

FAQ – Update addresses in WebStamp itself

The key points at a glance

Keeping addresses up to date can be a general problem. This is because consignments end up not reaching the right recipient. You can now update addresses directly in WebStamp, and optimize them for mailing. The new function compares addresses entered with the address database of POST CH LTD and makes corrections where necessary. This can improve the success rate of deliveries. Purchasing this service (address corrections and movers' addresses) is optional.

What's the main benefit of this service?

- Recipient addresses are updated straight before mailing.
- Update addresses in the same online service and create and send consignments
- Messages from the sender will reach the recipient
- Addresses can be updated after mailing (i.e. always be prepared for the next delivery)
- Fewer returns

How does the address comparison function work within the online service?

When you upload a file or enter an address using the input screen, the address comparison process is instantly initiated in the background. The user can view the address analysis free of charge. Using a green toggle, the user can add the address update function to their shopping basket. Adding this to the shopping basket means the General Terms and Conditions for address maintenance have been accepted.

Which addresses are corrected or updated for mailing?

The original addresses are modified as follows:

Address corrections:

Smaller adjustments are carried out, such as correcting small spelling mistakes in the last name and first name or modifying street names, house numbers, postcodes and towns.

Movers' addresses:

Outdated addresses are replaced by the new address (moves in Switzerland only) provided the person moving has consented to the data transfer as part of the address changing process.

What's the point of sending items to the new address if they are forwarded anyway?

The forwarding order may already have expired, or an address may have been changed without a forwarding order. This means the only way you can ensure the item arrives is by using the current movers' address.

Are addresses also deleted for mailing?

No. Recipient addresses that are either unknown or no longer valid are not part of the range of services offered. For these addresses, no information is issued about deliverability, and no corrections are made. Thanks to the knowledge and research efforts of the delivery staff, deliveries can frequently be made even to addresses like these. As such, no addresses are deleted from the recipient list. If a customer would like more detailed information about outdated addresses, we recommend comparing addresses using [Address maintenance online](#). This will allow the customer to decide what they would like to send, and what addresses they do not want to consider for mailing.

How quick is the address comparison process?

500 addresses are verified within 30 seconds. Address comparison is initiated in the background and has no effect on creating and sending a postcard or stamp. The online service does allow you to continue the process before the address comparison has concluded.

How much does it cost to update addresses and what is the payment process like?

The costs are based on hits. Address corrections are free of charge, and a movers' address costs CHF 1.35. Payment is made directly through the shopping basket in WebStamp.

How and where can the address update be accessed?

The customer will find a download link on the final page, where they can download and save their address file together with the corrections. The "correction file" allows you to modify changes made to the customer details (e.g. in the CRM). The updated address file is also available for 90 days in the online service [Address maintenance online](#).

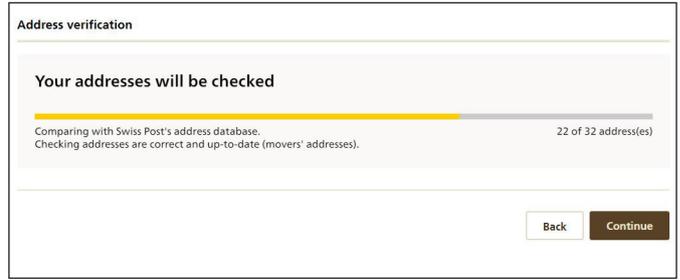
How high is the limit for the number of addresses that can be compared?

The limit for the number of addresses that can be compared in WebStamp is 3,000.

If the number of addresses you want to compare exceeds that limit, but you would still like to benefit from address updating, we recommend you split the order. Alternatively, you can also compare a large number of addresses beforehand using [Address maintenance online](#).

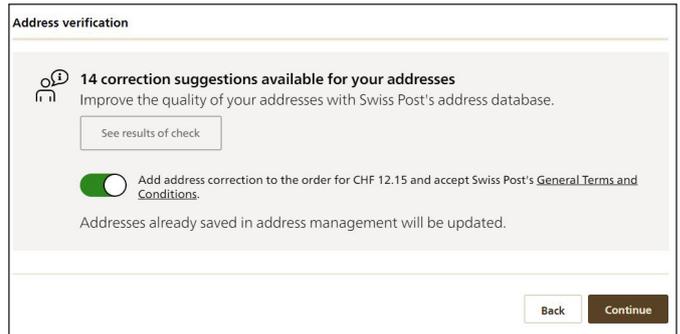
Surprise analysis

When the mailing addresses are uploaded in the WebStamp, address comparison with the Swiss Post reference data is started directly in the background.



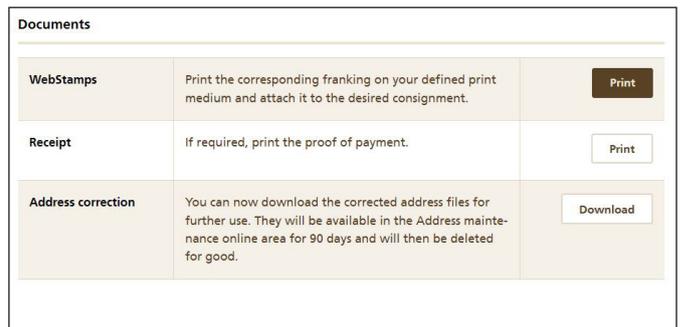
Optional adding to the shopping basket

If address corrections (movers' addresses and minor address adaptations) can be found via the address comparison, then they can be added directly to the shopping basket in the dispatch application by confirming a green toggle.



Adaptation of shipping addresses and provision of correction file

The address corrections are directly modified during dispatch. The updated address file is provided at the end of the order so that the user has proof of which addresses we have corrected.



Check result ×

Delivery OK - Address correct Your address will not be corrected	Number 8	Per hit Free of charge	Price Free of charge
Delivery OK - Corrections applied Minimal corrections will be made	Number 5	Per hit Free of charge	Price Free of charge
No statement regarding deliverability ⓘ Address is not corrected	Number 10	Per hit Free of charge	Price Free of charge
Delivery after correction OK - Move Movers' addresses available	Number 9	Per hit 1.35	Price CHF 12.12

Total incl. VAT**CHF 12.12**

The corrected addresses will be used for your order once you have completed the purchase. They can also be downloaded or retrieved from [Address maintenance online](#).