1.0 GENERAL

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

1.1 PURPOSE

1.1.1 The purpose of these performance requirements is to establish standard criteria of performance that USPS requires NCOA^{Link} Software Developers ("Developers") to comply with. The software will enable NCOA^{Link} Licensees to have access to the following address list services:

- Acceptable standardization and address matching services
- Detection of undeliverable addresses due to change of address
- New address when a name and old address match the change of address file.

1.1.2 Developer's matching software must adhere to specific USPS requirements regarding the services as well as to the matching rules and specifications herein. Developers must utilize CASS Certified software for ZIP + 4 processing. In addition, Developers will be tested on a periodic basis using an NCOA^{Link} test address file similar to CASS™. CASS is an existing USPS certification process available to all commercial firms.

1.1.3 Developer is responsible for programming all necessary NCOA^{Link} software. Prior to any use, sale and/or distribution of Developer's NCOA^{Link} software, Developer must obtain a separate license under one or more of the license categories authorizing said use, sale and/or distribution.

1.2 PRODUCT DESCRIPTION

1.2.1 The NCOA^{Link} Product utilizes what is referred to as "hash" tables. The hash tables are secure datasets that will only provide new address information when queried with a specific algorithm of the name and old address from a mailer's address list which matches the information as it appears on a USPS Change of Address form (PS 3575).

1.2.2 Extensive programming will be required to interface with the NCOA^{Link} Product datasets. A software interface will customize the type of input format, provide the desired output and contain appropriate links with ZIP + 4 matching software.

1.2.3 Weekly updates to the NCOA^{Link} Product datasets (hash tables) will be provided via Electronic Product Fulfillment (EPF) to Licensees. Licensees must utilize the current CASS ZIP + 4 product with the NCOA^{Link} updates to provide the up-to-date address. Refer to Figure 2 for acceptable use dates of the ZIP + 4 product. The NCOA^{Link} Product release must be synchronized with the ZIP + 4 data release.

1.2.4 The Developer and Licensee, in order to utilize the NCOA^{Link} product, must meet all requirements and specifications contained within the License Agreement, the most current version of these Performance Requirements, and the most current version of the Software Developer Guide (SDG), unless modified by USPS in writing.

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

1.3 MULTIPLE SERVICE OFFERINGS

1.3.1 Additional processes, such as ZIP + 4, DPV®, LACS$^{Link®}$ and Suite$^{Link®}$, can be run either independently or interactively with NCOA^{Link} processing.

1.3.2 Prior to NCOA^{Link} processing, input addresses presented to NCOA^{Link} must be processed through CASS Certified matching software to obtain ZIP + 4 coded, parsed addresses. The ZIP + 4 coded, parsed result and the corresponding name will be used to query NCOA^{Link}. If a LACS^{Link} match is made to the original address during CASS processing, Licensees must query the NCOA^{Link} Product using the LACS^{Link} converted address. ZIP + 4 results must be obtained within the valid window for processing based on the date NCOA^{Link} processing is performed and the chart of valid ZIP + 4 dates provided in Figure 2.

1.3.3 DPV, LACS^{Link} and Suite^{Link} are required processes for Full Service Providers. These processes are optional for Limited Service Providers and may be provided at the licensee's expense. The software required for processing these multiple services may be bundled as a single integrated software package or provided separately for each individual service. There are separate license requirements and certification procedures for each process/service.

1.3.4 The ANK$^{Link®}$ option is available through Limited Service Provider Licensees and to End User Licensees to enable mailers to make informed choices regarding a specific customer contact. If the data indicates a move, the mailer may choose to suppress the record from their list or attempt to determine the actual new address by engaging the services of an NCOA^{Link} Full Service Provider Licensee.

2 DEFINITION

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

3 GENERAL REQUIREMENTS

3.1 Any Developer wishing to use, sell and/or distribute NCOA^{Link} software must first develop software that utilizes as its address input the 9-digit ZIP + 4 Code and parsed address output from a USPS CASS Certified software. The NCOA^{Link} software will utilize this information along with the complete name as it appears on the input record to obtain a match to a COA. NCOA^{Link} cannot assign a ZIP + 4 Code nor will it respond to a non-ZIP + 4 coded address. The Developer must perform a process quality review. USPS must review, and approve the software's performance prior to any actual NCOA^{Link} processing occurring in a production environment to ensure that all license requirements are met. Upon USPS determining that Developer has met all requirements in the license and that the software meets all USPS requirements, USPS will provide the Developer a certification notice for its proposed software.

3.2 Developer shall not export the NCOA^{Link} Product and/or datasets outside the boundaries of the United States of America or its territories without prior written approval of the USPS.

3.3 As a licensee of the USPS, Developer agrees that any and all data, source code, or information received from the USPS or otherwise obtained or developed in the course of, or as the result of, the performance of the license agreement with USPS shall:

3.3.1 Be kept in strict confidence and shall not be disclosed in any manner to any organization (including professional societies) other than the USPS until released of such obligation by the USPS in writing, and,

3.3.2 When in Developer's possession, be provided with adequate physical, technical and administrative safeguards to prevent unauthorized access, disclosure, misuse, or attention.

3.4 Copies of this document and any new updates to the License Agreement, the Performance Requirements, or the Certification Procedures will be posted on the RIBBS website at https://ribbs.usps.gov/ncoalink/documents/tech_guides/DEV_INFO/.

3.5 Licensee must incorporate use of the Daily Delete process into all NCOA^{Link} processing. The Daily Delete file is available from the USPS Electronic Product Fulfillment website. Instructions for use of this process must be obtained from the Licensee's software interface supplier.

4.0 SPECIFIC REQUIREMENTS

4.1 Developers must create NCOA^{Link} software for licensing that will access the NCOA^{Link} Product.

4.2 Software must use USPS CASS Certified Address Matching software parsed, standardized output to query the NCOA^{Link} Product.

4.3 Software must contain features to meet the provisions of Standards of Performance as summarized here and detailed in Paragraph 8.0 below.

a. Record and store all information on mailers and third party facilitators (Brokers, Agents and List Administrators).
b. Record and store required reporting information from list processing.
c. Produce reports in expected format upon request.
d. Repair all software deficiencies promptly.

4.4 Software must generate and maintain a record of all specific reports as required in paragraph 10.0 below.

4.5 Software will provide a method for validating existence and active status of unique Customer IDs prior to the acceptance of a list for processing. The Customer ID is defined in paragraph 10.2 below.

4.6 Software must be capable of:

a. Processing full file replacements via Electronic Product Fulfillment.
b. Processing address lists of at least 100 unique names and addresses with valid and active Customer IDs.
c. Rejecting address lists of less than 100 unique names and addresses.
d. Rejecting processing requests for invalid or inactive Customer IDs.
e. Accessing the NCOA^{Link} system as required by the NCOA^{Link} Software Developer Guide.
f. Translating the new Delivery Point Codes returned into standardized addresses where matches are found.
g. Assigning all applicable standard footnote codes.

h. Performing the following processing options:

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

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

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

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

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

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

5.0 BASIC NCOA^{Link} PRODUCT OUTPUT

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

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

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

address, and standard footnote codes as listed in Figure 1. Software shall assign all applicable standard footnote codes.

d. When a match is made, the following elements must be returned: the move effective date (CCYYMM), specific name and address utilized in the query that obtained the match, and the move type. The move type is determined by the software based on the specific name inquiry utilized to obtain the match.

e. For each mailing address for which there is not a match to the NCOA^{Link} hash table(s), the software must return all elements as appropriate under a and b as well as any standard footnote codes as may be appropriate under Figure 1.

f. The urbanization name information, when applicable.

g. The carrier route information for new (updated) addresses.

h. DPV results, if requested.

i. LACS^{Link} results, if requested.

j. Suite^{Link} results, if requested.

k. Processing summary report (see Section 10.8) containing information to identify the specific list and the statistics resulting from the NCOA^{Link} process performed on the list.

6.0 QUALITY STANDARDS AND TESTING CRITERIA

6.1 The NCOA^{Link} software will be subject to periodic process quality reviews (audits) and evaluation of its adherence to the conditions of the NCOA^{Link} License Agreement for which it was designed. Please note that the USPS audit file must be processed through the same NCOA^{Link} system Licensees utilize for customer processing.

6.2 The NCOA^{Link} software must provide the necessary output as described in 5.0 utilizing the specific USPS format as described in Figure 3. Upon notification of the transmission of an audit file, it can be retrieved from Developer's specific USPS account via the internet. The audit output and supporting documentation derived from the NCOA^{Link} process will be posted to the same account.

6.3 The audit file will test the NCOA^{Link} software with a series of known forwardable addresses and known non-forwardable addresses to validate the software's ability to query the NCOA^{Link} Product and return the appropriate output and responses.

6.4 The audit will also verify the administrative output, including all reports, of the NCOA^{Link} process.

6.5 Auditing will be performed once annually or as specified by the USPS. If necessary, subsequent audits due to failures must be completed within the annual license period to prevent suspension and/or termination.

6.6 Upon validation of the results, Developer will receive official notification of the audit results from the USPS.

6.7 The software must provide accurately matched responses for at least 99% of the inquiries where data to support these responses are known to be in the USPS file and shall produce no unexpected matches or results.

a. The percentage of audit file input name and address records that achieve the correct result shall not be less than 99% when compared to the USPS expected results.

b. The audit file output shall not result in a match that is not expected and would result in returning incorrect information that would eventually cause the misdirection of mail.

c. The audit file output must correctly provide all NCOA^{Link} elements with 100% accuracy.

6.8 In the event that a problem is identified by the USPS that is related to the NCOA^{Link} process, the USPS will, at its sole discretion, direct correction of the problem and/or exercise the suspension or termination provisions of the License, as it deems appropriate by the situation.

7.0 LICENSEE CERTIFICATION

See Certification Procedures at
https://ribbs.usps.gov/ncoalink/documents/tech_guides/DEV_INFO/DEV_CERT_PROC.PDF.

8.0 STANDARDS OF PERFORMANCE

8.1 Licensee must, prior to processing any list through NCOA^{Link}, have on file for each customer submitting a list and any related third party facilitator, a fully executed Processing Acknowledgment Form (PAF). A dataset containing all information from these executed forms must be maintained within the software and made available for Postal Service review for a period of 6 years from date of execution. The software must provide for extraction of required PAF information to fulfill the Licensees' monthly reporting requirements.

8.1.1 For storage and retrieval purposes, hardcopy PAF documents may be scanned and stored electronically allowing Licensee to store or archive the original completed documents either on-site or off-site in a secure location. Images of scanned documents may be used to satisfy audit requirements. Licensee must be able to retrieve the original documents upon request from USPS.

8.2 Licensee must process and return all customer address list files within seven (7) business days of receipt unless a longer period is specified by the customer in writing. (Business days are defined as Monday through Friday.) The fulfillment cycle starts the day the customer file is received by the licensee.

8.3 Software must record Licensee service log, which will include the Customer PAF ID as prescribed in Section 10.2. These service logs will be maintained to be made available for Postal Service review for a period of 5 years. The customers' written requests for longer turnaround times shall be reported on the log, maintained with the hardcopy PAFs, and retained for five (5) years. This service log must also be kept on a computer file and shall be submitted to the USPS electronically (see Reports Section for format).

8.4 Developer shall repair or have repaired all software deficiencies related to the NCOA^{Link} system within 30 days of identification of said deficiencies.

8.5 Licensee is responsible for redistributing license related electronic correspondence from USPS to the appropriate personnel within Licensee's organization. Pursuant to Paragraph 4.8, all electronic correspondence will be directed to a central email address within Licensee's organization. The email address must be ncscinfo@<yourcompany.com>. In the event that this address is already assigned for some other purpose, an alternate address must be submitted to USPS for approval. Licensee will subsequently distribute all applicable USPS notifications internally to ensure receipt by the proper staff. Such correspondence will also be sent to the pertinent contacts provided during the application process but in the event of "bounce backs" successful delivery via the central email address will be considered confirmation of receipt.

8.6 If software automatically creates List IDs, Developer must allow a manual override of the List IDs to conform to the reporting standards of the Mail Processing Agent NCOA^{Link} PAF.

9.0 ADVERTISING

9.1 Developer is prohibited from representing to third parties that USPS has certified Developer's software product until USPS issues a software certification notice to Developer as described in Step 4, below. Prior to receiving the software certification notice from USPS, Developer may only represent that it has "applied" to receive software certification, and is prohibited from making any representations or warranties as to the availability of its software and/or the ability of its software to support the NCOA^{Link} product.

9.2 As stated in Section 1.1, prior to any use, sale and/or distribution of Developer's NCOA^{Link} software, Developer must obtain a separate license under one or more of the license categories authorizing said use, sale and/or distribution.

10.0 REPORTS

10.1 Prior to any NCOA^{Link} processing, and once annually thereafter, the Licensee shall obtain a complete and signed copy of the PROCESSING ACKNOWLEDGEMENT FORM (PAF) from each of its customers and for any internal mailing lists processed. All information from the forms must be maintained in an electronic format for the purposes of validating existence and active status of mailer PAFs. The software must have the ability to record, store and report all information from the PAFs for list owners and third parties as described in Section 10.3. The data and completed forms are to be maintained by the Licensee and made available for Postal Service review for a period of six years from the date of execution. Examples of the associated data file layouts follow Section 10.

10.1.1 For specific information regarding completion of PAFs, please reference the PAF Guide on the RIBBS website at https://ribbs.usps.gov/ncoalink/documents/tech_guides/PAF_GUIDE.PDF.

10.2 The Licensee will assign each NCOA^{Link} customer list a unique NCOA^{Link} customer ID. This ID will be used by the software to verify that the customer has a valid, active PAF on file with the Licensee. This ID will also be used to provide a relationship between the Licensee's service log and PAF information files. The format of the ID will be an eighteen character alphanumeric field consisting of four sub-parts. Positions 1-4 are alpha and will identify the Licensee to the USPS and will be assigned to the Licensee by the USPS. Positions 5-10 are numeric and will identify the business in which the list owner engages by the North American Industry Classification System (NAICS). The list owner may obtain the appropriate NAICS from the internet at www.census.gov/epcd/www/naics.html. Positions 11-12 are numeric and will identify the frequency of NCOA^{Link} processing on an annual basis (value range 01-52). If multiple lists are processed at different frequencies under the same ID, positions 11-12 must contain "99." Positions 13-18 may be alpha, numeric, or alphanumeric and will identify the customer to the Licensee and to the USPS; this portion of the ID is assigned by the Licensee. This ID will be used to streamline the USPS disclosure accounting procedures. The Licensee will ensure that each of its customers has a unique and never duplicated Customer ID. The software must not allow duplicate IDs. The ID shall be assigned by the Licensee upon execution of the Processing Acknowledgement Form and be used throughout the system as prescribed. The unique and complete 18-character customer ID will be recorded on the PAF. The form will not be complete and acceptable if this ID is omitted or erroneous.

10.3 NCOA^{Link} service requests submitted on behalf of mail list owners by third parties and service requests solicited by third parties must be fully disclosed and duly recorded on the appropriate PAF. Each of these third parties must be assigned a unique ID similar to the format of the customer. The third party ID will be a sixteen character alphanumeric field consisting of three sub-parts excluding the 2-digit processing frequency recorded in the customer's ID.

10.4 The software must be capable of producing monthly performance reports by system platform. The reports begin on the first day of the month and terminate on the last day of the month. The reports will be maintained and made available for Postal Service review for a period of 5 years at the Licensee's facility. The electronic report file layouts follow Section 10. Performance reports include:

1. Customer Service Log – record of all lists processed through the NCOA^{Link} service and the resultant statistics. Service log information must be kept in sequential order by date. Requirement: one record per list processed.

2. PAF Customer Information Log – record of all customer information contained on the PAF and key ID and date information of the Licensee and applicable third parties. Minimum Requirement: one record per PAF ID appearing in the corresponding Customer Service Log.

3. Broker/Agent / List Administrator Log – record of all third party List Brokers/Agents and/or List Administrators handling the address lists of their clients that are processed through the NCOA^{Link} service. Minimum Requirement: one record per third party ID appearing in the PAF Customer Information Log.

10.5 The monthly performance reports will be named using a four-part eight-character identification scheme. The first character will identify the report: "C" for Customer Service Log, "P" for PAF Customer Information Log, or "B" for Broker/Agent / List Administrator Log. Characters 2-5 will contain the USPS-assigned four-character Licensee identification code. The sixth character will identify the month of the report; refer to the chart following this paragraph. The last two characters will identify the year of the report by the last two digits of the calendar year.

Month	**Code**
January	1
February	2
March	3
April	4
May	5
June	6
July	7
August	8
September	9
October	A
November	B
December	C

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

Code	Description	Disposition of Results
EMP TRAIN	File processed as part of employee training.	Results discarded; no update performed or information released.
INT DB TST	Testing involving proprietary Licensee database.	No updates performed; results discarded after analysis.
MKTG TEST	Testing involving external customer lists. No PAF is required; however the company name for which processing was performed must be captured in the CSL in position 1423-1452.	Return information consists of statistics only; COA data is discarded as sensitive data, not returned to customer.
NORMAL	Process mailing list for update prior to mailing.	COA information provided to mailer and/or mailer's representative.
STAGE I	Test of matching performance against USPS self-test file.	Results used for internal program analysis and subsequently discarded.
STAGE II	Test of matching performance scored by USPS.	Output transmitted to USPS for evaluation and discarded when test results finalized.
SYS TEST	File processed as part of system testing such as loading of USPS file updates.	Results discarded; no updates performed or information released.

10.7 NCOA^{Link} Licensees must electronically transmit all required monthly reports to the NCSC. The software must allow for information retrieval based on an input of a date range.

10.8 Software must produce a hardcopy report summarizing the processing of each mailing list processed. The report shall be named NCOA$^{Link®}$ Processing Summary Report. The report may contain any and all information gathered to fulfill the requirements of Section 10.4 and information from other processes as desired. At a minimum, the processing summary must contain:

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

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

NCOA^{Link} MONTHLY CUSTOMER SERVICE LOG
FULL SERVICE PROVIDER
Header Record
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RECORD FROM	POSITION TO	FIELD NAME and DESCRIPTION	LENGTH	COBOL
1	4	PLATFORM ID Alphanumeric. Licensee ID (USPS assigned)	4	X(4)
5	18	NUMBER OF RECORDS Total number of records in the Customer Service Log excluding Header Record	14	9(14)
19	70	Filler	52	X(52)
		The Header Record must contain file totals for all fields in the subsequent Detail Record(s). All field positions in the Header Record correspond to field positions in the Detail Record(s).		
		Processing Statistics Summary		
71	81	TOTAL NUMBER OF RECORDS PROCESSED	11	9(11)
82	92	TOTAL NUMBER OF NCOA^{Link} QUERIES PERFORMED	11	9(11)
93	103	TOTAL NUMBER OF RECORDS MATCHED -	11	9(11)
104	114	TOTAL NUMBER OF MATCHES REJECTED	11	9(11)
115	125	TOTAL NUMBER OF RECORDS MATCHED to ZIP + 4 File (Should equal total DPV Response: AA)	11	9(11)
126	136	TOTAL NUMBER OF RECORDS DPV CONFIRMED (Sum of DPV Return Code: Y, S, and D)	11	9(11)
137	286	FILLER	150	X(150)
		ZIP + 4 Match Statistics		
287	297	ZIP + 4 File: Total matched to PO Box	11	9(11)
298	308	ZIP + 4 File: Total matched to HCR Exact	11	9(11)
309	319	ZIP + 4 File: Total matched to RR Default	11	9(11)
320	330	ZIP + 4 File: Total matched to Firm	11	9(11)
331	341	ZIP + 4 File: Total matched to General Del	11	9(11)
342	352	ZIP + 4 File: Total matched to Highrise Default	11	9(11)
353	363	ZIP + 4 File: Total matched to Military	11	9(11)
364	374	ZIP + 4 File: Total matched to Non-Deliverable	11	9(11)
375	385	ZIP + 4 File: Total matched to RR Exact	11	9(11)
386	396	ZIP + 4 File: Total matched to Street	11	9(11)
397	407	ZIP + 4 File: Total matched to HCR Default	11	9(11)
408	418	ZIP + 4 File: Total matched to Highrise Exact	11	9(11)
419	429	ZIP + 4 File: Total matched to Other	11	9(11)
430	440	ZIP + 4 File: Total matched to Pos LACS	11	9(11)
441	451	EWS File: Total matched to EWS	11	9(11)
		Footnote Information: Number of responses containing each footnote code:		
		New Address Provided by NCOA^{Link}		
452	462	A – Match	11	9(11)
463	473	91 – Match with Secondary Number Dropped on COA (Old Side)	11	9(11)
474	484	92 – Match with Secondary Number Dropped on Input	11	9(11)
		From NCOA^{Link} File Build		
485	495	01 – Match – Foreign Move	11	9(11)
496	506	02 – Match – Moved Left No Address	11	9(11)
507	517	03 – Match – PO Box Closed	11	9(11)

NCOA^{Link} MONTHLY CUSTOMER SERVICE LOG
FULL SERVICE PROVIDER
Header Record
(page 2 of 6)

RECORD FROM	POSITION TO	FIELD NAME and DESCRIPTION	LENGTH	COBOL
518	528	04 – No Match – Family move from Street Address w/Secondary	11	9(11)
529	539	05 – Match – New 11 digit DPBC is ambiguous	11	9(11)
540	550	06 – No Match – Middle Name Related	11	9(11)
551	561	07 – No Match – Gender Related	11	9(11)
562	572	08 – No Match – Conflicting Instructions	11	9(11)
573	583	09 – No Match – Family move from Highrise default	11	9(11)
584	594	10 – No Match – Family move from Rural/HC Route default	11	9(11)
595	605	11 – No Match – Individual move – Insufficient name data	11	9(11)
606	616	18 – No Match – Family move from General Delivery	11	9(11)
617	627	19 – Match – New Address not ZIP+4 codeable	11	9(11)
628	638	20 – No Match – Multiple Response – Conflicting Directions	11	9(11)
		From NCOA^{Link} File Run		
639	649	12 – No Match – Middle Name test failed	11	9(11)
650	660	13 – No Match – Gender test failed	11	9(11)
661	671	14 – Match – New Address would not convert	11	9(11)
672	682	15 – No Match – Individual Name insufficient on input to match	11	9(11)
683	693	16 – No Match – Secondary Number discrepancy	11	9(11)
694	704	17 – No Match – Different First Name	11	9(11)
		From "Daily Delete" Process		
705	715	66 – No Match – Input Address appears in "Daily Delete" suppression file	11	9(11)
		From DPV Processing of Input Addresses		
716	726	AA – ZIP+4 Match.	11	9(11)
727	737	A1 – ZIP+4 No Match	11	9(11)
738	748	M1 – Primary Number missing	11	9(11)
749	759	M3 – Primary Number invalid	11	9(11)
760	770	P1 – Missing PO, RR or HC Box number	11	9(11)
771	781	P3 – Invalid PO, RR or HC Box number	11	9(11)
782	792	BB – DPV matched (all components)	11	9(11)
793	803	RR – DPV matched to CMRA	11	9(11)
804	814	CC – Primary Number Match – Secondary present but invalid	11	9(11)
815	825	N1 – Primary Number Match – Secondary missing	11	9(11)
826	836	R1 – DPV matched to CMRA – PMB number not present	11	9(11)
		Move Activity Summary		
837	847	ADDRESSES MATCHED MONTH 0	11	9(11)
848	858	ADDRESSES MATCHED MONTH 1	11	9(11)
859	869	ADDRESSES MATCHED MONTH 2	11	9(11)
870	880	ADDRESSES MATCHED MONTH 3	11	9(11)
881	891	ADDRESSES MATCHED MONTH 4	11	9(11)
892	902	ADDRESSES MATCHED MONTH 5	11	9(11)
903	913	ADDRESSES MATCHED MONTH 6	11	9(11)
914	924	ADDRESSES MATCHED MONTH 7	11	9(11)
925	935	ADDRESSES MATCHED MONTH 8	11	9(11)
936	946	ADDRESSES MATCHED MONTH 9	11	9(11)
947	957	ADDRESSES MATCHED MONTH 10	11	9(11)
958	968	ADDRESSES MATCHED MONTH 11	11	9(11)
969	979	ADDRESSES MATCHED MONTH 12	11	9(11)
980	990	ADDRESSES MATCHED MONTH 13	11	9(11)
991	1001	ADDRESSES MATCHED MONTH 14	11	9(11)

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RECORD FROM	POSITION TO	FIELD NAME and DESCRIPTION	LENGTH	COBOL
1002	1012	ADDRESSES MATCHED MONTH 15	11	9(11)
1013	1023	ADDRESSES MATCHED MONTH 16	11	9(11)
1024	1034	ADDRESSES MATCHED MONTH 17	11	9(11)
1035	1045	ADDRESSES MATCHED MONTH 18	11	9(11)
1046	1056	ADDRESSES MATCHED MONTH 19	11	9(11)
1057	1067	ADDRESSES MATCHED MONTH 20	11	9(11)
1068	1078	ADDRESSES MATCHED MONTH 21	11	9(11)
1079	1089	ADDRESSES MATCHED MONTH 22	11	9(11)
1090	1100	ADDRESSES MATCHED MONTH 23	11	9(11)
1101	1111	ADDRESSES MATCHED MONTH 24	11	9(11)
1112	1122	ADDRESSES MATCHED MONTH 25	11	9(11)
1123	1133	ADDRESSES MATCHED MONTH 26	11	9(11)
1134	1144	ADDRESSES MATCHED MONTH 27	11	9(11)
1145	1155	ADDRESSES MATCHED MONTH 28	11	9(11)
1156	1166	ADDRESSES MATCHED MONTH 29	11	9(11)
1167	1177	ADDRESSES MATCHED MONTH 30	11	9(11)
1178	1188	ADDRESSES MATCHED MONTH 31	11	9(11)
1189	1199	ADDRESSES MATCHED MONTH 32	11	9(11)
1200	1210	ADDRESSES MATCHED MONTH 33	11	9(11)
1211	1221	ADDRESSES MATCHED MONTH 34	11	9(11)
1222	1232	ADDRESSES MATCHED MONTH 35	11	9(11)
1233	1243	ADDRESSES MATCHED MONTH 36	11	9(11)
1244	1254	ADDRESSES MATCHED MONTH 37	11	9(11)
1255	1265	ADDRESSES MATCHED MONTH 38	11	9(11)
1266	1276	ADDRESSES MATCHED MONTH 39	11	9(11)
1277	1287	ADDRESSES MATCHED MONTH 40	11	9(11)
1288	1298	ADDRESSES MATCHED MONTH 41	11	9(11)
1299	1309	ADDRESSES MATCHED MONTH 42	11	9(11)
1310	1320	ADDRESSES MATCHED MONTH 43	11	9(11)
1321	1331	ADDRESSES MATCHED MONTH 44	11	9(11)
1332	1342	ADDRESSES MATCHED MONTH 45	11	9(11)
1343	1353	ADDRESSES MATCHED MONTH 46	11	9(11)
1354	1364	ADDRESSES MATCHED MONTH 47	11	9(11)
1365	1375	ADDRESSES MATCHED MONTH 48	11	9(11)
1376	1452	Filler	77	X(77)
		DPV Statistics		
1453	1463	Street (S) Records Validated	11	9(11)
1464	1474	CMRA Presented	11	9(11)
1475	1485	CMRA Validated	11	9(11)
1486	1496	High Rise (H) Records Validated	11	9(11)
1497	1507	CMRA Presented	11	9(11)
1508	1518	CMRA Validated	11	9(11)
1519	1529	PO Box (P) Records Validated	11	9(11)
1530	1540	RR/HC (R) Records Validated	11	9(11)
1541	1551	CMRA Presented	11	9(11)
1552	1562	CMRA Validated	11	9(11)
1563	1573	Firm (F) Records Validated	11	9(11)
1574	1584	CMRA Presented	11	9(11)
1585	1595	CMRA Validated	11	9(11)
1596	1606	General Delivery (G) Records Validated	11	9(11)

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RECORD FROM	POSITION TO	FIELD NAME and DESCRIPTION	LENGTH	COBOL
1607	1617	Total Primary Number Error	11	9(11)
1618	1672	FILLER	55	9(55)
1673	1683	Total Secondary Number Error	11	9(11)
1684	1694	Street (S) Records with Secondary Number Error	11	9(11)
1695	1705	High Rise (H) Records with Secondary Number Error	11	9(11)
1706	1716	Firm (F) Records with Secondary Number Error	11	9(11)
1717	1766	FILLER	50	X(50)
		LACS^{Link} Return Codes		
1767	1777	A – LACS^{Link} Record Match	11	9(11)
1778	1788	00 – No Match	11	9(11)
1789	1799	14 – Match – Found LACS^{Link} Record – New Address would not convert	11	9(11)
1800	1810	92 – Match with Secondary Number Dropped on Input	11	9(11)
		From DPV Processing of Input Addresses – Additional Return Codes		
1811	1821	F1 – Military	11	9(11)
1822	1832	U1 – Unique ZIP Code	11	9(11)
1833	1843	G1 – General Delivery	11	9(11)
		From NCOA^{Link} File Run – Additional Return Codes		
1844	1854	NL – New address not DPV confirmable with vendor software. (Required only when this code is returned to the customer)***	11	9(11)
1855	2129	FILLER	275	X(275)
		LACS^{Link} Return Codes – Additional Return Code		
2130	2140	09 – LACS^{Link} – Old Addr Highrise Default – No New Address	11	9(11)
2141	2192	FILLER	52	X(52)
		Suite^{Link} Return Codes		
2193	2203	Suite^{Link} Return Code A – Match	11	9(11)
2204	2214	Suite^{Link} Return Code 00 – No Match	11	9(11)
		NCOA^{Link} Return Codes (continued)		
2215	2225	NCOA^{Link} Return Code 21 – To Be Determined	11	9(11)
2226	2236	NCOA^{Link} Return Code 22 – To Be Determined	11	9(11)
2237	2247	NCOA^{Link} Return Code 23 – To Be Determined	11	9(11)
2248	2258	NCOA^{Link} Return Code 24 – To Be Determined	11	9(11)
2259	2269	NCOA^{Link} Return Code 25 – To Be Determined	11	9(11)
2270	2280	NCOA^{Link} Return Code 26 – To Be Determined	11	9(11)

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RECORD FROM	POSITION TO	FIELD NAME and DESCRIPTION	LENGTH	COBOL
2281	2291	NCOA^{Link} Return Code 27 – To Be Determined	11	9(11)
2292	2302	NCOA^{Link} Return Code 28 – To Be Determined	11	9(11)
2303	2313	NCOA^{Link} Return Code 29 – To Be Determined	11	9(11)
2314	2324	NCOA^{Link} Return Code 30 – To Be Determined	11	9(11)
2325	2638	FILLER	314	X(314)
		DPV Return Codes		
2639	2649	Count of DPV Return Code = Y	11	9(11)
2650	2660	Count of DPV Return Code = S	11	9(11)
2661	2671	Count of DPV Return Code = D	11	9(11)
2672	2682	Count of DPV Return Code = N	11	9(11)
2683	2693	Count of DPV Return Code = BLANK	11	9(11)
2694	2704	Count of DPV Vacant Flag = Y	11	9(11)
2705	2715	Count of DPV CMRA Flag	11	9(11)
2716	2726	Count of DPV No Stat Flag	11	9(11)
		MAS (Move Activity Summary) for the PSR (Processing Summary Report)		
2727	2737	Sum of Match Return Codes A, 91 & 92 with Move Effective Month: Mon 0-3	11	X(11)
2738	2748	Sum of Match Return Codes A, 91 & 92 with Move Effective Month: Mon 4-6	11	X(11)
2749	2759	Sum of Match Return Codes A, 91 & 92 with Move Effective Month: Mon 7-12	11	X(11)
2760	2770	Sum of Match Return Codes A, 91 & 92 with Move Effective Month: Mon 13-18	11	X(11)
2771	2781	Sum of Match Return Codes A, 91 & 92 with Move Effective Month: Mon 19+	11	X(11)
2782	2836	FILLER	55	X(55)
		MAS (Move Activity Summary) for the PSR (Processing Summary Report) (continued)		
2837	2847	Sum of Match Return Codes 01, 02 & 03 with Move Effective Month: Mon 0-3	11	X(11)
2848	2858	Sum of Match Return Codes 01, 02 & 03 with Move Effective Month: Mon 4-6	11	X(11)
2859	2869	Sum of Match Return Codes 01, 02 & 03 with Move Effective Month: Mon 7-12	11	X(11)
2870	2880	Sum of Match Return Codes 01, 02 & 03 with Move Effective Month: Mon 13-18	11	X(11)
2881	2891	Sum of Match Return Codes 01, 02 & 03 with Move Effective Month: Mon 19+	11	X(11)
2892	2902	Sum of Match Return Codes 05, 14 & 19 with Move Effective Month: Mon 0-3	11	X(11)
2903	2913	Sum of Match Return Codes 05, 14 & 19 with Move Effective Month: Mon 4-6	11	X(11)
2914	2924	Sum of Match Return Codes 05, 14 & 19 with Move Effective Month: Mon 7-12	11	X(11)
2925	2935	Sum of Match Return Codes 05, 14 & 19 with Move Effective Month: Mon 13-18	11	X(11)
2936	2946	Sum of Match Return Codes 05, 14 & 19 with Move Effective Month: Mon 19+	11	X(11)

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RECORD FROM	**POSITION TO**	**FIELD NAME and DESCRIPTION**	**LENGTH**	**COBOL**
2947	2999	FILLER	53	X(53)
3000	3000	RECORD TYPE H = Header / D = Detail	1	X(1)
		CR/LF Carriage Return/Line Feed required at end of each record.		

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RECORD FROM	POSITION TO	FIELD NAME and DESCRIPTION	LENGTH	COBOL
1	18	PAF ID Alphanumeric. Mailing List Processing Acknowledgment Form ID. 1-4 Licensee ID (USPS assigned) 5-10 List Owner NAICS 11-12 Frequency of processing 13-18 List ID (Licensee assigned)	18	X(18)
19	28	PROCESSING CATEGORY Set values to identify the type of processing performed. EMP TRAIN, INT DB TST, MKTG TEST, NORMAL, STAGE I, STAGE II, SYS TEST	10	X(10)
29	29	ADDITIONAL NOTES The literal “A” in this field denotes that customer provided written request for longer processing period.	1	X(1)
30	30	PRE-PROCESSES PERFORMED N = None Y = Yes but with no data modifications D = Yes, data modifications from sources other than postal data P = Yes, data modifications from postal data only (ie: ZIP+4, DPV) B = Yes, data modifications from postal and other sources	1	X(1)
31	31	CONCURRENT PROCESSES PERFORMED N = None Y = Yes but with no data modifications D = Yes, data modifications from sources other than postal data P = Yes, data modifications from postal data only (ie:ZIP+4, DPV) B = Yes, data modifications from postal and other sources	1	X(1)
32	32	POST-PROCESSES PERFORMED N = None Y = Yes but with no data modifications D = Yes, data modifications from sources other than postal data P = Yes, data modifications from postal data only (LACS^{Link}) B = Yes, data modifications from postal and other sources	1	X(1)
33	33	STANDARD OUTPUT RETURNED Y = All NCOA^{Link} required output returned to client N = Post-processes modified return information (ie: updates applied to list) B = Post-processes modified return information; however, separate file containing all required output data was also returned	1	X(1)
34	34	MATCHING LOGIC APPLIED S = Standard (Business, Individual and Family matches allowed) I = Individual only B = Business only C = Individual and Business only R = Individual and Family only	1	X(1)
35	35	DATA RETURNED C = COA Data Returned (including footnotes and processing statistics) F = Footnotes (no COA data included; may include processing statistics) S = Statistics only (no COA data or footnotes provided)	1	X(1)
36	37	NUMBER OF MONTHS REQUESTED By request of list owner, number of months for which COA data accepted	2	9(2)

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RECORD FROM	POSITION TO	FIELD NAME and DESCRIPTION	LENGTH	COBOL
38	38	CLASS OF MAIL Alphanumeric. Class of mail to be used for mailings produced from customer mailing list. A = First-Class only B = Periodicals only C = Standard Mail only D = Package Services only E = First-Class & Periodicals F = First-Class & Standard Mail G = First-Class & Package Services H = Periodicals & Standard Mail I = Periodicals & Package Services J = Standard Mail & Package Services K = First-Class, Periodicals & Standard Mail L = First-Class, Periodicals & Package Services M = First-Class, Standard Mail & Package Services N = Periodicals, Standard Mail & Package Services O = First-Class, Periodical, Standard Mail, Package Services	1	X(1)
		Processing Date Information		
39	46	DATE LIST RECEIVED FROM CUSTOMER Numeric. Format CCYYMMDD.	8	9(8)
47	54	DATE NCOA^{Link} PROCESSING BEGAN Numeric. Format CCYYMMDD.	8	9(8)
55	62	DATE NCOA^{Link} PROCESSING COMPLETED Numeric. Format CCYYMMDD.	8	9(8)
63	70	DATE LIST RETURNED TO CUSTOMER Numeric. Format CCYYMMDD.	8	9(8)
		Processing Statistics Summary		
71	81	TOTAL NUMBER OF RECORDS PROCESSED Total number of records presented on the original input list.	11	9(11)
82	92	TOTAL NUMBER OF NCOA^{Link} QUERIES PERFORMED Total number of all queries made into NCOA^{Link} including all variations of name and address attempted for each input record. (i.e: nickname attempts)	11	9(11)
93	103	TOTAL NUMBER OF RECORDS MATCHED Results returned indicate match: Return codes A, 91, 92, 01, 02, 03, 05, 14, 19	11	9(11)
104	114	TOTAL NUMBER OF MATCHES REJECTED Results discarded based on Move Effective Date: Return code 00 generated due to age of COA	11	9(11)
115	125	TOTAL NUMBER OF RECORDS ZIP + 4 CODED	11	9(11)
126	136	TOTAL NUMBER OF RECORDS DPV CONFIRMED	11	9(11)
		CASS™/MASS™ Product Information		
137	166	CASS/MASS Software Name	30	X(30)
167	178	CASS/MASS Software Version	12	X(12)
179	186	CASS/MASS Directory (Data) Release Date Numeric. Format CCYYMMDD.	8	9(8)

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RECORD FROM	POSITION TO	FIELD NAME and DESCRIPTION	LENGTH	COBOL
		NCOA^{Link} Product Information		
187	216	NCOA^{Link} Software Name	30	X(30)
217	228	NCOA^{Link} Software Version	12	X(12)
229	236	NCOA^{Link} Data Release Date Numeric. Format CCYYMMDD.	8	9(8)
237	286	FILLER	50	X(50)
		ZIP + 4 Match Statistics		
287	297	ZIP + 4 File: Total matched to PO Box	11	9(11)
298	308	ZIP + 4 File: Total matched to HCR Exact	11	9(11)
309	319	ZIP + 4 File: Total matched to RR Default	11	9(11)
320	330	ZIP + 4 File: Total matched to Firm	11	9(11)
331	341	ZIP + 4 File: Total matched to General Del	11	9(11)
342	352	ZIP + 4 File: Total matched to Highrise Default	11	9(11)
353	363	ZIP + 4 File: Total matched to Military	11	9(11)
364	374	ZIP + 4 File: Total matched to Non-Deliverable	11	9(11)
375	385	ZIP + 4 File: Total matched to RR Exact	11	9(11)
386	396	ZIP + 4 File: Total matched to Street	11	9(11)
397	407	ZIP + 4 File: Total matched to HCR Default	11	9(11)
408	418	ZIP + 4 File: Total matched to Highrise Exact	11	9(11)
419	429	ZIP + 4 File: Total matched to Other	11	9(11)
430	440	ZIP + 4 File: Total matched to Pos LACS	11	9(11)
441	451	EWS File: Total matched to EWS	11	9(11)
		Footnote Information: Number of responses containing each footnote code:		
		New Address Provided by NCOA^{Link}		
452	462	A – Match	11	9(11)
463	473	91 – Match with Secondary Number Dropped on COA (Old Side)	11	9(11)
474	484	92 – Match with Secondary Number Dropped on Input	11	9(11)
		From NCOA^{Link} File Build		
485	495	01 – Match – Foreign Move	11	9(11)
496	506	02 – Match – Moved Left No Address	11	9(11)
507	517	03 – Match – PO Box Closed	11	9(11)
518	528	04 – No Match – Family move from Street Address w/Secondary	11	9(11)
529	539	05 – Match – New 11 digit DPBC is ambiguous	11	9(11)
540	550	06 – No Match – Middle Name Related	11	9(11)
551	561	07 – No Match – Gender Related	11	9(11)
562	572	08 – No Match – Conflicting Instructions	11	9(11)
573	583	09 – No Match – Family move from Highrise default	11	9(11)
584	594	10 – No Match – Family move from Rural/HC Route default	11	9(11)
595	605	11 – No Match – Individual move – Insufficient name data	11	9(11)
606	616	18 – No Match – Family move from General Delivery	11	9(11)
617	627	19 – Match – New Address not ZIP+4 codeable	11	9(11)
628	638	20 – No Match – Multiple Response – Conflicting Directions	11	9(11)

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RECORD FROM	POSITION TO	FIELD NAME and DESCRIPTION	LENGTH	COBOL
		From NCOA^{Link} File Run		
639	649	12 – No Match – Middle Name test failed	11	9(11)
650	660	13 – No Match – Gender test failed	11	9(11)
661	671	14 – Match – New Address would not convert	11	9(11)
672	682	15 – No Match – Individual Name insufficient on input to match	11	9(11)
683	693	16 – No Match – Secondary Number discrepancy	11	9(11)
694	704	17 – No Match – Different First Name	11	9(11)
		From "Daily Delete" Process		
705	715	66 – No Match – Input Address appears in "Daily Delete" suppression file	11	9(11)
		From DPV Processing of Input Addresses		
716	726	AA – ZIP+4 Match	11	9(11)
727	737	A1 – ZIP+4 No Match	11	9(11)
738	748	M1 – Primary Number missing	11	9(11)
749	759	M3 – Primary Number invalid	11	9(11)
760	770	P1 – Missing PO, RR or HC Box number	11	9(11)
771	781	P3 – Invalid PO, RR or HC Box number	11	9(11)
782	792	BB – DPV matched (all components)	11	9(11)
793	803	RR – DPV matched to CMRA	11	9(11)
804	814	CC – Primary Number Match – Secondary present but invalid	11	9(11)
815	825	N1 – Primary Number Match – Secondary missing	11	9(11)
826	836	R1 – DPV matched to CMRA – PMB number not present	11	9(11)
		Move Activity Summary Age based on month and year of process date.		
837	847	ADDRESSES MATCHED MONTH 0 Total number of matches made with Move Effective Date (MED) corresponding to the process date.	11	9(11)
848	858	ADDRESSES MATCHED MONTH 1 Total number of matches made with MED 1 month prior to process date.	11	9(11)
859	869	ADDRESSES MATCHED MONTH 2 Total number of matches made with MED 2 months prior to process date.	11	9(11)
870	880	ADDRESSES MATCHED MONTH 3 Total number of matches made with MED 3 months prior to process date.	11	9(11)
881	891	ADDRESSES MATCHED MONTH 4 Total number of matches made with MED 4 months prior to process date.	11	9(11)
892	902	ADDRESSES MATCHED MONTH 5 Total number of matches made with MED 5 months prior to process date.	11	9(11)
903	913	ADDRESSES MATCHED MONTH 6 Total number of matches made with MED 6 months prior to process date.	11	9(11)
914	924	ADDRESSES MATCHED MONTH 7 Total number of matches made with MED 7 months prior to process date.	11	9(11)
925	935	ADDRESSES MATCHED MONTH 8 Total number of matches made with MED 8 months prior to process date.	11	9(11)
936	946	ADDRESSES MATCHED MONTH 9 Total number of matches made with MED 9 months prior to process date.	11	9(11)
947	957	ADDRESSES MATCHED MONTH 10 Total number of matches made with MED 10 months prior to process date	11	9(11)
958	968	ADDRESSES MATCHED MONTH 11 Total number of matches made with MED 11 months prior to process date.	11	9(11)

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RECORD FROM	POSITION TO	FIELD NAME and DESCRIPTION	LENGTH	COBOL
969	979	ADDRESSES MATCHED MONTH 12 Total number of matches made with MED 12 months prior to process date.	11	9(11)
980	990	ADDRESSES MATCHED MONTH 13 Total number of matches made with MED 13 months prior to process date.	11	9(11)
991	1001	ADDRESSES MATCHED MONTH 14 Total number of matches made with MED 14 months prior to process date.	11	9(11)
1002	1012	ADDRESSES MATCHED MONTH 15 Total number of matches made with MED 15 months prior to process date.	11	9(11)
1013	1023	ADDRESSES MATCHED MONTH 16 Total number of matches made with MED 16 months prior to process date.	11	9(11)
1024	1034	ADDRESSES MATCHED MONTH 17 Total number of matches made with MED 17 months prior to process date.	11	9(11)
1035	1045	ADDRESSES MATCHED MONTH 18 Total number of matches made with MED 18 months prior to process date.	11	9(11)
1046	1056	ADDRESSES MATCHED MONTH 19 Total number of matches made with MED 19 months prior to process date.	11	9(11)
1057	1067	ADDRESSES MATCHED MONTH 20 Total number of matches made with MED 20 months prior to process date.	11	9(11)
1068	1078	ADDRESSES MATCHED MONTH 21 Total number of matches made with MED 21 months prior to process date.	11	9(11)
1079	1089	ADDRESSES MATCHED MONTH 22 Total number of matches made with MED 22 months prior to process date.	11	9(11)
1090	1100	ADDRESSES MATCHED MONTH 23 Total number of matches made with MED 23 months prior to process date.	11	9(11)
1101	1111	ADDRESSES MATCHED MONTH 24 Total number of matches made with MED 24 months prior to process date.	11	9(11)
1112	1122	ADDRESSES MATCHED MONTH 25 Total number of matches made with MED 25 months prior to process date.	11	9(11)
1123	1133	ADDRESSES MATCHED MONTH 26 Total number of matches made with MED 26 months prior to process date.	11	9(11)
1134	1144	ADDRESSES MATCHED MONTH 27 Total number of matches made with MED 27 months prior to process date.	11	9(11)
1145	1155	ADDRESSES MATCHED MONTH 28 Total number of matches made with MED 28 months prior to process date.	11	9(11)
1156	1166	ADDRESSES MATCHED MONTH 29 Total number of matches made with MED 29 months prior to process date.	11	9(11)
1167	1177	ADDRESSES MATCHED MONTH 30 Total number of matches made with MED 30 months prior to process date.	11	9(11)
1178	1188	ADDRESSES MATCHED MONTH 31 Total number of matches made with MED 31 months prior to process date.	11	9(11)
1189	1199	ADDRESSES MATCHED MONTH 32 Total number of matches made with MED 32 months prior to process date.	11	9(11)
1200	1210	ADDRESSES MATCHED MONTH 33 Total number of matches made with MED 33 months prior to process date.	11	9(11)
1211	1221	ADDRESSES MATCHED MONTH 34 Total number of matches made with MED 34 months prior to process date.	11	9(11)
1222	1232	ADDRESSES MATCHED MONTH 35 Total number of matches made with MED 35 months prior to process date.	11	9(11)
1233	1243	ADDRESSES MATCHED MONTH 36 Total number of matches made with MED 36 months prior to process date.	11	9(11)
1244	1254	ADDRESSES MATCHED MONTH 37 Total number of matches made with MED 37 months prior to process date.	11	9(11)

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RECORD FROM	POSITION TO	FIELD NAME and DESCRIPTION	LENGTH	COBOL
1255	1265	ADDRESSES MATCHED MONTH 38 Total number of matches made with MED 38 months prior to process date.	11	9(11)
1266	1276	ADDRESSES MATCHED MONTH 39 Total number of matches made with MED 39 months prior to process date.	11	9(11)
1277	1287	ADDRESSES MATCHED MONTH 40 Total number of matches made with MED 40 months prior to process date.	11	9(11)
1288	1298	ADDRESSES MATCHED MONTH 41 Total number of matches made with MED 41 months prior to process date.	11	9(11)
1299	1309	ADDRESSES MATCHED MONTH 42 Total number of matches made with MED 42 months prior to process date.	11	9(11)
1310	1320	ADDRESSES MATCHED MONTH 43 Total number of matches made with MED 43 months prior to process date.	11	9(11)
1321	1331	ADDRESSES MATCHED MONTH 44 Total number of matches made with MED 44 months prior to process date.	11	9(11)
1332	1342	ADDRESSES MATCHED MONTH 45 Total number of matches made with MED 45 months prior to process date.	11	9(11)
1343	1353	ADDRESSES MATCHED MONTH 46 Total number of matches made with MED 46 months prior to process date.	11	9(11)
1354	1364	ADDRESSES MATCHED MONTH 47 Total number of matches made with MED 47 months prior to process date.	11	9(11)
1365	1375	ADDRESSES MATCHED MONTH 48 Total number of matches made with MED 48 months or more prior to process date.	11	9(11)
1376	1387	OPERATOR ID Identification code for the operator who processed this list	12	X(12)
1388	1417	BUYER COMPANY NAME If list processed was for rent/sale/lease fulfillment, provide name of company (or individual) purchasing list	30	X(30)
1418	1422	MAILING ZIP CODE ZIP Code of Business Mail Entry Unit (BMEU) or Post Office at which mail will be submitted for mailing	5	9(5)
1423	1452	Marketing Test – List Owner Company Name (Company for whom the marketing test is being completed)	30	X(30)
		DPV Statistics		
1453	1463	ZIP + 4 File: Street (S) Records – DPV Confirmed (Y, S or D)	11	9(11)
1464	1474	CMRA Presented	11	9(11)
1475	1485	CMRA Validated	11	9(11)
1486	1496	ZIP + 4 File: High Rise (H) Records – DPV Confirmed (Y, S or D)	11	9(11)
1497	1507	CMRA Presented	11	9(11)
1508	1518	CMRA Validated	11	9(11)
1519	1529	ZIP + 4 File: PO Box (P) Records – DPV Confirmed (Y, S or D)	11	9(11)
1530	1540	ZIP + 4 File: RR/HC (R) Records – DPV Confirmed (Y, S or D)	11	9(11)
1541	1551	CMRA Presented	11	9(11)
1552	1562	CMRA Validated	11	9(11)
1563	1573	ZIP + 4 File: Firm (F) Records – DPV Confirmed (Y, S or D)	11	9(11)
1574	1584	CMRA Presented	11	9(11)
1585	1595	CMRA Validated	11	9(11)
1596	1606	ZIP + 4 File: General Delivery (G) Records – DPV Confirmed (Y, S or D)	11	9(11)

NCOA^{Link} MONTHLY CUSTOMER SERVICE LOG
FULL SERVICE PROVIDER
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RECORD FROM	POSITION TO	FIELD NAME and DESCRIPTION	LENGTH	COBOL
1607	1617	Total Primary Number Error	11	9(11)
1618	1672	FILLER	55	9(55)
1673	1683	Total Secondary Number Error	11	9(11)
1684	1694	Street (S) Records with Secondary Number Error	11	9(11)
1695	1705	High Rise (H) Records with Secondary Number Error	11	9(11)
1706	1716	Firm (F) Records with Secondary Number Error	11	9(11)
1717	1766	FILLER	50	X(50)
		LACS^{Link} Return Codes		
1767	1777	A – LACS^{Link} Record Match	11	9(11)
1778	1788	00 – No Match	11	9(11)
1789	1799	14 – Match – Found LACS^{Link} Record – New Address would not convert	11	9(11)
1800	1810	92 – Match with Secondary Number Dropped on Input	11	9(11)
		From DPV Processing of Input Addresses – Additional Return Codes		
1811	1821	F1 – Military	11	9(11)
1822	1832	U1 – Unique ZIP Code	11	9(11)
1833	1843	G1 – General Delivery	11	9(11)
		From NCOA^{Link} File Run – Additional Return Codes		
1844	1854	NL – New address not DPV confirmable with vendor software. (Required only when this code is returned to the customer)***	11	9(11)
1855	2129	FILLER	275	X(275)
		LACS^{Link} Return Codes – Additional Return Code		
2130	2140	09 – LACS^{Link} – Old Addr Highrise Default – No New Address	11	9(11)
		NCOA^{Link} Product Version		
2141	2141	NCOA^{Link} Product Version	1	X(1)
		A = 48 HASH		
		B = 48 FLAT		
		C = 18 HASH		
		D = 18 FLAT		
		E = ANK HASH		
		F = ANK FLAT		
2142	2142	High Match Rate Description – NCOA^{Link} Match Percentage greater than 20%	1	X(1)
		A = ANK^{Link} Extract File (FSP only)		
		S = Stage I or Stage II File		

NCOA^{Link} MONTHLY CUSTOMER SERVICE LOG
FULL SERVICE PROVIDER
Detail Record
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RECORD FROM	POSITION TO	FIELD NAME and DESCRIPTION	LENGTH	COBOL
		R = Returned Mail File		
2143	2192	FILLER	50	X(50)
		Suite^{Link} Return Codes		
2193	2203	Suite^{Link} Return Code A – Match	11	9(11)
2204	2214	Suite^{Link} Return Code 00 – No Match	11	9(11)
		NCOA^{Link} Return Codes (continued)		
2215	2225	NCOA^{Link} Return Code 21 – To Be Determined	11	9(11)
2226	2236	NCOA^{Link} Return Code 22 – To Be Determined	11	9(11)
2237	2247	NCOA^{Link} Return Code 23 – To Be Determined	11	9(11)
2248	2258	NCOA^{Link} Return Code 24 – To Be Determined	11	9(11)
2259	2269	NCOA^{Link} Return Code 25 – To Be Determined	11	9(11)
2270	2280	NCOA^{Link} Return Code 26 – To Be Determined	11	9(11)
2281	2291	NCOA^{Link} Return Code 27 – To Be Determined	11	9(11)
2292	2302	NCOA^{Link} Return Code 28 – To Be Determined	11	9(11)
2303	2313	NCOA^{Link} Return Code 29 – To Be Determined	11	9(11)
2314	2324	NCOA^{Link} Return Code 30 – To Be Determined	11	9(11)
2325	2638	FILLER	314	X(314)
		DPV Return Codes		
2639	2649	Count of DPV Return Code = Y	11	9(11)
2650	2660	Count of DPV Return Code = S	11	9(11)
2661	2671	Count of DPV Return Code = D	11	9(11)
2672	2682	Count of DPV Return Code = N	11	9(11)
2683	2693	Count of DPV Return Code = BLANK	11	9(11)
2694	2704	Count of DPV Vacant Flag = Y	11	9(11)
2705	2715	Count of DPV CMRA Flag	11	9(11)
2716	2726	Count of DPV No Stat Flag	11	9(11)
		MAS (Move Activity Summary) for the PSR (Processing Summary Report)		
2727	2737	Sum of Match Return Codes A, 91 & 92 with Move Effective Month: Mon 0-3	11	X(11)
2738	2748	Sum of Match Return Codes A, 91 & 92 with Move Effective Month: Mon 4-6	11	X(11)
2749	2759	Sum of Match Return Codes A, 91 & 92 with Move Effective Month: Mon 7-12	11	X(11)
2760	2770	Sum of Match Return Codes A, 91 & 92 with Move Effective Month: Mon 13-18	11	X(11)
2771	2781	Sum of Match Return Codes A, 91 & 92 with Move Effective Month: Mon 19+	11	X(11)
2782	2782	Internal Database Flag – The literal 'I' should be populated when processing internal databases, per section 4.3 of the Full Service License Agreement. This includes files for any related company, such as parent, sister, subsidiary, or etc.	1	X(1)
2783	2836	FILLER	54	X(54)
		MAS (Move Activity Summary) for the PSR (Processing Summary Report) (continued)		
2837	2847	Sum of Match Return Codes 01, 02 & 03 with Move Effective Month: Mon 0-3	11	X(11)

		NCOA^{Link} MONTHLY CUSTOMER SERVICE LOG **FULL SERVICE PROVIDER** **Detail Record** **(page 9 of 9)**		
RECORD FROM	**POSITION TO**	**FIELD NAME and DESCRIPTION**	**LENGTH**	**COBOL**
2848	2858	Sum of Match Return Codes 01, 02 & 03 with Move Effective Month: Mon 4-6	11	X(11)
2859	2869	Sum of Match Return Codes 01, 02 & 03 with Move Effective Month: Mon 7-12	11	X(11)
2870	2880	Sum of Match Return Codes 01, 02 & 03 with Move Effective Month: Mon 13-18	11	X(11)
2881	2891	Sum of Match Return Codes 01, 02 & 03 with Move Effective Month: Mon 19+	11	X(11)
2892	2902	Sum of Match Return Codes 05, 14 & 19 with Move Effective Month: Mon 0-3	11	X(11)
2903	2913	Sum of Match Return Codes 05, 14 & 19 with Move Effective Month: Mon 4-6	11	X(11)
2914	2924	Sum of Match Return Codes 05, 14 & 19 with Move Effective Month: Mon 7-12	11	X(11)
2925	2935	Sum of Match Return Codes 05, 14 & 19 with Move Effective Month: Mon 13-18	11	X(11)
2936	2946	Sum of Match Return Codes 05, 14 & 19 with Move Effective Month: Mon 19+	11	X(11)
2947	2999	FILLER	53	X(53)
3000	3000	RECORD TYPE H = Header / D = Detail	1	X(1)
		CR/LF Carriage Return/Line Feed required at end of each record.		

Note: All numeric fields are right justified, zero filled.
All alphanumeric fields are left justified, spaced filled.

Note: This file shall be submitted in standard ASCII text format and electronically transmitted to the NCSC. The file shall be named using “C,” the 4-character code assigned by the NCSC, the 1-character code for the month and the year with an extension of DAT. (e.g. CNAAAC02.DAT)

NCOA^{Link} MONTHLY CUSTOMER SERVICE LOG
LIMITED SERVICE PROVIDER
Header Record
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RECORD FROM	POSITION TO	FIELD NAME and DESCRIPTION	LENGTH	COBOL
1	4	PLATFORM ID Alphanumeric. Licensee ID (USPS assigned)	4	X(4)
5	18	NUMBER OF RECORDS Total number of records in Customer Service Log excluding header record	14	9(14)
19	70	Filler	52	X(52)
		The Header Record must contain file totals for all fields in the subsequent Detail Record(s). All field positions in the Header Record correspond to field positions in the Detail Record(s).		
		Fields listed as "Optional – Filler" in the Detail Record are also optional in the Header Record. However, if data is provided in these fields in the Detail Record(s), file totals MUST appear in the Header Record for the corresponding fields.		
		Processing Statistics Summary		
71	81	TOTAL NUMBER OF RECORDS PROCESSED	11	9(11)
82	92	TOTAL NUMBER OF NCOA^{Link} QUERIES PERFORMED	11	9(11)
93	103	TOTAL NUMBER OF RECORDS MATCHED – NCOA^{Link} **NOTE:** NCOA^{Link} matches only, exclude ANK^{Link} matches from calculation	11	9(11)
104	114	TOTAL NUMBER OF MATCHES REJECTED	11	9(11)
115	125	TOTAL NUMBER OF RECORDS MATCHED to ZIP + 4 File (Should equal total DPV Response: AA)	11	9(11)
126	136	TOTAL NUMBER OF RECORDS DPV CONFIRMED (Sum of DPV Return Code: Y, S, and D)	11	9(11)
		Product Information		
137	286	FILLER	150	X(150)
		ZIP + 4 Match Statistics		
287	297	ZIP + 4 File: Total matched to PO Box	11	9(11)
298	308	ZIP + 4 File: Total matched to HCR Exact	11	9(11)
309	319	ZIP + 4 File: Total matched to RR Default	11	9(11)
320	330	ZIP + 4 File: Total matched to Firm	11	9(11)
331	341	ZIP + 4 File: Total matched to General Del	11	9(11)
342	352	ZIP + 4 File: Total matched to Highrise Default	11	9(11)
353	363	ZIP + 4 File: Total matched to Military	11	9(11)
364	374	ZIP + 4 File: Total matched to Non-Deliverable	11	9(11)
375	385	ZIP + 4 File: Total matched to RR Exact	11	9(11)
386	396	ZIP + 4 File: Total matched to Street	11	9(11)
397	407	ZIP + 4 File: Total matched to HCR Default	11	9(11)
408	418	ZIP + 4 File: Total matched to Highrise Exact	11	9(11)
419	429	ZIP + 4 File: Total matched to Other	11	9(11)
430	440	ZIP + 4 File: Total matched to Pos LACS	11	9(11)
441	451	EWS File: Total matched to EWS	11	9(11)
		Footnote Information: Number of responses containing each footnote code:		
		New Address Provided by NCOA^{Link}		
452	462	A – Match	11	9(11)
463	473	91 – Match with Secondary Number Dropped on COA (Old Side)	11	9(11)
474	484	92 – Match with Secondary Number Dropped on Input	11	9(11)

NCOA^{Link} MONTHLY CUSTOMER SERVICE LOG
LIMITED SERVICE PROVIDER
Header Record
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RECORD FROM	POSITION TO	FIELD NAME and DESCRIPTION	LENGTH	COBOL
		From NCOA^{Link} File Build		
485	495	01 – Match – Foreign Move	11	9(11)
496	506	02 – Match – Moved Left No Address	11	9(11)
507	517	03 – Match – PO Box Closed	11	9(11)
518	528	04 – No Match – Family move from Street Address w/Secondary	11	9(11)
529	539	05 – Match – New 11 digit DPBC is ambiguous	11	9(11)
540	550	06 – No Match – Middle Name Related	11	9(11)
551	561	07 – No Match – Gender Related	11	9(11)
562	572	08 – No Match – Conflicting Instructions	11	9(11)
573	583	09 – No Match – Family move from Highrise default	11	9(11)
584	594	10 – No Match – Family move from Rural/HC Route default	11	9(11)
595	605	11 – No Match – Individual move – Insufficient name data	11	9(11)
606	616	18 – No Match – Family move from General Delivery	11	9(11)
617	627	19 – Match – New Address not ZIP+4 codeable	11	9(11)
628	638	20 – No Match – Multiple Response – Conflicting Directions	11	9(11)
		From NCOA^{Link} File Run		
639	649	12 – No Match – Middle Name test failed	11	9(11)
650	660	13 – No Match – Gender test failed	11	9(11)
661	671	14 – Match – New Address would not convert	11	9(11)
672	682	15 – No Match – Individual Name insufficient on input to match	11	9(11)
683	693	16 – No Match – Secondary Number discrepancy	11	9(11)
694	704	17 – No Match – Different First Name	11	9(11)
		From "Daily Delete" Process		
705	715	66 – No Match – Input Address appears in "Daily Delete" suppression file	11	9(11)
		From DPV Processing of Input Addresses		
716	726	AA – ZIP+4 Match	11	9(11)
727	737	A1 – ZIP+4 No Match	11	9(11)
738	748	M1 – Primary Number missing	11	9(11)
749	759	M3 – Primary Number invalid	11	9(11)
760	770	P1 – Missing PO, RR or HC Box number	11	9(11)
771	781	P3 – Invalid PO, RR or HC Box number	11	9(11)
782	792	BB – DPV matched (all components)	11	9(11)
793	803	RR – DPV Matched to CMRA	11	9(11)
804	814	CC – Primary Number Match – Secondary present but invalid	11	9(11)
815	825	N1 – Primary Number Match – Secondary missing	11	9(11)
826	836	R1 – DPV Matched to CMRA– PMB number not present	11	9(11)
		Move Activity Summary		
837	847	ADDRESSES MATCHED MONTH 0	11	9(11)
848	858	ADDRESSES MATCHED MONTH 1	11	9(11)
859	869	ADDRESSES MATCHED MONTH 2	11	9(11)
870	880	ADDRESSES MATCHED MONTH 3	11	9(11)
881	891	ADDRESSES MATCHED MONTH 4	11	9(11)
892	902	ADDRESSES MATCHED MONTH 5	11	9(11)
903	913	ADDRESSES MATCHED MONTH 6	11	9(11)
914	924	ADDRESSES MATCHED MONTH 7	11	9(11)

NCOA^{Link} MONTHLY CUSTOMER SERVICE LOG
LIMITED SERVICE PROVIDER
Header Record
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RECORD FROM	POSITION TO	FIELD NAME and DESCRIPTION	LENGTH	COBOL
925	935	ADDRESSES MATCHED MONTH 8	11	9(11)
936	946	ADDRESSES MATCHED MONTH 9	11	9(11)
947	957	ADDRESSES MATCHED MONTH 10	11	9(11)
958	968	ADDRESSES MATCHED MONTH 11	11	9(11)
969	979	ADDRESSES MATCHED MONTH 12	11	9(11)
980	990	ADDRESSES MATCHED MONTH 13	11	9(11)
991	1001	ADDRESSES MATCHED MONTH 14	11	9(11)
1002	1012	ADDRESSES MATCHED MONTH 15	11	9(11)
1013	1023	ADDRESSES MATCHED MONTH 16	11	9(11)
1024	1034	ADDRESSES MATCHED MONTH 17	11	9(11)
1035	1045	ADDRESSES MATCHED MONTH 18	11	9(11)
1046	1056	ADDRESSES MATCHED MONTH 19	11	9(11)
1057	1067	ADDRESSES MATCHED MONTH 20	11	9(11)
1068	1078	ADDRESSES MATCHED MONTH 21	11	9(11)
1079	1089	ADDRESSES MATCHED MONTH 22	11	9(11)
1090	1100	ADDRESSES MATCHED MONTH 23	11	9(11)
1101	1111	ADDRESSES MATCHED MONTH 24	11	9(11)
1112	1122	ADDRESSES MATCHED MONTH 25	11	9(11)
1123	1133	ADDRESSES MATCHED MONTH 26	11	9(11)
1134	1144	ADDRESSES MATCHED MONTH 27	11	9(11)
1145	1155	ADDRESSES MATCHED MONTH 28	11	9(11)
1156	1166	ADDRESSES MATCHED MONTH 29	11	9(11)
1167	1177	ADDRESSES MATCHED MONTH 30	11	9(11)
1178	1188	ADDRESSES MATCHED MONTH 31	11	9(11)
1189	1199	ADDRESSES MATCHED MONTH 32	11	9(11)
1200	1210	ADDRESSES MATCHED MONTH 33	11	9(11)
1211	1221	ADDRESSES MATCHED MONTH 34	11	9(11)
1222	1232	ADDRESSES MATCHED MONTH 35	11	9(11)
1233	1243	ADDRESSES MATCHED MONTH 36	11	9(11)
1244	1254	ADDRESSES MATCHED MONTH 37	11	9(11)
1255	1265	ADDRESSES MATCHED MONTH 38	11	9(11)
1266	1276	ADDRESSES MATCHED MONTH 39	11	9(11)
1277	1287	ADDRESSES MATCHED MONTH 40	11	9(11)
1288	1298	ADDRESSES MATCHED MONTH 41	11	9(11)
1299	1309	ADDRESSES MATCHED MONTH 42	11	9(11)
1310	1320	ADDRESSES MATCHED MONTH 43	11	9(11)
1321	1331	ADDRESSES MATCHED MONTH 44	11	9(11)
1332	1342	ADDRESSES MATCHED MONTH 45	11	9(11)
1343	1353	ADDRESSES MATCHED MONTH 46	11	9(11)
1354	1364	ADDRESSES MATCHED MONTH 47	11	9(11)
1365	1375	ADDRESSES MATCHED MONTH 48	11	9(11)
1376	1452	FILLER	77	X(77)
		DPV Statistics		
1453	1463	ZIP + 4 File: Street (S) Records – DPV Confirmed (Y, S or D)	11	9(11)
1464	1474	ZIP + 4 File: CMRA Presented – DPV Confirmed (Y, S or D)	11	9(11)
1475	1485	CMRA Validated	11	9(11)
1486	1496	ZIP + 4 File: High Rise (H) Records – DPV Confirmed (Y, S or D)	11	9(11)
1497	1507	CMRA Presented	11	9(11)
1508	1518	CMRA Validated	11	9(11)
1519	1529	ZIP + 4 File: PO Box (P) Records – DPV Confirmed (Y, S or D)	11	9(11)
1530	1540	ZIP + 4 File: RR/HC Records– DPV Confirmed (Y, S or D)	11	9(11)

NCOA^{Link} MONTHLY CUSTOMER SERVICE LOG
LIMITED SERVICE PROVIDER
Header Record
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RECORD FROM	POSITION TO	FIELD NAME and DESCRIPTION	LENGTH	COBOL
1541	1551	CMRA Presented	11	9(11)
1552	1562	CMRA Validated	11	9(11)
1563	1573	ZIP + 4 File: Firm (F) Records – DPV Confirmed (Y, S or D)	11	9(11)
1574	1584	CMRA Presented	11	9(11)
1585	1595	CMRA Validated	11	9(11)
1596	1606	ZIP + 4 File: General Delivery (G) Records – DPV Confirmed (Y, S or D)	11	9(11)
1607	1617	Total Primary Number Error	11	9(11)
1618	1672	FILLER	55	9(55)
1673	1683	Total Secondary Number Error	11	9(11)
1684	1694	Street (S) Records with Secondary Number Error	11	9(11)
1695	1705	High Rise (H) Records with Secondary Number Error	11	9(11)
1706	1716	Firm (F) Records with Secondary Number Error	11	9(11)
1717	1766	FILLER	50	X(50)
		LACS^{Link} Return Codes		
1767	1777	A – LACS^{Link} Record Match	11	9(11)
1778	1788	00 – No Match	11	9(11)
1789	1799	14 – Match – Found LACS^{Link} Record – New Address would not convert	11	9(11)
1800	1810	92 – Match with Secondary Number Dropped on Input	11	9(11)
		From DPV Processing of Input Addresses – Additional Return Codes		
1811	1821	F1 – Military	11	9(11)
1822	1832	U1 – Unique ZIP Code	11	9(11)
1833	1843	G1 – General Delivery	11	9(11)
		From NCOA^{Link} File Run – Additional Footnote Codes		
1844	1854	NL – New address not DPV confirmable with vendor software. (Required only when this code is returned to the customer)***	11	9(11)
		ANK^{Link} and corresponding NCOA^{Link} Return Codes and Definition		
1855	1865	77 – A – Match	11	9(11)
1866	1876	77 – 91 – Match with Secondary No. Dropped on COA (Old Side)	11	9(11)
1877	1887	77 – 92 – Match with Secondary Number Dropped on Input	11	9(11)
1888	1898	77 – 01 – Match – Foreign Move	11	9(11)
1899	1909	77 – 02 – Match – Moved Left No Address	11	9(11)
1910	1920	77 – 03 – Match – PO Box Closed	11	9(11)
1921	1931	77 – 04 – No Match – Family–move - Street Address w/Secondary	11	9(11)
1932	1942	77 – 05 – Match – New 11 digit DPBC is ambiguous	11	9(11)
1943	1953	77 – 06 – No Match – Middle Name Related	11	9(11)
1954	1964	77 – 07 – No Match – Gender Related	11	9(11)
1965	1975	77 – 08 – No Match – Conflicting Instructions	11	9(11)
1976	1986	77 – 09 – No Match – Family move from Highrise default	11	9(11)
1987	1997	77 – 10 – No Match – Family move from Rural/HC Route default	11	9(11)
1998	2008	77 – 11 – No Match – Individual move – Insufficient name data	11	9(11)
2009	2019	77 – 18 – No Match – Family move from General Delivery	11	9(11)
2020	2030	77 – 19 – Match – New Address not ZIP + 4 codeable	11	9(11)

NCOA^{Link} MONTHLY CUSTOMER SERVICE LOG
LIMITED SERVICE PROVIDER
Header Record
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RECORD FROM	POSITION TO	FIELD NAME and DESCRIPTION	LENGTH	COBOL
2031	2041	77 – 20 – No Match – Multiple Response – Conflicting Directions	11	9(11)
2042	2052	77 – 12 – No Match – Middle Name test failed	11	9(11)
2053	2063	77 – 13 – No Match – Gender test failed	11	9(11)
2064	2074	77 – 14 – Match – New Address would not convert	11	9(11)
2075	2085	77 – 15 – No Match – Individual Name insufficient on input	11	9(11)
2086	2096	77 – 16 – No Match – Secondary Number discrepancy	11	9(11)
2097	2107	77 – 17 – No Match – Different First Name	11	9(11)
2108	2118	77 – 66 – No Match – Input Address appears in “Daily Delete” suppression file	11	9(11)
2119	2129	77 – Total records matched using ANK^{Link}	11	9(11)
		LACS^{Link} Return Codes – Additional Return Codes		
2130	2140	09 – LACS^{Link} – Old Addr Highrise Default – No New Address	11	9(11)
2141	2192	FILLER	52	X(52)
		Suite^{Link} Return Codes		
2193	2203	Suite^{Link} Return Code A – Match	11	9(11)
2204	2214	Suite^{Link} Return Code 00 – No Match	11	9(11)
		NCOA^{Link} Return Codes (continued)		
2215	2225	NCOA^{Link} Return Code 21 – To Be Determined	11	9(11)
2226	2236	NCOA^{Link} Return Code 22 – To Be Determined	11	9(11)
2237	2247	NCOA^{Link} Return Code 23 – To Be Determined	11	9(11)
2248	2258	NCOA^{Link} Return Code 24 – To Be Determined	11	9(11)
2259	2269	NCOA^{Link} Return Code 25 – To Be Determined	11	9(11)
2270	2280	NCOA^{Link} Return Code 26 – To Be Determined	11	9(11)
2281	2291	NCOA^{Link} Return Code 27 – To Be Determined	11	9(11)
2292	2302	NCOA^{Link} Return Code 28 – To Be Determined	11	9(11)
2303	2313	NCOA^{Link} Return Code 29 – To Be Determined	11	9(11)
2314	2324	NCOA^{Link} Return Code 30 – To Be Determined	11	9(11)
		ANK^{Link} Return Codes (continued)		
2325	2335	77 – 21 – To Be Determined	11	9(11)
2336	2346	77 – 22 – To Be Determined	11	9(11)
2347	2357	77 – 23 – To Be Determined	11	9(11)
2358	2368	77 – 24 – To Be Determined	11	9(11)
2369	2379	77 – 25 – To Be Determined	11	9(11)
2380	2390	77 – 26 – To Be Determined	11	9(11)
2391	2401	77 – 27 – To Be Determined	11	9(11)
2402	2412	77 – 28 – To Be Determined	11	9(11)
2413	2423	77 – 29 – To Be Determined	11	9(11)
2424	2434	77 – 30 – To Be Determined	11	9(11)
2435	2638	FILLER	204	X(204)
		DPV Return Codes		
2639	2649	Count of DPV Return Code = Y	11	9(11)
2650	2660	Count of DPV Return Code = S	11	9(11)
2661	2671	Count of DPV Return Code = D	11	9(11)
2672	2682	Count of DPV Return Code = N	11	9(11)
2683	2693	Count of DPV Return Code = BLANK	11	9(11)

		NCOA^{Link} MONTHLY CUSTOMER SERVICE LOG LIMITED SERVICE PROVIDER Header Record (page 6 of 6)		
RECORD FROM	**POSITION TO**	**FIELD NAME and DESCRIPTION**	**LENGTH**	**COBOL**
2694	2704	Count of DPV Vacant Flag = Y	11	9(11)
2705	2715	Count of DPV CMRA Flag	11	9(11)
2716	2726	Count of DPV No Stat Flag	11	9(11)
MAS (Move Activity Summary) for the PSR (Processing Summary Report)				
2727	2737	Sum of Match Return Codes A, 91 & 92 with Move Effective Month: Mon 0-3	11	X(11)
2738	2748	Sum of Match Return Codes A, 91 & 92 with Move Effective Month: Mon 4-6	11	X(11)
2749	2759	Sum of Match Return Codes A, 91 & 92 with Move Effective Month: Mon 7-12	11	X(11)
2760	2770	Sum of Match Return Codes A, 91 & 92 with Move Effective Month: Mon 13-18	11	X(11)
2771	2781	Sum of Match Return Codes A, 91 & 92 with Move Effective Month: Mon 19+	11	X(11)
2782	2836	FILLER	55	X(55)
MAS (Move Activity Summary) for the PSR (Processing Summary Report) (continued)				
2837	2847	Sum of Match Return Codes 01, 02 & 03 with Move Effective Month: Mon 0-3	11	X(11)
2848	2858	Sum of Match Return Codes 01, 02 & 03 with Move Effective Month: Mon 4-6	11	X(11)
2859	2869	Sum of Match Return Codes 01, 02 & 03 with Move Effective Month: Mon 7-12	11	X(11)
2870	2880	Sum of Match Return Codes 01, 02 & 03 with Move Effective Month: Mon 13-18	11	X(11)
2881	2891	Sum of Match Return Codes 01, 02 & 03 with Move Effective Month: Mon 19+	11	X(11)
2892	2902	Sum of Match Return Codes 05, 14 & 19 with Move Effective Month: Mon 0-3	11	X(11)
2903	2913	Sum of Match Return Codes 05, 14 & 19 with Move Effective Month: Mon 4-6	11	X(11)
2914	2924	Sum of Match Return Codes 05, 14 & 19 with Move Effective Month: Mon 7-12	11	X(11)
2925	2935	Sum of Match Return Codes 05, 14 & 19 with Move Effective Month: Mon 13-18	11	X(11)
2936	2946	Sum of Match Return Codes 05, 14 & 19 with Move Effective Month: Mon 19+	11	X(11)
2947	2999	FILLER	53	X(53)
3000	3000	Record Type – H = Header/ D = Detail	1	X(1)
		CR/LF Carriage Return/Line Feed required at end of each record.		

NCOA^{Link} MONTHLY CUSTOMER SERVICE LOG
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RECORD FROM	POSITION TO	FIELD NAME and DESCRIPTION	LENGTH	COBOL
1	18	PAF ID Alphanumeric. Mailing List Processing Acknowledgment Form ID. 1-4 Licensee ID (USPS assigned) 5-10 List Owner NAICS 11-12 Frequency of processing 13-18 List ID (Licensee assigned)	18	X(18)
19	28	PROCESSING CATEGORY Set values to identify the type of processing performed. EMP TRAIN, INT DB TST, MKTG TEST, NORMAL, STAGE I, STAGE II, SYS TEST	10	X(10)
29	29	ADDITIONAL NOTES The literal “A” in this field denotes that customer provided written request for longer processing period.	1	X(1)
30	30	PRE-PROCESSES PERFORMED N = None Y = Yes but with no data modifications D = Yes, data modifications from sources other than postal data P = Yes, data modifications from postal data only (i.e: ZIP + 4, DPV) B = Yes, data modifications from postal and other sources	1	X(1)
31	31	CONCURRENT PROCESSES PERFORMED N = None Y = Yes but with no data modifications D = Yes, data modifications from sources other than postal data P = Yes, data modifications from postal data only (i.e:ZIP + 4, DPV) B = Yes, data modifications from postal and other sources	1	X(1)
32	32	POST-PROCESSES PERFORMED N = None Y = Yes but with no data modifications D = Yes, data modifications from sources other than postal data P = Yes, data modifications from postal data only (LACS^{Link}) B = Yes, data modifications from postal and other sources	1	X(1)
33	33	STANDARD OUTPUT RETURNED Y = All NCOA^{Link} required output returned to client N = Post-processes modified return information (i.e: updates applied to list) B = Post-processes modified return information; however, separate file containing all required output data was also returned	1	X(1)
34	34	MATCHING LOGIC APPLIED S = Standard (Business, Individual and Family matches allowed) I = Individual only B = Business only C = Individual and Business only R = Individual and Family only	1	X(1)
35	35	DATA RETURNED C = COA Data Returned (including footnotes and processing statistics) F = Footnotes (no COA data included; may include processing statistics) S = Statistics only (no COA data or footnotes provided)	1	X(1)
36	37	NUMBER OF MONTHS REQUESTED By request of list owner, number of months for which COA data accepted	2	9(2)

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LIMITED SERVICE PROVIDER
Detail Record
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RECORD FROM	POSITION TO	FIELD NAME and DESCRIPTION	LENGTH	COBOL
38	38	CLASS OF MAIL Alphanumeric. Class of mail to be used for mailings produced from customer mailing list. A = First-Class only B = Periodicals only C = Standard Mail only D = Package Services only E = First-Class & Periodicals F = First-Class & Standard Mail G = First-Class & Package Services H = Periodicals & Standard Mail I = Periodicals & Package Services J = Standard Mail & Package Services K = First-Class, Periodicals & Standard Mail L = First-Class, Periodicals & Package Services M = First-Class, Standard Mail & Package Services N = Periodicals, Standard Mail & Package Services O = First-Class, Periodical, Standard Mail, Package Services	1	X(1)
		Processing Date Information		
39	46	DATE LIST RECEIVED FROM CUSTOMER Numeric. Format CCYYMMDD.	8	9(8)
47	54	DATE NCOA^{Link} PROCESSING BEGAN Numeric. Format CCYYMMDD.	8	9(8)
55	62	DATE NCOA^{Link} PROCESSING COMPLETED Numeric. Format CCYYMMDD.	8	9(8)
63	70	DATE LIST RETURNED TO CUSTOMER Numeric. Format CCYYMMDD.	8	9(8)
		Processing Statistics Summary		
71	81	TOTAL NUMBER OF RECORDS PROCESSED Total number of records presented on the original input list.	11	9(11)
82	92	TOTAL NUMBER OF NCOA^{Link} QUERIES PERFORMED Total number of all queries made into NCOA^{Link} including all variations of name and address attempted for each input record. (i.e: nickname attempts; dropped secondary attempts)	11	9(11)
93	103	TOTAL NUMBER OF RECORDS MATCHED Results returned indicate match: Return codes A, 91, 92, 01, 02, 03, 05, 14, 19 **NOTE:** NCOA^{Link} matches only, exclude ANK^{Link} matches from calculation	11	9(11)
104	114	TOTAL NUMBER OF MATCHES REJECTED Results discarded based on Move Effective Date: Return code 00 generated due to age of COA	11	9(11)
115	125	TOTAL NUMBER OF RECORDS MATCHED to ZIP + 4 File (Should equal total DPV Response: AA)	11	9(11)
126	136	TOTAL NUMBER OF RECORDS DPV CONFIRMED (Sum of DPV Return Code: Y, S, and D)	11	9(11)
		CASS™/MASS™ Product Information		
137	166	CASS/MASS Software Name	30	X(30)
167	178	CASS/MASS Software Version	12	X(12)
179	186	CASS/MASS Directory (Data) Release Date Numeric. Format CCYYMMDD.	8	9(8)

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RECORD FROM	POSITION TO	FIELD NAME and DESCRIPTION	LENGTH	COBOL
		NCOA^{Link} Product Information		
187	216	NCOA^{Link} Software Name	30	X(30)
217	228	NCOA^{Link} Software Version	12	X(12)
229	236	NCOA^{Link} Data Release Date Numeric. Format CCYYMMDD.	8	9(8)
237	286	FILLER	50	X(50)
		ZIP + 4 Match Statistics		
287	297	ZIP + 4 File: Total matched to PO Box	11	9(11)
298	308	ZIP + 4 File: Total matched to HCR Exact	11	9(11)
309	319	ZIP + 4 File: Total matched to RR Default	11	9(11)
320	330	ZIP + 4 File: Total matched to Firm	11	9(11)
331	341	ZIP + 4 File: Total matched to General Del	11	9(11)
342	352	ZIP + 4 File: Total matched to Highrise Default	11	9(11)
353	363	ZIP + 4 File: Total matched to Military	11	9(11)
364	374	ZIP + 4 File: Total matched to Non-Deliverable	11	9(11)
375	385	ZIP + 4 File: Total matched to RR Exact	11	9(11)
386	396	ZIP + 4 File: Total matched to Street	11	9(11)
397	407	ZIP + 4 File: Total matched to HCR Default	11	9(11)
408	418	ZIP + 4 File: Total matched to Highrise Exact	11	9(11)
419	429	ZIP + 4 File: Total matched to Other	11	9(11)
430	440	ZIP + 4 File: Total matched to Pos LACS	11	9(11)
441	451	EWS File: Total matched to EWS	11	9(11)
		Footnote Information: Number of responses containing each footnote code:		
		New Address Provided by NCOA^{Link}		
452	462	A – Match	11	9(11)
463	473	91 – Match with Secondary Number Dropped on COA (Old Side)	11	9(11)
474	484	92 – Match with Secondary Number Dropped on Input	11	9(11)
		From NCOA^{Link} File Build		
485	495	01 – Match – Foreign Move	11	9(11)
496	506	02 – Match – Moved Left No Address	11	9(11)
507	517	03 – Match – PO Box Closed	11	9(11)
518	528	04 – No Match – Family move from Street Address w/Secondary	11	9(11)
529	539	05 – Match – New 11 digit DPBC is ambiguous	11	9(11)
540	550	06 – No Match – Middle Name Related	11	9(11)
551	561	07 – No Match – Gender Related	11	9(11)
562	572	08 – No Match – Conflicting Instructions	11	9(11)
573	583	09 – No Match – Family move from Highrise default	11	9(11)
584	594	10 – No Match – Family move from Rural/HC Route default	11	9(11)
595	605	11 – No Match – Individual move – Insufficient name data	11	9(11)
606	616	18 – No Match – Family move from General Delivery	11	9(11)
617	627	19 – Match – New Address not ZIP+4 codeable	11	9(11)
628	638	20 – No Match – Multiple Response – Conflicting Directions	11	9(11)

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RECORD FROM	POSITION TO	FIELD NAME and DESCRIPTION	LENGTH	COBOL
		From NCOA^{Link} File Run		
639	649	12 – No Match – Middle Name test failed	11	9(11)
650	660	13 – No Match – Gender test failed	11	9(11)
661	671	14 – Match – New Address would not convert	11	9(11)
672	682	15 – No Match – Individual Name insufficient on input to match	11	9(11)
683	693	16 – No Match – Secondary Number discrepancy	11	9(11)
694	704	17 – No Match – Different First Name	11	9(11)
		From "Daily Delete" Process		
705	715	66 – No Match – Input Address appears in "Daily Delete" suppression file	11	9(11)
		From DPV Processing of Input Addresses		
716	726	AA – ZIP+4 Match	11	9(11)
727	737	A1 – ZIP+4 No Match	11	9(11)
738	748	M1 – Primary Number missing	11	9(11)
749	759	M3 – Primary Number invalid	11	9(11)
760	770	P1 – Missing PO, RR or HC Box number	11	9(11)
771	781	P3 – Invalid PO, RR or HC Box number	11	9(11)
782	792	BB – DPV matched (all components)	11	9(11)
793	803	RR – DPV Matched to CMRA	11	9(11)
804	814	CC – Primary Number Match – Secondary present but invalid	11	9(11)
815	825	N1 – Primary Number Match – Secondary missing	11	9(11)
826	836	R1 – DPV Matched to CMRA– PMB number not present	11	9(11)
		Move Activity Summary Age based on month and year of process date.		
837	847	ADDRESSES MATCHED MONTH 0 Total number of matches made with Move Effective Date (MED) corresponding to the process date.	11	9(11)
848	858	ADDRESSES MATCHED MONTH 1 Total number of matches made with MED 1 month prior to process date.	11	9(11)
859	869	ADDRESSES MATCHED MONTH 2 Total number of matches made with MED 2 months prior to process date.	11	9(11)
870	880	ADDRESSES MATCHED MONTH 3 Total number of matches made with MED 3 months prior to process date.	11	9(11)
881	891	ADDRESSES MATCHED MONTH 4 Total number of matches made with MED 4 months prior to process date.	11	9(11)
892	902	ADDRESSES MATCHED MONTH 5 Total number of matches made with MED 5 months prior to process date.	11	9(11)
903	913	ADDRESSES MATCHED MONTH 6 Total number of matches made with MED 6 months prior to process date.	11	9(11)
914	924	ADDRESSES MATCHED MONTH 7 Total number of matches made with MED 7 months prior to process date.	11	9(11)
925	935	ADDRESSES MATCHED MONTH 8 Total number of matches made with MED 8 months prior to process date.	11	9(11)
936	946	ADDRESSES MATCHED MONTH 9 Total number of matches made with MED 9 months prior to process date.	11	9(11)
947	957	ADDRESSES MATCHED MONTH 10 Total number of matches made with MED 10 months prior to process date	11	9(11)

NCOA^{Link} MONTHLY CUSTOMER SERVICE LOG
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RECORD FROM	POSITION TO	FIELD NAME and DESCRIPTION	LENGTH	COBOL
958	968	ADDRESSES MATCHED MONTH 11 Total number of matches made with MED 11 months prior to process date.	11	9(11)
969	979	ADDRESSES MATCHED MONTH 12 Total number of matches made with MED 12 months prior to process date.	11	9(11)
980	990	ADDRESSES MATCHED MONTH 13 Total number of matches made with MED 13 months prior to process date.	11	9(11)
991	1001	ADDRESSES MATCHED MONTH 14 Total number of matches made with MED 14 months prior to process date.	11	9(11)
1002	1012	ADDRESSES MATCHED MONTH 15 Total number of matches made with MED 15 months prior to process date.	11	9(11)
1013	1023	ADDRESSES MATCHED MONTH 16 Total number of matches made with MED 16 months prior to process date.	11	9(11)
1024	1034	ADDRESSES MATCHED MONTH 17 Total number of matches made with MED 17 months prior to process date.	11	9(11)
1035	1045	ADDRESSES MATCHED MONTH 18 Total number of matches made with MED 18 months prior to process date.	11	9(11)
1046	1056	ADDRESSES MATCHED MONTH 19 Total number of matches made with MED 19 months prior to process date.	11	9(11)
1057	1067	ADDRESSES MATCHED MONTH 20 Total number of matches made with MED 20 months prior to process date.	11	9(11)
1068	1078	ADDRESSES MATCHED MONTH 21 Total number of matches made with MED 21 months prior to process date.	11	9(11)
1079	1089	ADDRESSES MATCHED MONTH 22 Total number of matches made with MED 22 months prior to process date.	11	9(11)
1090	1100	ADDRESSES MATCHED MONTH 23 Total number of matches made with MED 23 months prior to process date.	11	9(11)
1101	1111	ADDRESSES MATCHED MONTH 24 Total number of matches made with MED 24 months prior to process date.	11	9(11)
1112	1122	ADDRESSES MATCHED MONTH 25 Total number of matches made with MED 25 months prior to process date.	11	9(11)
1123	1133	ADDRESSES MATCHED MONTH 26 Total number of matches made with MED 26 months prior to process date.	11	9(11)
1134	1144	ADDRESSES MATCHED MONTH 27 Total number of matches made with MED 27 months prior to process date.	11	9(11)
1145	1155	ADDRESSES MATCHED MONTH 28 Total number of matches made with MED 28 months prior to process date.	11	9(11)
1156	1166	ADDRESSES MATCHED MONTH 29 Total number of matches made with MED 29 months prior to process date.	11	9(11)
1167	1177	ADDRESSES MATCHED MONTH 30 Total number of matches made with MED 30 months prior to process date.	11	9(11)
1178	1188	ADDRESSES MATCHED MONTH 31 Total number of matches made with MED 31 months prior to process date.	11	9(11)
1189	1199	ADDRESSES MATCHED MONTH 32 Total number of matches made with MED 32 months prior to process date.	11	9(11)
1200	1210	ADDRESSES MATCHED MONTH 33 Total number of matches made with MED 33 months prior to process date.	11	9(11)
1211	1221	ADDRESSES MATCHED MONTH 34 Total number of matches made with MED 34 months prior to process date.	11	9(11)
1222	1232	ADDRESSES MATCHED MONTH 35 Total number of matches made with MED 35 months prior to process date.	11	9(11)
1233	1243	ADDRESSES MATCHED MONTH 36 Total number of matches made with MED 36 months prior to process date.	11	9(11)

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RECORD FROM	POSITION TO	FIELD NAME and DESCRIPTION	LENGTH	COBOL
1244	1254	ADDRESSES MATCHED MONTH 37 Total number of matches made with MED 37 months prior to process date.	11	9(11)
1255	1265	ADDRESSES MATCHED MONTH 38 Total number of matches made with MED 38 months prior to process date.	11	9(11)
1266	1276	ADDRESSES MATCHED MONTH 39 Total number of matches made with MED 39 months prior to process date.	11	9(11)
1277	1287	ADDRESSES MATCHED MONTH 40 Total number of matches made with MED 40 months prior to process date.	11	9(11)
1288	1298	ADDRESSES MATCHED MONTH 41 Total number of matches made with MED 41 months prior to process date.	11	9(11)
1299	1309	ADDRESSES MATCHED MONTH 42 Total number of matches made with MED 42 months prior to process date.	11	9(11)
1310	1320	ADDRESSES MATCHED MONTH 43 Total number of matches made with MED 43 months prior to process date.	11	9(11)
1321	1331	ADDRESSES MATCHED MONTH 44 Total number of matches made with MED 44 months prior to process date.	11	9(11)
1332	1342	ADDRESSES MATCHED MONTH 45 Total number of matches made with MED 45 months prior to process date.	11	9(11)
1343	1353	ADDRESSES MATCHED MONTH 46 Total number of matches made with MED 46 months prior to process date.	11	9(11)
1354	1364	ADDRESSES MATCHED MONTH 47 Total number of matches made with MED 47 months prior to process date.	11	9(11)
1365	1375	ADDRESSES MATCHED MONTH 48 Total number of matches made with MED 48 months or more prior to process date.	11	9(11)
1376	1387	OPERATOR ID Identification code for the operator who processed this list	12	X(12)
1388	1417	BUYER COMPANY NAME If list processed was for rent/sale/lease fulfillment, provide name of company (or individual) purchasing list	30	X(30)
1418	1422	MAILING ZIP CODE ZIP Code of Business Mail Entry Unit (BMEU) or Post Office at which mail will be submitted for mailing	5	9(5)
1423	1452	Marketing Test – List Owner Company Name (Company for whom the marketing test is being completed)	30	X(30)
		DPV Statistics		
1453	1463	ZIP + 4 File: Street (S) Records – DPV Confirmed (Y, S or D)	11	9(11)
1464	1474	CMRA Presented	11	9(11)
1475	1485	CMRA Validated	11	9(11)
1486	1496	ZIP + 4 File: High Rise (H) Records – DPV Confirmed (Y, S or D)	11	9(11)
1497	1507	CMRA Presented	11	9(11)
1508	1518	CMRA Validated	11	9(11)
1519	1529	ZIP + 4 File: PO Box (P) Records – DPV Confirmed (Y, S or D)	11	9(11)
1530	1540	ZIP + 4 File: RR/HC (R) Records – DPV Confirmed (Y, S or D)	11	9(11)
1541	1551	CMRA Presented	11	9(11)
1552	1562	CMRA Validated	11	9(11)
1563	1573	ZIP + 4 File: Firm (F) Records – DPV Confirmed (Y, S or D)	11	9(11)
1574	1584	CMRA Presented	11	9(11)
1585	1595	CMRA Validated	11	9(11)
1596	1606	ZIP + 4 File: General Delivery (G) Records – DPV Confirmed (Y, S or D)	11	9(11)

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RECORD FROM	POSITION TO	FIELD NAME and DESCRIPTION	LENGTH	COBOL
1607	1617	Total Primary Number Error	11	9(11)
1618	1672	FILLER	55	X(50)
1673	1683	Total Secondary Number Error	11	9(11)
1684	1694	Street (S) Records with Secondary Number Error	11	9(11)
1695	1705	High Rise (H) Records with Secondary Number Error	11	9(11)
1706	1716	Firm (F) Records with Secondary Number Error	11	9(11)
1717	1766	FILLER	50	X(50)
		LACS^{Link} Return Codes		
1767	1777	A – LACS^{Link} Record Match	11	9(11)
1778	1788	00 – No Match	11	9(11)
1789	1799	14 – Match – Found LACS^{Link} Record – New Address would not convert	11	9(11)
1800	1810	92 – Match with Secondary Number Dropped on Input	11	9(11)
		From DPV Processing of Input Addresses – Additional Return Codes		
1811	1821	F1 – Military	11	9(11)
1822	1832	U1 – Unique ZIP Code	11	9(11)
1833	1843	G1 – General Delivery	11	9(11)
		From NCOA^{Link} File Run – Additional Return Codes		
1844	1854	NL – New address not DPV confirmable with vendor software. (Required only when this code is returned to the customer)***	11	9(11)
		ANK^{Link} and corresponding NCOA^{Link} Return Codes and Definition		
1855	1865	77 – A – Match	11	9(11)
1866	1876	77 – 91 – Match with Secondary No. Dropped on COA (Old Side)	11	9(11)
1877	1887	77 – 92 – Match with Secondary Number Dropped on Input	11	9(11)
1888	1898	77 – 01 – Match – Foreign Move	11	9(11)
1899	1909	77 – 02 – Match – Moved Left No Address	11	9(11)
1910	1920	77 – 03 – Match – PO Box Closed	11	9(11)
1921	1931	77 – 04 – No Match – Family move - Street Address w/Secondary	11	9(11)
1932	1942	77 – 05 – Match – New 11 digit DPBC is ambiguous	11	9(11)
1943	1953	77 – 06 – No Match – Middle Name Related	11	9(11)
1954	1964	77 – 07 – No Match – Gender Related	11	9(11)
1965	1975	77 – 08 – No Match – Conflicting Instructions	11	9(11)
1976	1986	77 – 09 – No Match – Family move from Highrise default	11	9(11)
1987	1997	77 – 10 – No Match – Family move from Rural/HC Route default	11	9(11)
1998	2008	77 – 11 – No Match – Individual move – Insufficient name data	11	9(11)
2009	2019	77 – 18 – No Match – Family move from General Delivery	11	9(11)
2020	2030	77 – 19 – Match – New Address not ZIP + 4 codeable	11	9(11)
2031	2041	77 – 20 – No Match – Multiple Response – Conflicting Directions	11	9(11)
2042	2052	77 – 12 – No Match – Middle Name test failed	11	9(11)
2053	2063	77 – 13 – No Match – Gender test failed	11	9(11)
2064	2074	77 – 14 – Match – New Address would not convert	11	9(11)
2075	2085	77 – 15 – No Match – Individual Name insufficient on input	11	9(11)

		NCOA^{Link} MONTHLY CUSTOMER SERVICE LOG LIMITED SERVICE PROVIDER Detail Record (page 8 of 9)		
RECORD FROM	**POSITION TO**	**FIELD NAME and DESCRIPTION**	**LENGTH**	**COBOL**
2086	2096	77 – 16 – No Match – Secondary Number discrepancy	11	9(11)
2097	2107	77 – 17 – No Match – Different First Name	11	9(11)
2108	2118	77 – 66 – No Match – Input Address appears in “Daily Delete” suppression file	11	9(11)
2119	2129	77 – Total records matched using ANK^{Link}	11	9(11)
LACS^{Link} Return Codes – Additional Return Code				
2130	2140	09 – LACS^{Link} – Old Addr Highrise Default – No New Address	11	9(11)
NCOA^{Link} Product Version				
2141	2141	NCOA^{Link} Product Version	1	X(1)
		A = 48 HASH		
		B = 48 FLAT		
		C = 18 HASH		
		D = 18 FLAT		
		E = ANK HASH		
		F = ANK FLAT		
2142	2142	High Match Rate Description – NCOA^{Link} Match Percentage greater than 20%	1	X(1)
		A = ANK^{Link} Extract File – (FSP only)		
		S = Stage I or Stage II File		
		R = Returned Mail File		
2143	2192	FILLER	50	X(50)
Suite^{Link} Return Codes				
2193	2203	Suite^{Link} Return Code A – Match	11	9(11)
2204	2214	Suite^{Link} Return Code 00 – No Match	11	9(11)
NCOA^{Link} Return Codes (continued)				
2215	2225	NCOA^{Link} Return Code 21 – To Be Determined	11	9(11)
2226	2236	NCOA^{Link} Return Code 22 – To Be Determined	11	9(11)
2237	2247	NCOA^{Link} Return Code 23 – To Be Determined	11	9(11)
2248	2258	NCOA^{Link} Return Code 24 – To Be Determined	11	9(11)
2259	2269	NCOA^{Link} Return Code 25 – To Be Determined	11	9(11)
2270	2280	NCOA^{Link} Return Code 26 – To Be Determined	11	9(11)
2281	2291	NCOA^{Link} Return Code 27 – To Be Determined	11	9(11)
2292	2302	NCOA^{Link} Return Code 28 – To Be Determined	11	9(11)
2303	2313	NCOA^{Link} Return Code 29 – To Be Determined	11	9(11)
2314	2324	NCOA^{Link} Return Code 30 – To Be Determined	11	9(11)
ANK^{Link} Return Codes				
2325	2335	77 – 21 – To Be Determined	11	9(11)
2336	2346	77 – 22 – To Be Determined	11	9(11)
2347	2357	77 – 23 – To Be Determined	11	9(11)
2358	2368	77 – 24 – To Be Determined	11	9(11)
2369	2379	77 – 25 – To Be Determined	11	9(11)
2380	2390	77 – 26 – To Be Determined	11	9(11)
2391	2401	77 – 27 – To Be Determined	11	9(11)

		NCOA^{Link} MONTHLY CUSTOMER SERVICE LOG LIMITED SERVICE PROVIDER Detail Record (page 9 of 9)		
RECORD FROM	**POSITION TO**	**FIELD NAME and DESCRIPTION**	**LENGTH**	**COBOL**
2402	2412	77 – 28 – To Be Determined	11	9(11)
2413	2423	77 – 29 – To Be Determined	11	9(11)
2424	2434	77 – 30 – To Be Determined	11	9(11)
2435	2638	FILLER	204	X(204)
		DPV Return Codes		
2639	2649	Count of DPV Return Code = Y	11	9(11)
2650	2660	Count of DPV Return Code = S	11	9(11)
2661	2671	Count of DPV Return Code = D	11	9(11)
2672	2682	Count of DPV Return Code = N*	11	9(11)
2683	2693	Count of DPV Return Code = BLANK	11	9(11)
2694	2704	Count of DPV Vacant Flag = Y	11	9(11)
2705	2715	Count of DPV CMRA Flag	11	9(11)
2716	2726	Count of DPV No Stat Flag	11	9(11)
		MAS (Move Activity Summary) for the PSR (Processing Summary Report)		
2727	2737	Sum of Match Return Codes A, 91 & 92 with Move Effective Month: Mon 0-3*	11	X(11)
2738	2748	Sum of Match Return Codes A, 91 & 92 with Move Effective Month: Mon 4-6*	11	X(11)
2749	2759	Sum of Match Return Codes A, 91 & 92 with Move Effective Month: Mon 7-12*	11	X(11)
2760	2770	Sum of Match Return Codes A, 91 & 92 with Move Effective Month: Mon 13-18*	11	X(11)
2771	2781	Sum of Match Return Codes A, 91 & 92 with Move Effective Month: Mon 19+*	11	X(11)
2782	2836	FILLER	55	X(55)
		MAS (Move Activity Summary) for the PSR (Processing Summary Report) (continued)		
2837	2847	Sum of Match Return Codes 01, 02 & 03 with Move Effective Month: Mon 0-3	11	X(11)
2848	2858	Sum of Match Return Codes 01, 02 & 03 with Move Effective Month: Mon 4-6	11	X(11)
2859	2869	Sum of Match Return Codes 01, 02 & 03 with Move Effective Month: Mon 7-12	11	X(11)
2870	2880	Sum of Match Return Codes 01, 02 & 03 with Move Effective Month: Mon 13-18	11	X(11)
2881	2891	Sum of Match Return Codes 01, 02 & 03 with Move Effective Month: Mon 19+	11	X(11)
2892	2902	Sum of Match Return Codes 05, 14 & 19 with Move Effective Month: Mon 0-3	11	X(11)
2903	2913	Sum of Match Return Codes 05, 14 & 19 with Move Effective Month: Mon 4-6	11	X(11)
2914	2924	Sum of Match Return Codes 05, 14 & 19 with Move Effective Month: Mon 7-12	11	X(11)
2925	2935	Sum of Match Return Codes 05, 14 & 19 with Move Effective Month: Mon 13-18	11	X(11)
2936	2946	Sum of Match Return Codes 05, 14 & 19 with Move Effective Month: Mon 19+	11	X(11)
2947	2999	FILLER	53	X(53)
3000	3000	Record Type – H = Header/ D = Detail	1	X(1)
		CR/LF Carriage Return/Line Feed required at end of each record.		

Note: All numeric fields are right justified, zero filled.
All alphanumeric fields are left justified, spaced filled.

Note: This file shall be submitted in standard ASCII text format and electronically transmitted to the NCSC. The file shall be named using "C," the 4-character code assigned by the NCSC, the 1-character code for the month and the year with an extension of DAT. (e.g. CNAAAC02.DAT)

PROCESSING ACKNOWLEDGEMENT FORM CUSTOMER INFORMATION **Header Record** **(page 1 of 1)**				
RECORD FROM	**POSITION TO**	**FIELD NAME**	**LENGTH**	**COBOL**
1	4	CUSTOMER ID Alphanumeric. Licensee ID (USPS assigned)	4	X(4)
5	18	NUMBER OF RECORDS Total number of records in the Processing Acknowledgement Form Customer Information file excluding Header Record	14	9(14)
19	599	Filler	581	X(581)
600	600	RECORD TYPE H = Header / D = Detail	1	X(1)

PROCESSING ACKNOWLEDGEMENT FORM CUSTOMER INFORMATION
(page 1 of 1)

RECORD FROM	POSITION TO	FIELD NAME	LENGTH	COBOL
1	18	CUSTOMER ID Alphanumeric. Customer Processing Acknowledgment Form ID. 1-4 Licensee ID (USPS assigned) 5-10 List Owner NAICS 11-12 Frequency of processing 13-18 List Owner ID (Licensee assigned)	18	X(18)
19	68	Company Name	50	X(50)
69	118	Address	50	X(50)
119	146	City	28	X(28)
147	148	State	2	X(02)
149	153	ZIP Code	5	X(05)
154	157	Plus 4 Code	4	X(04)
158	167	Telephone Number	10	X(10)
168	217	Name of person signing PAF	50	X(50)
218	267	Title of person signing PAF	50	X(50)
268	275	Date Signed by Customer (Numeric. Format CCYYMMDD.)	8	9(8)
276	276	Type of PAF (I – Initial, R – Renewal, M – Modification)	1	X(1)
277	306	List Name	30	X(30)
307	321	Mailer ID (optional)	15	X(15)
322	333	FILLER	12	X(12)
334	383	Parent Company	50	X(50)
384	433	Alternate Company Name Used for marketing purposes or “dba” name	50	X(50)
434	449	Broker/Agent ID 1-4 Licensee ID (USPS assigned) 5-10 Broker/Agent NAICS 11-16 Broker/Agent ID (Licensee assigned)	16	X(16)
450	457	Date Signed by Broker (Numeric. Format CCYYMMDD.)	8	9(8)
458	473	List Administrator ID 1-4 Licensee ID (USPS assigned) 5-10 List Administrator NAICS 11-16 List Administrator ID (Licensee assigned)	16	X(16)
474	481	Date Signed by List Administrator (Numeric. Format CCYYMMDD.)	8	9(8)
482	489	Date Signed by NCOA^{Link} Licensee (Numeric. Format CCYYMMDD.)	8	9(8)
490	553	Email address of person signing the PAF(optional)	64	X(64)
554	593	Company website (optional)	40	X(40)
594	594	Equivalent Alternative PAF Indicator – The literal ‘A’ in this field indicates an Alternative PAF was used.	1	X(1)
595	595	Cooperative Database Indicator – The literal ‘C’ in this field indicates the list owner is part of a cooperative database.	1	X(1)
596	599	Filler	4	X(4)
600	600	RECORD TYPE H = Header / D = Detail	1	X(1)
		CR/LF Carriage Return/Line Feed required at end of each record.		

Note: All numeric fields are right justified, zero filled. All alphanumeric fields are left justified, spaced filled.
Note: This file shall be submitted in standard ASCII text format and electronically transmitted to the NCSC. The file shall be named using “P,” the 4-character code assigned by the NCSC, the 1-character code for the month and the year with an extension of DAT. (e.g. PNAAAC02.DAT)

A single PAF may be completed to cover processing for all lists submitted by the list owner provided that the official signing the document has the authority to do so for each separate list. If multiple lists are covered by a single PAF, Licensee must record "MULTIPLE" in the space provided for the Customer ID on the pre-printed PAF. When "MULTIPLE" appears as the Customer ID, an itemization of the list names and corresponding Customer IDs assigned to each must be recorded on the back of the PAF.

All PAF information may be maintained in a single dataset within the Licensee's system. At the time of reporting, the Licensee must provide a single record of the PAF information for each unique Customer ID which appears in the Customer Service Log for the corresponding time period. A second record for a Customer ID will be necessary only if the list is processed before and after PAF renewal during the month in which that PAF is renewed.

BROKER/AGENT / LIST ADMINISTRATOR INFORMATION Header Record (page 1 of 1)				
RECORD FROM	**POSITION TO**	**FIELD NAME**	**LENGTH**	**COBOL**
1	4	CUSTOMER ID Alphanumeric. Licensee ID (USPS assigned)	4	X(4)
5	18	NUMBER OF RECORDS Total number of records in the Broker/Agent / List Administrator Information file excluding Header Record	14	9(14)
19	299	Filler	281	X(281)
300	300	RECORD TYPE H = Header / D = Detail	1	X(1)

BROKER/AGENT / LIST ADMINISTRATOR INFORMATION (page 1 of 1)				
RECORD FROM	**POSITION TO**	**FIELD NAME**	**LENGTH**	**COBOL**
1	16	Broker/Agent / List Administrator ID 1-4 Licensee ID (USPS assigned) 5-10 Broker/Agent / List Administrator NAICS 11-16 Broker/Agent / List Administrator ID (Licensee assigned)	16	X(16)
17	66	Company Name	50	X(50)
67	116	Address	50	X(50)
117	144	City	28	X(28)
145	146	State	2	X(02)
147	151	ZIP Code	5	X(05)
152	155	Plus 4 Code	4	X(04)
156	165	Telephone Number	10	X(10)
166	177	FILLER	12	X(12)
178	178	Broker (B) / List Administrator (L)	1	X(1)
179	218	Company website (optional)	40	X(40)
179	299	Filler	81	X(81)
300	300	RECORD TYPE H = Header / D = Detail	1	X(1)
		CR/LF Carriage Return/Line Feed required at end of each record.		

Note: All numeric fields are right justified, zero filled.
All alphanumeric fields are left justified, spaced filled.

Note: This file shall be submitted in standard ASCII text format and electronically transmitted to the NCSC. The file shall be named using “B,” the 4-character code assigned by the NCSC, the 1-character code for the month and the year with an extension of DAT. (e.g. BNAAAC02.DAT)

A Broker/Agent or List Administrator representative must sign the PAF of each of its customers. All information on these third parties may be maintained in a single dataset within the Licensee's system. At the time of reporting, the Licensee must provide a single record of the third party information for each unique ID which appears in the corresponding PAF Information Log.

A Broker/Agent is defined as an external third party who generates business for a Licensee. The Broker/Agent may or may not actually handle the mailer's lists for processes other than NCOA^{Link}. The Broker/Agent does not perform any address updates for the mailer.

A List Administrator is defined as a third party who maintains the database(s) of a mailing list owner. All address updates are performed by the List Administrator on behalf of the list owner. In instances where a list owner outsources maintenance of its data to the Licensee, the Licensee must be listed on the PAF and recorded in the Log files as the List Administrator.

Figure 1
NCOA^{Link} Return Code Descriptions

Code = Return Code
Address = "Y" = New Address provided
"N" = New Address not provided

Description = Explanation of Return code
How = "D" = Derived by data – returned in lieu of 11 digit
"S" = Derived by software

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

NCOA^{Link} Return Code Descriptions – continued

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

NCOA^{Link} Return Code Descriptions – continued

Code	Description	Address	How
15	**Cannot Match COA: Individual Name Insufficient** – The input record was a potential match to a COA record that contains a first initial and middle initial/name [ex. C M Smith or C Mary Smith]. A match cannot be made because the input middle initial/name is missing or does not equal the middle initial/name on the COA. This return code is only obtained when using individual matching logic. Please Note: When processing in the STANDARD mode and this return code is received utilizing Individual logic, discontinue the Individual logic sequence and go straight to FAMILY matching logic.	N	S
16	**Cannot Match COA: Secondary Number Discrepancy** – The input record was a potential match to a street level COA record. However, a match is prohibited based on one of the following reasons: 1) There is conflicting secondary information on the input and COA record; 2) the input record contained secondary information and matched to a family record that does not contain secondary information. In item 2, this address match situation requires individual name matching logic to obtain a COA match and individual names do not match. Please Note: If this return code is achieved, no other matching attempts are permitted regardless of the PROCESSING mode.	N	S
17	**Cannot Match COA: Other Insufficient Name** – The input record was a potential match to a COA record that contains a full first name and full middle name. The input middle initial/name is missing or different from the middle name on the COA. A match cannot be made because the first name on the COA was truncated (drop-n flag) and the middle names must be equal in order to make this match. This return code is only obtained when using individual matching logic. Please Note: When processing in the STANDARD mode and this return code is received utilizing Individual Logic, discontinue the Individual logic sequence and go straight to FAMILY matching logic.	N	S
18	**Cannot Match COA: General Delivery** – The input record was a potential match to a COA record from a General Delivery address. This address situation requires individual name matching logic to obtain a match and individual names do not match. Please Note: This return code is only obtained when processing in the STANDARD mode using Family matching logic.	N	D
19	**Found COA: New Address not ZIP + 4 coded, New address primary number not DPV confirmable or Temporary Change Of Address** – There is a change of address on file but the new address cannot be ZIP + 4 coded and therefore there is no 11-digit DPBC to store or return, the new address primary number cannot be confirmed on DPV or the new address is temporary. This return code may be returned regardless of the processing mode, matching logic, or COA type. Please Note: If this return code is achieved, no other matching attempts are permitted regardless of the PROCESSING mode.	N	D
20	**Cannot Match COA: Conflicting Directions after re-chaining** – Multiple COA records were potential matches to the input record. The COA records contained different new addresses and a single match result could not be determined. This return code may be returned regardless of the processing mode, matching logic, or COA type. Please Note: If this return code is achieved, no other matching attempts are permitted regardless of the PROCESSING mode.	N	D
91	**COA Match: Secondary Number dropped from COA** – The input record matched to a COA record. The COA record had a secondary number and the input address did not. Please Note: This return code is derived from Individual and business matching logic only. If this return code is achieved, no other matching attempts are permitted regardless of the PROCESSING mode.	Y	S
92	**COA Match: Secondary Number Dropped from input address** – The input record matched to a COA record. The input address had a secondary number and the COA record did not. The record is a ZIP + 4 street level match. Please Note: This return code is derived from individual and business matching logic only. If this return code is achieved, no other matching attempts are permitted regardless of the PROCESSING mode.	Y	S

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

NCOA^{Link} Return Code Matrix

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

NCOA^{Link} Return Code Matrix - continued

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

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

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

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

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

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

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

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

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

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

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

Other Return Code Descriptions

Code	Description	Process
AA	Input Address ZIP+4 match	ZIP+4
A1	Input Address ZIP+4 not matched	ZIP+4
M1	Input Address Primary Number Missing	ZIP+4
M3	Input Address Primary Number Invalid	ZIP+4
P1	Input Address Missing PO, RR, or HC Box number	ZIP+4
P3	Input Address PO, RR, or HC Box number invalid	ZIP+4
BB	Input Address DPV matched (all components)	DPV
RR	Input Address DPV matched to CMRA	DPV
CC	Input Address DPV Primary Number match, Secondary Number not Matched (secondary number present but is not DPV confirmed)	DPV
N1	Input Address DPV Primary Number match, High-rise Address Missing Secondary Number	DPV
R1	Input Address DPV matched to CMRA but PMB Number not Present	DPV
F1	Input Address matched to a Military Address	DPV
G1	Input Address matched to a General Delivery Address	DPV
U1	Input Address matched to a Unique ZIP Code	DPV

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

Figure 2

Per the USPS DMM®, the ZIP+4 and City/State data must be updated by ZIP+4 and City/State Product users within 45 days of the USPS release date. For general use, a data release is valid for 105 days from the USPS release date and users may elect to receive bi-monthly updates. However, NCOA^{Link} Licensees are required to update these files on a monthly basis in order to obtain the best possible results from the NCOA^{Link} process. The following chart is provided to assist in determining which data release is considered the most current for NCOA^{Link} Licensees.

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

FIGURE 3

TEST CLIENT INPUT FILE HEADER RECORD				
RECORD FROM	POSITION TO	FIELD NAME	LENGTH	COBOL
1	8	NCSC AUDIT FILE CREATED DATE(YYYYMMDD)	8	9(08)
9	14	NCSC AUDIT FILE CREATED TIME(HHMMSS)	6	9(06)
15	18	NCSC AUDIT FILE NUMBER	4	9(04)
19	26	NCSC NCOA^{Link} RELEASE DATE	8	9(08)
27	34	NCSC ZIP+4 RELEASE DATE	8	9(08)
35	42	NCSC DPV RELEASE DATE	8	9(08)
43	43	NCSC TYPE (Audit, Certification, Stage)	1	X(01)
44	298	FILLER	255	X(255)
299	300	CARRIAGE RETURN LINE FEED	2	X(02)

TEST CLIENT INPUT FILE
DETAIL RECORD

RECORD FROM	POSITION TO	FIELD NAME	LENGTH	COBOL
1	28	INPUT CUSTOMER KEY	28	X(28)
29	29	INPUT NAME PARSED (Y,N)	1	X(01)
30	95	INPUT CUSTOMER NAME	66	X(66)
	NOTE:	The information found in the INPUT CUSTOMER NAME will be fixed length. The data contained within the field may be presented as a single field or it may be parsed. If the name is a business, then the name will start in the first position.		
30	35	INPUT PREFIX TITLES	6	X(06)
36	50	INPUT CUSTOMER FIRST NAME	15	X(15)
51	65	INPUT CUSTOMER MIDDLE NAME	15	X(15)
66	85	INPUT CUSTOMER LAST NAME	20	X(20)
86	91	INPUT SUFFIX TITLES	6	X(06)
92	95	FILLER	4	X(04)
96	96	INPUT ADDRESS PARSED (Y,N)	1	X(01)
97	124	INPUT CUSTOMER URBANIZATION NAME	28	X(28)
125	191	INPUT CUSTOMER ADDRESS	67	X(67)
	NOTE:	The information found in the INPUT CUSTOMER ADDRESS will be fixed length. The data contained within the field may be presented as a single field or it may be parsed.		
125	134	INPUT PARSED PRIMARY NUMBER	10	X(10)
135	136	INPUT PARSED PRE-DIRECTIONAL	2	X(02)
137	164	INPUT PARSED PRIMARY NAME	28	X(28)
165	168	INPUT PARSED SUFFIX	4	X(04)
169	170	INPUT PARSED POST-DIRECTIONAL	2	X(02)
171	174	INPUT PARSED UNIT DESIGNATOR	4	X(04)
175	182	INPUT PARSED SECONDARY NUMBER	8	X(08)
183	191	FILLER	9	X(09)
192	192	INPUT LAST LINE PARSED (Y,N)	1	X(01)
193	234	CUSTOMER LAST LINE	42	X(42)
	NOTE:	The information found in the INPUT CUSTOMER LAST LINE will be fixed length. The data contained within the field may be presented as a single field or it may be parsed.		
193	220	INPUT CITY NAME	28	X(28)
221	222	INPUT STATE	2	X(02)
223	227	INPUT FIVE DIGIT ZIP	5	X(05)
228	231	INPUT ZIP+4 ADDON	4	X(04)
232	234	FILLER	3	X(03)
235	298	FILLER	64	X(64)
299	300	CARRIAGE RETURN LINE FEED	2	X(02)

TEST CLIENT OUTPUT FILE HEADER RECORD				
RECORD FROM	POSITION TO	FIELD NAME	LENGTH	COBOL
1	8	NCSC AUDIT FILE CREATED DATE(YYYYMMDD)	8	9(08)
9	14	NCSC AUDIT FILE CREATED TIME(HHMMSS)	6	9(06)
15	18	NCSC AUDIT FILE NUMBER	4	9(04)
19	26	NCSC NCOA^{Link} RELEASE DATE	8	9(08)
27	34	NCSC ZIP+4 RELEASE DATE	8	9(08)
35	42	NCSC DPV RELEASE DATE	8	9(08)
43	43	NCSC TYPE (Audit, Certification, Stage)	1	X(01)
44	298	FILLER	255	X(255)
299	306	OUTPUT AUDIT FILE CREATED DATE(YYYYMMDD)	8	9(08)
307	312	OUTPUT AUDIT FILE CREATED TIME(HHMMSS)	6	9(06)
313	320	PROCESSED AGAINST NCOA^{Link} RELEASE DATE	8	9(08)
321	328	PROCESSED AGAINST ZIP+4 RELEASE DATE	8	9(08)
329	336	PROCESSED AGAINST DPV RELEASE DATE	8	9(08)
337	340	PROCESSED ON PLATFORM ID	4	X(04)
341	998	FILLER	658	X(658)
999	1000	CARRIAGE RETURN LINE FEED	2	X(02)

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

RECORD FROM	POSITION TO	FIELD NAME	LENGTH	COBOL
1	28	INPUT CUSTOMER KEY	28	X(28)
29	29	INPUT NAME PARSED (Y,N)	1	X(01)
30	95	INPUT CUSTOMER NAME	66	X(66)
	NOTE:	The information found in the INPUT CUSTOMER NAME will be fixed length. The data contained within the field may be presented as a single field or it may be parsed. If the name is a business, then the name will start in the first position.		
30	35	INPUT PREFIX TITLES	6	X(06)
36	50	INPUT CUSTOMER FIRST NAME	15	X(15)
51	65	INPUT CUSTOMER MIDDLE NAME	15	X(15)
66	85	INPUT CUSTOMER LAST NAME	20	X(20)
86	91	INPUT SUFFIX TITLES	6	X(06)
92	95	FILLER	4	X(04)
96	96	INPUT ADDRESS PARSED (Y,N)	1	X(01)
97	124	INPUT CUSTOMER URBANIZATION NAME	28	X(28)
125	191	INPUT CUSTOMER ADDRESS	67	X(67)
	NOTE:	The information found in the INPUT CUSTOMER ADDRESS will be fixed length. The data contained within the field may be presented as a single field or it may be parsed.		
125	134	INPUT PARSED PRIMARY NUMBER	10	X(10)
135	136	INPUT PARSED PRE-DIRECTIONAL	2	X(02)
137	164	INPUT PARSED PRIMARY NAME	28	X(28)
165	168	INPUT PARSED SUFFIX	4	X(04)
169	170	INPUT PARSED POST-DIRECTIONAL	2	X(02)
171	174	INPUT PARSED UNIT DESIGNATOR	4	X(04)
175	182	INPUT PARSED SECONDARY NUMBER	8	X(08)
183	191	FILLER	9	X(09)
192	192	INPUT LAST LINE PARSED (Y,N)	1	X(01)
193	234	CUSTOMER LAST LINE	42	X(42)
	NOTE:	The information found in the INPUT CUSTOMER LAST LINE will be fixed length. The data contained within the field may be presented as a single field or it may be parsed.		
193	220	INPUT CITY NAME	28	X(28)
221	222	INPUT STATE	2	X(02)
223	227	INPUT FIVE DIGIT ZIP	5	X(05)
228	231	INPUT ZIP+4 ADDON	4	X(04)
232	234	FILLER	3	X(03)
235	298	FILLER	64	X(64)
	NOTE:	The following fields reflect the results of input name after the utilization of a name parser. This is the final parsed name information utilized in the process which was responsible for the final result. If the name is a business, then the name will start in the first position. If no match (return code 00) then this field will be blank.		
299	304	QUERY PREFIX TITLE	6	X(06)
305	319	QUERY CUSTOMER FIRST NAME	15	X(15)
320	334	QUERY CUSTOMER MIDDLE NAME	15	X(15)
335	354	QUERY CUSTOMER LAST NAME	20	X(20)
355	360	QUERY SUFFIX TITLE	6	X(06)

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

RECORD FROM	POSITION TO	FIELD NAME	LENGTH	COBOL
	NOTE:	The following fields reflect the results of the input address after the utilization of a certified CASS ZIP+4 system. This is the final address information that was utilized in the process which was responsible for the final result.		
361	388	QUERY PARSED URBANIZATION NAME	28	X(28)
389	398	QUERY PARSED PRIMARY NUMBER	10	X(10)
399	400	QUERY PARSED PRE-DIRECTIONAL	2	X(02)
401	428	QUERY PARSED PRIMARY NAME	28	X(28)
429	432	QUERY PARSED SUFFIX	4	X(04)
433	434	QUERY PARSED POST-DIRECTIONAL	2	X(02)
435	438	QUERY PARSED UNIT DESIGNATOR	4	X(04)
439	446	QUERY PARSED SECONDARY NUMBER	08	X(08)
447	474	QUERY PARSED CITY NAME	28	X(28)
475	476	QUERY PARSED STATE	2	X(02)
477	481	QUERY FIVE DIGIT ZIP	5	X(05)
482	485	QUERY ZIP+4 ADDON	4	X(04)
486	513	RESULT PARSED URBANIZATION NAME	28	X(28)
514	523	RESULT PARSED PRIMARY NUMBER	10	X(10)
524	525	RESULT PARSED PRE-DIRECTIONAL	2	X(02)
526	553	RESULT PARSED PRIMARY NAME	28	X(28)
554	557	RESULT PARSED SUFFIX	4	X(04)
558	559	RESULT PARSED POST-DIRECTIONAL	2	X(02)
560	563	RESULT PARSED UNIT DESIGNATOR	4	X(04)
564	571	RESULT PARSED SECONDARY NUMBER	08	X(08)
572	599	RESULT PARSED CITY NAME	28	X(28)
600	601	RESULT PARSED STATE	2	X(02)
602	606	RESULT FIVE DIGIT ZIP	5	X(05)
607	610	RESULT ZIP+4 ADDON	4	X(04)
611	613	RESULT DBPC (including check digit)	3	X(03)
614	617	RESULT CARRIER RTE	4	X(04)
618	618	*RESULT DROP FLAG	1	X(01)
619	619	*RESULT DROP N FLAG	1	X(01)
620	625	RESULT MOVE EFFECTIVE DATE	6	X(06)
626	627	*RESULT MIDDLE NAME/Initials(returned from NCOA/Link)	2	X(02)
628	628	*RESULT GENDER (returned from NCOA/Link)	1	X(01)
629	636	*RESULT HINT BYTE (after expansion)	8	X(08)
637	638	RESULT NCOA LINK FOOTNOTE	2	X(02)
639	640	RESULT ZIP+4 FOOTNOTE	2	X(02)
641	642	RESULT DPV FOOTNOTE	2	X(02)
643	658	HEX VALUE OF THE EMDP (from input address)	16	X(16)
659	698	HEX VALUE OF THE SHA OF EMPD (from input address)	40	X(40)
699	714	HEX VALUE OF THE FIRST 8 CHARACTERS OF 48 BYTE OBJECT	16	X(16)
715	729	FIRST NAME OF THE 48 BYTE OBJECT	15	X(15)
730	749	LAST NAME OF THE 48 BYTE OBJECT	20	X(20)
750	754	SUFFIX NAME OF THE 48 BYTE OBJECT	5	X(05)
755	794	HEX VALUE OF THE SHA OF 48 BYTE OBJECT	40	X(40)
795	810	HEX VALUE OF THE DATA RETRIEVED (before reorder)	16	X(16)
811	827	DECIMAL VALUE OF THE 17 DIGIT RESULT VALUE	17	X(17)
828	828	RESULT MOVE TYPE (Family, Individual, Business)(F,I,B)	1	X(01)
829	836	OPTIONAL – INTERMEDIATE RETURN CODES	8	X(08)
837	838	ANK^{Link} RETURN CODE (77)	2	X(02)
839	840	FUTURE RETURN CODE	2	X(02)
841	997	FILLER	157	X(157)
998	998	RECORD TYPE (Header/Detail) (H,D)	1	X(01)
999	1000	CARRIAGE RETURN LINE FEED	2	X(02)

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

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

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

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

1. GENERAL REQUIREMENTS

1.1 DPV will be required by the NCOA$^{Link®}$ Full Service Provider licensees as an adjunct process in combination with the ZIP + 4® coding and NCOA^{Link} processing.

1.2 To initiate and track the NCOA^{Link}/DPV interface, a modified Certification process will be used.

1.3 If the NCOA^{Link} licensee is certified for DPV or DSF$^{2®}$ processing, the licensee may use these processing methods to satisfy the NCOA^{Link}/DPV requirement.

1.4 If the NCOA^{Link} licensee does not hold a certification for DPV or DSF^{2} processing, the licensee can choose from the following options:

1.4.1 Select a vendor with a DPV-enabled ZIP + 4® engine.

1.4.2 Write a proprietary interface for NCOA^{Link}-DPV only. To exercise this option, the following will apply:

1.4.2.1 Request, in writing, the Interface Developer Guide.

1.4.2.2 Develop or outsource development of DPV interface in accordance with the DPV Product License, DPV Licensee Performance Requirements, and the Interface Developer Guide.

1.4.2.3 Request a Stage II CASS™/DPV certification test when DPV Interface is completed.

2.0 SPECIFIC REQUIREMENTS

2.1 Although only NCOA^{Link} licensees under 1.2.b above will be issued a specific separate DPV license, except for the following, all licensees shall be bound by the restrictions and requirements of that license (obtain the most current copy at https://ribbs.usps.gov/dpv/documents/tech_guides/DPVLICA.PDF):

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

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

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

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

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

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

3.0 STANDARDS OF PERFORMANCE

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

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

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

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

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

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

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

DPV FALSE POSITIVE HEADER RECORD

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

DPV FALSE POSITIVE DETAIL RECORD

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

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

4.0 REPORTS AND ADMINISTRATIVE REQUIREMENTS

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

Introduction

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

1. General Requirements

1.1 ANK^{Link} will be available only to users of the 18-month NCOA^{Link} Product and will be a component of that product.

1.2 To initiate ANK^{Link}, a modified Certification process will be used for existing NCOA^{Link} Developers of Limited Service Provider and End User Interface Products:

Resubmit the Application from the Certification Procedures package indicating ANK^{Link} will be a part of Licensee's Interface Product.

b. Develop or outsource development of ANK^{Link} interface in accordance with the NCOA^{Link} Developer License, Software Developer Guide and Software Performance Requirements,

Request and pass a Stage II NCOA^{Link} with ANK^{Link} certification test when ANK^{Link} Interface is completed.

1.3 NCOA^{Link} with ANK^{Link} application and certification procedures shall be incorporated into the NCOA^{Link} application and certification procedures for Developer applicants.

2. Specific Requirements

2.1 The sole purpose of the ANK^{Link} option is to enable mailers to make informed choices regarding a specific customer contact. If the data indicates a move, the mailer may choose to suppress the record from their list or attempt to determine the actual new address by engaging the services of an NCOA^{Link} Full Service Provider Licensee.

2.2 All laws, rules and restrictions governing the use of NCOA^{Link} data pertain with regards to ANK^{Link} data. Information derived from an NCOA^{Link} with ANK^{Link} process

shall not be utilized in any way inconsistent with the terms and conditions set forth in the NCOA^{Link} License Agreements.

3. Standards of Performance

3.1 NCOA^{Link} Licensees must conform to the latest published version of the NCOA^{Link} Licensee Performance Requirements. Any changes will be published at https://ribbs.usps.gov/ncoalink/documents/tech_guides/FSP_INFO/.

3.2 NCOA^{Link} with ANK^{Link} interface will be tested with an NCOA^{Link} Stage II test file in accordance with the NCOA^{Link} license.

4. Reports and Administrative Requirements

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

Appendix D
LACS^{Link}
NCOA^{Link} Full Service Provider
Licensee Performance Requirements

Introduction

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

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

1. General Requirements

1.1 NCOA$^{Link®}$ Full Service Provider Licensees shall be required to offer LACS^{Link} services.

1.2 NCOA^{Link} Full Service Provider Licensees shall obtain a certified LACS^{Link} interface through software development or purchase of a commercially available product.

1.3 NCOA^{Link} Full Service Provider Licensees may obtain the LACS^{Link} Product directly from USPS by executing a LACS^{Link} End User License Agreement

2. Specific Requirements

2.1 All NCOA^{Link} Full Service Provider Licensees shall be bound by the restrictions and requirements of the LACS^{Link} End User License Agreement and Licensee Performance Requirements (obtain the most current copy at https://ribbs.usps.gov/lacslink/documents/tech_guides/EU_INFO/) with the following exception:

2.1.1 Section 10.1, Payments, of the LACS^{Link} End User License Agreement – Licensee will not be required to pay the LACS^{Link} license fee to obtain data used solely to fulfill this requirement.

2.2 NCOA^{Link} Full Service Provider Licensees will not be required to obtain a “one time only, restart code” upon encountering False Positive addresses within LACS^{Link}.

Developers of NCOA^{Link} Full Service Provider software interfaces are granted an exception to the LACS^{Link} Developer Licensee Performance Requirements to accommodate this exception as follows:

2.2.1 Section 4.5, Specific Requirements, of the LACS^{Link} Developer Licensee Performance Requirements – for software to be used only by NCOA^{Link} Full Service Providers, LACS^{Link} Developer Licensees will not need to create a "one time only, restart code".

3. Standards of Performance

3.1 The use of the LACS^{Link} Product is allowed either as a standalone service or as an adjunct process in combination with ZIP + 4® coding and NCOA^{Link} processing.

3.2 LACS^{Link} interface will be tested with a CASS™/LACS^{Link} Stage II test file in accordance with the LACS^{Link} Developer license. Separate certification for LACS^{Link} End User Licensees is not required.

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

3.4 NCOA^{Link} Full Service Provider Licensee is required to collect all addresses matched to False Positives and submit the addresses to the NCSC via email to dsf2stop@usps.gov in the format provided below, along with the mailer's name, the total number of addresses processed and number of addresses matched. This information will be analyzed to determine whether the processed list can be returned to the mailer.

LACS^{Link} FALSE POSITIVE HEADER RECORD

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

LACS^{Link} FALSE POSITIVE DETAIL RECORD – OPTION 1

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

Reference numbers 1 through 9 are from the input address.

LACS^{Link} FALSE POSITIVE DETAIL RECORD – OPTION 2

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

4.0 REPORTS AND ADMINISTRATIVE REQUIREMENTS

4.1 NCOA^{Link} Full Service Provider Licensees will provide USPS with a monthly electronic statistics report. The statistical information required for LACS^{Link} reporting is incorporated into the NCOA^{Link} Full Service Provider Customer Service Log which can be found under Appendix A.

Introduction

The United States Postal Service® (USPS®) has developed a technology product called the Suite$^{Link®}$ Product. This product will enable mailers to provide improved business addressing information by adding known secondary (suite) information to business addresses, which will allow USPS delivery sequencing where it would not otherwise be possible. The Suite^{Link} Product is made available under license from USPS.

Records that have been processed through CASS Certified® ZIP + 4® matching software and identified as highrise defaults are potential candidates for Suite^{Link} processing. The input data is queried using one or more keys, which are built using significant words in a building's Enhanced Modified Delivery Point (EMDP) of the business name and address, through the secure hash algorithm. The keys are then used to probe the data table and keys that successfully match the table must then be evaluated to build a sufficient confidence level before applying the suite information to the default address. The Suite^{Link} System cannot be used as part of a standalone process.

1. General Requirements

1.1. NCOA^{Link} Full Service Provider Licensees shall be required to offer Suite^{Link} services.

1.2. NCOA^{Link} Full Service Provider Licensees shall obtain (either by lease, purchase or through software development) a USPS licensed and certified Suite^{Link} Interface Product.

1.3. NCOA^{Link} Full Service Provider Licensees will obtain the Suite^{Link} Product directly from USPS. If the Full Service Provider Licensee wishes to redistribute the Suite^{Link} data to customers and pay the applicable fee for Data Distribution, the Suite^{Link} Data User/Data Distributor License Agreement must be executed.

2. Specific Requirements

2.1. All NCOA^{Link} Full Service Provider Licensees shall be bound by the restrictions and requirements of the Suite^{Link} Data User/Data Distributor License Agreement and Licensee Performance Requirements (obtain the most current copy at https://ribbs.usps.gov/suitelink/documents/tech_guides/DIST_INFO/) with the following exception:

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

2.2. Licensees must utilize a monthly ZIP + 4 and City/State Product with the Suite^{Link} Product to provide the most up-to-date business addressing information. Refer to Figure 2 for acceptable use dates for these products.

2.3. Licensees must use CASS Certified Address Matching Software for all standardized ZIP + 4 coded input addresses to query the Suite^{Link} Product.

3. Standards of Performance

3.1. The Suite^{Link} System cannot be run as part of a standalone process.

3.2. The Suite^{Link} Interface Product will be tested with the CASS™/Stage II test file in accordance with the Suite^{Link} Developer license. Separate certification for Full Service Providers processing the Suite^{Link} Product is not required.

3.3. NCOA^{Link} Full Service Provider Licensees will complete a Suite^{Link} process for all business address lists presented for NCOA^{Link} processing whether or not the customer wishes to have the Suite^{Link} data and return code information.

4. Reports and Administrative Requirements

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

Introduction

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

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

1. General Requirements

1.1. The Mail Processing Agent program is solely for NCOA^{Link} processing by a Full Service Provider who receives a properly completed MPA PAF from a Mail Processing Agent. Neither Limited Service Providers nor third parties can broker full service NCOA^{Link} services to Mail Processing Agents.

1.2. The Mail Processing Agent must not use updated address lists to create new movers' lists nor shall the Agent use updated lists for any purpose other than mailing the original mail pieces from the original list owner or other party that furnishes it with an address list. Furthermore, the Agent must not disclose any updated address information to any third parties for any purpose whatsoever.

2. Specific Requirements

2.1. Licensee shall only return the updated list to the Mail Processing Agent. Updated address information shall not be returned to the original list owners or other party that has furnished the address list that Mail Processing Agent submits to the NCOA^{Link} Full Service Provider.

2.2. If the original list owners request to receive the updated address information, the list owner cannot participate in the Mail Processing Agent program. Instead, they must follow the standard NCOA^{Link} procedures, including completing the standard NCOA^{Link} PAF.

3. Processing Requirements

3.1. Mail Processing Agents must submit to Full Service Providers a minimum of 100 unique names and addresses for each list for NCOA^{Link} processing. Mail Processing Agents cannot combine smaller lists it receives from different parties to achieve the minimum of 100 unique names and addresses.

3.2. As part of full service NCOA^{Link} processing, DPV®, LACS^{Link}® and Suite^{Link}® processing must be performed on lists from Mail Processing Agents. Licensees shall be bound by all requirements and restrictions for the abovementioned Products, unless USPS elects to grant written exceptions to an NCOA^{Link} Full Service Provider Licensee.

3.3. Licensee performing NCOA^{Link} processing for Mail Processing Agents are limited to the following three (3) processing modes: Business and Individual (C); Individual (I); and Business (B).

3.4. Once lists have been processed through the NCOA^{Link} service, records with a return code of 01 (Foreign Move), 02 (Moved Left No Address – MLNA) or 03 (Box Closed No Order – BCNO) must be suppressed if the time period is longer than 18 months. However if the records with the aforementioned return codes are less than 18 months, Licensee may elect to mail to these addresses.

4. Reporting

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

ALTERNATIVE PAF RENEWAL POLICY

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

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

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

Existing Policy

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

Alternative Policy

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

ALTERNATIVE PAF RENEWAL POLICY

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