Licensee's system must submit an Access Record which is accepted by the USPS *FASTforward* system in order to proceed.
- 002 Unknown Record type submitted!**
The USPS *FASTforward* system has received a record from the Licensee's system that contains an unknown record identifier. The

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Licensee's system must submit one of the eight (8) record types authorized for submission to the USPS *FASTforward* system.

003 Incorrect Password received!

The USPS *FASTforward* system received an Access Record that contained at least one incorrect password. Correct passwords must be provided to in order to gain authorization for access to the USPS *FASTforward* system.

004 Job Start Record received without a Job ID!

The USPS *FASTforward* system has received a Job Start Record that does not contain a Mailing Statement Sequence Number. This number must be the same number the Licensee will place in the field of the same name, on the Mailing (Postage) Statement form. Every Job Start Record must contain a Mailing Statement Sequence Number.

005 Job Start Record received - Other Job Active!

The USPS *FASTforward* system received a Job Start Record for an MLOCR or RVE station that still has an active Job in progress. No MLOCR or RVE station can process more than one Job at a any given time. Therefore, the Licensee must complete, and close out an active Job with a Job End Record, prior to starting another Job.

006 Job End Record received - No Job Active!

The USPS *FASTforward* system has received a Job End Record that cannot be associated with an active Job on the MLOCR or RVE station identified within the record. The USPS *FASTforward* system uses the MLOCR Serial Number in the Job Start and Job End Records to determine this association. Job End Records submitted by the Licensee's system must contain an MLOCR Serial Number that matches the MLOCR Serial Number of an active Job.

007 Run Header Record received - No Run ID!

The USPS *FASTforward* system has received a Run Header Record that does not contain a Customer ID (blank field). Every Run Header Record submitted by the Licensee's system must contain a Customer ID for accounting purposes. The Licensee is required to maintain records that identify the customer(s) that are processed in each Run.

008 Run Header Record received - No active Job!

The USPS *FASTforward* system has received a Run Header Record that cannot be associated with the active Job on the MLOCR or RVE station identified in this record. Run Header Records submitted by the Licensee's system must contain an MLOCR Serial Number that corresponds to the MLOCR Serial Number submitted as part of a Job Start Record for a Job that is still active.

009 Run Header Record received - Other Run Active!

The USPS *FASTforward* system has received a Run Header for a particular MLOCR or RVE station (as identified by the MLOCR Serial Number) that still has another Run active. Prior to beginning another

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- Run, the active Run must be closed by sending a Run End Record to the USPS *FASTforward* system.
- 010 Run Trailer Record received - No Run Active!**
The USPS *FASTforward* system has received a Run Trailer Record that cannot be associated with an active Run (from any of the MLOCR's or RVE stations submitting records to the system). Run Trailer Records submitted by the Licensee's system must contain an MLOCR Serial Number that corresponds to the MLOCR Serial Number submitted as part of a Run Header Record for a Run that is still active.
- 011 Unknown Machine ID!**
The USPS *FASTforward* system has received a record that cannot be associated with an active Job or Run. The MLOCR Serial Number in this record must correspond to the MLOCR Serial Number submitted in an active Job Start or Run Header Record.
- 012 24 Hour Time Limit - Cannot Start Run**
The USPS *FASTforward* system has determined that it has been in an accessible status for more than 24 hours without the submission of an Access Record. Any current Runs will be allowed to complete, however, no new Runs (or Jobs) may begin until a successful Access Record exchange has taken place.
- 013 30 Minute Time Out: Begin Shutdown**
The USPS *FASTforward* system has determined that, while in an accessible status, no records have been submitted for the last 30 minutes. *FASTforward* processing cannot continue until a successful Access Record exchange has taken place.
- 014 Cannot Process - Lookup Type must be an 'F'**
The USPS *FASTforward* system has received a Detail Record with a Look Up Code other than 'F'. For MLOCR *FASTforward* processing, the only acceptable value in this field is an 'F'.
- 015 Invalid Processing Indicator!**
The USPS *FASTforward* system has received a Run header Record that contains an invalid processing indicator. This field identifies the specific customer (mailer) requested mode for *FASTforward* operation, and must contain one of the four valid values.
- 101 Excessive - First record after initialization not an Access Record!**
Licensee must contact the USPS *FASTforward* support immediately. The USPS *FASTforward* system has detected an excessive number of non Access Record submissions (Error Code 001). From an Inactive mode, the USPS *FASTforward* system requires the successful submission of an Access Record prior to any other record. This Error Code response indicates the USPS *FASTforward* system has received multiple attempts to submit a non Access Record prior to the record that precipitated this Error code.

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- 102 Excessive - Unknown Record type submitted!**
Licensee must contact the USPS *FASTforward* support immediately. The USPS *FASTforward* system has detected an excessive number of unknown record type submissions (Error Code 002). The USPS *FASTforward* system has received multiple records from the Licensee's system that contained an unknown record identifier. The Licensee's system must submit one of the eight (8) record types authorized for submission to the USPS *FASTforward* system.
- 103 Excessive - Incorrect Password received!**
Licensee must contact the USPS *FASTforward* support immediately. The USPS *FASTforward* system has detected an excessive number of Access Record submissions with incorrect passwords (Error Code 003). The USPS *FASTforward* system received multiple Access Records, each of which contained at least one incorrect password. Correct passwords must be provided in order to gain authorization for access to the USPS *FASTforward* system.
- 104 Excessive - Job Start Record received without a Job ID!**
Licensee must contact the USPS *FASTforward* support immediately. The USPS *FASTforward* system has detected an excessive number of Job Start Record submissions without a Job ID (Error Code 004). The USPS *FASTforward* system has received multiple Job Start Records that did not contain a Mailing Statement Sequence Number. This number must be the same number the Licensee will place in the field of the same name, on the Mailing (Postage) Statement form.
- 105 Excessive - Job Start Record received - Other Job Active!**
Licensee must contact the USPS *FASTforward* support immediately. The USPS *FASTforward* system has detected an excessive number of Job Start Record submissions while a different Job is still active (Error Code 005). The USPS *FASTforward* system received multiple Job Start Records for an MLOCR or RVE station that still has an active Job in progress. No MLOCR or RVE station can process more than one Job at a any given time. Therefore, the Licensee must complete, and close out an active Job with a Job End Record, prior to starting another Job.
- 106 Excessive - Job End Record received - No Job Active!**
Licensee must contact the USPS *FASTforward* support immediately. The USPS *FASTforward* system has detected an excessive number of Job End Record submissions where there is not a corresponding Job active (Error Code 006). The USPS *FASTforward* system has received multiple Job End Records that could not be associated with an active Job on the MLOCR or RVE station identified within the record. The USPS *FASTforward* system uses the MLOCR Serial Number in the Job Start and Job End Records to determine this association. Job End Records submitted by the Licensee's system must contain an MLOCR Serial Number that matches the MLOCR Serial Number of an active Job.

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- 107 Excessive - Run Header Record received - No Run ID!**
Licensee must contact the USPS *FASTforward* support immediately. The USPS *FASTforward* system has detected an excessive number of Run Header Record submissions without a Run ID (Error Code 007). The USPS *FASTforward* system has received multiple Run Header Records that did not contain a Customer ID (blank field). Every Run Header Record submitted by the Licensee's system must contain a Customer ID for accounting purposes. The Licensee is required to maintain records that identify the customer(s) that are processed in each Run.
- 108 Excessive - Run Header received - No active Job!**
Licensee must contact the USPS *FASTforward* support immediately. The USPS *FASTforward* system has detected an excessive number of Run Header Record submissions where no active Job exists (Error Code 008). The USPS *FASTforward* system has received multiple Run Header Records that could not be associated with the active Job on the MLOCR or RVE station identified in this record. Run Header Records submitted by the Licensee's system must contain an MLOCR Serial Number that corresponds to the MLOCR Serial Number submitted as part of a Job Start Record for a Job that is still active.
- 109 Excessive - Run Header Record received - Other Run Active!**
Licensee must contact the USPS *FASTforward* support immediately. The USPS *FASTforward* system has detected an excessive number of Run Header Record submissions while another Run was still active (Error Code 009). The USPS *FASTforward* system has received multiple Run Headers for a particular MLOCR or RVE station (as identified by the MLOCR Serial Number) that still had another Run active. Prior to beginning another Run, the active Run must be closed by sending a Run End Record to the USPS *FASTforward* system.
- 110 Excessive - Run Trailer Record received - No Run Active!**
Licensee must contact the USPS *FASTforward* support immediately. The USPS *FASTforward* system has detected an excessive number of Run Trailer Record submissions (Error Code 010). The USPS *FASTforward* system has received multiple Run Trailer Records that could not be associated with an active Run (from any of the MLOCR's or RVE stations submitting records to the system). Run Trailer Records submitted by the Licensee's system must contain an MLOCR Serial Number that corresponds to the MLOCR Serial Number submitted as part of a Run Header Record for a Run that is still active.
- 111 Excessive - Unknown Machine ID!**
Licensee must contact the USPS *FASTforward* support immediately. The USPS *FASTforward* system has detected an excessive number of record submissions (Error Code 011) where the machine ID was unknown. The USPS *FASTforward* system has received multiple records that could not be associated with an active Job or Run. The MLOCR Serial Number in

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this record must correspond to the MLOCR Serial Number submitted in an active Job Start or Run Header Record.

112 Excessive - 24 Hour Time Limit - Cannot Start Run

Licensee must contact the USPS *FASTforward* support immediately. The USPS *FASTforward* system has detected an excessive number of Job Start and/or Run Header Records submissions (Error Code 012) after it has determined that *FASTforward* has been in an accessible status for more than 24 hours without the submission of an Access Record. A successful Access Record exchange must take place in order to proceed.

113 Excessive - 30 Minute Time Out: Begin Shutdown

Licensee must contact the USPS *FASTforward* support immediately. The USPS *FASTforward* system has detected an excessive number of record submissions (Error Code 013) where the USPS *FASTforward* system has determined that, while in an accessible status, no records have been submitted for the last 30 minutes. *FASTforward* processing cannot continue until a successful Access Record exchange has taken place.

114 Excessive - Cannot Process - Lookup Type must be an 'F'

Licensee must contact the USPS *FASTforward* support immediately. The USPS *FASTforward* system has detected an excessive number of record submissions (Error Code 014) where the Detail Record contained a Look Up Code value other than 'F'. For MLOCR *FASTforward* processing, the only acceptable value in this field is an 'F'.

115 Excessive - Invalid Processing Indicator!

Licensee must contact the USPS *FASTforward* support immediately. The USPS *FASTforward* system has received an excessive number of Run header Record submissions that contained an invalid processing indicator (Error Code 015). This field identifies the specific customer (mailer) requested mode for *FASTforward* operation, and must contain one of the four valid values.

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Appendix D

***FASTforward*[®] Remote Video Encoding (RVE) Specifications**

GENERAL

The Licensee's vendor pre-certified MLOCR *FASTforward* interface system may, with Licensor approval, optionally be enabled to pass MLOCR captured video images of mailpieces or facsimiles that could not be ZIP + 4/DPC coded by the Licensee's MLOCR system(s) to Remote Video Encoding (RVE) system(s) for resolution. The *FASTforward* remote video encoding activity may be performed either by the Licensee itself or via a third party remote video encoding service provider that has been separately *FASTforward* licensed by USPS. Regardless of the method, if this option is desired by the MLOCR Licensee and approved by the Licensor, the RVE process utilized will be considered an integral part of the Licensee's MLOCR *FASTforward* system configuration.

If an RVE interface to the USPS *FASTforward* system processing is utilized, all requirements and specifications contained within the License agreement and appendices shall pertain, unless explicitly allowed, prohibited, or modified in this Appendix.

DEFINITION

Remote Video Encoding, for the purpose of authorized usage and interface with the USPS *FASTforward* system, is defined as a USPS MASS/RVE certified electronic mailpiece video image capture process that assigns the correct ZIP + 4/DPC code apart (remote) from MLOCR ZIP + 4/DPC processing and additionally provides required name and address information to the USPS *FASTforward* system for processing. Under this concept, the address information submitted to the USPS *FASTforward* system shall solely be from a USPS MASS/RVE certified systems/process(es). If the address information is ZIP + 4/DPC coded from a process with no data entry capability, then the associated name information originally captured and interpreted on the MLOCR must be submitted. If the address information is ZIP + 4/DPC coded from a process that does have data entry capability, then the associated name information submitted must also be a result of the same data entry process. No RVE activities shall be interfaced to the USPS *FASTforward* system without the required testing and approval of the Licensor.

GENERAL REQUIREMENTS

Any RVE activity that may be interfaced to the USPS *FASTforward* system must be USPS MASS/RVE certified and approved. Additionally, prior to any actual RVE interfaced *FASTforward* processing occurring in a production environment, the Licensor will examine and test the proposed *FASTforward* RVE interface to ensure that all *FASTforward* license requirements are met. The Licensor will, after review, provide the Licensee with written approval or rejection of their proposed method.

Licensee shall ensure that no Change of Address (COA) information obtained from the USPS *FASTforward* system is intercepted, copied, rerouted, stored, retained, archived, or used for any purpose other than explicitly authorized by the license agreement during the transmission process to and from the Licensee's RVE system as well as during processing by the Licensee's RVE system.

The Licensee shall not physically locate the USPS *FASTforward* system outside the boundaries of the United States of America or its territories without prior written approval of the Licensor.

The Licensee's RVE system shall not permit access to the RVE Data Entry operator(s) for *FASTforward* - related processing unless a non ZIP + 4/DPC coded image is provided from the Licensee's MLOCR(s) for RVE processing. Additionally, each RVE data entry operator must have a unique operator ID and Password within the Licensee's system that confirms authorization to gain access to the *FASTforward* RVE data entry process itself if the RVE Data Entry Operator has access to the *FASTforward* interface.

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FASTforward[®] Remote Video Encoding (RVE) Specifications**SPECIFIC REQUIREMENTS****FASTforward REMOTE VIDEO ENCODING PROCESSING**

The Licensee shall first process the mailpieces on their *FASTforward* licensed MLOCR equipment platform. Each address that obtains a ZIP + 4/DPC code via this processing shall be passed to the USPS *FASTforward* system which directly services the MLOCR, along with its associated name information, that has been optically lifted from the mailpiece during the MLOCR *FASTforward* processing as specified in the license agreement.

If, after the prerequisite MLOCR *FASTforward* processing takes place, the address on the mailpiece cannot be ZIP + 4/DPC coded, the electronic image of the mailpiece may be passed to a licensed RVE *FASTforward* process. Once the RVE operation has attempted to obtain the correct ZIP + 4/DPC code for the address, the address, with its associated name information, may be submitted to the USPS *FASTforward* system from the RVE process. This must be accomplished using one of the three methods described below:

1. Only the RVE ZIP + 4/DPC coded address may be initially submitted to the USPS *FASTforward* system. However, if as a result of this process, the USPS *FASTforward* system returns an indication that there is move activity involved with the submitted address, the RVE operator must be prompted by the Licensee's system to enter the **complete and exact name information from the video image of the mailpiece**. The name information must include any titles that may be present. The name information must adhere to the *FASTforward* RVE Name Information Specifications contained in this Appendix. The Licensee's system must then combine the keyed name information and RVE ZIP + 4/DPC coded address information into a single record and resubmit to the USPS *FASTforward* system for processing.
2. The Licensee's RVE system may initially submit both the complete and exact name information and RVE ZIP + 4/DPC coded address information for *FASTforward* processing.
3. The third authorized method of submitting the address and its associated name information to the USPS *FASTforward* system enables the submission of name information in increments as small as one character at a time. Initially, only the RVE ZIP + 4/DPC coded address may be submitted to the USPS *FASTforward* system, as in method # 1 above. However, if as a result of this process, the USPS *FASTforward* system returns an indication that there is move activity involved with the submitted address, the licensed RVE system must send additional record(s) for the same mailpiece image. Each additional record must contain the same, previously submitted, address data, and also contain more name information (characters) than the previous record for the same mailpiece image. RVE data entry operators must provide (key) the complete and exact name information from the video image of the mailpiece according to the criteria described in the *FASTforward* RVE Name Information Specifications section of this Appendix. However, the licensed RVE system may submit the information in small increments, while the operator continues to key. The USPS *FASTforward* system response may contain a final determination (move or no move) prior to receiving all the name information appearing on the mailpiece video image.

The RVE data entry operator must be prompted for secondary information for every mailpiece video image, regardless of the value of the secondary information to make and/or improve a match to the ZIP + 4 file. The secondary information is critical to both the quantity and quality of the Change Of Address (COA) matching process.

When a match is attained by the USPS *FASTforward* system to the name and address data submitted from the Licensee's RVE system, the information returned from the USPS *FASTforward* system shall only be applied to the mailpiece or facsimile from which the video image of the name and address information

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FASTforward[®] Remote Video Encoding (RVE) Specifications

was initially captured. This information shall only be applied to the mailpiece in accordance with the specifications in Appendix A.

It is recognized by the Licensor that during RVE processing it may be necessary to temporarily store information as part of the process. If *FASTforward* obtained Change of Address (COA) information is to be temporarily stored within the Licensee's system as part of the RVE processing (either in the RVE system and/or the MLOCR platform), this information must be destroyed completely, immediately after completion of the activity that necessitated the storage is fulfilled. As an example, if COA information is temporarily stored at the RVE site/system for batch transmission back to the MLOCR platform, the COA information at the RVE site/system must be completely destroyed immediately upon confirmation of successful transmission to the MLOCR platform.

The *FASTforward* obtained COA information shall not be stored in any manner beyond the time frame that the MLOCR *FASTforward* Licensee is in physical possession of and is capable of applying, or has applied, the COA information to its associated mailpiece or facsimile. The *FASTforward* obtained COA information shall not be included in any system, or file, backup procedure of any kind, for any reason.

The *FASTforward* processing that occurs during the RVE phase shall be identical, in every respect, to that which occurred during the initial processing on the MLOCR. This includes but is not limited to: Mailing attributes (class of mail, mailing statement sequence number, etc.), match logic, and operational mode requested by the mailing customer).

FASTforward Platform Identifier

A three character alphanumeric identifier is assigned by the USPS to each licensed MLOCR *FASTforward* platform within the Licensee's operation. This identifier provides an audit trail on the mailpiece for problem resolution. The Platform Identifier shall be resident on the licensee's MLOCR system and is not returned by the USPS *FASTforward* system, for example "-AA". *Note: the "-" is a significant character in the identification methodology.*

If the Licensee utilizes RVE to supplement its MLOCR ZIP + 4/DPC coding and associated *FASTforward* processing, an additional Platform Identifier(s) will be assigned by USPS specifically to identify the input source of the COA information that is applied to the mailpiece. The MLOCR Licensee's system must recognize which input source (MLOCR or specific RVE process) the *FASTforward* COA information has resulted from, and apply the appropriate Platform Identifier in accordance with the specifications in Appendix A.

FASTforward RVE NAME INFORMATION SPECIFICATIONS

When prompted by the *FASTforward* Licensee's RVE system for name information, the RVE data entry operators shall be trained to recognize commonly used name presentations and adhere to the specifications contained herein:

- The data entry operator must distinguish between the first name and surname on the mailpiece. When presented with a mailpiece that contains a first name and a surname, the word furthest to the right will be considered the surname and must be keyed. For example, if presented with a name line of: Bill Jones then (Jones) would be considered the surname and must be keyed appropriately.
- If the operator is presented with a mailpiece that contains a name line separated by a comma, then the name preceding the comma will be considered the surname and must be keyed. For example, if presented with a name line of: Jones, Bill then the name preceding the comma (Jones) would be considered the surname and must be keyed appropriately.
- The RVE data entry operator must successfully distinguish and select name information lines, from non-name information lines, on each mailpiece video image. Address lines containing non-

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name information, such as key-lines, 'Pay To The Order Of:', etc., must be ignored (not keyed) by RVE data entry operators.

- The RVE data entry operator must correctly provide the required indication, as specified in this Appendix (see RVE *FASTforward* Additional Data Requirements Section) to the USPS *FASTforward* system when all required/existing information from the mailpiece video image has been provided.
- When presented with a mailpiece video image that contains a business name in addition to a(n) individual(s) name, only the business name information must be provided (keyed) to the USPS *FASTforward* system.
- When the business name line that the RVE operator identifies from the mailpiece video image contains leading 'noise' words, that is, "noise" words in the first position of the business name, they are not to be keyed. Examples of this type of "noise" words are: "the", "at", and "an".
- When presented with a mailpiece video image that contains a single surname (e.g., Mr. Bill Jones, Esq.), the RVE data entry operators must provide (key) the surname first. If the USPS *FASTforward* system responds with a request for additional information (potential move), the RVE data entry operator must provide all of the remaining information, from the same line, exactly as it appears on the mailpiece video image. This includes the absence or presence of spaces, gender titles (Mr., Mrs. etc.), professional titles (MD, Ph.D., Atty., etc.), first name, middle name (or initial), suffix titles (Jr., SR, I, II, III, etc.), and any punctuation that may be present. For example, if presented with a name line of: Mr. Bill Jones, Esq., the RVE data entry operator would provide (key) the last name (Jones), followed by: Mr. Bill, Esq..
- When presented with a mailpiece video image that contains multiple first names and a single surname (e.g., Bill & Mary Jones), the RVE data entry operator must provide (key) the surname first (e.g., Jones). However, no additional information shall be keyed for mailpiece video images addressed in this manner. This requirement shall be applicable regardless of the presentation of the names on the mailpiece (i.e., same line or multiple lines of name information).
- When presented with a mailpiece video image that is addressed to two individuals with different surnames (e.g., Bill Jones and Mary Smith), the RVE data entry operators shall **not provide any name or address information** to the USPS *FASTforward* system. This requirement shall be applicable regardless of the presentation of the names on the mailpiece (i.e., same line or multiple lines of name information).
- When presented with a mailpiece video image that contains a hyphenated last name (e.g., Susan Jones-Smith), the RVE data entry operator must provide (key) it as a single last name. In other words, both portions of the last name, including the hyphen, are provided (keyed).

Additional RVE *FASTforward* Data Requirements

In recognition of the differences between *FASTforward* MLOCR and *FASTforward* RVE processing, as well as the desire to provide consistency and quality to the mailing customer, the following information is provided specifically for RVE *FASTforward* processing. The level of detail is not intended to be sufficient enough to develop *FASTforward* interface systems. It will, however, provide the licensee with the necessary understanding of the *FASTforward* RVE system functionality.

There are no changes needed, nor authorized, to the Access, End Of Day Termination, Output, or Acknowledgment Records and their associated requirements in the RVE environment.

The licensed *FASTforward* MLOCR system is required to provide the licensed *FASTforward* RVE system with all specific information related to the mailing customer's request and/or specific mailing.

When *FASTforward* RVE processing occurs, each record passed from a licensee's MLOCR system to the RVE system must contain the USPS assigned three (3) character identifier from the *FASTforward* licensed MLOCR platform and the MLOCR serial number that initially processed the mailpiece, if applicable. This platform identifier and serial number will be retained in the record throughout

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FASTforward RVE processing and will be utilized by the RVE platform for License required reporting. Prior to a record submission to the USPS *FASTforward* system, the USPS assigned three (3) character identifier from the licensed RVE platform that the record is actually being submitted from must be included in the MLOCR Serial Number field. This platform identifier shall be placed in bytes 1 through 3 of the MLOCR Serial Number field. The original MLOCR platform identifier shall be placed in bytes 4 through 6 and the MLOCR serial number will be placed in bytes 7 through 18.

When RVE *FASTforward* obtained address information is subsequently applied to its related mailpiece or facsimile, the licensee's system must recognize the source of submission to the USPS system and apply the appropriate licensed platform identifier (the first 3 bytes of the MLOCR Serial Number field) that specifically identifies which licensed RVE platform operation submitted information to and obtained address information from, the USPS *FASTforward* system.

The licensed *FASTforward* RVE system must create Runs and Jobs that are unique to each *FASTforward* MLOCR platform and or customer request that it is servicing. In addition, the licensed *FASTforward* RVE system must create additional unique Runs and/or Jobs in order to maintain all customer requested service levels. Specifically, the *FASTforward* RVE system shall not combine, into a single Run or Job, any mailpiece images with different, *FASTforward* platform identifiers, Mailing Statement Sequence Numbers, Class of Mail, Customer IDs, *FASTforward* MLOCR Processing Indicators, or *FASTforward* Matching Logic Indicators.

The licensed *FASTforward* RVE system must provide an indication to the USPS *FASTforward* system that the RVE data entry operator has provided all the required and/or available name information from the mailpiece video image. This is accomplished via the "RVE End" field in the *FASTforward* detail record.

QUALITY STANDARDS FOR *FASTforward* RVE PROCESSING AND TESTING CRITERIA

The accuracy of the name and address matching performed by the USPS *FASTforward* system in this licensed environment depends upon the quality of the data passed to it from the applicant's/Licensee's RVE system. The USPS *FASTforward* name and address matching logic is standardized and tested by USPS prior to its deployment to the Licensees to ensure the results desired by USPS. Unacceptable match results will occur only when incorrect input name and addresses are provided to the USPS *FASTforward* system by the applicant's/Licensee's system.

To evaluate the performance of the complete licensed platform and the name and address matching performed by the USPS *FASTforward* system it is necessary to test the quality of the input provided by the applicant/licensee's system and its impact upon the produced results. The name and address matches produced by the applicant/licensee's complete licensed platform during initial and subsequent tests shall be identical in terms of accuracy and number when compared to the output produced by the USPS name and address matching test system. The USPS shall provide a test input name and address deck that will be processed by the applicant/licensee. The test deck will have been run against the USPS *FASTforward* matching software to determine the expected matches prior to applicant performing the test and determining acceptability. The output media provided by the applicant to the USPS must match the specifications provided to the applicant by the USPS. Failure of the USPS to be able to use the applicant's output media or data therein shall constitute a failure of the process review by the applicant. Upon acceptance, the Licensee shall provide the *FASTforward* service to its customers in the identical manner tested and approved by USPS. This will be performed by the evaluation of the test results with respect to the following criteria:

1. The percentage of records that are RVE ZIP + 4/DPC coded and passed as specified to the USPS *FASTforward* system by the applicant/licensee's system shall not be less than 90% of the total number of pieces in the USPS test deck that are expected to ZIP + 4/DPC code.

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2. The percentage of records containing input name and address information provided to the USPS *FASTforward* system by the applicant/licensee's RVE system that achieve the correct result shall not be less than 99% when compared to the USPS matching output. A correct result is determined by the licensee's input producing the expected match or a no match result.
3. The RVE input name and address information provided to the USPS *FASTforward* system by the applicant/licensee's system shall not result in a match by the USPS *FASTforward* system that is not expected and would result in the misforwarding of a mailpiece.
4. The *FASTforward* text information and Delivery Point barcodes resulting from the RVE process are applied to the appropriate mailpiece in the USPS test deck by the applicant/licensee and are within specifications, legible, easily discernible and interpretable by the Licensor.

During the RVE *FASTforward* process, the ZIP + 4 Code and DPC information applied by the applicant's software must be identical to the results obtained when the test input addresses are run utilizing the USPS MASS and Remote Video Encoding (RVE) certification system. The applicant's ZIP + 4/DPC matching software results will be measured by using the USPS MASS/RVE Stage II Certification Process. Each Licensee must maintain a current ZIP + 4/DPC MASS/RVE Certificate for the ZIP + 4/DPC coding software used in their process and only run the ZIP + 4/DPC software in its MASS/RVE approved configuration in conjunction with the *FASTforward* process.

The Licensee's *FASTforward* RVE data entry process shall achieve the correct result (Match or No Match) at a 98% accuracy rate and produce no unexpected matches. For all Licensee RVE processes that have no data entry capability, the accuracy requirement shall be identical to those for the MLOCR which are stated in Section 7.5 of the Licensee Performance Requirements. A 100% accuracy performance or standard shall be employed for application of *FASTforward* obtained information to its related (correct) mailpiece/facsimile. A 96% accuracy performance or standard shall be employed for applied ZIP + 4 Codes and 100% accuracy performance for Delivery Point Code assignments as measured against the test USPS MASS/RVE Certification Process. Address standardization accuracy for those ZIP + 4/DPC coded addresses submitted to *FASTforward* shall be 99%, when measured against USPS Publication 28 standards, and any standardization requirements in the *FASTforward* Licensee Agreement. All requirements will be measured by licensor testing and grading, unless otherwise indicated.

LICENSED *FASTforward* RVE SERVICE PROVIDER

In the case where the principal Licensee (MLOCR) has chosen to obtain *FASTforward* RVE processing services from a USPS *FASTforward* licensed RVE provider, hereafter referred to as "third party RVE provider", the resulting business arrangement constitutes a complete *FASTforward* processing platform. Each licensed entity performs specific processing tasks to provide the *FASTforward* service as a whole to the originating mailer on behalf of the Licensor. As such, unless explicitly modified, the License agreement and appendices shall pertain equally to both licensees.

However, the principal Licensee (MLOCR), as the entity that will submit the mail to the USPS, shall be the ultimate responsible party to the Licensor for ensuring that all requirements of the License are met for all *FASTforward* activities that affect the mailpieces or facsimiles that they process on their equipment. This applies regardless of whether or not the Licensee obtains the RVE option from a third party RVE service provider. A third party RVE service provider is responsible to the MLOCR Licensee to provide *FASTforward* RVE service that meets the MLOCR Licensee's obligations, and as such is viewed by the Licensor as a sub-contractor of the MLOCR Licensee in this arrangement. However, the third party RVE service provider is additionally responsible to the Licensor to meet the terms and conditions of its License agreement.

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In the event that a problem is identified by the Licensor that is related to *FASTforward* RVE processing, the Licensor will, at its sole discretion, direct correction of the problem and/or exercise the suspension or termination provisions of the license to either, or both, *FASTforward* licensed entities, as it deems appropriate by the situation.

A *FASTforward* licensed third party RVE service provider that *only* provides RVE data entry services to (a) MLOCR *FASTforward* Licensee(s) will not be responsible for the following License requirements:

In Section 7 of the Licensee Performance Requirements: 7.1, 7.2, 7.3, 7.4, 7.8

In Section 8 of the Licensee Performance Requirements: 8.1, 8.1.2, 8.1.3, 8.1.4, 8.2, 8.7, 8.8

A licensed third party RVE service provider shall retain on file and provide an electronic copy (report) to USPS on a monthly basis, (within 3 calendar days after the end of the month) the RVE Licensee Service Logs that reflect all RVE *FASTforward* processing that occurred for each RVE *FASTforward* processing platform that it operates during the specified period in accordance with Section 8.6 of the Licensee Performance Requirements. The reports shall be in the format shown in Example Reports # 7 and # 8 in this Appendix. The reports shall reflect the most current version as shown in the respective interface developers guide associated with the RVE process. These reports shall be retained by the Licensee for a period of 5 years at the Licensee's facility and shall be available for inspection by the Contracting Officer and/or his/her designees and copies shall be provided when and if requested by the Contracting Officer or designees.

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FASTforward[®] Remote Video Encoding (RVE) Specifications

EXAMPLE REPORT #7

(RVE LICENSEE NAME)

**SPECIFIC PLATFORM *FASTforward* RVE SERVICE LOG FOR MM/YYYY
FOR FORWARDABLE, FACSIMILE, AND NOTIFICATION VIA RETURNED MAILPIECE PROCESSING
FOR
RVE LICENSEE PLATFORM ID: _____ *****

MLOCR Platform ID *	Date Received	Date Returned	Type	Pieces Processed	<i>FASTforward</i> Matched
-AA	2/1/1996	2/2/1996	F	1,000	40
-AZ	2/4/1996	2/5/1996	N	5,000	25
-BD**	2/6/1996	2/9/1996	F	500	60
-SM	2/9/1996	2/9/1996	Y	10,000	200
Total for this platform				16,500	325

(Y= Forwardable, F= Facsimile, N= Notification Via Returned Mailpiece)

- * MLOCR Platform ID must be true and actual *FASTforward* ID of record. No fabricated abbreviation or code may be utilized for identification of MLOCR device that initially submitted the information for RVE *FASTforward* processing.
- ** Customer written request for longer service period on file.
- *** Specific RVE *FASTforward* Processing Platform ID being reported. If Licensee has multiple platforms, a report is required for each.

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EXAMPLE REPORT #7

FILE LAYOUT

FASTforward RVE SERVICE LOG**Monthly Report**

- Monthly Service Log must be submitted in the format described below, on 3 1/2" 1.44 MB floppy diskette.
- Diskette label must contain licensee name, *FASTforward* Platform ID(s), Processing Month contained on the diskette, and the date data was compiled.
- Service Log information must be kept in sequential order by date. Monthly reporting periods begin on the first day and end on the last day of each month. Year-to-date calculations begin on October 1, and terminate on September 30.

RVE *FASTforward* Monthly Service Log

FFSRCSL RVE <i>FASTforward</i> Platform ID	PIC X (03)
FFSRCSL <i>FASTforward</i> MLOCR Platform ID	PIC X (03)
FFSRCSL <i>FASTforward</i> Licensee Name	PIC X (30)
FFSRCSL Reporting Month (Format: YYYYMM)	PIC X (06)
FFSRCSL Date File Received (Format: YYYYMMDD)	PIC X (08)
FFSRCSL Date File Returned (Format: YYYYMMDD)	PIC X (08)
FFSRCSL <i>FASTforward</i> MLOCR Processing Indicator (Type)	PIC X (01)
FFSRCSL Pieces Processed for Customer	PIC 9 (12)
FFSRCSL Records <i>FASTforward</i> Matched for Customer	PIC 9 (12)
FFSRCSL Customer Written Request for Longer Service Period (‘Y’ for Longer Service)	PIC X (01)
RVE <i>FASTforward</i> Monthly Customer Service Log Total Byte Count	(130)

Record Field Definitions

FFSRCSL RVE *FASTforward* Platform ID: The three-character RVE *FASTforward* identifier (e.g., “-YO”) assigned by the USPS located in bytes 1 through 3 of the MLOCR Serial Number field.

FFSRCSL *FASTforward* MLOCR Platform ID: The originating MLOCR platform identifier located in bytes 4 through 6 of the MLOCR Serial Number field.

FFSRCSL *FASTforward* Licensee: Name of RVE *FASTforward* licensee.

FFSRCSL Reporting Month (Format: YYYYMM): The reports begin on the first of the month and terminate after the last day of the month.

FFSRCSL Date Received (Format: YYYYMMDD): Date received.

FFSRCSL Date Returned (Format: YYYYMMDD): Date returned to licensee.

FFSRCSL *FASTforward* MLOCR Processing Indicator (Type): Y=Forwardable,

F=Facsimile mode, N=Notification via Returned Mailpiece mode: One of three separate and distinct services that may be provided to a mailer by the *FASTforward* Licensee.

FFSRCSL Pieces Processed for Customer: Number pieces processed.

FFSRCSL Records *FASTforward* Matched for Customer: Number records matched.

FFSRCSL Customer Written Request for Longer Service Period: Licensee must process and return all matched mailpieces processed within 24 hours, unless a longer period is specified by the customer in writing. Customers who request a longer turnaround time will be noted on the log by an asterisk. The customer's written request will be maintained with the log. (‘Y’ for longer service)

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EXAMPLE REPORT #8

Aggregate FASTforward RVE SERVICE LOG FOR MM/YYYY
for
(RVE LICENSEE NAME)

Number of MLOCR Licensees Serviced this period:		4
Number of MLOCR Licensees processed within service standard:		4
Service of Expectation of Monthly Cycle:	100%	
Total records submitted by all licensees and processed by all RVE platforms this period: 20,100****		
Number of MLOCR Licensees serviced Year-To-Date:	100	
MLOCR Licensees processed within Service Standards Year-To-Date:		99
Service Expectation of Yearly Cycle:	99%	
Total records submitted by all licensees and processed by all RVE platforms Year-to-Date: 40,100****		

**** Figure contains no duplicate counts across multiple RVE platforms

Note: for reporting purposes, year-to-date figures begin on October 1 and terminate September 30. Service Log information must be kept in sequential order by date.

EXAMPLE REPORT #8

FILE LAYOUT

Aggregate FASTforward RVE SERVICE LOG FOR MM/YYYY
for
(RVE LICENSEE NAME)

FFSMASL Reporting Month (Format: YYYYMM)	PIC X (06)
FFSMASL <i>FASTforward</i> Licensee Name	PIC X (30)
FFSMASL Number of MLOCR Licensees Serviced this period:	PIC X (08)
FFSMASL Number of MLOCR Licensees processed within service standard:	PIC X (08)
FFSMASL Service of Expectation of Monthly Cycle:	PIC X (03)
FFSMASL Total records submitted by all licensees and processed by all RVE platforms this period:	PIC X (12)
FFSMASL Number of MLOCR Licensees serviced year-to-date:	PIC X (08)
FFSMASL MLOCR Licensees processed within Service Standards year-to-date:	PIC X (08)
FFSMASL Service Expectation of Yearly Cycle:	PIC X (03)
FFSMASL Total records submitted by all licensees and processed by all RVE platforms year-to-date:	PIC X (12)