

Experian for Oracle Retail Xstore Point-of-Service



Overview

As a retailer, you know how important it is to have accurate address information for your customers. A correct address ensures packages and direct mail reach the intended recipients. Making sure your products get to your customers is naturally a top priority, considering the significant impact it can have on customer satisfaction and your overall bottom line.

What is often overlooked, however, is how address information helps you gain a more complete view of your customers and brings you one step closer to achieving the elusive single customer view. Additionally, having correct address information can help reduce financial risk by appending the correct ZIP+4® to your desired taxation engine and increasing the likelihood that you associate the correct sales tax based on your customers' taxing jurisdictions.

Experian has integrated our address validation solutions into Oracle Retail Xstore Point-of-Service to ensure that all addresses entering your system are complete and accurate. This turn-key integration is easy to implement and helps retailers improve efficiency and reduce waste related to returned mail and shipments.

96% of retailers are looking to achieve a single customer view

Experian for Oracle Retail Xstore Point-of-Service features:

- Real-time address verification and standardization in the U.S. and Canada
- ZIP+4® append
- Turn-key integration that installs within one hour

Improve efficiencies

Address validation at the point of service ensures that your sales representatives are gathering complete and verified addresses while directly interacting with customers. Ensuring you have correct address information saves time and prevents the need for rework down the line.

Achieve a single customer view

Establishing an accurate address for each contact is critical to customer management. Address accuracy allows organizations to more easily identify duplicates and avoid split-activity histories. This provides a clear and holistic view of your customers that all departments in your organization can benefit from.

Reduce returned shipments

Address verification is based on postal data sources. By verifying addresses in real time, organizations ensure timely deliveries. By reducing returns, companies also decrease associated staff rework and reprocessing costs.

How it works

Experian's address validation functionality is built into the Customer Search screen for both the desktop and mobile versions of Oracle Retail Xstore Point-of-Service. When an associate is ready to validate an address, all they need to do is hit the Address Lookup (F2) Button, and it will invoke Experian's address verification software.

Upon entry of a street address and ZIP code™, this integration will validate, standardize, and append ZIP+4® to the address. Before backfilling into the address fields, it will confirm any address changes with the sales associate. If multiple potential matches are available, the software will provide available options in a scrollable menu.

Integration specifications

To gain access to Experian's address validation software within Oracle Xstore (version 16), retailers would work together with their system integrators and Experian. We issue the license key, and your SI team makes a few quick additions to the POS software, and you're up and running, ready to go. Simple as that.

Available data sets

We partner with authoritative postal data sources around the globe, such as the USPS® and Canada Post to ensure that the address data you are using is the most accurate and up to date.

Contact us to learn more about Experian's integration with Oracle Retail Xstore Point-of-Service.

[Contact us](#)