

# LICENSING ANNOUNCEMENT

## MARCH 18, 2011

### New NCOA<sup>Link</sup>® Electronic Reporting Submission Requirements

**Primary Audience:** NCOA<sup>Link</sup>® Full Service Providers

**What:** The USPS® will be implementing an automated submission process for the NCOA<sup>Link</sup> Customer Service Logs (CSL) reports. Beginning with the **June** reports, which are due July 7, all CSL reports must be uploaded electronically to your existing secured account on the USPS RIBBS® website. Any reports prior to July 7 must continue to be submitted via email.

To access the secure website, your username and password must be valid. For those who have submitted PS 1357-W during your initial NCOA<sup>Link</sup> certification process, your username and password will be sent to you via email on June 10 for the submission of the July reports and those thereafter. If there is no 1357-W on file for your company, you will be notified in a separate notice with instructions for submitting the appropriate documentation for requesting access.

Below are the requirements for electronic submission of CSLs:

- Report files must be uploaded to <http://ribbs.usps.gov/>
- The naming convention for the report files should remain the same
- For licensees who hold more than one NCOA<sup>Link</sup> license, you will be provided a unique user id and password for each license type for file upload.

**NOTE: This functionality is currently only available for CSL reports. DSF<sup>2</sup>®, BALA and PAF reporting should continue to be submitted via email.**

**When:** Electronic submission of the NCOA<sup>Link</sup> reports begin with the June reports, which are due July 7. All future CSL reports must be submitted via upload to the USPS RIBBS website.

**Impact:** Licensees will be able to submit their CSL reports electronically and automate their reporting processes.

**What you need to do:** Make sure any changes to your reporting processes are implemented in ample time for the submission of the June reports due July 7.. Please share this information with all pertinent contacts at your company.

If you have any questions regarding this announcement, please submit them via email to [ncoalink@usps.gov](mailto:ncoalink@usps.gov).