

# “QSTAT” Status – ShortReport Factsheet

The “QSTAT” status simplifies address maintenance: it increases significance per address, allowing the quality of each individual address to be readily established.

The “QSTAT” status is determined after every address cleaning, allowing a statement to be made about the status of each individual address. “QSTAT” provides details on results that are subject to a charge and those that are free. “QSTAT” is used uniformly for all address maintenance products.

## «QSTAT»

A distinction is made between the **primary and secondary status**:

- For the primary status (= **QSTAT**), the quality of each address is clear at a glance.
- The secondary status (= **ShortReport**) shows in detail which part of an address has been corrected or standardized and which address parts are correct.

In many cases, the information from QSTAT is sufficient for address maintenance. The ShortReport is aimed in particular at specialists who would like to run in-depth address analysis.

QSTAT status	Designation	Description
1	Person hit	This person (first names and last name) is known at this address and items can be delivered.
2	Household hit	This household or last name (regardless of the first name) is known at this address and items can be delivered.
3	Company hit	This company is known at this address and items can be delivered.
4	Relocation hit	A movers' address is available for this person or company.
25	Deceased / Company no longer in business	This person is deceased or this company is no longer in business.
26	International relocation hit	An unverified international address is available for this person or company.
27	Relocated, unknown	This person or company is no longer located at this address. The new address is unknown or is not permitted to be disclosed.
50	Person unknown at this address	The person, company or household is unknown at this address.
51	Address unknown	This address is incorrect or incomplete.

If applicable, the following duplicate check results can also be reported for every address:

Status	Designation	Description
K	Original	This address is found several times in the address database and is the greatest match with the other records in the duplicate group.
F	Duplicate	This address is found several times in the address database and is a less exact match with the other records in the duplicate group.

## Examples of “QSTAT”

### QSTAT 1 “Person hit”

The recipient is known to Swiss Post, the address including first name and surname have been confirmed by the Swiss Post delivery personnel and is stored in the corresponding reference database. There is a valid, up-to-date and correctly labelled private letter box or a P.O. Box in the name of the recipient. The probability that letter mail can be delivered to this address is therefore very high.

Example:

Max Petermann lives at Pilatusstrasse 13 in 6003 Lucerne. The private letter box is labelled with his name. Address maintenance confirms by means of QSTAT 1 that this person is known at the address and that deliverability is guaranteed.

Address supplied by the customer	Swiss Post address
Max Petermann Pilatusstrasse 13 6003 Luzern	Max Petermann Pilatusstrasse 13 6003 Luzern

### QSTAT 4 “Moving”

With the “Change of address with forwarding” order, people moving home can have postal items addressed to the old address delivered to the new address for a period of one year. Any additional family members affected can be listed on the forwarding order. If the relocating customer consents to the new address being released, this information can be made available to third parties who already had the old address.

Example:

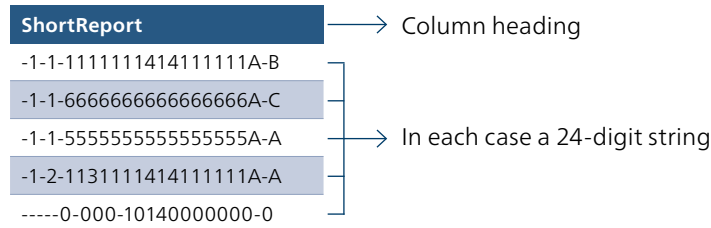
Maria Müller has moved from Lindenweg 1 in 6030 Ebikon to Pilatusblick 12 in 6015 Lucerne. She has placed a forwarding order and has given Swiss Post her consent to share the notification of move with third parties. Address maintenance shows by means of QSTAT 4 that this person has moved and returns the new address after the cleaning process.

Address supplied by the customer	Address from Swiss Post with a link to the old address	Return result from address maintenance
Maria Müller <b>Lindenweg 1</b> <b>6030 Ebikon</b>	Maria Müller <b>Pilatusblick 12</b> <b>6015 Luzern</b>	Maria Müller Pilatusblick 12 6015 Luzern

**ShortReport**

In each address cleaning, it is determined what was **verified for each address element** and what was **found** in the process. This means firstly that the nature of the result from QSTAT can be evaluated using the ShortReport, and secondly that the reason for a non-successful query can be investigated in more detail. From the ShortReport, it is also evident whether a consignment can still be delivered to a deceased person, e.g. if someone with the same last name is still known at the address provided.

This ShortReport always consists of a **24-digit string**, which is shown in the cleaned address file as the "ShortReport" column. There is an evaluation for each individual address. Examples for the ShortReport:



Each item in this string represents an **address element**: the first four items, for example, stand for "Company name", "First name", "First name 2", "Last name". **Items 1–21** stand for **the address fields** to be analysed. **Items 22–24** are **special fields**.

The complete list of address elements and their items in the string is as follows:

Item	Definition	Description
1	Company	Company name
2	Prename	First name
3	Prename2	First name 2
4	Name	Last name
5	MaidenName	Maiden name
6	AddressAddition	Additional address information
7	coAddress	c/o address
8	StreetName	Street name
9	HouseNo	House number
10	HouseNoAddition	Additional house number information
11	Floor	Floor number
12	ZipCode	Postcode
13	ZipAddition	Postcode addition
14	TownName	Town name
15	Canton	Canton abbreviation
16	CountryCode	Country code
17	PoBoxTerm	P.O. Box name
18	PoBoxNumber	P.O. Box number
19	PoBoxZip	P.O. Box postcode
20	PoBoxZipAddition	P.O. Box postcode additional information
21	PoBoxTownName	P.O. Box town name
22	Adresstyp	Address type
23	Quelltyp	Source of the information
24	Adresstatus	Additional information on the address

For the above-listed **items from 1–21 (address fields)**, the following characters are used. Usually not all fields will be supplied by the customer.

Depending on the result of the cleaning, the information from the respective address fields will be as follows:

Character	Description	Detailed description
-	No conclusion	No conclusion can be made about the input.
1	Match	Input content checked: OK, complete match.
2	Hit with discrepancy	Input content checked: spelling standardized, discrepancies compared to the official spelling found (concerns abbreviations, spelling mistakes, umlauts, etc.). Hit with discrepancy – information has not been corrected.
3	Changed	Input content checked: address elements or address elements identified as archive input corrected and replaced by official designation in output (concerns alternative/foreign-language designations).
4	Supplemented	Input content checked: missing information could be completed (additional house number information, canton abbreviation, etc.).
5	New information	Input content checked: information concerning a move has been found for the address checked.
6	Blocked forwarding information	Input content checked: blocked information concerning a move exists for the address checked. Post CH Ltd is not authorized to forward the new address.
9	Deleted	Input content checked: the information concerning the address checked is no longer valid and has been deleted.
0	No hit	Input content checked: no suitable information has been found in the Post CH Ltd reference data concerning the address checked.

**Item 22 (address type):** Possible characters for this item are as follows:

Character	Description	Detailed description
-	No conclusion	No conclusion can be made about the input
A	Private	Consumer address (natural person)
B	Business	Business address (legal entity)
C	P.O. Box	P.O. Box address (the returned address is for a natural person or a legal entity with a P.O. Box address)
D	Company	Business address with own company postcode
E	Association	Association address (the returned address is a legal entity with an association address)
F	PickPost / My Post 24	PickPost/My Post 24 address
G	Household	Household address (the returned address is a natural person who has been recognized to the household level)
0	No hit	Input content checked: no suitable information has been found in the Post CH Ltd reference data concerning the address checked

**Item 23 (source type):** For this item, the hyphen character (meaning: no conclusion) is usually used. Other characters are used only for special cases in address maintenance. Possible characters are:

Character	Description	Detailed description
-	No conclusion	No conclusion can be made about the input
A	AMP/delivery point	Level 1
B	Residents' registration office	Level 2
C	Authorities abroad	Level 3
0	No hit	Input content checked: no suitable information has been found in the Post CH Ltd reference data concerning the address checked

**Item 24 (address status):** Possible characters for this item are as follows:

Character	Description	Detailed description
-	No conclusion	No conclusion can be made about the input
A	Active	Valid address information
B	Historical	Address information no longer valid
C	Blocked forwarding order	The customer has not allowed disclosure of the address information
D	Change of address notification in the future	The move is in the future as at the alignment date
E	Deceased, but deliverable	The person is deceased, but people with an identical last name still live in the same household
F	Ambiguous	There are several private letter boxes with an identical last name at this address
G	Relocated, but deliverable	The person has relocated to an unknown address. However, people with an identical last name still live in the same household
H	Notification of move	A movers' address is available for this person.
O	No hit	Input content checked: no suitable information has been found in the Post CH Ltd reference data concerning the address checked

**Moving example**

- Information about a relocation by a private individual (QSTAT 4: relocation hit)
- ShortReport: -----5555555555555555A-A
- Please note: "new information" (5) about the address is available after the move.

-	-	-	-	-	5	5	5	5	5	5	5	5	5	5	5	5	5	5	5	A	-	A	
Company name	First name	First name 2	Last name	Maiden name	Additional address info.	c/o address	Street name	House number	Additional house no. info.	Floor number	Postcode	Postcode addition	Town name	Canton abbreviation	Country code	P.O. Box name	P.O. Box number	P.O. Box postcode	P.O. Box postcode info.	P.O. Box town name	Address type	Source of the information	Additional information on the address

**Death example**

- Information about a notification of death of a person (QSTAT 25: Deceased / Company no longer in business)
- ShortReport: -111-111111143411111A-E
- Please note: the person is deceased, but people with an identical last name still live in the same household (E); the probability that a consignment can be delivered is high

-	1	1	1	-	1	1	1	1	1	1	1	4	3	4	1	1	1	1	1	1	A	-	E
Company name	First name	First name 2	Last name	Maiden name	Additional address info.	c/o address	Street name	House number	Additional house no. info.	Floor number	Postcode	Postcode addition	Town name	Canton abbreviation	Country code	P.O. Box name	P.O. Box number	P.O. Box postcode	P.O. Box postcode info.	P.O. Box town name	Address type	Source of the information	Additional information on the address

For more information about QSTAT and ShortReport, please contact [address-maintenance@swisspost.ch](mailto:address-maintenance@swisspost.ch) or call 058 386 67 67.

