

United States Postal Service®
***FASTforward*® for Mailing List Correction**

License Agreement No. 475630-97-L-XXXX

THIS AGREEMENT is made between:

(Licensee) _____,

a _____

having its principal place of business at:

(Address) _____

(City) _____ (State) _____ (ZIP+4) _____,

and the United States Postal Service® (USPS®/Licensor) 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, 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 own and/or its commercial customers' mailing lists that are used to prepare mail that will be submitted to the United States Postal Service for acceptance and delivery.

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

1. 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 to provide standardized name and address matching services in accordance with the attached *FASTforward* Licensee Performance Requirements, dated March 13, 1997.
 - 1.1. The sole purpose of this license and of the above name and address matching services is to provide address correction service for mailing lists that are processed by the Licensee's computer system that interfaces to the USPS *FASTforward* system. 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 list that contains both old and corresponding new address records (or service product or system of lists that can be used to link old and corresponding new address records), 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 or their customer lists shall be updated by use of the *FASTforward* system except as explicitly authorized by this agreement and the Attachments incorporated herein.

2. 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 Licensee may provide this service from multiple processing platforms (i.e. multiple Licensee systems may be multiplexed into a single USPS system as described in Section 6.1 of the Licensee Performance Requirements) at an additional annual fee of 50% of the current annual license fee per additional platform. 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.

Should the Licensee *FASTforward* service application require USPS computer system performance in excess of the capabilities of the current standard USPS system, the Licensor may, at its discretion, substitute a higher performance system. The Licensee shall reimburse the Licensor for any additional costs for a higher performance system. The Licensor will provide written notification of the amount of the additional fee(s) for Licensee concurrence. These fees shall be payable thirty days (30) after concurrence or as extended by Licensor.

- 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 three *FASTforward* process reviews 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 fourth audit and each subsequent audit activity within any given license agreement year.

3. 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. Provided 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 sixty (60) 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. FURNISHING OF USPS *FASTforward* TECHNOLOGY. Licensor shall provide Licensee copyrighted *FASTforward* technology as described in the attachment entitled *FASTforward* Licensee Performance Requirements, dated March 31, 1997.
5. 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. INDEMNITY. Licensor agrees to hold harmless, defend and indemnify Licensee for infringement of any U.S. 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 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. 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. 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 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. 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 address lists; (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. 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 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. 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. 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. 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. ASSIGNMENT PROHIBITED. Neither this agreement nor any license granted hereunder may be assigned voluntarily or by operation of law.
15. 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. 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.
17. APPLICABLE LAW. This Agreement shall be governed by the federal laws of the United States.

LICENSEE:

By: _____
Signature of Licensee

Title: _____

Date: _____

UNITED STATES POSTAL SERVICE

By: _____
Signature of Contracting Officer's Representative

Title: _____

Date: _____

United States Postal Service®

***FASTforward*® for Mailing List Correction**

Licensee Performance Requirements

Prepared by:
National Customer Support Center
United States Postal Service
DATE: March 31, 1997

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Licensee Performance Requirements

1. 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 computer-based electronic name and address mailing lists. 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 mailing list correction service for lists that are processed by the Licensee's computer system that interfaces with the USPS *FASTforward* 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 list that contains both old and corresponding new address records (or service product or system of lists that can be used to link old and corresponding new address records), 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. 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 interfacing cable that connects the USPS *FASTforward* system to the Licensee owned or leased computer system. 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.

The Licensee may elect to be recognized by Licensor as being one of the following types of *FASTforward* service providers:

1. Services only its own mailing lists.
2. Services only external customer mailing lists.
3. Services both its own and external customer mailing lists.

Prior to any *FASTforward* service being provided, the Licensee shall notify the Licensor in writing of its chosen status and provide the Licensor with written notification sixty days (60) prior to any change.

If the Licensee elects to service external customers, advertising for its *FASTforward* service will be required. The Licensee may charge customers (mailers) a reasonable fee for its *FASTforward* service.

The Licensee will accept from these customers (or itself) name and address mailing lists on electronic computer media so as to allow matching of their lists against the USPS *FASTforward* system. The Licensee's *FASTforward* service will process the names and addresses present on the mailing list and return the information to the customer (or itself) on magnetic tape or disk/diskette or via telecommunications. See Section 7.0 for requirements.

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

3. 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 computer system, through which mailers can obtain electronic address correction services to their mailing lists utilizing information which postal customers customarily file with the USPS when they move (Change of Address, PS Form 3575). The specific information (new address) may only be obtained through matching the pre-existing name and address present on a mailer's list against (to) the national database of permanent address changes filed during the preceding 6 months. Address change information will be provided for only those customer records which, in fact, have a matching name and old address on the mailing list.

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 Licensee(s) - *FASTforward* Matching Services

- Computer system with interface with the USPS *FASTforward* system.
- Customer mailing list processing.

- Disclosure accounting and reporting.
- Customer Service (all aspects).
- Controlling, Managing, and Preparation of Customer mailing lists (files).
- Security of USPS *FASTforward* system and customer mailing lists (files).
- Receipt and application of USPS *FASTforward* updates

4. 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 Computerized Forwarding System (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 (if external customers lists are to be processed), and providing *FASTforward* services to itself and/or its customers.

4.2. *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. 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 electronic mailing lists on magnetic tape and/or diskette media for *FASTforward* services on a scheduled basis or on an "as needed" basis. The customer's electronic file format(s) requirements will be specified by each Licensee. As an option, the Licensee may, with prior

notification of and approval by the Licensor as to the method, also provide subscribers with secure electronic file data transmission facilities/capabilities for batch submission of their mailing list(s) for *FASTforward* processing services. After an entire file is processed, it may be returned using this same communication method.

- 5.2. A computer-based mailing list processing operation and computer system(s) that interfaces as required with the USPS *FASTforward* system.
- 5.3. A *FASTforward* facility with the following attributes:
 1. Trained personnel to ensure that the mailing list processing 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 *FASTforward* interface system at optimum accuracy and performance levels.
 4. Adequate electronic and physical security and procedures to prevent unauthorized access to or theft of the USPS *FASTforward* technology and customer mailing lists.
- 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 and communications necessary to provide mailers with *FASTforward* services.
- 5.6. To effectively manage and support 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.

6. 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 single licensed *FASTforward* platform. These components are; 1) the USPS *FASTforward* system that can be interfaced to the Licensee's system enabling *FASTforward* processing and services to occur and, 2) a Licensee owned/leased Computer-based mailing list processing system that meets all license requirements and has been USPS certified by the Licensee and/or its supplying vendor(s). A single USPS system may interface with a single Licensee processor constituting a single licensed platform or optionally, may be interfaced (via multiplex) to several processors. A multiplexed configuration may be considered a single licensed *FASTforward* platform by Licensor, provided that the *FASTforward* service results attained from each Licensee processing system multiplexed into the USPS system are identical and all other license requirements are satisfied. If these requirements are not satisfied, each processing system will be considered an additional platform and will be subject to the additional fee noted in the license. If multiplexing is desired by Licensee, all costs for enabling this option shall be borne by the Licensee.

The Licensee shall provide USPS CASS certified ZIP+4/DPC and all other software required on its system to provide this service along with its systems/equipment that are also *FASTforward* certified by USPS. The Licensee's system/equipment can be attached to the USPS *FASTforward* system. The resulting combined processing system (licensed *FASTforward* platform) 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 complete documentation itemized by component, including any third party software products utilized, for each *FASTforward* platform that it intends to operate. The Licensee shall ensure that this documentation remains current for the duration of the license. The Licensee shall not add, modify, or delete features of the licensed *FASTforward* platform, that impact the provision of *FASTforward* services, without prior written approval of the Licensor.

6.2. The Licensee's *FASTforward* platform shall:

1. At all times maintain current USPS Coding Accuracy Support System (CASS) certification and be registered with the USPS *FASTforward* vendor pre-certification program if applicable.
2. Respond accurately to all messages and data records provided from the USPS *FASTforward* system.
3. Meet all requirements specified in Licensee Performance requirements, attached Appendix and the separately published USPS *FASTforward* Interface Developers Guide (Mailing List Correction).
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 input address records with Delivery Point Code information for all input addresses that are ZIP+4 coded via the Licensee's CASS certified ZIP+4 system.
- 6.3. Except for specific data transfer activities directly required to update a mailing list, the Licensee shall not copy, retain, store, or archive in any manner, any information obtained from the USPS *FASTforward* System. This information shall only be utilized to update the specific mailing list submitted for *FASTforward* processing as prescribed in Section 7.0 of the Performance Requirements, after which it shall be destroyed completely.
 - 6.3.1. The Licensee shall not enable any technology or system, other than that which is authorized by this agreement and approved by the Licensor, to interface with USPS *FASTforward* system or pass to in any manner, the COA information obtained from the USPS *FASTforward* system. Additionally, the Licensee shall implement electronic security measures to prevent unauthorized access to the USPS *FASTforward* system.
 - 6.3.2. The Licensee shall establish procedures that ensure that its *FASTforward* service is used only for the purpose for which the licensed technology was acquired.
- 6.4. The Licensee shall retain *FASTforward* update media provided by USPS in secure storage until return of media is requested by USPS. USPS will provide mailing labels for return of the update media.
- 6.5. 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.
- 6.6. *FASTforward* PLATFORM MAINTENANCE

The Licensee shall identify and immediately repair or replace hardware and software systems 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.

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 the 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 201, 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 its 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.

6.7. DATA BASE MAINTENANCE

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

6.8. 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 name and address mailing lists received from mailers, nor will the USPS attempt to direct mailer inquiries to any particular Licensee.

7. 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 appendix:

- 7.1. The Licensee shall, for its own name and address mailing lists and/or those submitted by its customers on magnetic tape, disk/diskette or as an option, telecommunicated, first process the input addresses present on the mailing list through its USPS Coding Accuracy Support System (CASS) certified ZIP+4/DPC software. If an address is successfully ZIP+4/DPC coded as a result of this process, the Licensee shall parse the address components in accordance with their representation on the USPS National Directory (ZIP+4) file and/or USPS Alias file and incorporate any *FASTforward* specific standardization requirements noted in the Appendix. The resulting address information along with the associated name information will then be submitted to the USPS *FASTforward* system for Change of Address (COA) matching. If the input address cannot be coded by the CASS certified software, then the entire address as originally presented on the mailing list will be submitted, along with the name information, to the USPS *FASTforward* system for COA matching. (See Appendix for detail specifications and record formats)
- 7.2. All *FASTforward* services provided by the Licensee shall be to bona fide name and address mailing lists and will be accomplished in a "batch file processing" mode (i.e. not interactive). For the purposes of this license agreement and the services provided thereunder, a mailing list is defined as: 1) consisting of no fewer than 100 unique names and associated addresses and, 2) is submitted for processing by the customer entity (at a company/corporate level) that executed the *FASTforward* Processing Acknowledgment Form. In no circumstance, may lists (names and addresses) from different customers be combined in order to meet the mailing list definition.

7.3. The output file which is returned to the customer as a result of *FASTforward* processing will include:

1. The original address as it was presented.
2. The standardized address appended with correct ZIP+4/DPC code that resulted from the CASS ZIP+4/DPC segment of the processing.
3. The new (moved to) address with correct ZIP+4/DPC code and carrier route number where a match has been found (or the Special Match Flag when no new address information is available). The move effective date (Month/Year), and move type of the record that was matched to (family, individual, business) will be returned in either case.
4. When no match is found, only items 1 and 2, above, will be returned, as well as the NDI report noted in item 5, below.
5. National Deliverability Index (NDI) Report information. This may be optionally provided to the customer in hardcopy report form.
6. A current USPS form 3553, or approved facsimile, as referenced in Section 8.7

7.4. A Licensee that provides *FASTforward* batch telecommunications facilities for its customers must also provide all the required output described above. In addition, as with all *FASTforward* services, the Licensee must ensure that the prerequisite Acknowledgment Form has been fully executed prior to any *FASTforward* service being provided. Also, when telecommunications are utilized for *FASTforward* service, to ensure that the file being processed is an address mailing list, the licensee must receive via transmission file, a minimum of 100 unique names and addresses during any one telecommunications session before *FASTforward* processing is begun.

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 file that will be processed by the applicant/licensee. The test file 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 records in the USPS test file.
2. The percentage of test file input name and address records provided to the USPS *FASTforward* system by the applicant/licensee's 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 test file input name and address records 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.

During the *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 if possible. 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 Coding Accuracy Support System (CASS). The applicant's ZIP+4/DPC matching software results will be measured by using the USPS CASS Stage II Certification Process. Each Licensee must maintain its own current ZIP+4/DPC CASS Certificate for the ZIP+4/DPC coding software used in their process and only run the ZIP+4/DPC software in its CASS approved configuration in conjunction with the *FASTforward* process.

The complete licensed platform shall provide accurately matched *FASTforward* responses for at least 99% of the inquiries where data to support these responses are known to be in the USPS file and shall produce no unexpected matches. A 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 CASS 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.

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 names and addresses through its **FASTforward** service, have on file for itself and/or for each customer submitting a mailing list, a fully executed **FASTforward PROCESSING ACKNOWLEDGMENT FORM** and provide the customer with a copy (see example report number 2 in Section 8). Copies of the executed forms shall be maintained by the licensee and made available for Postal Service review, upon request, for a period of 5 years from date of execution. The licensee will reproduce and provide this form to its customers and USPS at its own expense.

2. Licensee must process and return all customer mailing list files within seven (7) business days of receipt, unless a longer period is specified by the customer in writing (Business days are defined as Monday thru Friday). The fulfillment cycle starts the day the customer file is received by the Licensee.
3. Licensee must maintain a service log as prescribed in Section 8.0 which will include the *FASTforward* Customer ID number (See Section 8.1.1). This service log must be kept on a computer file and submitted to the USPS on diskette on a monthly basis (See Appendix, Exhibit VII for format). This service log 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 as prescribed. A customer's hardcopy request for longer turnaround times must be kept by the Licensee 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. NOTE: The *FASTforward* service price includes the appending of these addresses with ZIP+4[®] Codes and Delivery Point Codes via the Licensee's CASS certified software.

Licensees are permitted to "bundle" add-on services such as CRIS and Merge/purge along with *FASTforward* services. Charges for such add-on services must be separated from *FASTforward* charges, but may be consolidated on one bill provided to the Licensee's customer.

7.8. FASTforward CUSTOMER EDUCATION

It shall be the Licensee's responsibility to ensure that its customers understand the *FASTforward* process and service. 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 (mailers) 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;
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. 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* processing that has occurred during the specified period. The report begins on the first of the month and terminates after the last day of the month. The report shall be submitted on diskette in the format specified in Exhibit VII in the Appendix. The Licensee shall have the capability to produce, upon request from the Licensor, hardcopy version of the Customer Service Log in the format specified in attached Example Report # 1.

8.1.1. The Licensee shall assign each of its *FASTforward* customers (and itself if applicable) a unique *FASTforward* Customer ID. The format of the ID will be an eight character alphanumeric field consisting of two sub-parts. Positions 1-3 are alpha and will identify the Licensee to USPS and will be assigned to the Licensee by the USPS for usage. Positions 4-8 are alpha and will identify the customer to the Licensee and to the USPS, and be assigned by the Licensee. This ID will be used to streamline the USPS disclosure accounting procedures. The Licensee will ensure that each of its customers (and itself if applicable) has a unique and never duplicated ID. The ID shall be assigned by the Licensee upon execution of the *FASTforward* Processing Acknowledgment Form and be utilized throughout the system as prescribed.

8.1.2. The licensee shall initially obtain, prior to any *FASTforward* service, and once annually thereafter, 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.

The unique *FASTforward* customer ID as described in Section 8.1.1. shall be recorded on the Acknowledgment Form. The form will not be complete and acceptable if this ID is omitted or erroneous.

8.1.3. The Licensee shall provide the USPS on a monthly basis with a copy of the following National Delivery Index (NDI) percentages that have been provided to each customer for all mailing lists processed by the Licensee's *FASTforward* service. The percentages to be reported are:

1. % of total address in list which have been accurately matched and standardized with the ZIP+4 file.
2. % of addresses containing apartment/suite numbers for which an apt/bldg record is identified in ZIP+4 file.
3. % of addresses identified with "R" record types which contain route number AND box number.
4. % of addresses with correct 5-digit ZIP Code as verified against City/State and 5-digit files.

These percentages will be reported to the USPS as part of the monthly Customer Service Log diskette as described in Exhibit VII of the Appendix. This information will be retained by the Licensee for a period of 35 days from the date of the original submission to the USPS and re-submitted, if necessary, upon request.

8.2. Licensees are required to maintain the reports and forms as described in Sections 8.1 and 8.1.2 for a period of 5 years at the Licensee's facility (electronic storage is acceptable for the Customer Service Log). 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. Monthly submission of Customer Service log files 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 Section 7.0 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 Licensee's facility.

- 8.6. All required monthly reports must be submitted in standard ASCII text format on 3 1/2 " diskettes with record layout approved by USPS (See Exhibit VII in Appendix). and be sent to:

FASTFORWARD DEPARTMENT
NATIONAL CUSTOMER SUPPORT CENTER
UNITED STATES POSTAL SERVICE
6060 PRIMACY PKWY STE 201
MEMPHIS TN 38188-0001

- 8.7. The Licensee shall, for each customer list processed through its *FASTforward* service, provide the customer with a USPS form 3553 or approved facsimile that reflects all pertinent information regarding the CASS certified ZIP+4/DPC processing segment of the service (Example Report #4).
- 8.8. REQUIRED TEXT DOCUMENT Minimum required information to be supplied by Licensees to prospective clients.

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FASTforward® Computer-based Mailing List 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 U. S. 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 mailing list for matching purposes and the new address is the one returned, if a match is made, for the purpose of updating the customer's mailing list. These COA records are retained on the *FASTforward* file for thirteen month period from the move-effective date.

The service that may be provided to a mailer by the *FASTforward* Licensee is a Computer-based electronic mailing list correction service for those names and addresses that already exist on the mailer's list that can be matched by the USPS system.

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 customer addresses submitted by a *FASTforward* customer are processed by Coding Accuracy Support System (CASS) certified ZIP+4/DPC Licensee software and coded where possible. However, **new** address (forwarded to) information is provided **only** when a *FASTforward* **match** to the customer name and 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* COA database that is the candidate for a match.

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 present in the COA record when their mailing lists 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.*

Every customer taking advantage of *FASTforward* services must have completed and returned to the *FASTforward* Licensee, the *FASTforward* PROCESSING ACKNOWLEDGMENT FORM provided to them by the Licensee.

EXAMPLE REPORT #1

(Licensee Name)

Platform ID: _____

Fastforward Monthly Customer Service Log for (MM/YYYY)

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

* 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.

*** FASTforward Customer ID assigned by Licensee

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.



EXAMPLE REPORT #2

MLC 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 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 lists that will be used for preparation of mailings for acceptance and delivery by the USPS.

FASTforward Licensee

Business Name (Please print)

Name (Please print)

Title

/ /

Signature

Date

() -

Telephone Number

Tax Identification Number (TIN)

Broker/Agent List Administrator (Check applicable box)

Business Name (Please print)

Address

City/State/ZIP+4

Name (Please print)

Title

/ /

Signature

Date

() -

Telephone Number

Tax Identification Number (TIN)

For Licensee Use Only

Customer ID:

Broker/Agent ID:

List Administrator ID:

EXAMPLE OF REPORT #3
NATIONAL "DELIVERABILITY" INDEX
(NDI)

	(1)	(2)	(3)	(4)	(5)	(6)
LIST NAME/ID	% of Total Addresses Matched and Standardized With ZIP+4 File	% Addresses Containing Apt. #'s for Addresses Destined to Apt. Buildings Identified in the ZIP+4 File	% Addresses Containing Both Rural/Highway Contract Route <u>and</u> Box Numbers for Addresses Destined to Rural/Highway Contract Routes	% of Total Addresses Containing Correct ZIP Codes in Accordance with Latest USPS City/State and Five-Digit File	Provide Date the List was Processed and Updated Through the FASTforward System	Have All Addresses Been Deleted for Customers Who Have Moved and Left No Forwarding Address (MLNA)
ABC CAABRFTD	90%	75%	80%	100%	12/27/87	YES
B&C 1 CAABRFTD	97%	80%	95%	98%	11/29/87	NO

1. % of total address in list which have been accurately matched and standardized with the ZIP+4 file.
2. % of addresses containing apartment/suite numbers for which an apt/bldg record is identified in ZIP+4 file.
3. % of addresses identified with "R" record types which contain route number AND box number.
4. % of addresses with correct 5-digit ZIP Code as verified against City/State and 5-digit files.
5. Date list was processed through FASTforward and the updates applied to the list.
6. This computation is waived as FASTforward Licensees are not required to eliminate MLNAs

EXAMPLE REPORT#4



Coding Accuracy Support System (CASS) Summary Report

This form may be generated as the output of address matching processing using CASS (Coding Accuracy Support System) certified software in conjunction with current USPS Address Database Files. Any facsimile must contain the same information in the same format as this printed form. See DMM A950 for more information.

A. Software

CASS - A1	1. CASS Certified Company Name	2. CASS Certified Software Name & Version	3. Configuration
	4. Z4 Change Certified Company Name	5. Z4 Change Certified Software Name & Version	6. Configuration
	7. eLOT Certified Company Name	8. eLOT Certified Software Name & Version	9. Configuration
	10. DPC Utility Certified Company Name	11. DPC Utility Software Name & Version	12. Configuration
MASS - A2	1. MASS Certified Company Name	2. MASS Certified Software Name, Version, & Model No.	3. Configuration
			4. MLOCR Serial No.

B. List

1. List Processor's Name	2. Date List Processed		3. Date of Database Product Used	
	a. Master File		a. ZIP + 4 File	
	b. Z4 Change		b. Z4 Change	
	c. eLOT		c. eLOT	
d. CRIS		d. CRIS		
4. List Name or ID No.	5. Number of Lists	6. Total Records Submitted for Processing		

C. Output

Output Rating	1. Total Coded	2. Validation Period			1. Total Coded	2. Validation Period	
		From	To			From	To
a. ZIP + 4 Coded ▷				d. 5-Digit Coded ▷			
b. Z4 Change Processed ▷				e. CR RT Coded ▷		From	To
c. DPBC Assigned ▷		From	To	f. eLOT Assigned ▷		From	To

D. Mailer

I certify that the mailing submitted with this form has been coded (as indicated above) using CASS-certified software meeting all of the requirements of Domestic Mail Manual A950.		3. Name & Address of Mailer	
1. Mailer's Signature	2. Date Signed		

E. Qualitative Statistical Summary (QSS)

For informational Purposes Only: QSS is solely made available for the list processor's review and analysis. This information is not to be considered by the Postal Service personnel in determining rate eligibility under any circumstances. See reverse for a detailed explanation.

High Rise Default	High Rise Exact	Rural Route Default	Rural Route Exact	LACS	EWS	DPV	RDI
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APPENDIX

***FASTforward*[®] Specifications for Mailing List Correction**

General

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 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), if applicable, 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. Potential *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 to obtain the USPS *FASTforward* Interface Developers Guide (for Mailing List Correction).

FASTforward is a system that utilizes USPS proprietary technology to identify customers (via name and address matching) that have moved, for address correction. This *FASTforward* license specifically details the *FASTforward* processing of computer-based electronic mailing lists, to provide new address information, when the addressee has filed a Change Of Address (COA) with the Postal Service. This process uses the name and address from the input record in a standardized format, as well as the correct ZIP+4 code, or valid 5-digit ZIP Code, to determine if a COA exists in the *FASTforward* data base for the addressee. Only when a match is made to a COA in the USPS *FASTforward* system will the USPS system provide the new address information to the licensee's system.

Processing Overview

Information from the file (mailing list) is passed to the USPS *FASTforward* system by the Licensee's system, which is created by the licensee and/or mailing industry vendors according to Postal Service guidelines and specifications. All addresses passed to the USPS *FASTforward* system must first, as an integrated part of the *FASTforward* processing, be processed by the licensee's Coding Accuracy Support System (CASS) certified software. 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 updating of name and address records.

The production *FASTforward* environment required by the Postal Service includes the certification of vendor, and/or licensee 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. Regardless of ownership or authorship of the 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 interface 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 computer system that is used to obtain ZIP+4/DPC codes.

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.

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 performed in a single calendar day).
3. Run Header Record -- identifies start of Run (all processing for a single customer).
4. Detail Record(s) -- provides the USPS *FASTforward* system with name and address data 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 records are processed. Steps 3 through 6 would be repeated for any additional Runs that are to be included in the same Job. Normally, when processing for the day is completed, an End Of Day Termination Record is submitted to place the USPS *FASTforward* system in an inactive mode. Runs and Jobs that begin on one day can be completed, even if they do not finish until the following day. However, new Runs and Jobs cannot be started on the following day until the submission of the appropriate Run Trailer Record, Job End Record, and an End Of Day Termination Record, which would then be followed by an Access Record to start another processing day.

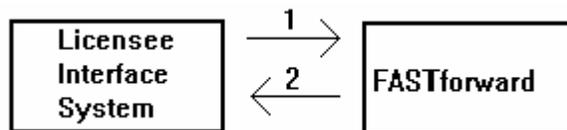
In summary, the Licensee's system must begin by submitting an Access Record at the start of each processing day. If successful (accepted), a Job Start Record, may then be submitted. Once the Job Start Record is accepted, one or more 'Runs', which correlate to the Licensee's customers, may be processed. 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 the day (Job) are completed, the Licensee's system must submit a Job End Record. When processing for the day is finished, the Licensee's system submits an End Of Day Termination Record. This record identifies, to the USPS *FASTforward* system, the completion of processing for the day and enables internal USPS *FASTforward* system housekeeping functions to close out the day.

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. 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. 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.

FASTforward processing under this license agreement is for electronic list processing only. As such, the Access Record must contain a flag indicating this type of processing, that is automatically set by the licensee's certified interface software.



- 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 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. 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.

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.

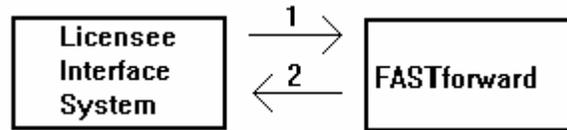
The Licensee will make every practical effort to avoid, for their maintenance reasons, powering down the USPS *FASTforward* system. However, in the event a Licensee determines that a maintenance activity requires the removal of power from the USPS *FASTforward* system, the Licensee must cycle through 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 an additional Access Record if the amount of time between submitted records exceeds a Postal Service defined limit. This limit is currently 30 minutes and may be adjusted as needed by the USPS, if it deems appropriate. In addition, an Access Record is 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. 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.**

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 list processing that is performed in a single calendar day. A Job may consist of a single Run, or multiple Runs.

This record must contain the date, time, and unique *FASTforward* Licensed Platform Identifier. The *FASTforward* Licensed Platform Identifier is an alphanumeric code assigned by the USPS. In the Job Start Record, the first three (3) characters will identify the specific *FASTforward* licensed site, and the remainder of the field will be filled with spaces.



- 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 normal list processing environment, an accepted Job Start Record can only be followed by a Run Header Record.

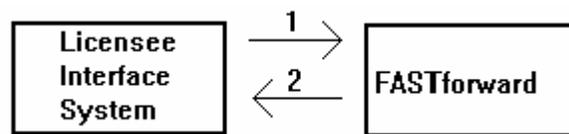
If the Job Start Record is rejected, 're-try' Job Start Records may be submitted. The Error Code field of the Acknowledgment Record will provide an indication of the reason for record rejection. However, if the number of successive Job start Records that are rejected exceeds a Postal Service defined limit, in addition to the Acknowledgment Record with the appropriate Error Code, the USPS *FASTforward* system will shut down and require communication with the licensor to authorize additional *FASTforward* access. To recover will normally require the re-submission of an Access Record.

Run Header Record

The term 'Run' is used to describe the processing of a name and address list for a particular customer of the Licensee. In the Mailing List Correction environment, lists from different customers cannot be combined into a single Run. In other words, each Run may only contain one customer's list.

By way of the *FASTforward* Licensed Platform Identifier included in this record, the USPS *FASTforward* system will associate each Run to a specific Job. The first three (3) characters of this field will contain an alphanumeric code assigned by the USPS. In the Run Header Record, these three characters will be followed by additional USPS assigned codes to identify the source of ZIP+4 coding activities within the licensed platform(s). The unique Customer ID that must be provided in this record identifies the specific customer whose file is being processed in the Run. The licensee will assign each of its *FASTforward* customers (and itself) a unique *FASTforward* Customer ID. The format of the Customer ID is an eight character alpha field, consisting of two sub-parts. Positions 1-3 will identify the licensee to the USPS and will be assigned to the licensee by the USPS, for use. Positions 4-8 will identify the customer to the licensee, and to the USPS, and is assigned by the licensee. This Customer ID will be used to streamline the USPS disclosure accounting procedures. The licensee will ensure that each of their customers has a unique and never duplicated Customer ID. The Customer ID shall be assigned by the licensee upon execution of the Processing Acknowledgment Form and be utilized throughout the system as prescribed. The unique Customer ID will be recorded on the Processing Acknowledgment Form.

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 in the record (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.



- 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 processing 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 list processing system can be connected to the USPS *FASTforward* system through a Licensee's interface system, different Runs may be processed simultaneously. In this situation, Run Header Records for different Runs may be submitted to the USPS *FASTforward* system in succession.

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 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

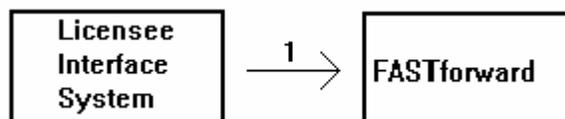
The Detail Record will be used by the Licensee to provide the USPS *FASTforward* system with the name and address data from their customers' records that are successfully ZIP+4/DPC or Five-Digit coded (see Exhibit I). The address data will be used by the USPS *FASTforward* system to search for a match to Change-of-Address information.

The data submitted with this record will be correlated to a specific Run Header and Job Start, through the *FASTforward* Licensed Platform Identifier.

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 will, in the event of a successful match to a name and address, provide complete forwarding information.

A Record Request 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 address information from the customers' records. 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 and/or USPS Alias file (standardized and parsed). Additionally, in the event that secondary address information present in the customer record is not validated as part of the ZIP+4/DPC process (i.e. a non-high-rise specific ZIP+4/DPC match is made), it must still be passed to the USPS system for Change of Address matching purposes. The Licensee's system shall pass any and all secondary designator (apt., ste., fl., etc.) and number information contained in the customer record, in the fields designated for this purpose, to the USPS *FASTforward* system. If the address data was not ZIP+4 coded, yet resolved to a valid Five-Digit ZIP Code, the complete address data is presented to the USPS *FASTforward* system exactly as it appears within the customer's record, without attempting to parse or standardize the address elements.

Additionally, the ZIP+4 Code (or valid Five-Digit ZIP Code) for the address, and the name data that is typically contained on the two lines above the delivery address must also be passed to the USPS *FASTforward* system. The Name Data - Line One field must be used by the licensee's system to provide the name information that is typically located on the line immediately above the delivery address line. Similarly, the Name Data - Line Two field is to provide the name data that is typically found on the second line above the delivery address. While all fields in the Detail Record are required, it is recognized that every record in a customer's file will not contain two lines of information above the delivery address. In this situation, the Line Two character choice field will be blank.



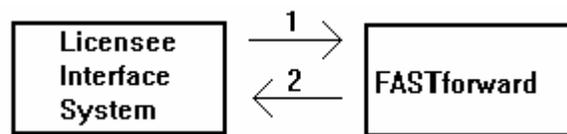
1: Detail Record

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.

Demand Answer Record

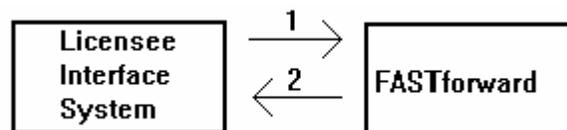
The Demand Answer Record is used by the Licensee's system to request results from the USPS *FASTforward* system for a previously submitted Detail Record. The USPS *FASTforward* system response to a Demand Answer Record will be in the form of an Output Record. If the USPS *FASTforward* system successfully 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. The new address returned may alternatively contain data that cannot be ZIP+4 coded, in the case of a name and address match, where the intended recipient has 'Moved Left No Address', 'Box Closed No Order', or moved to a foreign country. Responses in the USPS *FASTforward* system Output Record may also contain a no match flag, or a time-out flag. In every instance where the USPS *FASTforward* system responds with a time-out flag, the licensee's system must resubmit the Demand Answer Record until *FASTforward* responds with a final (match or no-match) determination.



- 1: Demand Answer Record
- 2: Output Record

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 *FASTforward* Licensed Platform Identifier is used again to correlate the Run Trailer Record to the specific Detail Records, Run Header, and Job Start. The first three (3) characters of this field will contain the alphanumeric code assigned by the USPS. In the Run Header and Run Trailer Records, these three characters will be additional USPS assigned codes to identify the source of ZIP+4 coding activities within the licensed platform(s). For statistical purposes, the *FASTforward* Licensee must also provide in this record, the total number of records processed for the entire Run. This includes the records that were not Five-Digit ZIP or ZIP+4/DPC coded, and therefore not submitted to the USPS *FASTforward* system in Detail Records, in addition to the records that were either ZIP+4/DPC coded or Five-Digit coded, and therefore submitted to the USPS *FASTforward* system.



- 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 processing environment, an accepted Run Trailer Record can only be followed by another Run Header Record or a Job End Record. However, since more than one list

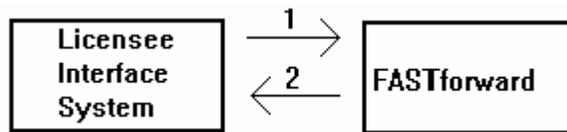
processing systems can be connected to the USPS *FASTforward* system through a Licensee's interface system, different Runs may be processed simultaneously. In this situation, Run Trailer Records for different Runs may be submitted to the USPS *FASTforward* system in succession.

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. 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.

Job End Record

The Job End Record will be used by the *FASTforward* Licensee to indicate the completion of processing for a particular Job (day), and all its associated Runs. This record also includes the appropriate *FASTforward* Licensed Platform Identifier for correlation purposes. In the Job Start Job End Records, the first three (3) characters will identify the specific *FASTforward* licensed site, and the remainder of the field will be filled with spaces.

For statistical purposes, the *FASTforward* Licensee must also provide in this record the total number of records processed for the entire Job, from all associated Runs. This includes the records that were not Five-Digit ZIP or ZIP+4/DPC coded, and therefore not submitted to the USPS *FASTforward* system in Detail Records, in addition to the records that were either ZIP+4/DPC coded or Five-Digit coded, and therefore submitted to the USPS *FASTforward* system.



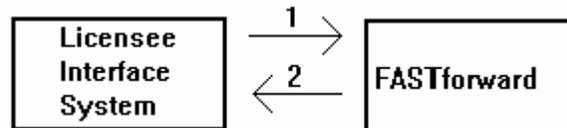
- 1: Job End Record
- 2: Acknowledgment Record

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 processing environment, an accepted Job End Record can only be followed by another Job Start Record or an End Of Day Termination Record.

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. 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.

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 closing process, and place *FASTforward* into an 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 licensee's interface software must submit an Access Record. From an Inactive mode, 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. The Licensee's system must then provide the appropriate Access Record prior to another End Of Day Termination Record.

Output Record

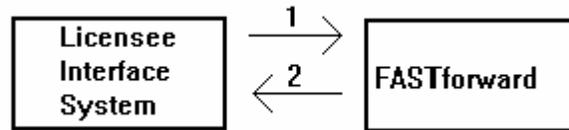
The Output Record (See Exhibit II) will be used by the USPS *FASTforward* system to provide the Licensee's system with a response to each inquiry made by a Demand Answer Record (which must have been preceded by a corresponding Detail Record). The *FASTforward* Licensed Platform Identifier and Record Request ID are returned to allow the Licensee's system to correlate the response information to the appropriate customer record.

The Response Code for submitted Demand Answer Records will contain either a negative (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 (the USPS *FASTforward* system had insufficient time to make a final determination). In every case where the USPS system provides a Response Code indicating a time-out, the licensee's interface system must resubmit the Demand Answer Record to obtain a final move or no-move determination for the record.

The Output Record for a matched name and address will contain the specific information that must be returned to the customer. This information must be returned to the customer by the Licensee's system. The new delivery address is provided in the

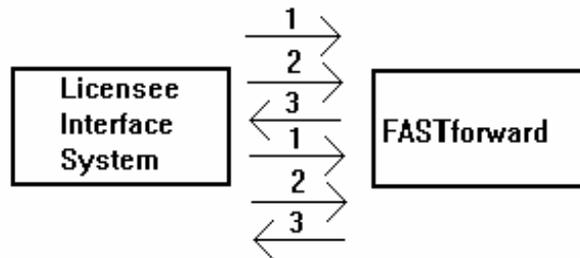
Output Record in both a parsed and unparsed format. However, only one version of the delivery address (either parsed or unparsed) may be returned to the customer. The choice of delivery address format returned to the customer shall be at the customers discretion.

In *FASTforward* Mailing List Correction processing, the USPS *FASTforward* system provides a Special Match Flag to provide additional information concerning the 'new address', when a match is made to the input name and address. This field indicates that the new address information is a forwardable (deliverable) address, or is Moved Left No Address, or Box Closed No Order, or a move to a foreign address. When a match is made to a deliverable address, the positive Response Code is provided, and the USPS *FASTforward* system also provides the carrier route identification, the move effective date and the move type of the Change Of Address record that was matched. The carrier identification will be in the form of an alpha, followed by three (3) numerics, while the move effective date is provided in the format of YYYYMM. The move type provides information relative to the type of Change Of Address record that was matched (i.e., family, individual, or business change requested).



- 1: Demand Answer Record
- 2: Output Record

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

The USPS *FASTforward* system also provides a shut down warning flag if a timing violation has occurred. Timing violations occur when more than 30 minutes has passed since a record was submitted to the USPS *FASTforward* system, or the USPS *FASTforward* system has been in an active mode for more than 24 hours. In each of these situations, any active Runs will be allowed to finish, but new Runs cannot be activated. (See Access Record description for more information concerning this situation).

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 *FASTforward* Licensed Platform Identifier 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. Refer to the Error Code Table, in Exhibit IX of this appendix, for a listing of the error codes that *FASTforward* may provide. However, the licensee should communicate with their *FASTforward* interface developer to learn how the error codes are interpreted, and actually presented to the user.

Testing and Auditing

Periodic testing and auditing will be performed to ensure licensee's adherence to the requirements of the *FASTforward* license agreement. All *FASTforward* testing must be performed through the same system(s) utilized for *FASTforward* customer processing. Testing may be performed in any one of three methods: 1) prearranged on-site audit; 2) unscheduled on-site audit; or 3) off-site audit via shipment of test file(s). Licensed systems must minimally have the capability to accept and process 3480 and 3490 cartridges, or 9-Track tape.

Prearranged On-site Audit

Upon arrival at the licensee's facility, the licensee must provide the NCSC *FASTforward* audit team with a private work space with a telephone to perform the on-site portion of the technical evaluation. The procedures for the on-site audit will be as follows:

1. An audit file (test name and address list) will be provided in the format described in Exhibit III in this Appendix. The licensee must process this file through their licensed *FASTforward* platform utilizing the most current ZIP+4 and *FASTforward* data bases. The licensee shall process this test file and produce the output file described in Exhibit IV. This file will be the basis for validation of the licensee's *FASTforward* mailing list processing. An associated National Deliverability Index (NDI) report, a PS Form 3553, and associated documentation for the output file will also be required.

The Licensee will also provide any other documentation requested by the audit team to validate other aspects of the Licensee's *FASTforward* service.

2. When the processing of the test file is complete, the audit team may then provide a key number file in the format described in Exhibit V. Utilizing this file, the licensee will produce a printout in the format described in Exhibit VI, for preliminary on-site evaluation. The printout must contain all records identified by the key number file.
3. The NCSC audit team may perform a preliminary analysis of the results and provide the licensee with any deficiencies noted at this time in their process.

4. Time permitting; the licensee may make the necessary modifications to their software, to correct these deficiencies and reprocess the test file, in its entirety, producing another output file and printout for review. This step and the previous step can be repeated as many times as time allows, or, the licensee may elect to correct the noted deficiencies upon receipt of a 30 day correction notice issued by the USPS contracting officer.
5. When it appears that all deficiencies identified in the preliminary review have been corrected, or the allotted time is about to expire, the licensee must produce the required file and information described in item 1 above. This file will be returned to the NCSC for evaluation, and will not be reviewed on-site. If, for any reason, the output file is unreadable at the NCSC, the audit shall be graded as a failure. In an effort to minimize the possibility of this occurrence, the licensee will provide the audit team with two (2) copies of the output test file, and should perform their own quality control checks for readability. The licensee will not retain any copies of the output test file.

In addition to the technical evaluation, while the audit team is on-site, all facets of the licensee's ability to meet the *FASTforward* License Performance Requirements shall be demonstrated. This will include an unrestricted walk-through of the licensee's facility, an overview of the *FASTforward* process, a description of the procedures that will ensure both the physical and electronic security of the USPS *FASTforward* system and data while in the possession of the licensee, as well as a complete description of the *FASTforward* customer service provided by the licensee, including all pertinent advertising materials supplied to licensee's customers.

Upon validation of the results of the output file at the NCSC, the licensee will receive official notification of the audit results from the USPS contracting officer.

Unscheduled On-site Audit

All requirements for the prearranged on-site audit remain in effect in the case of an unscheduled audit.

Off-site Audit via Shipment of Test File(s)

The procedure for an audit conducted via a shipped 3480 or 3490 cartridge, or 9-Track tape is as follows.

1. An audit file (test name and address list) will be provided in the format described in Exhibit III in this Appendix. The licensee must process this file through their licensed *FASTforward* platform utilizing the most current ZIP+4 and *FASTforward* data bases. The licensee shall process this test file and produce the output file described in Exhibit IV. This file will be the basis for validation of the licensee's *FASTforward* mailing list processing. An associated National Deliverability Index (NDI) report, a PS Form 3553, and associated documentation for the output file will also be required.

The Licensee will also provide any other documentation requested by the audit team to validate other aspects of the Licensee's *FASTforward* service.

These items must be returned using the Express Mail label provided, and postmarked no later than 24 hours following receipt of the test file, as determined by an attached PS Form 3811, Domestic Return Receipt, or the process will be considered a failure.

Upon validation of the results of the output file at the NCSC, the licensee will receive official notification of the audit results from the USPS contracting officer.

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.

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. 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, provide the appropriate 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.

Exhibit I

Detail (Input) Record

FFSD Detail Record Identifier	PIC X (01) Value 'D'
FFSD <i>FASTforward</i> Licensed Platform Identifier	PIC X (18)
FFSD Record Request ID	PIC X (08)
FFSD Filler	PIC X (41)
FFSD Address	PIC X (58)
Parsed ZIP+4 Coded Address	
FFSD Primary Number	PIC X (10)
FFSD Pre Directional	PIC X (02)
FFSD Street Name	PIC X (28)
FFSD Suffix	PIC X (04)
FFSD Post Directional	PIC X (02)
FFSD Secondary Descriptor	PIC X (04)
FFSD Secondary Number	PIC X (08)
Redefined Address for Un-Parsed Five-Digit Coded Address	PIC X (58)
FFSD Filler	PIC X (08)
FFSD ZIP	
FFSD Five	PIC 9 (05)
FFSD Four	PIC 9 (04)
FFSD Name Data	
FFSD Line One	PIC X (60)
FFSD Line Two	PIC X (60)
FFSD Filler	PIC X (249)
<i>FASTforward</i> Detail Record Total Byte Count	(512)

Exhibit II

Output Record

FFSO Output Record Identifier	PIC X (01) Value 'O'
FFSO <i>FASTforward</i> Licensed Platform Identifier	PIC X (18)
FFSO <i>FASTforward</i> Shut Down Warning	PIC X (01) Value 'Y'
FFSO Record Request ID	PIC X (08)
FFSO Response Code	PIC X (01)
FFSO Response - Positive	Value 'Y'
FFSO Response - Negative	Value 'N'
FFSO Response - Time-out	Value 'T'
FFSO Un-parsed Address Line	PIC X (50)
FFSO Twelve	PIC 9 (12)
FFSO Parsed Address Line	
FFSO Primary Number	PIC X (10)
FFSO Pre Directional	PIC X (02)
FFSO Street Name	PIC X (28)
FFSO Suffix	PIC X (04)
FFSO Post Directional	PIC X (02)
FFSO Secondary Descriptor	PIC X (04)
FFSO Secondary Number	PIC X (08)
FFSO Move Type	PIC X (01)
FFSO Match to Business Change Of Address	Value 'B'
FFSO Match to Family Change Of Address	Value 'F'
FFSO Match to Individual Change Of Address	Value 'I'
FFSO New City Name	PIC X (28)
FFSO New State Abbreviation	PIC X (02)
FFSO Special Match Flag	PIC X (01)
FFSO Match to Moved Left No Address	Value 'K'
FFSO Match to Box Closed No Order	Value 'G'
FFSO Match to Foreign Address	Value 'F'
FFSO Match to Forwardable Move	Value 'M'
FFSO Carrier ID	PIC X (04)
FFSO Move Effective Date	PIC X (06)
FFSO Filler	PIC X (65)
<i>FASTforward</i> Output Record Total Byte Count	(256)

Exhibit III

Test File Description

Record Layout (COBOL Example)

FFSA	Record Key	PIC X(26)	
FFSA	Input Name	PIC X(50)	See Note Below
FFSA	Input Address Line 1 (Opt)	PIC X(30)	
FFSA	Input Address Line 2	PIC X(40)	
FFSA	Input City/State/Zip	PIC X(34)	
	TOTAL BYTE COUNT	180	

Note: Customer name consists of first name, followed by middle name, followed by last name.

Exhibit IV

Test File Required Output

Record Layout (COBOL Example)

FFSA	Record Key	PIC X (26)
FFSA	Input Address Information	
FFSA	Input Name	PIC X (50)
FFSA	Input Address Line 1 (Opt)	PIC X (30)
FFSA	Input Address Line 2	PIC X (40)
FFSA	Input City/State/Zip	PIC X (34)
FFSA	Standardized Input Address	
FFSA	Redefined Address For Un-Parsed Five-Digit Coded Address	PIC X (58)
FFSA	FILLER	PIC X (06)
FFSA	Old City Name	PIC X (28)
FFSA	Old State Abbreviation	PIC X (02)
FFSA	Twelve	PIC X (12)
FFSA	Carrier ID	PIC X (04)
FFSA	New Address Information	
FFSA	Un-parsed New Address Line	PIC X (64)
FFSA	New City Name	PIC X (28)
FFSA	New State Abbreviation	PIC X (02)
FFSA	Twelve	PIC X (12)
FFSA	Carrier ID	PIC X (04)
FFSA	FILLER	PIC X (01)
FFSA	Move Effective Date	PIC X (06)
FFSA	Move Type	PIC X (01)
FFSA	Special Match Flag	PIC X (01)
FFSA	FILLER	PIC X (27)
FFSA	Parsed ZIP+4 Coded Address	
FFSA	Primary Number	PIC X (10)
FFSA	Pre Directional	PIC X (02)
FFSA	Street Name	PIC X (28)
FFSA	Suffix	PIC X (04)
FFSA	Post Directional	PIC X (02)
FFSA	Secondary Descriptor	PIC X (04)
FFSA	Secondary Number	PIC X (08)
FFSA	FILLER	PIC X (06)
	TOTAL BYTE COUNT	500

Exhibit V

Key Number File

Record Layout (COBOL Example)

FFSA	Record Key	PIC X (26)
FFSA	FILLER	PIC X (54)
	TOTAL BYTE COUNT	80

Exhibit VI

***FASTforward* Key File Report**

Date: MM/DD/YYYY

Time: HH:MM:SS

Page: ZZZ9

Input Record:

Record Key: X (26)
Input Name: X (50)
Input Address Line 1 (Opt): X (30)
Input Address Line 2: X (40)
Input City/State Zip: X (34)

Standardized Input Address:

Redefined Address For Un-parsed Five-Digit Coded

Address: See Note Below
Old City Name: XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
Old State Abbreviation: XX
Twelve: XXXXX-XXXX-XXX
Carrier ID: XXXX

New Address Information:

Move Effective Date: XXXXXX Carrier-ID: XXXX

Move Type: X Special Match Flag: X

Un-parsed New Address Line: See Note Below
New City Name: XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
New State Abbreviation: XX
Twelve: XXXXX-XXXX-XXX
Carrier ID: XXXX

Note: Data elements on this line should be concatenated so as to resemble what would appear on a mailpiece. Specifically, if component fields contain non-blanks, they are printed and separated by one space.

Exhibit VII

***FASTforward* Monthly Report File Layout**

- Monthly Customer 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.

FASTforward Monthly Customer Service Log

FFSMCSL <i>FASTforward</i> Platform ID	PIC X (03)
FFSMCSL <i>FASTforward</i> Licensee Name	PIC X (30)
FFSMCSL Reporting Month (Format: YYYYMM)	PIC X (06)
FFSMCSL Customer ID	PIC X (08)
FFSMCSL Customer Name	PIC X (30)
FFSMCSL Date File Received (Format: YYYYMMDD)	PIC X (08)
FFSMCSL Date File Returned (Format: YYYYMMDD)	PIC X (08)
FFSMCSL Records Processed for Customer	PIC 9 (12)
FFSMCSL Records <i>FASTforward</i> Matched for Customer	PIC 9 (12)
FFSMCSL Customer Written Request for Longer Service Period ('Y' for Longer Service)	PIC X (01)
FFSMNDI % Addresses matched & standardized with ZIP+4 file	PIC 9 (03)
FFSMNDI % Addresses with apt/ste numbers matched to a building record in the ZIP+4	PIC 9 (03)
FFSMNDI % Addresses which contain route & box number that were matched to "R" record type	PIC 9 (03)
FFSMNDI % Addresses with correct 5-Digit ZIP Code	PIC 9 (03)
<i>FASTforward</i> Monthly Customer Service Log Total Byte Count	(130)

Exhibit VIII

***FASTforward* Glossary**

Carrier ID: The carrier identification provided for a forwardable (see Special match Flag) new address or the standardized input address. Carrier ID will be in the form of an alpha, followed by three (3) numeric characters.

Customer ID: A unique identification number that must be to each specific customer whose file is being processed. The licensee will assign each of its *FASTforward* customers (and itself) a unique *FASTforward* Customer ID. The format of the Customer ID is an eight character alpha field, consisting of two sub-parts. Positions 1-3 will identify the licensee to the USPS and will be assigned to the licensee by the USPS, for use. Positions 4-8 will identify the customer to the licensee, and to the USPS, and is assigned by the licensee. This Customer ID will be used to streamline the USPS disclosure accounting procedures. The licensee will ensure that each of their customers has a unique and never duplicated Customer ID. The Customer ID shall be assigned by the licensee upon execution of the Processing Acknowledgment Form and be utilized throughout the system as prescribed. The unique Customer ID will be recorded on the Processing Acknowledgment Form.

Detail Record Identifier: The first byte in every record sent to the Postal Service's *FASTforward* system will contain a record identifier. The Detail record is identified by the value 'D' placed in this field.

***FASTforward* Licensed Platform Identifier:** Eighteen (18) byte field uniquely identifying the licensee accessing a particular USPS *FASTforward* system. The *FASTforward* Licensed Platform Identifier is an alphanumeric code assigned by the USPS. In the Detail and Output Records, these three characters will be followed by additional USPS assigned codes to identify the source of ZIP+4 coding activities within the licensed platform(s). The *FASTforward* Licensed Platform Identifier will serve as the link between related records submitted to the USPS *FASTforward* system.

Input Address Line 1 (Opt): This field contains additional address information. and may or may not be used by the USPS for audit purposes.

Input Address Line 2: This field contains the address information that must be processed through CASS certified software and is used for USPS audits.

Input City/State/ZIP: This field contains lastline information that must be processed through CASS certified software and is used for USPS audits.

Input Name: This field contains an individual name, a family name or a business name which must be used by the licensee to process a *FASTforward* audit and is used for USPS audits.

Move Effective Date: The date the Change Of Address order became effective. The date is provided in the format of YYYYMM

Move Type: This field indicates the type of Change Of Address record that the USPS *FASTforward* system matched to, utilizing the name and address data provided in the Detail Record.

'I' - indicates that an individual match was made

'F' - indicates that a family match was made

'B' - indicates that a business match was made

Name Data: Two sixty (60) byte fields in the Detail Record are provided for submitting the name information that is typically placed on the two lines immediately above the delivery address line. The information that is typically placed on the first line above the delivery address should be included in the Line One field, while information typically placed on the second line above the delivery address should be placed in the Line Two field.

New City Name: Field in the Output Record that, when a match is made to a forwardable address, contains the new city name.

New State Abbreviation: Field in the Output Record that, when a match is made to a forwardable address, contains the two character abbreviation for the new state.

Old City Name: This field will contain the standardized city name of the input address returned by CASS certified ZIP+4 software.

Old State Abbreviation: This field will contain the standardized state abbreviation of the input address returned by CASS certified ZIP+4 software.

Output Record Identifier: The first byte in every record sent from the Postal Service's *FASTforward* system will contain a record identifier. The Output Record will be identified by the value 'O' placed in this field.

Parsed Address Line: A total of 58 bytes comprise these seven fixed fields of various lengths, which are used for providing the USPS *FASTforward* Output Record response, to a matched name and address, in a parsed address format. These fields are specifically made up of ten (10) bytes for the primary address number; two (2) bytes for the pre directional; twenty-eight (28) bytes for the street name; four (4) bytes for the suffix; two (2) bytes for the post directional; four (4) bytes for the secondary descriptor, and, eight (8) bytes for the secondary number. These fields will include all applicable elements of the delivery address (e.g., primary and secondary numbers, street name, suffix, etc.) in an upper case format. Depending on customer preference, either the unparsed address or the parsed address may be returned to the customer, but not both.

Parsed ZIP+4 Coded Address: In the Detail Record, this field is comprised of seven fixed fields of various lengths, and is used for providing the USPS *FASTforward* system with the parsed delivery address information found by matching the address in the customer record to the USPS ZIP+4 file. The information provided must be parsed and standardized exactly as it was found in the ZIP+4 file after obtaining a match to the address. These fields are specifically made up of ten (10) bytes for the primary address number; two (2) bytes for the pre directional; twenty-eight (28) bytes for the street name; four (4) bytes for the suffix; two (2) bytes for the post directional; four (4) bytes for the secondary descriptor, and, eight (8) bytes for the secondary number. Secondary address information must be provided, regardless of its value in determining the match to the ZIP+4 file.

Record Key: A twenty six (26) byte key that is assigned to each audit record by the USPS. Licensee is required to retain this information when processing *FASTforward* audit files.

Record Request ID: An eight (8) byte Licensee assigned code that uniquely identifies each record submitted to the USPS *FASTforward* system. For any given address record, this field is initially populated in the Detail Record, then resubmitted in the corresponding Demand Answer Record, to which the USPS *FASTforward* system responds with an Output Record using the same Record Request ID.

Redefined Address for Un-Parsed Five-Digit Coded Address: This field contains the input address as it was presented by the customer only if a ZIP+4 match was not obtained by the licensee's CASS certified ZIP+4 address matching software or the standardized input address where a match was made by the licensee's CASS certified ZIP+4 software.

Response Code: A single byte code provided for each USPS *FASTforward* system returned response in the form of an Output Record. This field may contain one of three possible values:

- 'Y' Input name and address was matched to a forwardable name and address.
- 'N' Input name and address was not matched to a forwardable name and address.
- 'T' The USPS *FASTforward* system had insufficient time to determine if the input name and address was a forwardable name and address. The Demand Answer Record must be resubmitted anytime the USPS *FASTforward* system provides a time-out response.

Shut Down Warning: A single byte field in the Output Record indicating the USPS *FASTforward* system has determined that more than 24 hours has passed since the last successful Access Record submission. In these situations, the USPS *FASTforward* system will continue processing active Runs, but will not accept Run Header or Job Start Records until another successful Access Record submission has occurred. Furthermore, without the additional Access Record submission, the USPS *FASTforward* system will shut itself down, if Run Header or Job Start Records are received prior to the new Access Record. However, if *FASTforward* is still in an active mode, Runs and Jobs must be closed out prior to submitting the additional Access Record.

Special Match Flag: Field utilized by the USPS to indicate additional information concerning the 'new address' when a match has been identified.

- 'K' - Moved Left No Address
- 'G' - Box Closed No Order
- 'F' - foreign new address
- 'M' - forwardable (deliverable) new address

Twelve: This field is used for providing the numeric ZIP Code information. The field is comprised of the nine (9) byte ZIP+4 Code, the two (2) byte Delivery Point Code, and the single (1) byte correction digit. In the event of a name and address match where the 'new address' is either Moved Left No Address, Box Closed No Order, or a foreign move, this field will be filled with zeros (0).

Un-Parsed Address Line: This fifty (50) byte field in the Output Record will contain the new delivery address for the records that were successfully matched to a forwardable name and address. This field will include all applicable elements of the delivery address (e.g., primary and secondary numbers, street name, suffix, etc.) in an upper case format, and the appropriate spaces between each element. Depending on customer preference, either the un-parsed address or the parsed address may be returned to the customer, but not both.

Un-Parsed Five-Digit Coded Address: The Parsed ZIP+4 Coded Address fields are redefined, in the Detail Record, when submitting non-ZIP+4/DPC coded addresses. Non-ZIP+4/DPC coded records are also submitted to the USPS *FASTforward* system, if they contain a valid Five-Digit ZIP Code. In these situations, the address information is provided in the single, 58 byte, redefined field, exactly as it is found in the customer's record (i.e., do not attempt, or provide, additional parsing and/or standardization).

ZIP: Field in the Detail Record for ZIP+4 Code displayed in nine (9) numeric bytes for the ZIP+4/DPC coded records, or to display the Five-digit ZIP Code, in the first five (5) bytes, for non ZIP+4/DPC coded addresses.

Exhibit IX

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	Reserved
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 received - No active Job
009	Run Header Record received - Other Run Active
010	Run Trailer Record received - No Run Active
011	Unknown Platform ID
012	24 Hour Time Limit - Cannot Start Run
013	30 Minute Time Out: Begin Shut Down
014	Reserved
015	Reserved
101	Excessive - First record after initialization not an Access Record
102	Excessive - Unknown Record type submitted
103	Excessive - Incorrect Password received
104	Reserved
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 Platform ID
112	Excessive - 24 Hour Time Limit - Cannot Start Run
113	Excessive - 30 Minute Time Out: Begin Shut Down
114	Reserved
115	Reserved

***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 their own 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. Licensees must verify appropriate procedures are being followed with respect to record sequences, record content, and use of the Licensee's certified *FASTforward* interface system.
2. If unable to resolve the problem(s), Licensees 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 persists, Licensees 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 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 Reserved**
Error code not applicable in *FASTforward* mailing list correction processing.
- 005 Job Start Record received - Other Job Active**
The USPS *FASTforward* system received a Job Start Record for a *FASTforward* platform that still has an active Job in progress. No platform can process more than one Job at any given time. Therefore, the Licensee must complete, and close out an active Job with a Job End Record, prior to starting another Job. In mailing list correction *FASTforward* processing, only one Job can be active at a given time.
- 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. The USPS *FASTforward* system uses the *FASTforward* Licensed Platform Identifier in the Job Start and Job End Records to determine this association. Job End Records submitted by the Licensee's system must contain a *FASTforward* Licensed Platform Identifier that matches the *FASTforward* Licensed Platform Identifier 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 that is 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 an active Job. Run Header Records submitted by the Licensee's system must contain a *FASTforward* Licensed Platform Identifier that corresponds to the *FASTforward* Licensed Platform Identifier 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 record for a particular licensed system (as identified by the *FASTforward* Licensed Platform Identifier) that still has 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.
- 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. Run Trailer Records submitted by the Licensee's system must contain a *FASTforward* Licensed Platform Identifier that corresponds to the *FASTforward* Licensed Platform Identifier submitted as part of a Run Header Record for a Run that is still active.
- 011 Unknown Platform ID**
The USPS *FASTforward* system has received a record that cannot be associated with an active Job or Run. The *FASTforward* Licensed Platform Identifier in this record must correspond to the *FASTforward* Licensed Platform Identifier 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. New *FASTforward* processing cannot continue until a successful Access Record exchange has taken place. However, currently active Runs and/or Jobs can be completed.

014 Reserved

Error code not applicable in *FASTforward* mailing list correction processing.

015 Reserved

Error code not applicable in *FASTforward* mailing list correction processing.

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.

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 Reserved

Error code not applicable in *FASTforward* mailing list correction processing.

105 Excessive - Job Start Record received - Other Job Active

Licensee must contact the USPS *FASTforward* support immediately. The USPS *FASTforward* system received a Job Start Record for a *FASTforward* platform that still has an active Job in progress. No platform can process more than one Job at any given time. Therefore, the Licensee must complete, and close out an active Job with a Job End Record, prior to starting another Job. In mailing list correction *FASTforward* processing, only one Job can be active at a given time.

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 system identified within the record. The USPS *FASTforward* system uses the *FASTforward* Licensed Platform Identifier in the Job Start and Job End Records to determine this association. Job End Records submitted by the Licensee's system must contain

- a *FASTforward* Licensed Platform Identifier that matches the *FASTforward* Licensed Platform Identifier of an active Job.
- 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 Record 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 system identified in this record. Run Header Records submitted by the Licensee's system must contain a *FASTforward* Licensed Platform Identifier that corresponds to the *FASTforward* Licensed Platform Identifier 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 received a Run Header record for a particular licensed system (as identified by the *FASTforward* Licensed Platform Identifier) that still has 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. Run Trailer Records submitted by the Licensee's system must contain a *FASTforward* Licensed Platform Identifier that corresponds to the *FASTforward* Licensed Platform Identifier submitted as part of a Run Header Record for a Run that is still active.
- 111 Excessive - Unknown Platform) 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 platform ID was unknown. The USPS *FASTforward* system has received multiple records that could not be associated with an active Job or Run. The *FASTforward* Licensed Platform Identifier in this record must correspond to the *FASTforward* Licensed Platform Identifier 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. New *FASTforward* processing cannot continue until a successful Access Record exchange has taken place. However, currently active Runs and/or Jobs can be completed.
- 114 Reserved**
Error code not applicable in *FASTforward* mailing list correction processing.
- 115 Reserved**
Error code not applicable in *FASTforward* mailing list correction processing.

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**Self-Certification Statement and Application for United States Postal Service
FASTforward for Mailing List Correction License:**

Please Print

Licensee Name : _____

Licensee Address: _____

Tax Identification No.: _____ **Telephone No.:** _____
(TIN)

Point of Contact: _____

Parent Company: _____
(If Applicable)

TERMS AND CONDITIONS OF APPLICATION FOR LICENSE

1. The United States Postal Service *FASTforward* technology, as stated in the License Agreement, may only be used, as stated in the License Agreement, to provide address information that will be used to correct mailing lists to prepare mail for the purpose of acceptance and delivery by the USPS.
2. Prior to consideration for a license, I, as a potential Licensee must demonstrate the capability and past performance of mailing list preparation to a degree that warrants, in the opinion of the USPS, that licensing of the technology to the applicant is in the best interests of the USPS. The applicant will submit, along with this document, information that will enable USPS to make this determination. This information should include, a description of the applicants business and its mailing related functions, annual USPS mailing list preparation and/or mail volumes, and its experience in this field. See attachment for minimum information that must be provided.
3. Prior to consideration for a *FASTforward* license, I, as a potential Licensee must demonstrate that the mailing list correction system that will be *FASTforward*-enhanced will have obtained and will keep current the required USPS Coding Accuracy Support System (CASS) certification.
4. Prior to consideration for a *FASTforward* license, I, as a potential Licensee, must demonstrate, in accordance with Section 6.1 of the *Licensee Performance Requirements*, that I have obtained (purchased, leased, or created) a mailing list correction system(s) that has been USPS-pre-certified as *FASTforward* capable.
5. No *FASTforward* license will be granted to me prior to USPS acceptance testing and approval of my specific mailing list correction system platform at my site.

I hereby, affirm that I have read, and fully understand, the terms and conditions listed above. I, my company, and/or firm, agree to meet these terms and conditions as a prerequisite to applying for, or obtaining, a USPS *FASTforward* License Agreement.

Name (Please Print): _____

Title: _____

Signature: _____

Date: _____

ATTACHMENT

ITEMS TO BE PROVIDED FOR EVALUATION AS NOTED IN ITEM 2 OF SELF-CERTIFICATION STATEMENT and APPLICATION:

1. A narrative that describes the nature of the applicants business with emphasis on it's mailing related functions and number of years experience in this business.
2. A description of how the applicant will utilize the USPS *FASTforward* technology as part of their business.
3. A statement of the applicants annual mailing list preparation volume that will be processed by the USPS *FASTforward* technology both for itself and it's commercial customers, if applicable (estimated number of lists and total of address records processed).
4. A statement of the applicants estimated annual mailing volume (number of pieces) both for itself and its commercial customers, if applicable.

These items constitute the minimum information requirements. If the applicant wishes to provide additional information it is welcome to do so. After review of the provided information the USPS will notify the applicant, in writing, of the acceptance or rejection of their license application.