

Suite^{Link}TM INTERFACE DEVELOPER LICENSEE PERFORMANCE REQUIREMENTS

1. Purpose

- 1.1 The purpose of these performance requirements is to establish standard criteria of performance with which USPS[®] requires Suite^{Link} Developer Licensees (“Licensees”) to comply.
- 1.2 The purpose of the Suite^{Link} Product is to provide mailers with a tool to improve business addresses within a mailing list used for the preparation of mail that will be submitted to the USPS for acceptance and delivery.
- 1.3 Licensee’s software interface must adhere to specific USPS requirements regarding the product including the Software Developer’s Guide (SDG) as well as the specifications herein.
- 1.4 In the event of a conflict between this document and the standard Suite^{Link} Developer License Agreement, the terms of the Suite^{Link} Developer License Agreement prevail.

2. Product Description

- 2.1 The Suite^{Link} Product will enable Licensees 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. Records that have been processed through CASS CertifiedTM ZIP + 4[®] matching software and identified as highrise defaults are potential candidates for Suite^{Link} processing.
- 2.2 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.
- 2.3 The keys are then used to probe the data table. 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. After application of the suite information, the software interface must perform an additional CASSTM process to obtain the correct ZIP + 4 Code and other coding.
- 2.4 The Suite^{Link} System cannot be developed as a standalone process.

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3. *Fulfillment*

- 3.1 The software interface must be able to load the full flat Suite^{Link} Product test data via DVD.
- 3.2 The full Suite^{Link} Product datasets are provided as a flat file on a monthly basis via DVD to Licensees processing in a production environment.

4. *General Requirements*

- 4.1 Any Licensee wishing to provide Suite^{Link} processing must first obtain (either by lease, purchase or developer license) a licensed and certified Interface Product. The Interface must be reviewed, tested, and approved by the USPS prior to any actual use and/or distribution of the Suite^{Link} Product for processing occurring in a production environment to ensure that all license requirements are met.
- 4.2 Licensee must be a CASS software manufacturer or integrator to develop an Interface Product to access the Suite^{Link} data.
- 4.3 To provide the most up-to-date business addressing information, Licensees utilizing the Suite^{Link} Product must receive the ZIP + 4 and City/State Products on a monthly basis. Refer to Exhibit A for acceptable use dates for these products.
- 4.4 Licensee, in order to develop, distribute and/or utilize the Suite^{Link} Product, must meet all requirements and specifications contained within the License Agreement and the most current version of the Licensee Performance Requirements, unless explicitly allowed, prohibited, or modified by USPS in writing. Copies of these documents, the Certification Procedures and any new updates to the documents will be posted to the RIBBS website at <http://ribbs.usps.gov/files/SuiteLink>.

5. *Specific Requirements*

- 5.1 Pursuant to License Agreement Section 6.3.2, Developer is prohibited from representing to third parties that USPS has certified Developers' Suite^{Link} Interface until USPS issues a software certification notice to Developer. Developer may only represent that it has "applied" to receive software interface certification, and is prohibited from making any representations or warranties as to the availability of its software interface and/or the ability of its software interface to support the Suite^{Link} Product.

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- 5.2 Prior to any use, sale and/or distribution of Developer's Suite^{Link} Interface, Developer must obtain a separate license under one or more of the licensed categories authorizing said use, sale and/or distribution.
- 5.3 Developers must enforce a 60 day expiration date within the software interface based on the date of the Suite^{Link} Product.
- 5.4 Developers' software interface must accurately respond to all business address inquiries from the Licensor and upon USPS request, provide USPS with access to any resources used in performance of this license and with the necessary equipment and/or reports to monitor performance at Licensee's facility.
- 5.5 Licensee shall repair or have repaired all equipment, hardware and/or software deficiencies related to the Suite^{Link} System within 30 days of identification of said deficiencies.
- 5.6 Licensee shall establish a central email address for receipt and disbursement of USPS electronic correspondence within Licensee's organization.
- 5.7 Licensee must adhere to the provisions of Standards of Performance as detailed in Section 8.
- 5.8 Presently there are no security measures that Developers must adopt to detect cases where address records have been artificially generated and presented to the Suite^{Link} Product for the apparent purpose of creating an address list.

6. Basic Suite^{Link} Product Output

- 6.1 For each business address submitted by a customer, Licensee's Suite^{Link} software interface must be able to return the following output:
 - a) Each original unaltered input address as it was presented.
 - b) For each business name and associated ZIP + 4 coded address that is appended with secondary information by the Suite^{Link} Product, the software interface must return a standardized business address with an 11-digit Delivery Point Barcode (DPBC) and a standard return code "A" as listed in Exhibit B.
 - c) For each business address for which no information is obtained from the Suite^{Link} Product, the Interface shall return all elements as appropriate under item a and the standard return code "00" as listed in Exhibit B.

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7. Quality Standards and Testing Criteria

- 7.1 The Suite^{Link} Product will be subject to periodic audit and evaluation of the organization's Suite^{Link} process and its adherence to the conditions of the Suite^{Link} License Agreement.
- 7.2 Upon notification of the transmission of an audit file, the file can be retrieved from Licensee's specific USPS account via the Internet. Licensee's output file and supporting documentation, if any, derived from the Suite^{Link} process will be posted to the same account.
- 7.3 The audit file will test Licensee's Suite^{Link} software interface with a series of complete and incomplete business addresses to validate Licensee's ability to query the Suite^{Link} Product and return the appropriate output and responses.
- 7.4 Upon validation of the audit results, official notification will be posted to the Licensee's specific USPS account via the Internet.
- 7.5 Auditing will be performed once annually in conjunction with the CASS cycle or as specified by USPS. If necessary, subsequent audits due to failures must be completed within the CASS cycle to prevent suspension and/or termination.
- 7.6 Licensee's interface software shall provide accurate input and output responses for 100 percent of highrise default inquiries known to be in the USPS audit file and shall produce no unexpected enhancements to business addresses that would eventually cause the misdirection of mail. All Suite^{Link} elements in the audit output file must be provided with 100 percent accuracy.
- 7.7 In the event that a problem is identified by USPS that is related to the Suite^{Link} process, 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.
 - 7.7.1 When directed to correct deficiencies, Licensee will be given 30 days from the date of the notification in which to remedy the deficiencies and retest.
 - 7.7.2 If Licensee fails to remedy the deficiencies within 30 days, a suspension notice will be issued. The suspension notice will direct Licensee to cease all Suite^{Link} activities during the term of suspension and remedy all deficiencies within 30 days to regain good standing.

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7.7.3 At the end of the term of suspension, the License Agreement between Licensee and USPS will be terminated if Licensee has not successfully remedied all deficiencies.

8. Standards of Performance

- 8.1 Since multiple Suite^{Link} License awards are anticipated, the marketplace will establish a competitive price for the service. However, the intent of the U.S. Postal Service is that this service will be widely available at a reasonable cost to customers.
- 8.2 Developer is responsible for programming all necessary software to interface with the Suite^{Link} Product.
- 8.3 Developer is responsible for writing an interface which will customize the type of input format used to provide the desired output from the Suite^{Link} Product.
- 8.4 Developer must use USPS certified Suite^{Link} interface software to access the Suite^{Link} Product.
- 8.5 Licensees are permitted to "bundle" software products such as NCOA^{Link}, and Licensees' proprietary service offerings such as merge/purge along with Suite^{Link}.
- 8.6 Licensee is responsible for redistributing license related electronic correspondence from USPS to the appropriate personnel within Licensee's organization. Pursuant to Paragraph 5.6, all electronic correspondence will be directed to a central email address within the 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; however in the event of "bounce backs" successful delivery via the central email address will be considered confirmation of receipt.

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Exhibit A

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, USPS recommends Suite^{Link} Licensees to update these files on a monthly basis in order to obtain the best possible results from the Suite^{Link} process.

The following chart is provided to assist in determining which data release is considered the most current for Suite^{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)

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Exhibit B

Suite^{Link}™ Return Code Descriptions

Code = Return Code

Address = "Y" = Business Address Improved

Description = Explanation of Return Code

"N" = Business Address not Improved

***Return Code should only be returned if processing actually proceeds to the Suite^{Link} table.**

Code	Description	Address
A	Suite^{Link} Record Match – The input record matched to a record in the master file. An Improved Business address could be furnished.	Y
00	No Match – The input record COULD NOT BE matched to a record in the master file. An Improved Business address could not be furnished.	N