



Swiss Post - Address Checker

Instructions and functions

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TABLE OF CONTENTS

TABLE OF CONTENTS	1
1. INTRODUCTION	2
2. MAIN FUNCTIONALITY	2
3. INSTALLATION AND CONFIGURATION	2
3.1 Installation	2
3.2 Configuration	3
3.2.1 Plugin Configuration	3
3.2.2 Risk Management Tool Configuration	4
4. SUPPORT	5



1. INTRODUCTION

High quality addresses help keep your shipping costs low by preventing returns due to delivery errors.

With the official Address Checker plugin of the Swiss Post you get access to verified addresses. You specify whether orders can be placed even without a positive address check.

2. MAIN FUNCTIONALITY

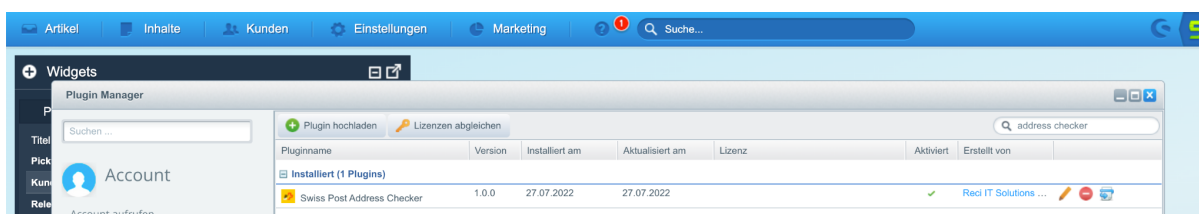
With the official Address Checker of the Swiss Post you get the possibility to achieve higher quality in address accuracy and thus receive back less undeliverable parcels. You decide via Shopware's risk management tool at which address status customers can order e.g. on account.

After entering the postal code, the store visitor sees a selection of possible localities and can select the correct one (auto-complete).

3. INSTALLATION AND CONFIGURATION

3.1 Installation

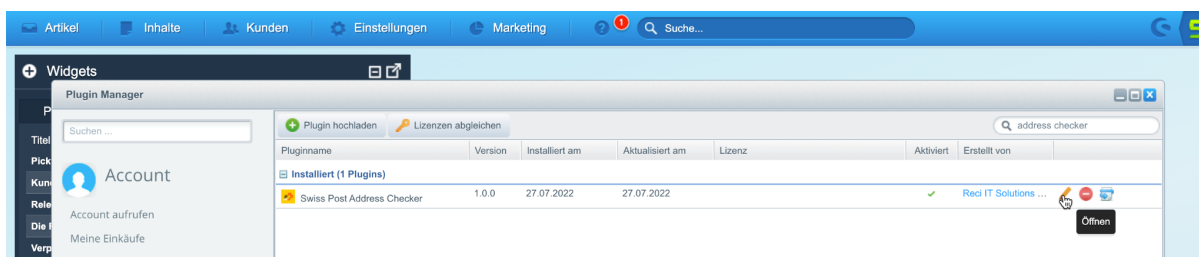
The Address Checker plugin can be downloaded from the Shopware Store and installed in the backend via **Configuration > Plugin**.



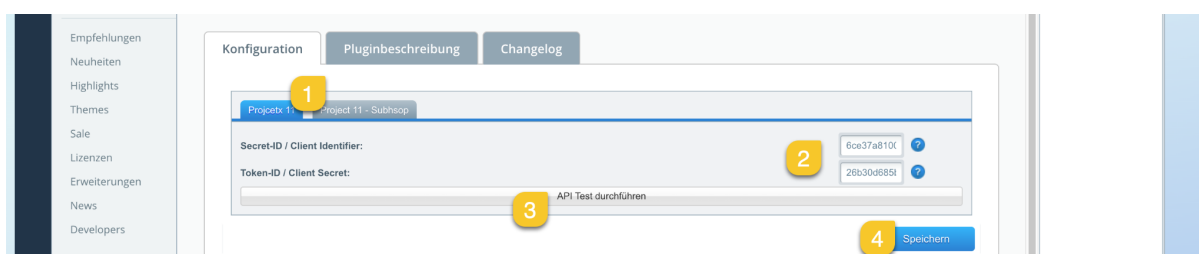
3.2 Configuration

3.2.1 Plugin Configuration

After the installation you can open the configuration of the plugin via the pencil:



The following configurations are available:



1. Select the desired (sub)store for which you want to configure.
2. Enter your Secret ID and Token ID that you received from the post office.
3. Perform an API test to verify that your data is correct.
4. Save the settings. Don't forget to activate the plugin.



3.2.2 Risk Management Tool Configuration

New rules have been added to the Shopware risk management tool, which you can now use. For example, specify that orders can only be placed on invoice if a certain address verification status is met. The following statuses are available:

- [DOMICILE_CERTIFIED] The address, including the full name of the person, is certified by SwissPost.
- [CERTIFIED] The address is certified by SwissPost
- [USABLE] Parts of the address have been recognized and the address is considered reusable in other contexts.
- [FIXED] The returned address is USABLE, but some minor typos have been corrected (e.g. you sent only the postal code and SwissPost added the city name).
- [UNUSABLE] The system was not able to recognize an acceptable address in one of the provided fields.
- [COMPROMISED] The address may have been changed by an intermediary.

For example, a configuration might look like this:

Risk-Management

Zahlungsart wählen
Rechnung

Sperrung Zahlungsart WENN

ReceSwissPostCertifiedRu	UNUSABL	UND	Bitte auswählen		Löschen
ODER					
ReceSwissPostCertifiedRu	COMPROMI	UND	Bitte auswählen		Löschen
ODER					
ReceSwissPostCertifiedRu	FIXED	UND	Bitte auswählen		Löschen
ODER					
ReceSwissPostCertifiedRu	USABLE	UND	Bitte auswählen		Löschen
ODER					
Bitte auswählen		UND	Bitte auswählen		Speichern

Note: Please look at the Shopware documentation if you have any questions about Shopware's risk management tool.



4. SUPPORT

You have further questions about the plugin and need help? Please contact us via Shopware Support in your Shopware account <https://account.shopware.com/>

Go to the **Merchant area > Support**

Shopware Merchant Support interface. A yellow arrow points to the **Support anfragen** button in the top right corner.

Message box content:

🔍 Du möchtest uns helfen Deine Supportanfragen zielgerichtet zu beantworten? Da es in Shopware sehr viele Konfigurationen gibt, die ein gemeldetes Verhalten schauen wir uns diese gerne in Deiner Testumgebung an. Erstelle hierzu eine Testumgebung nach der Anleitung in unserer Dokumentation ([Shopware 5](#) oder [Shopware 6](#)) und dann die Zugangsdaten im nächsten Schritt Deiner Supportanfrage. Wenn Du keine Testumgebung hast und auch nicht aufsetzen möchtest, ist das kein Problem natürlich trotzdem weiter.

Filter buttons: **Alle**, **Unbeantwortet**, **Beantwortet**, **Geschlossen**

Supportanfragen (0)

Ticket-ID	Betreff	Produkt	Shop	Support-Typ	Status	Deadtime
Keine Daten gefunden						

Page controls: < 1 von 1 > 100 Einträge ↕