

BEYOND Gift Cards



**Individual Fulfillment -
Marketing, Customer
Service, and Technical
Documentation**

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Revision History

Date	Version	Revision	Owner
1/31/2015		Customer service, invoicing, and reporting core services added	Eric Thiogs, SVP
2/20/2015		General edits to document	Eric Thiogs, SVP
5/6/2014		Updated links to sample documents	Eric Thiogs, SVP
5/7/2015		Addressing on Mailpieces tips	William Homer, VP of OP's
9/2/2015		New full window envelope	Eric Thiogs, SVP
9/24/2015		Clarification on USPS envelope layout	Eric Thiogs, SVP
1/16/2018		General Review & Minor Edits	William Homer, VP OP's

Overview

This document contains details on the physical and technical requirements for National Gift Card Corp.'s (NGC) individual fulfillment process. Any changes to this document will be reviewed with the customer to ensure compatibility to required systems and processes.

Please use the below checklist as your roadmap for the fulfillment integration steps we'll be taking together before the first live order file is submitted to us...

1. Sales

- Number of cards per carrier defined, along with total number of carriers that will be created
- Card brands and denominations selected
- Signed agreement
- Client launch meetings/calls scheduled with each of the departments

2. Accounting

- Set-up fees paid
- Financial relationship: Prefund vs. Pay-per-invoice
- Reporting needs: Basic or Premium

3. Marketing

- Carrier template(s) created? (Physical gift card fulfillment)
- Email templates created? (Digital gift card fulfillment through API)
- Merchant approval(s) secured
- EPS logo(s) sent

4. IT/Operations

- IFOS credentials submitted
- SFTP batch file submission details worked out, e.g. posting time, location, etc.
- LOB (Line of Business) numbers created and assigned for sub-programs
- Client confirmed SKU numbers for merchant cards and denominations in program (physical cards or eCodes)
- Test file supplied by client
- Shipping protocol business rules, i.e. when to ship USPS vs. Courier

5. Customer Service

- Who is handling the return mail? NGC or Client?
- IFOS Client training: Customer Service look-up capability for order status, card ship status, etc.
- NGC Customer Service policy review

Getting Started – Physical Card Fulfillment

In order to establish your account on our systems, we require some initial information to be provided. Your sales representative, along with our IT resources, will work with you to ensure that the transition will be efficient and successful. Document center link: <http://www.ngc-group.com/if-documentation>

Item	Owner
Individual Fulfillment – New Customer Form	NGC Sales Representative
Customer Carrier Template <ul style="list-style-type: none"> • Separate carriers are required for Physical and eCodes. <ul style="list-style-type: none"> ○ Physical Carrier Sample ○ Carrier Templates <ul style="list-style-type: none"> ▪ One card ▪ Two cards ▪ Three cards ▪ Four cards ○ eCode delivery email sample <ul style="list-style-type: none"> ▪ eCode Carrier Guidelines 	Customer
Sample Customer Files: <ul style="list-style-type: none"> • Physical Cards <ul style="list-style-type: none"> ○ United States ○ Canada • eCodes <ul style="list-style-type: none"> ○ United States ○ Canada 	Customer

Upon receipt of the final versions of these artifacts, it will take **a minimum of 10 business days** to finalize your account on our system. Please keep this timing in mind as you are collecting and verifying your information.

During the first several “live” file transmissions, please allot time for your resources to be available in order to ensure that there are no issues with sending, processing or receiving data for your programs.

Individual Fulfillment Order File Specifications

File Template

- One file template is used for all Individual Fulfillment orders.
- Visit <http://www.ngc-group.com/if-documentation> to download the file template

File Format

- File must be in .csv (comma separator) or .xlsx format.
- Once format is established, it cannot be changed.

File Name

- File name cannot contain any dots/periods, except as file name extension.
- All file names must be unique.
 - File name must contain a submission date for tracking purposes.
 - Example: ProgramName_01-01-2014.csv
 - If more than one file is submitted per day, please add an additional identifier to the file name.
 - Example: ProgramName2_01-01-2014.csv
 - Customers who submit files for both US and Canada should indicate the country in the file name.
 - Example: ProgramName2_CAN_05-05-2014.csv
 - Example: ProgramName2_US_05-05-2014.csv

File Layout Requirements

- File layout must be in the approved format and may not be changed. **Any changes to columns** (label, insert/deletion) will result in file being rejected and delays in processing.
- File cannot be password protected.
- File cannot be read only.
- File must contain only one tab.
- Physical Card Orders and eCode Orders must be on separate files.
 - One file must be submitted for physical card orders.
 - One file must be submitted for eCode orders.

Mailing Considerations

- Physical cards will only be mailed within the customer's country of origin. If you have a need to ship outside your country (Example: United States to Canada or Canada to United States), please contact your sales representative to discuss.
- Windowed envelopes have a field limitation of approximately 24 characters including spaces. Mailing information that exceeds that limit may be truncated in the mailing window.

Physical Card Individual Fulfillment File Layout

Below are the requirements for Physical Card orders. For a sample file, please select the appropriate link here <http://www.ngc-group.com/if-documentation>

Column	Column Heading	Required	Instructions
A	Order ID	Yes	<p>Populate with unique number to identify individual orders within the file.</p> <p>First Class Letter Mail (ie: USPS): A customer who orders multiple cards may use the same Order ID up to the maximum allowed by the fulfillment agreement. Additional cards in excess of the maximum require a new Order ID.</p> <p>Example: If your maximum cards per order is 4, and a customer orders 5 cards, 2 Order IDs are expected.</p> <p>Trackable Mail Options (ie: FedEx): All orders to be sent in the same package must have the same Order ID.</p> <p>See sample file layout for details.</p>
B	Company Name	No	
C	Recipient First Name	Yes	
D	Recipient Last Name	Yes	
E	Recipient Email Address	No	
F	Recipient Phone Number	No	
G	Ship to Address Line 1	Yes	
H	Ship to Address Line 2	No	
I	Ship to City	Yes	
J	Ship to State/Province	Yes	
K	Ship to Postal Code	Yes	
L	Ship to Country	No	See Valid Values for details
M	Item SKU	Yes	Values are located on the <i>Master Price Grid</i> . All SKUs must be exact.
N	Item Description	No	Values are located on the <i>Master Price Grid</i> .
O	Shipment Type	Yes	See Valid Values for details
P	Card Number	No	Populated by NGC during fulfillment, if applicable
Q	PIN	No	N/A for Physical Card Orders
R	Message	N/A	<p>Populate with a specific message for your orders. 255 character maximum (including spaces)</p> <p><i>Restrictions apply. Please work with your representative for details.</i></p>

S	Date Shipped	No	Populated by NGC during fulfillment
T	Status	No	
U	Tracking	No	Populated by NGC during fulfillment, if applicable
V	LOB Code	No	Line of Business (LOB) code will be populated when customer is running more than one program within a single order. If applicable, NGC will provide customer with a unique number to use.
W	Currency Code	No	Currency Code associated with the Item SKU Values: <ul style="list-style-type: none"> • USD • CAD • GBP

eCode Individual Fulfillment File Layout

Below are the requirements for eCode orders. For a sample file, please select the appropriate link here <http://www.ngc-group.com/if-documentation>

Column	Column Heading	Required	Instructions
A	Order ID	Yes	Populate with unique number to identify individual orders within the file. Each line item must have a unique Order ID. See sample file layout for details.
B	Company Name	No	
C	Recipient First Name	No	
D	Recipient Last Name	No	
E	Recipient Email Address	Yes	
F	Recipient Phone Number	No	
G	Ship to Address Line 1	No	
H	Ship to Address Line 2	No	
I	Ship to City	No	
J	Ship to State/Province	No	
K	Ship to Postal Code	No	
L	Ship to Country	No	See Valid Values for details
M	Item SKU	Yes	Values are located on the <i>Master Price Grid</i> . All SKUs must be exact.
N	Item Description	No	Values are located on the <i>Master Price Grid</i> .
O	Shipment Type	Yes	"ESHIP"
P	Card Number	No	
Q	PIN	No	
R	Message	No	
S	Date Shipped	No	Populated by NGC during fulfillment
T	Status	No	
U	Tracking	No	
V	LOB Code	Yes	Line of Business (LOB) code will be populated when customer is running more than one program within a single order. If applicable, NGC will provide customer with a unique number to use.
W	Currency Code	Yes	Currency Code associated with the Item SKU Values: <ul style="list-style-type: none"> • USD • CAD • GBP

Shipping

Below you'll find NGC's shipping details, valid value, SKU's, and policies.

Courier Shipping SKU's - US

Outside of the standard USPS 1st Class Mail, NGC offers the following Courier Service. Clients can use these SKU numbers in their order files to tell NGC how to ship individual orders.

FEDEX-2D	FedEx Second Day
FEDEX-2D-SR	FedEx Second Day Signature Required
FEDEX-FO	FedEx First Overnight
FEDEX-GR	FedEx Ground
FEDEX-GR-SR	FedEx Ground Signature Required
FEDEX-PO	FedEx Priority Overnight
FEDEX-PO-SR	FedEx Priority Overnight Signature Required
FEDEX-SO	FedEx Standard Overnight
FEDEX-SO-SR	FedEx Standard Overnight Signature Required
USPS-PM	USPS Priority Mail 1-3 Day Delivery
USPS-PM-SR	USPS Priority Mail 1-3 Day Delivery Signature Required

Shipping SKU's - Canada

For Canadian program fulfillment, clients will use these SKU numbers in their order files to tell NGC how to ship individual orders.

Canada Shipping Method	CAN Customer SKU
UPS International Priority	UPS-INT-PR-CAN
USPS International 1st Class	USPS-INT-FC-CAN

NGC Shipping Policies

- If you ship on NGC's courier account, NGC will be responsible for the package to the end delivery address. Once a package is signed for (Signature Required) or left at the delivery point (No-Signature Required), NGC's responsibility for the package ends. Lost or stolen packages from this point are not the responsibility of NGC.
- In rare cases, clients may request to have their fulfillment files shipped on their courier account. Please note that if you ship on your courier account, NGC is not responsible for the package once it leaves NGC's fulfillment facility at 300 Millennium Drive, Crystal Lake IL 60012. The client

takes full financial responsibility for that package once it leaves the NGC facility. NGC has no visibility into those shipments.


- For cards shipped via courier, NGC can apply those cards to the program carrier before inserting into the courier envelope.

Addressing on Mail Pieces

NGC follows USPS addressing policies, but the information it receives to address each order envelope is dependent on the address data the client provides in its order file. Please use the following guidelines to help us ensure your order will make it's way through the US mail system as efficiently as possible.

Policies for addressing a mail piece are in USPS Publication 28, Postal Addressing Standards:

- Use simple sans serif type with uniform stroke thickness.
- Type or machine-print in dark ink on a light background with a uniform left margin.
- Left-justify every line in the address block.
- Use two-letter state abbreviations.
- Use one space between city and state, two spaces between state and ZIP+4 code.
- Use appropriate ZIP+4 code (if unknown, use 5-digit ZIP Code).
- A minimum of 8-point type, or if the mailpiece bears a POSTNET or Intelligent Mail barcode with a delivery point routing code, a minimum of 6-point type is acceptable if printed in all capital letters.

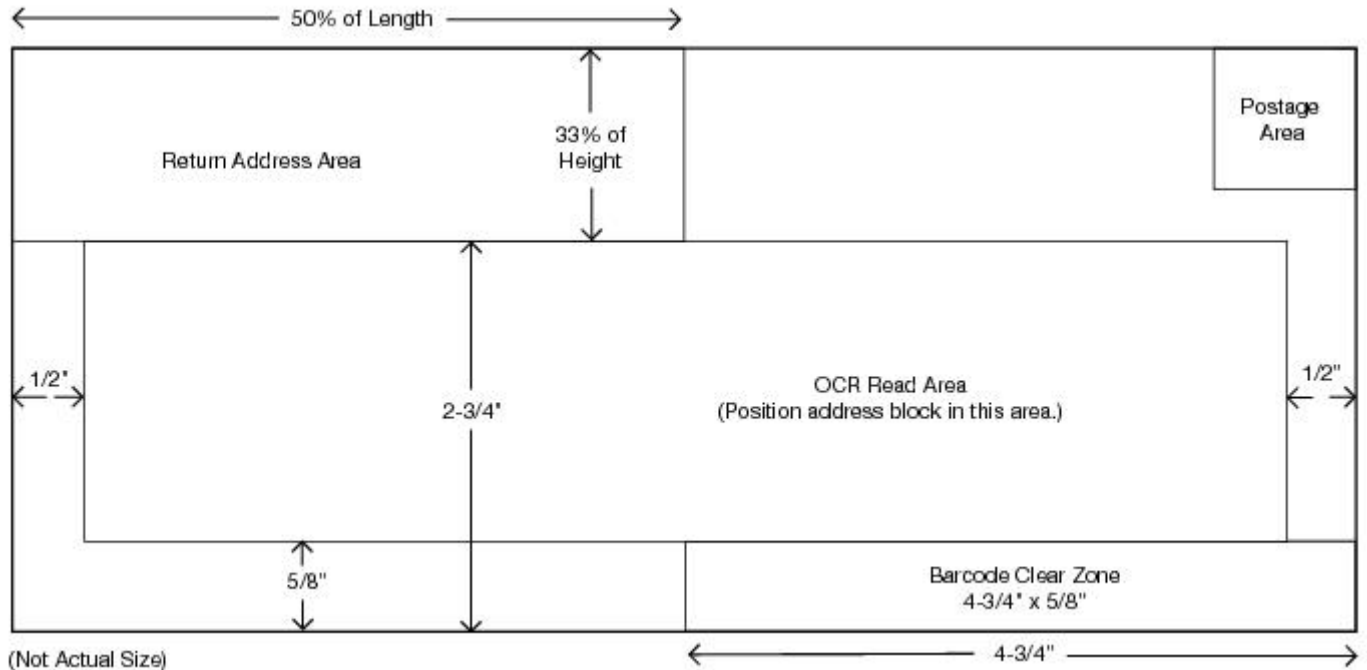


JOHN DOE
JOHNSON MANUFACTURING
500 E MAIN ST STE 222
KANSAS CITY MO 64100-1234

Additional Resources:

[Pub. 28](#), Postal Addressing Standards

Additional information can be found at <http://pe.usps.com/text/qsg300/Q602.htm>.



The above envelope layout depicts the standards for addressing by the USPS. Please refer to page 16 for NGC's fulfillment envelope packaging that will be used for your program.

File Edits

The Individual Fulfillment Ordering System (IFOS) will generate edits when the file does not meet the standards outlined in this document.

NGC will make a good faith effort to determine the issue and correct it. However, if NGC is unable to correct the error, the file will be rejected and returned to the customer for corrections.

Edit ID	Edit Description	Detail
File Level Edits		
n/a	FILE TYPE HAS CHANGED	A change has been made to the standard file layout.
Field Level Edits		
E2751	DUPLICATE ORDER WITHIN SAME FILE	
E2936	INCORRECT CARD SKU OR SKU NOT VALID	
E3102	NO OR INCOMPLETE RECIPIENT NAME	
E3104	NO OR INCOMPLETE RECIPIENT ADDRESS	
E3112	NO EMAIL ADDRESS PROVIDED FOR ECODE ORDER	
E3115	NO SHIPPING METHOD PROVIDED	
E3264	INCORRECT OR INVALID LOB SENT	
E3795	PO BOX PROVIDED FOR A FEDEX OR UPS SHIPMENT	
E4124	NUMBER OF CARDS PER ORDER EXCEEDED MAXIMUM	
E9999	General Edit – will provide details of the error if applicable	Detail will be provided if this error is generated.

File Transmission

NGC offers two options for the transmission and review of files: a customer portal and a secure FTP. Either option may be used interchangeably to best serve the customer's needs.

Customer Portal: Individual Fulfillment Ordering System (IFOS)

- Customers may submit, retrieve and view current and historical files in a secure, real-time environment.
- Once your account is created on the IFOS system, you will receive your login credentials.

Secure FTP

- For customers who wish to fully automate the file transmission process, we offer a secure FTP (SFTP).
- Customers opting to transmit their files via secure FTP will also receive credentials to the IFOS system for viewing/monitoring files.

Regardless of your approach, NGC will require your time in sending test files and monitoring the first 2-3 live files that you submit to our system.

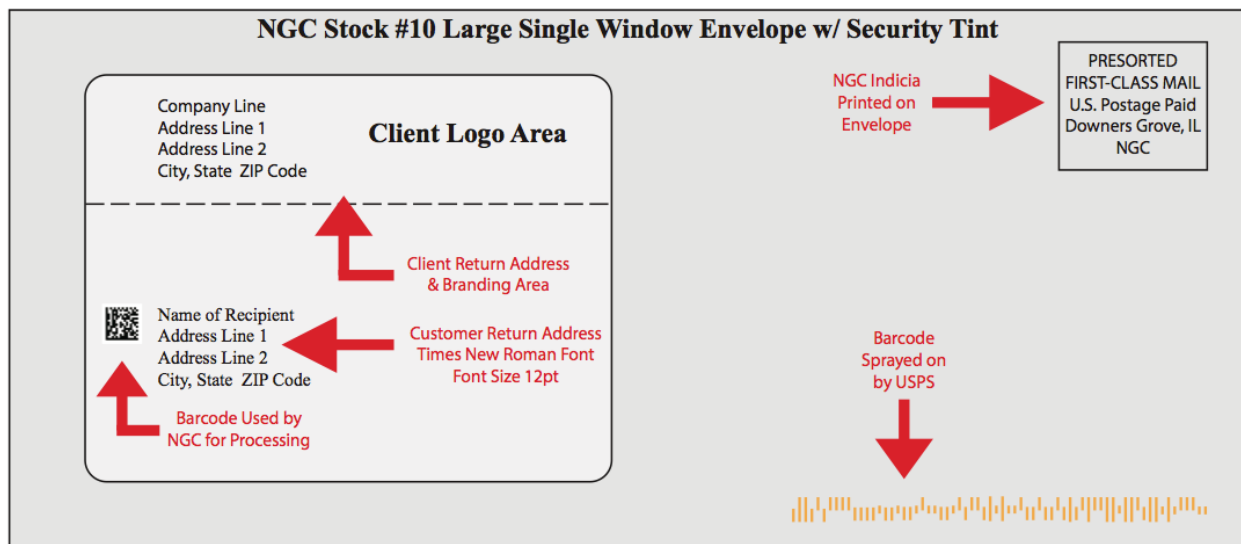
Standard Envelope Specifications

The information below relates to physical gift card fulfillment only.

Envelope Specifications

Size	<ul style="list-style-type: none"> • 4 1/8" x 9 1/2" with 1 9/16" Flap
Style	<ul style="list-style-type: none"> • Open Side, Double Side Seam • Secure Tinted
Window	<ul style="list-style-type: none"> • 3 1/8" x 4 1/16", 1" left, 1/2" bottom

Client logo customization is available in the upper right hand corner of the carrier when displayed through the single window. Please contact your sales representative for details.



NOTE: It is recommended that you keep the number of characters in your address fields to 40 or less characters for each address line used (30 or less if ALL CAPS are used in the file addresses). This may require your system to shorten or abbreviate long address field combinations.

Carrier Specifications

When sending a physical gift card, or an eCode, a custom carrier is required.

Due to our process, certain restrictions on text, logo size and dynamic text may apply. NGC is available to work with you to create a carrier that will meet you and your customers' requirements.

Physical Carrier Specifications

Size	<ul style="list-style-type: none">• 8 1/2" x 11"
Style	<ul style="list-style-type: none">• 24 Lb White Laser Paper
Printing Restriction	<ul style="list-style-type: none">• 1/2" white border around all corners
Return address	<ul style="list-style-type: none">• 1 1/8" x 4", 1/16" left, 1/16" top
Recipient Address	<ul style="list-style-type: none">• 1 9/16" x 5", 1/16" left, 1 1/2" top
2D Barcode	<ul style="list-style-type: none">• 1/2" x 1/2", 5/8" Left, 11 1/12" top
Marketing Artifacts	<ul style="list-style-type: none">• NGC Artwork Guidelines can be downloaded at http://www.ngc-group.com/if-documentation

Visit <http://www.ngc-group.com/if-documentation> to download a sample carrier for your reference.

eCode Carrier Specifications

Please refer to the eCode Carrier Specifications link for instructions on what is needed to create your eCode carrier. The following link contains sample carriers for your reference: <http://www.ngc-group.com/if-documentation>

Marketing

Merchant Approvals

If you would like to use a retailer's name or markings (logo, symbols, etc.) for any advertising, publicizing, marketing, press releases or other communication, written approval must be received from the retailer. NGC can provide you with the current marketing collateral for our retailers. Merchant approvals will take approximately 7 – 10 business days, please plan accordingly.

If you require an approval, please complete the NGC Program Information form, linked below, and send your marketing materials along with the Program Information Form to approvals@ngc-group.com:

[\[Click Here\]](#)

Carriers

Based on the number of individual sub-programs you need us to support, NGC can help you create a unique carrier for each of your programs. Each carrier (physical or email template) will be assigned an LOB number (Line of Business). You must pass this LOB. # along in your batch order file for each order so NGC knows which carrier to print or email to each individual. Carriers can be as creative or as simple as you'd like. We have several different carrier templates for you to review (discussed earlier in this document) that will help you get started.

Carrier Messaging

Depending on how many cards will be fulfilled per carrier (1-4), you will have a variable amount of space on the carrier for your marketing copy. Work with your NGC Sales Representative and assigned Account Manager to incorporate your program messaging into your carrier template.

QR Codes: Adding a QR code to your carrier (NGC can do this) will assist with the customer service support NGC provides for return mail and other tracking purposes.

Template Approvals

Clients may make changes to their carrier templates three (3) times during the set-up and creation phase. Additional changes beyond the three approval request phases will incur a change fee.

New Carriers

Additional carriers that need to be created after the program launches will incur a one-time new carrier set-up fee per the pricing outlined in the agreement.

Customer Service Policies

Below you'll find the standard FAQ's regarding NGC's customer service policies for its individual fulfillment services.

NGC's customer service team is designed to assist our clients' Customer Service departments, not the end users. If a program requires end-user support, additional service fees will apply.

How do I submit a customer service issue to NGC?

- Send an email to customerservice@ngc-group.com
- This email will immediately create a "ticket" in our internal customer service tool and will be assigned to one of our full-time, in-house customer care representatives.
- When submitting the email to create your ticket, please include as many of the following details upfront, including if you would like the card to be blocked & refunded:
 - Batch order file number of the affected order
 - First and last name of the affected end-user
 - Card type: Merchant and denomination
 - PO # or Invoice number associated with the affected order
 - Gift card number
 - Description of the issue. Example: User reports not getting card; card doesn't work at point of sale; card was reported stolen; etc.

How can I check the order status for my end users?

- Our IFOS system allows you to search for an order using the order number, first and last name, and 20+ other searchable fields to find and locate the status of an individual order in our fulfillment process.
- Our system will display the ship date, card numbers, and any tracking information if shipped via courier. NOTE: There is not tracking ability for cards sent 1st Class USPS.
- You should have received an IFOS login credential so you or your team may log into IFOS to check on the status of any order file or shipping information of any individual order.

How long does it take to resolve a customer service issue?

- NGC will respond to its client customer service questions within 24-48 business hours.
- If a client needs an immediate response to any issue, he or she may call our toll-free number to talk to one of our customer service agents Monday – Friday, 9am – 4:30pm CST (except holidays).
- Depending on the issue and merchant card involved, a resolution could be handled immediately (clients having the ability to self-check the status of their batch files and orders 24/7 via the IFOS

tool), same day, or over a month. Any issue that takes longer than 1 business week to resolve is the result of NGC waiting for merchant research/feedback, typically on a block & refund request. For these longer ticket times, it is recommended that clients place a new order in the next batch file while NGC works on the issue resolutions. The client is responsible for all new shipping and fulfillment for new cards ordered.

How does NGC handle returned orders?

- Any returned orders are logged on a returned mail file.
- This file is sent to our customers on a bi-weekly basis. NOTE: For accounts with a higher frequency of return mail, special arrangements can be made to send the return file more often.
- A credit for the cards is issued to our customer, and the cards are returned to NGC's live inventory. (With the acceptance of VISA & AMEX cards. Since they have an expiration date, we can't return them to our inventory.)
- If the recipient is able to provide an alternate or corrected address, our client is responsible for submitting a new order via the standard ordering methods.
- Client should submit a new order with the correct address to NGC in the next order file. The client is responsible for all new shipping, fulfillment and replacement card costs for this new order.

What is NGC's block & refund request?

- NGC is not responsible for any lost or stolen cards. We are also not responsible for any cards shipped standard USPS mail.
- However, if the recipient hasn't received their card, and it's been longer than the standard delivery time, NGC will attempt to have the missing cards replaced (assuming the full balance remains on the cards).
- The retailer will only replace the card if the FULL balance remains on the card. NGC is at the mercy of the retailer, so not all lost cards can be replaced if the retailer doesn't offer this service.
- If the card can be blocked, NGC will issue a credit to the client in the amount paid for the card (not the retail full balance) minus NGC's block & replace fee (different US or Canada block & replace funds apply) and any additional fees levied by the retailer for the block & replace request.
- The client is then responsible for submitting a new card order for the replacement card through the normal order file process. All new shipping, fulfillment and replacement card costs are the responsibility of the client.

What happens if the wrong order is sent out (Client's error)?

- NGC will do everything we can to cancel the incorrect cards sent to the customer. If the cards can be canceled, we will issue a credit to our client. Standard block and replace fees will apply.
- Our client is responsible for submitting a new/correct order to NGC via the standard ordering methods.
- Our client is responsible for all new shipping, fulfillment, and replacement costs.

What happens if the wrong card is sent out (NGC's error)?

- NGC will send out a new card at no cost to our client.
- NGC will attempt to cancel the incorrect cards that were sent out to the recipient.

Customer Service – IFOS Look-Up Capabilities

NGC’s clients have access to check the status of each order file, along with the ship date for each of their end users. There are two ways to check the status of your orders through <https://customer.ngcfulfillment.com>. Before you can utilize this visibility tool, NGC must assign you (and/or your staff) login credentials. Contact your sales representative for those credentials if you have not been assigned them yet.

1. Select a file from a dropdown list and Check Status.

When the status is checked, the user can see when the file was received by NGC and what status the file is currently in.

You can also download the completed file as well as the original file that was uploaded.

Batch #	Date Received	File Name	Status	Orig File	Return File
19	8/16/2016 [04:17:14 PM]	FileReport (5).csv	✘ Import error. Data row 1 has 21 values. Mapping file expects 32values		
6	8/17/2016 [03:35:43 PM]	FileReport (4).csv	✔ Completed	Download	FileReport (4)_ship.csv
5	8/17/2016 [03:31:42 PM]	FileReport (3).csv	✘ Order contains mismatch data -row 2.Custom Fields 3.Custom Fields 6.Custom Fields 7.Custom Fields 8.Custom Fields 9.Custom Fields 10.Custom Fields 11.Custom Fields 12.Custom Fields 13.Custom Fields		
4	8/17/2016 [02:12:20 PM]	NGC_NGC_DAYTON201512141417.csv	✔ Completed	Download	NGC_NGC_...1512141417_ship.csv
3	8/17/2016 [02:08:18 PM]	NGC_NGC_DAYTON201512141416.csv	✔ Completed	Download	NGC_NGC_...12141416_ship.csv
2	8/17/2016 [02:05:16 PM]	NGC_NGC_DAYTON201512141415.csv	✘ Import error. Data row 1 has 32 values. Mapping file expects 23values		

2. Search by customer information.

The user is able to search off of any column within the customers file and also filter by only searching a particular file. This makes it simple to search for all customer orders with the name “Mary”.

All matches are displayed with the Ship Date, Card Number, and Tracking Number for ease of customer service lookup.

User is able to download all displayed records into Excel.

Batch	Status	Order ID	Date Received	File Name	First Name	Last Name	Card#
7	Completed	94006121	08/06/16	CHRISTINE WALLER			
7	Completed	94006121	08/06/16	CHRISTINE WALLER			
7	Completed	94006121	08/06/16	CHRISTINE WALLER			
7	Completed	94006121	08/06/16	CHRISTINE WALLER			
7	Completed	94006121	08/06/16	CHRISTINE WALLER			
7	Completed	94006121	08/06/16	CHRISTINE WALLER			
7	Completed	94006121	08/06/16	CHRISTINE WALLER			
7	Completed	97246374	08/06/16	JASON ROYER			
7	Completed	99009659	08/06/16	BRADLEY FRANKS			
7	Completed	99009659	08/06/16	BRADLEY FRANKS			

Return File and Invoicing

NGC provides a return file with the confirmed ship method and ship date for each order. Card numbers can also be returned if required (although some clients prefer not to receive those for security purposes).

Along with the return file, an invoice for that particular order will be sent via email to a finance contact of your choosing. Payment of the invoice is due upon receipt.

Each invoice will contain:

- Total fulfillment fees owed for the file
- Total shipping fees owed for the file (not for Canada orders)
- Total card value owed for the file

An example of NGC's standard invoice can be sent to you for review.

Reporting – Basic vs. Premium

Basic Reporting

From a reporting standpoint, the return file serves as the core reporting service provided by NGC. Because of this, if clients need additional financial or operational details passed along for their own reporting, reconciliation, or financial matching needs, that information should be passed to NGC when the original order file is submitted. The client-supplied detail will be again included in the return file along with the confirmed ship date.

Premium Reporting

Some clients require additional reporting needs beyond this core support. If that is the case for your program, there will be additional reporting service fees applied to your program.

The Premium Report will include additional details in the return file for each order line such as:

- Item Cost = Cost of Card
- Fulfillment Fee = Cost of Fulfillment
- Shipping Fee = Cost of Shipping
- Invoice Number = NGC's Invoice Number

An example of Premium Report can be supplied for review.