

FASTforward[®] Processing Services

- The *FASTforward* file is a consolidated file of move information that on average contains approximately 40 million permanent Change-of-Address (COA) records filed with the US Postal Service. Each record contains the relocating Postal customer's name along with an old and new address. The old address is the one compared to the address on the customer's mailpiece or facsimile for matching purposes and the new address is the one returned, if a match is made, to the mailpiece or facsimile. These records are retained on the file for an 18-month period from the move-effective date.
- There are three separate and distinct services that may be provided to a mailer by the *FASTforward* Licensee. They are as follows:
 1. Mailpiece redirection due to customer moves via the Licensee's MLOCR equipment (*FASTforward* Forwardable Mailpiece Processing option).
 2. Non-electronic address correction notification via mailpiece facsimiles submitted by a mailer and processed on the Licensee's MLOCR equipment. (*FASTforward* Mailpiece Facsimile Processing option)
 3. Non-electronic address correction notification by return of matched mailpieces via the Licensee's MLOCR equipment. (*FASTforward* Notification Via Returned Mailpiece Processing).
- The source of the *FASTforward* data is a permanent Change-of-Address filed by the relocating postal customer. Approximately 40 million of these COAs are filed annually. The database is updated every week with this information.
- The **new** address supplied by the relocating postal customer must be ZIP+4 codeable to qualify for addition to the *FASTforward* file.
- All mailpiece or facsimile addresses submitted by a *FASTforward* customer are processed by Multiline Accuracy Support System (MASS) certified ZIP+4/DPC Licensee software. However, **new** address (forwarded to) information is provided **only** when a *FASTforward* match to the mailpiece or facsimile name and ZIP+4/DPC coded address is attained.
- The provision of Change-of-Address information is controlled by strict name and address matching logic. To make the best use of the *FASTforward* service, potential customers should understand

FASTforward matching logic. **All** matches made to the *FASTforward* file require complete address matching logic. Name matching logic is determined by the move type in the data record on the *FASTforward* file that is the candidate for a match.

Move Types and associated Name Logic are:

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

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

Family Match on surname **only**.

Business Match on entire business name.

- The *FASTforward* file is comprised of approximately 38% family moves, 57% individual moves, and 5% business moves. The typical profile of the new address information contained in the 40 million COA records on the file is as follows:

- 91.4% are forwardable moves (contain address information)
- 6.6% are moved-left-no-address **
- 1.9% are Post Office Box closed**
- 0.1% are foreign moves **

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

- A *FASTforward* updated mailpiece renders the delivery address information that has been originally applied obsolete by providing the new forwarding address for the intended recipient.
- Every customer taking advantage of *FASTforward* services must have completed and returned to the *FASTforward* Licensee, depending on the type of service desired, the *FASTforward* PROCESSING ACKNOWLEDGMENT FORM and/or the *FASTforward* FACSIMILE PROCESSING REQUEST FORM and/or *FASTforward* NOTIFICATION VIA RETURNED MAILPIECE PROCESSING REQUEST FORM provided to them by the Licensee.
- Effective July 1, 2009, all Active Mode *FASTforward* processing must have the *FASTforward* Move Update Notification (FFMUN) option activated. Licensees must make the FFMUN service available to all of their customers. The FFMUN service provides the Licensee a method to

provide COA information back to the customer in an electronic file. The electronic file can then be used to update the customer's database. It is the responsibility of the customer to create the necessary applications to process the FFMUN electronic file.