

## Postal Address Verification API Frequently Asked Questions

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## GENERAL QUESTIONS

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### How do I use Postal Address Verification?

Postal Address Verification is an API (Application Programming Interface) that enables a business's IT department to configure the Web Service on a web page, application, or database system with a few lines of code. The advantages of implementing a Web Service include:

- No complex system to learn
- No software to install
- No hardware to buy
- No maintenance required – CDYNE provides monthly updates on our servers, automatically updating your service.
- Modular XML Web Services give you the freedom to control what happens to your data and how it is used.
- Your investment in both time and money is minimal, and you receive the best in data quality solutions.

### Can I upload a file to batch process?

CDYNE does not currently offer batch file processing, although we plan to implement this feature 4Q 2010.

### How fast is Postal Address Verification?

The API delivers address result sets in fractions of a second.

### How often do you update your database?

CDYNE receives updates from the USPS once a month.

### Is there a way to get the address results in proper case instead of all caps?

Yes. "Return Case Sensitive" is an optional data return in the Verify Advanced Address operation. The USPS uses all caps or uppercase for ease of automatic scanning and application of bar codes. Please see the [Proper Case](#) information page for details and examples.

### **Does Postal Address Verification return the name of the person associated with the address?**

If the address belongs to a high volume business or building, it will return the business or building name as well as the Zip+4, Bar Code info, District type etc. However, individual names are not included in the address verification. It will only tell you if the address is valid, not the person associated with it.

### **Do you cover Puerto Rico, Virgin Islands, Guam, and military addresses?**

Yes.

### **Does your Postal Address Verification Web Service verify international addresses?**

Postal Address Verification is a CASS certified API that validates U.S. addresses. The API does provide Canadian geocoding down to the postal code level, and allows you to convert Canadian postal codes to city and state names.

### **What is CASS certification?**

CASS or Coding Accuracy Support System was developed by the USPS to evaluate the accuracy of address-matching software programs. For a product to be CASS Certified™, it has to obtain a minimum score of 98.5% correction accuracy for ZIP + 4, Carrier Route, five-digit and LACSLink® and 100% for Delivery Point coding, DPV®, and RDI™.

### **Where is CDYNE Corporation located?**

We are based in Chesapeake, VA.

### **How reliable is Postal Address Verification?**

CDYNE has a [100% uptime guarantee](#). CDYNE's data centers are engineered with multiple levels of security, uninterruptible power supplies (UPS), redundant HVAC systems, and fire suppression, as well as 24 X 7 monitoring and management. CDYNE centers are strategically located in different areas across the United States.

## **PRICING QUESTIONS**

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## Do I need to pre-pay to use your services?

No. CDYNE services are post-pay. Your credit card will not be charged until one month from sign-up date and will be billed monthly thereafter unless you deactivate or cancel services.

Pricing for all CDYNE Web Services is based off a set monthly maintenance fee and a per-transaction fee. We do not require a contract and there are no start-up or cancellation fees.

## How much does the Postal Address Verification API cost?

Pricing for all CDYNE Web Services is based off a set monthly maintenance fee and a per-transaction fee. We do not require a contract and there are no start-up or cancellation fees. CDYNE services are post-pay. Your credit card will not be charged until one month from sign-up date and will be billed monthly thereafter unless you deactivate or cancel services.

- \$9.99 licensing fee
- ZERO to 1,000 trans/mo                      3 cents
- 1,001 to 3,000 trans/mo                      2.5 cents
- 3,001 to 10,000 trans/mo                      1.8 cents
- 10,001 to 50,000 trans/mo                      1.2 cents
- 50,001 to 100,000 trans/mo                      0.8 cents
- 101,001 to 500,000 trans/mo                      0.6 cents
- 500,001 to UNLIMITED trans/mo                      0.4 cents

## How do I get started with Postal Address Verification Web Service?

[Sign up](#) online for an account to receive your activation key. Upon receipt of your account information, you will be contacted to verify the account for release. You may expedite this process by calling CDYNE at 1-800-984-3710 during the sign up process.

Trial keys are available to test the service for free. They offer full access to the Postal Address Verification API and have a transaction cap with no expiration. Please call 1-800-984-3710, [email](#) or initiate a [chat](#) to obtain your trial key.

## What are the billing options?

During the account signup process, you may choose the credit card or Net 30 billing option. Net 30 terms are subject to an application approval process.

**Are there any overage fees, hidden fees? Am I required to sign a contract?**

No. CDYNE services are post-pay, which means your credit card will not be charged until one month from sign-up date. Therefore you only pay for the transactions you consume. Overages do not apply in this pricing model. Contracts are not required to sign up for an account.

**What is a transaction?**

A transaction represents each address that is sent to the Postal Address Verification API.

**TECHNICAL QUESTIONS**

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**How do I integrate Postal Address Verification into my application or system?**

This API can be consumed with any programming language that supports REST or SOAP calls. See PHP Example below. To use the service with .Net, add a [web reference](#) to your application.

- [C# Example](#)
- [PHP Example](#)

**How do I get customer and technical support?**

Customer and technical support is available by phone (1-800-984-3710), [email](#), or [chat](#) from 9:00am to 6:00pm EST, Monday through Friday. Emergency technical support is available after hours by calling 1-800-984-3710.

**Where can I find more technical resources?**

- [Visit our development Wiki](#)

**POSTAL ADDRESS VERIFICATION GLOSSARY**

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If there is anything missing that you feel should be included, please contact us by phone (1-800-984-3710), [email](#), or [chat](#).

**API (Application Program Interface)**

An interface which is used for accessing an application or a service from a program.

**CASS Certification**

CASS or Coding Accuracy Support System was developed by the USPS to evaluate the accuracy of address-matching software programs. For a product to be CASS Certified™, it has to obtain a minimum score of 98.5% correction accuracy for ZIP + 4, Carrier Route, five-digit and LACSLink® and 100% for Delivery Point coding, DPV®, and RDI™.

**Delivery Point coding**

Delivery Point (DP) is a single mailbox or location where mail is delivered, and is assigned a two-digit number between 00 and 99 by the USPS. The combination of a DP number and Zip + 4 code provides a unique identifier for every deliverable address. Delivery Point digits are encoded in the POSTNET delivery point barcode (DPBC) or as part of the Intelligent Mail Barcode (IMB), both of which are used for USPS automation discounts.

**DPV®**

DPV or Delivery Point Validation is a validation process that confirms the existence of a specific address (down to the apartment or suite number) and the fact that it can be delivered to. DPV checks for one of the following scenarios:

- The address has the correct primary and secondary data
- The address has the correct primary but not secondary data
- The address cannot be validated

**Interface**

A point of interaction between two systems.

**LACSLink®**

A system that matches addresses against a list of rural route, highway route, and box number addresses that have been renumbered or renamed due to 911 address conversions. These conversions involve changing rural-style addresses to city-style addresses for 911 emergency system implementations.

**RDI™**

Residential Delivery Indicator identifies whether an address is classified as business or residential. Businesses can avoid residential delivery surcharges by verifying delivery type status prior to shipping, and identify shipping patterns to improve operational efficiency.

**Suite<sup>Link</sup>**

Provides improved business addressing information by appending known secondary (suite) information to business addresses.

**Web Reference**

Enables an application to consume one or more XML Web Services.