



International address validation

The starting point for successful risk assessments

Your challenge

Customers incorrectly entering address details for online orders or contract agreements is a frequent source of errors. Addresses may be entered partially or wholly incorrectly, either as the result of a typo or through entering an invalid or non-existent address. Both negatively impact your company. Incorrect delivery addresses result in increased costs from returns. Incorrect billing addresses may point to fake identities and the associated increased risk of payment defaults.

Our solution

That's why correctly identifying address validity is an important basic component for your risk assessment process. And this is precisely where Arvato Financial Solutions' address validation solution comes in. Address entries are compared against our database and corrected and standardized as necessary (Figure 1). Depending on the result of the address validation process, an extensive risk assessment and guiding the customer to safer payment methods become possible.

Element	Request	Result	Corrected?	Result
Street	LINDENALLE	Lindenallee	Ja	Valid address
Street number	11	11	Nein	
Postcode	68735	68753	Ja	
Town/city	Waghaeusel	Waghaeusel	Nein	

Figure 1: Standardization and correction

Your advantages



Lower returns processing costs



Reduced payment defaults



Standardization of addresses



International reach



Customer database always up-to-date



How address validation works

Automated comparison and correction

When comparing the delivery or billing address entered by the customer against the Arvato Financial Solutions database, the address validation process identifies whether the address is valid and correct. If the address is partially incorrect, the system corrects it. The system states whether a correction was needed for each address element (e.g. street or postcode).

Standardization

The system also normalizes or standardizes the supplied address: Street names are uniformly written or shortened (e.g. BLVD instead of Boulevard).

Up-to-date

Regular updates ensure that the streets in new developments are added to the Arvato Financial Solutions address database. Even the addresses of customers who have recently moved are identified, thereby positively impacting on conversion rates.

International reach

The Arvato Financial Solutions address validation system allows the addresses of customers throughout the world to be verified and normalized – even when such addresses are submitted in different scripts, such as Arabic or Cyrillic (Figure 2).

Speed

The speed at which risk assessments are performed is crucial to making the check-out process for customers as convenient as possible and preventing cart abandonment. The Arvato Financial Solutions address validation system returns a result within a fraction of a second and boasts an availability rate of 99.975%* (Figure 3).

The result

Address validation means that your customer database includes only 100 % valid addresses. The quality of your customer database remains excellent, and payment defaults and additional costs resulting from returns are reduced.

Address element	Request in Farsi and Arabic script	Result in Latin script
Street name and number	کوتچه زال ۳۶	Kutch Jaleh 36
Postcode	۵۶۳۲	5632
Town/city	تهران	Tehran
Country code	۳۶۴	364

Figure 2: Example of Persian address transliteration

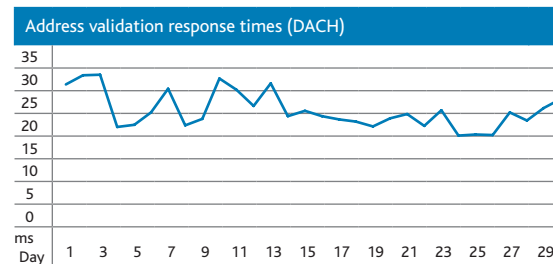


Figure 3: Transaction times (DACH) for one representative month in milliseconds (plus times for API and transmission to clients)

* actual measured value (three-month average), may be subject to fluctuations

Arvato Financial Solutions Services

Arvato Financial Solutions offers professional financial services both for international and renowned local companies, so that these companies can hand over their credit management to a specialist and concentrate more on their core business. The services offered in relation to payment flows relate to all phases of the customer lifecycle, from identity and fraud prevention solutions to credit risk management and payment and financing services, as well as receivables management.

Would you like more information? Feel free to contact us.

Arvato Financial Solutions

Risk Management Division . Phone.: +49 7221 5040-3131 . vertrieb-rm@arvato-infoscore.de

finance.arvato.com

