

# FAIR USAGE POLICY

## Docmail fair usage policy

This policy document outlines best practice for customers wishing to make use of the Docmail API link.

Failure to adhere to this policy may result in access to the Docmail API link being suspended and provision of the Docmail services being cancelled.

The following list is not exhaustive and CFH Docmail Ltd reserves the right to amend the policy at any time. We will endeavour to give you notice of any changes, however, it is your responsibility to periodically review this policy. The current version of the policy can be found at:

The most up to date version of this policy can be found at:

<http://www.cfhdocmail.com/tob.html>

## Prerequisite

You must provide us with up to date contact details.

You must ensure you have read and understand the Docmail API webservice help guide at:

<http://www.cfhdocmail.com/API/index.html>

You must ensure that you use the latest version of the Docmail API.

## Traffic

You must endeavour to minimise submitted data traffic (including, but not limited to) avoiding the initiation of multiple connections in quick succession and must gracefully "fall back" before retrying "error returning"

or “failed” requests. (i.e. If a failure occurs then the previous order should be cancelled and “retry” should be attempted again after an increasing period. You also need to ensure that your code interrogates any reasons for error messages and does not simply attempt a retry.)

We highly recommend that you ensure that your mailings are submitted as a bulk mailing as opposed to multiple single item orders.

## Error Handling

You must ensure error responses from the Docmail API or call-backs are identified and managed appropriately by your application (for example, don't retry if insufficient credit or invalid login credentials).

You must ensure your application is aware of the Maintenance Mode error code.

You should increase the period on a sliding scale between retries, gracefully “falling back” before retrying “error returning” or “failed” requests. We would suggest that a sensible retry period is initially 1 second, each time increasing the retry by, for example, 5 seconds, 20 seconds etc, up to 10 minutes.

## Test Environment

You must ensure that calls to Docmail's test environment follow the same best practice as calls to the live environment. Test integrations, which are making calls to the Docmail API should be kept to a bare minimum to complete testing.

## General

If your document does not contain personalised tags, you should consider using PDF files rather than Word or RTF files.

The code samples are provided “as-is” and are not intended to be used for full production code.

You should design the user experience in your application to allow for delays in the order of seconds as opposed to milliseconds in processing (do not leave the user waiting on a single thread) or maintenance mode.

Any calls that are made to the Docmail API which return values that don't change frequently should be cached by your application. For example, checking for library items.

## Abuse of the fair use policy

If we identify a breach of the policy we will aim to contact you by email in the first instance and then by telephone to try to resolve it. However, we reserve the right to disable accounts or block traffic to the API where your usage of the API, in our view, does not follow the best practice guidelines or is detrimental to the overall quality of service enjoyed by other Docmail users.

## Specific requirements

If you feel you have a specific set of requirements that do not fit within the guidelines of this document, or you wish to discuss your planned implementation approach please contact our support team at the following address: [docmailsupport@cfh.com](mailto:docmailsupport@cfh.com) to discuss how we can work with you to deliver the best possible service to your business.



[WWW.CFH.COM](http://WWW.CFH.COM) | [WWW.DOCMAIL.CO.UK](http://WWW.DOCMAIL.CO.UK) | [WWW.DOTPOST.COM](http://WWW.DOTPOST.COM)

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