EXPERIAN DATA VALIDATION FOR SAP CRM7

SOLUTION OVERVIEW GUIDE

DATA VALIDATION FOR SAP CRM 7

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1. OVERVIEW - ADDRESS VALIDATION SOLUTION FOR SAP CRM 7.0

Address Validation for SAP CRM 7.0 allows the user to capture or verify individual addresses through a single interface. In the case of address capture, users utilize SAP standard fields to enter search information. Instead of manually entering the complete address, the user enters a subset of the address fields before sending this information off to the search engine. A series of dialog Pop up's then guides the user through the corresponding lists of choices, narrowing the search down to return a verified, postal correct address.

The Address validation Search engine ensures that even miss-typed address information can be found. For example, to capture a GBR address, all a user needs to enter is the postcode. From here, a list of the premise numbers is presented to the user to pick from. Different countries will require different address information to be supplied in order to get sensible numbers of choices. Address capture is available for all country datasets currently supported by Experian.

Address validation for SAP is a SAP accredited address management solution for use within Business Address Services (BAS) in SAP CRM 7.0. The solution provides the ability to verify or capture a full, correct address for any of the EDQ supported country datasets as quickly as possible and with the minimum of interaction with the user.

The solution allows a user to enter an address into SAP CRM 7.0, which is then checked against the reference data for that country. If the address is correct, or can be matched to a final address, then the verified address will be returned to the screen in the configured format. If an address cannot be verified, the user can search for and select the correct final address.

2. ENGINES

There are three types of search engine available with Experian Pro Web or On-Demand:

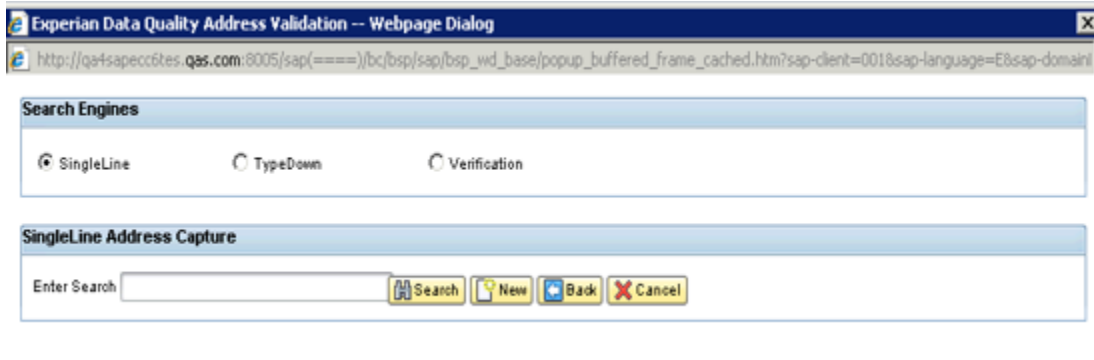- Single Line
- Verification
- Typedown

The Single Line engine requires that you input your search terms (i.e. building number and postcode), along with the appropriate country code (i.e. GB) before hitting the 'Enter' button. This then concatenates the search terms onto one line and sends this information to the Experian Pro Web /OnDemand engine.

The Verification engine is only recommended for use with US addresses and requires several address elements to be supplied to the engine.

The Typedown engine allows you to save on key presses by searching as you type. To utilize this engine, simply input the country code needed (i.e. GB), hit the 'Enter' button, and this will invoke the Typedown search interface.

The Experian Pro Web /OnDemand search will be invoked using the configured search engine for the selected country. To learn how to configure the engine type, please refer to the Installation Guide'.

The search will use elements entered in the standard SAP fields as the input. The fields that are defined as 'search fields' are configurable by your administrator. To learn how to configure Search Fields, please refer to the Installation Guide'.

SEARCH CRITERIA

The information entered into the search fields will differ, dependent on the engine used for the search:

If the **Single Line or Verification engines** are used, a field containing the mySAP country code and at least one other field must be configured.

If the **Typedown engine** is used, only a mySAP country code search field should be configured. When searching using QAS Pro Web, entries will be made in these search fields.

SINGLE LINE & VERIFICATION

In the case of the search being executed by the Single Line engine the user can be presented with one of two possible windows:

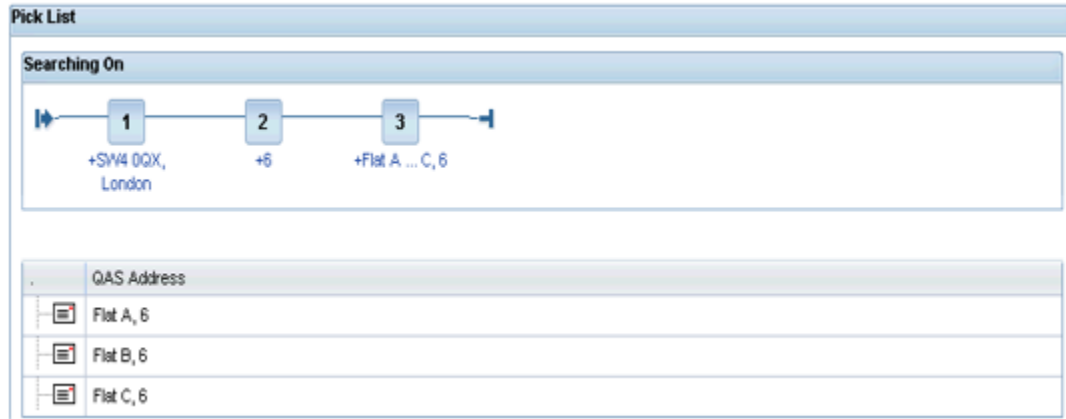- Picklist
- Final address

PICKLIST

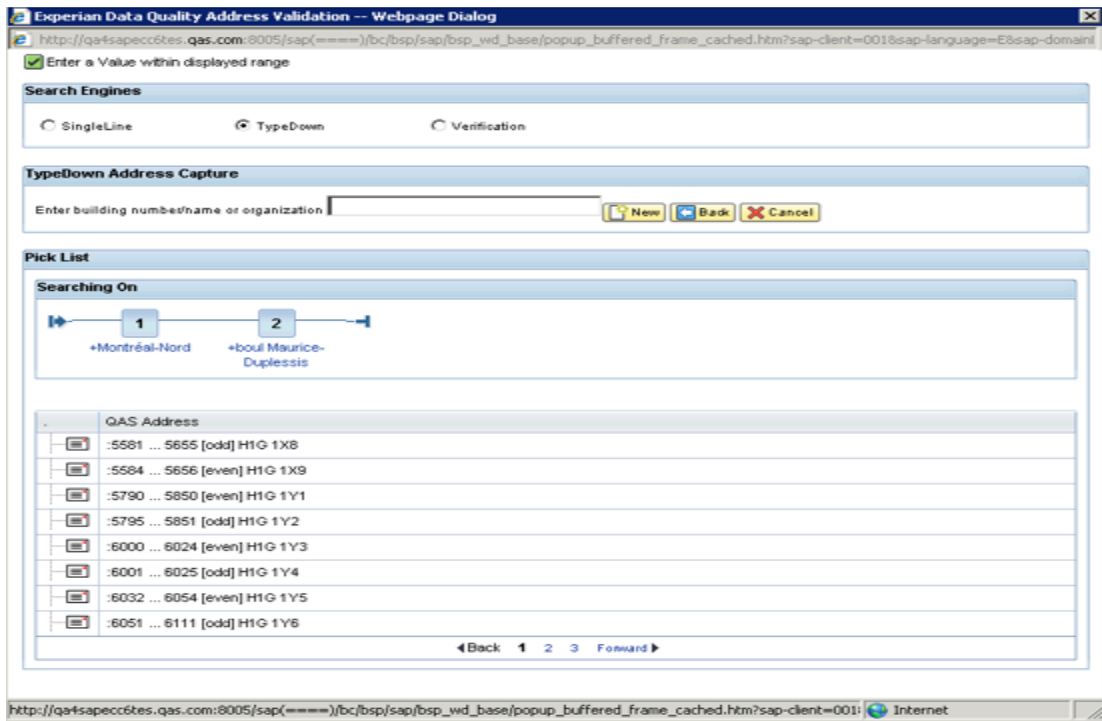Once an initial search has been performed the results are returned to the user in the form of a Picklist.
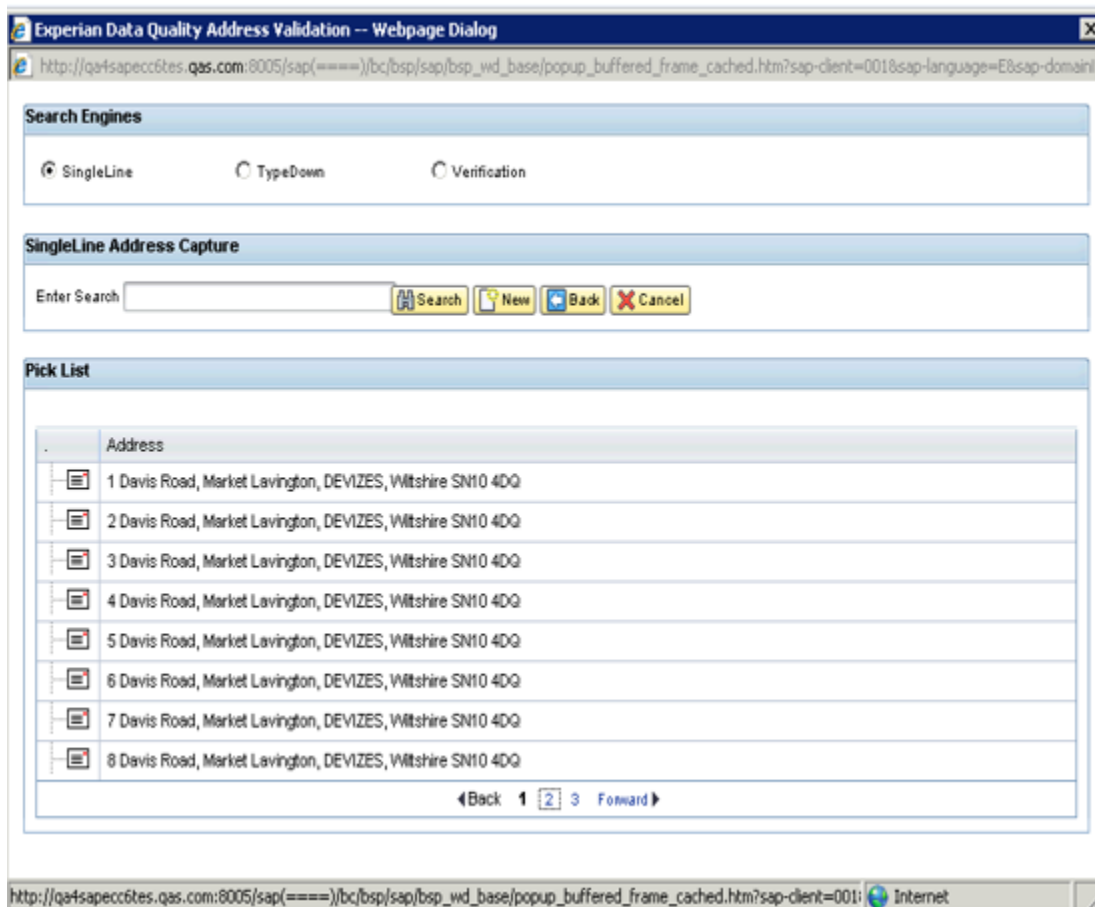
The Picklist is either Flatten or Hierarchical and interactive and a user can step into an item in the Picklist by clicking on the Icon.
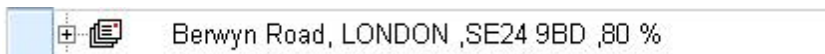
Flatten Picklist:

Flatten Picklist with Range of Addresses:

Hierarchical Picklist:

A Picklist line can have one of three possible icons:

The icon indicates that the selection represents another pick list. Selecting the line will return the next level addresses Picklist.

The icon indicates that the selection represents a unique address. Selecting the line will return a final address window.
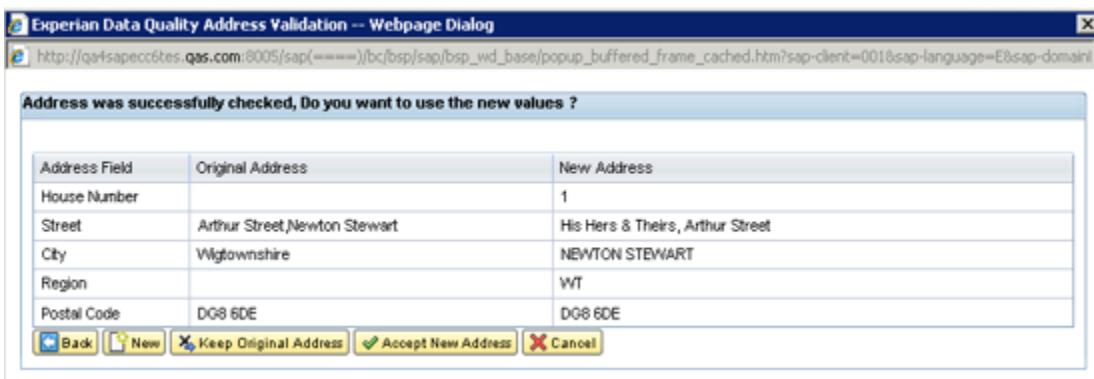
The icon indicates that the selection represents Range of addresses. User has to select any one of address within the range.

Occasionally a Picklist can return a line without an icon. This indicates that the line is information only. As well as lines representing other Picklists or final addresses a Picklist contains a number of buttons:
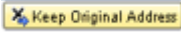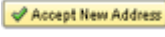
- The New button is to reinitiate the address validation process and user can start address searching again.
- The Back button returns the user to the previous Picklist or previous screen.
- The Cancel button cancel the address validation process and closes the window.
- The Search button is used in conjunction with the Enter Search [ ] input field. When an entry is made in the input field and the button pressed the current Picklist is refined using the entry.

FINAL ADDRESS

At the bottom level of a Picklist hierarchy is the final address. A final address can be returned by the user stepping into or refining a Picklist. In the case of an initial search returning a single result, the final address is immediately returned to the user without the need for a Picklist.

The final address window contains five buttons:

- The ![Back] button returns the user to the previous Picklist or previous screen.
- The ![New] button is to reinitiate the address validation process and user can start address searching again.
- The ![Keep Original Address] button is to complete address validation process by ignoring the address recommendations from the tool. In such case the user entered address will be considered in mySAP View.
- The ![Accept New Address] button accepts the final address recommended by the tool and copies the address back to mySAP view.
- The ![Cancel] button cancel the address validation process and closes the window.
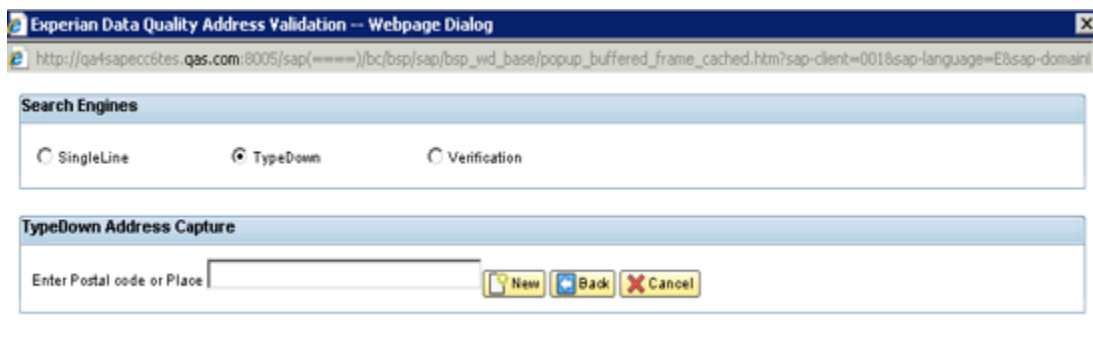
TYPE DOWN

In the case of the search criteria being configured for the Typedown engine the user can be presented with
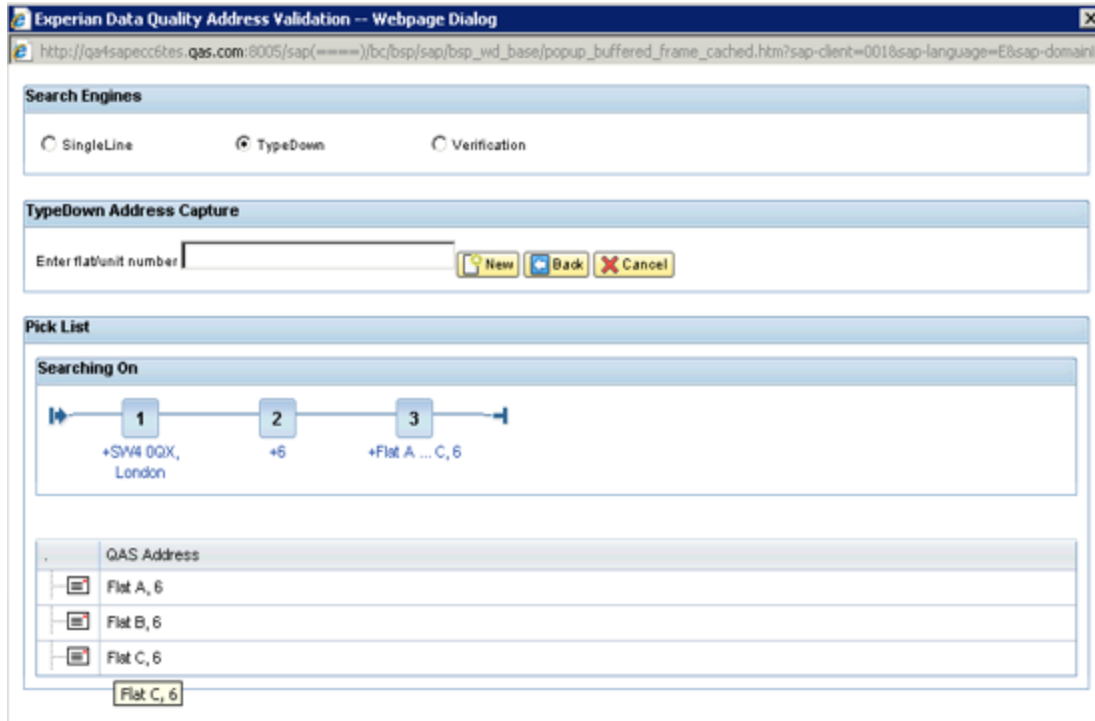
- Picklist
- Final address

PICKLIST

An initial search returns an empty Picklist to the user.

As the user enters further information, the Typedown engine will refine the Picklist, and allow the user to click through on the displayed search results.

A Picklist line can have one of three possible icons:

The icon indicates that the selection represents another pick list. Selecting the line will return that picklist.

The icon indicates that the selection represents a final address. Selecting the line will return a final address window.

The icon indicates that the selection represents Range of addresses. User has to select any one of address within the range.

Occasionally a Picklist can return a line without an icon. This indicates that the line is information only. As well as lines representing other Picklists or final addresses a Picklist contains a number of buttons:
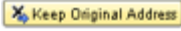
- The button is to reinitiate the address validation process and user can start address searching again.
- The button returns the user to the previous Picklist or previous screen.
- The button cancel the address validation process and closes the window.

FINAL ADDRESS

Once the final address has been reached, the user will be able to click the 'Accept' button, and will see the address returned to the relevant SAP view.
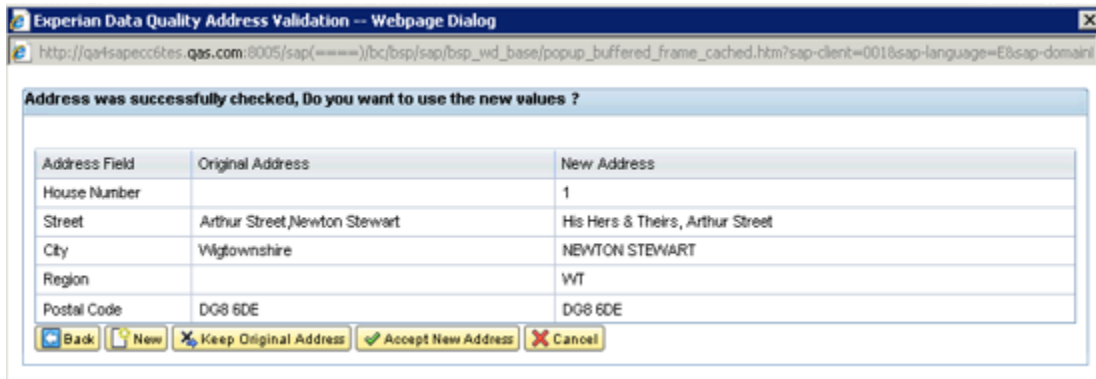

The final address window contains five buttons:

- The [Back] button returns the user to the previous Picklist or previous screen.

- The [New] button is to reinitiate the address validation process and user can start address searching again.

- The [Keep Original Address] button is to complete address validation process by ignoring the address recommendations from the tool. In such case the user entered address will be considered in mySAP View.

- The [Accept New Address] button accepts the final address recommended by the tool and copies the address back to mySAP view.

- The [Cancel] button cancel the address validation process and closes the window.

3. APPENDIX

ERROR MESSAGE

If at any point during the Address validation process an error occurred, then user is presented with error details in messaging area of mySAP view.
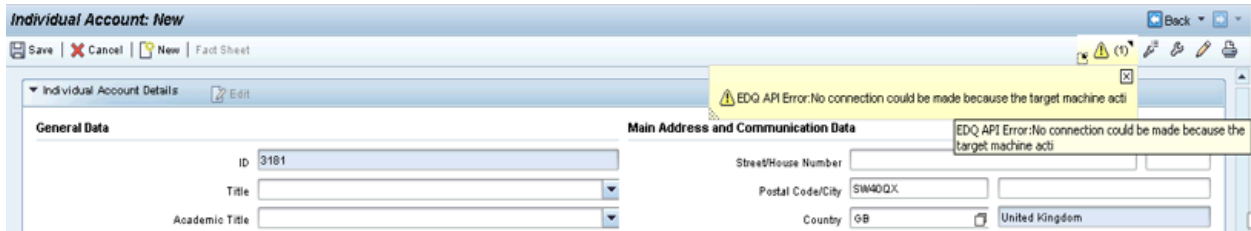

If the search criteria entered by user does not yield any results, then user will is presented with the below error in messaging area of mySAP view.
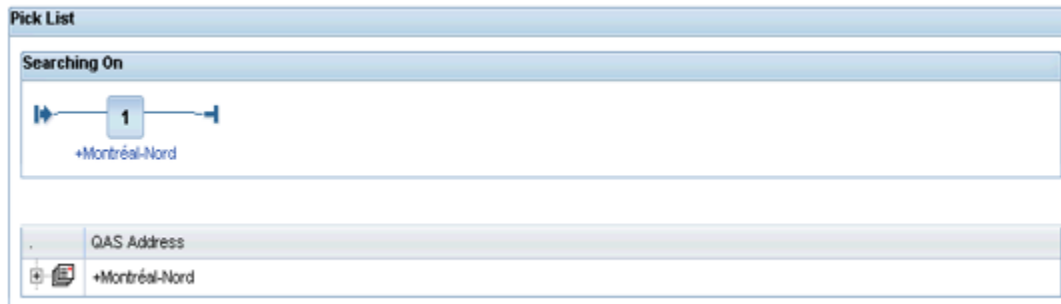
SEARCHING WITH SPECIAL CHARACTERS

The tool supports the Address validation process with Special characters. User can enter their search criteria (with Special characters) either in mySAP view or directly in Address validation Popup.

Search Criteria:
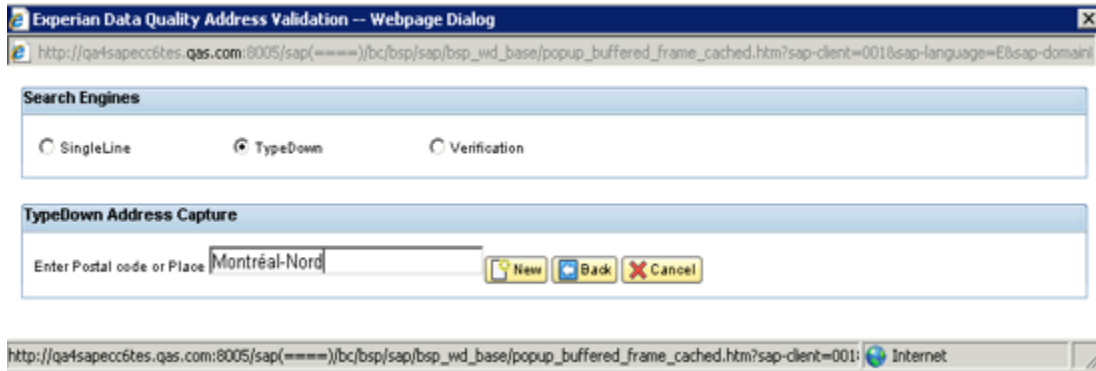
Result Picklist:

DISABLED SEARCH ENGINES ON ADDRESS VALIDATION POPUP

The search engines that are not supported for the dataset are disabled for user selection in Addess Validation Popup.