

Address analysis

Check the quality of your addresses free of charge

With correct customer addresses, donor indexes and member lists, you can be sure that your messages will reach the right person. You will also minimize time-consuming returns. Have the quality of your address database checked free of charge.

Every day, people move, marry, change their names or move abroad. It doesn't take long for an address database to go out of date. We support you in keeping your customer or member addresses up to date. That's because Swiss Post knows every private letter box and every P.O. Box. Swiss Post's address data is collected and updated by Swiss Post itself on a daily basis and is unique in terms of quality and quantity. Would you like to find out the quality of your address data? We'll tell you, at any time and completely free of charge.

These insights are provided to you in an address analysis

With a free address analysis, you'll receive the following information about your addresses:

- **Number of addresses to which postal items can be delivered:** With a note stating whether Swiss Post has accurate data relating to the person, the household or the company.
-> Delivery OK (provided address corrections are applied)
- **Number of invalid addresses that can be updated:**
The new data is available for these addresses following an official move.
-> Delivery OK (provided relocation information is applied)
- **Number of invalid addresses:** The following information is available for these addresses: new address unknown, moved abroad, deceased or company no longer in business.
-> Delivery uncertain (additional information available)
- **Number of duplicates:** Multiple entries of the same or similar addresses.

- **Number of addresses that cannot be corrected:** In these cases, our matching software cannot find any match due to issues with the spelling, ambiguities, foreign addresses.
-> Unknown
- **Number of addresses that can be corrected:** misspelled names of people, streets and municipalities, incorrect house number or postcode.

Did you make a typing error when entering the address?

Our matching software is programmed to be error tolerant: It also recognizes misspelled names of streets and municipalities or variations of names (e.g. Meyer instead Meier).

A free address analysis in just a few clicks – without logging in

You can perform the address analysis online around the clock – free of charge. To do so, simply open the "Address maintenance online" online service (www.swisspost.ch/address-maintenance-online). Once you have started the online service, you can upload your address data as an Excel, text or CSV document. The quality report for your address database will become visible to you within a few minutes. We will treat your address data in strict confidence. A Swiss Post user account is not necessary for the address analysis.

Alternatively, you can also send your address data by e-mail or upload to our experts, who will then perform the analysis for you. Contact us for more information: address-maintenance@swisspost.ch

You can check the quality of your database using our free address analysis service. At the same time, you will receive a tailored quotation that tells you what the clean-up of your addresses in a second step would cost.

Step 1

Free address analysis incl. quotation for clean-up

Step 2

Clean-up of the addresses

You can purchase the cleaned-up data on the online service immediately after the analysis with just a few clicks. You will receive the updated data as an Excel, text or CSV file. To purchase the cleaned-up data via the online service, a Swiss Post user account is necessary (can be created at www.swisspost.ch/login).

More information about prices and using the online service can be found at www.swisspost.ch/address-maintenance-online.

Once you have sent your address data by e-mail or upload to our experts, you will receive the quotation by e-mail. If you order the chargeable cleaned-up address data, we will send these to you via secure transfer.

Alternatively: daily and fully automatic address updates

Particularly for companies and organizations planning mailings, or for those for whom it is important that addresses are always up to date, it's worth updating address data regularly. If you would like to ensure you have the latest addresses in your system automatically, Swiss Post offers you various solutions – depending on the size of your address database and your individual needs.

Are you interested?

Our specialists would be happy to advise you by phone (+41 58 386 67 67) or e-mail (address-maintenance@swisspost.ch).

More information about address maintenance options can be found at www.swisspost.ch/address-maintenance.