

QAS for Oracle e-Business Suite



Overview

An ERP system is only as good as the data stored within it. Seemingly small address errors dilute data quality and ultimately harm billing, fulfilment, operations, call center, and CRM activities. And while address accuracy is easy to achieve with the right technology, errors are often overlooked. Consider how easy it is to make a mistake when one person is in a rush, when one person mishears another, or when a large compiled list is being imported in bulk.

Experian QAS ensures that faulty addresses are corrected and standardized before entry into Oracle EBS. The solution combines the powerful Experian QAS contact data search engines with the depth and quality of Experian data. Seamlessly integrated into all EBS modules (including Financials, Telesales, etc), QAS for Oracle EBS improves efficiency, enhances marketing capabilities, ensures a single customer view, and reduces returns.

Improve efficiencies

Address validation at the point of capture ensures that call center employees, sales representatives, and other key stakeholders produce a complete and verified address faster and with fewer keystrokes. This saves time while on the telephone and also ensures less rework downstream.

Enhance marketing capabilities

With more accurate demographic information, marketers increase confidence in customer profiles. And with greater confidence comes more actionable data and more realistically-

sized target pools. Address accuracy supports new regional segments for cross-sell and up-sell strategies.

Ensure a single 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 upon which all departments can act.

Reduce returned shipments

Address verification is based on

Experian QAS
125 Summer St Ste 1910
Boston, MA 02110-1615
T 888.727.8330
us.info@qas.com
www.qas.com

postal data sources. By verifying addresses upfront, organizations ensure timely deliveries. And by reducing returns, companies also reduce associated staff rework, reprocessing costs, and call center volumes.

How it works

Experian QAS provides interactive address validation functionality as a seamless integration into Oracle EBS Web Forms (Self Service) and Professional Forms.

On Web Forms, users access the functionality by selecting the validation button directly below the address fields. Upon selecting the validation button, the Experian QAS Single Line Engine invokes to help employees achieve address accuracy faster and with fewer keystrokes.

On Professional Forms, users utilise the “Zoom” button to invoke Experian QAS functionality. Single Line and Typedown Engines are available with this integration.

The Typedown Engine – Users start by entering the postal code. With each piece of address data entered, Experian QAS refines results, ultimately reducing the number of required keystrokes to return a full address. This engine is ideal for any department that is charged with significant data entry tasks, such as a call center.

The Single Line Engine – Users start by entering any combination of the

address, such as a postal code and street number. Based on the data entered, Experian QAS refines results and ultimately returns a full address from minimal input.

Experian QAS also provides QAS Batch API, a back-end address cleansing tool, via a PL/SQL wrapper for Oracle EBS clients to independently integrate into their Electronic Data Import (EDI) feeds. This allows administrators to clean existing addresses and addresses coming from EDI feeds. Address corrections can be made directly into Oracle EBS, ensuring a seamless user experience.

Product features

- Front- and back-end address validation and standardization
- Seamless integration into Oracle EBS on the front end
- Intuitive address validation engines
- U.S. and international (over 200 countries) data sets
- Demographic data appends available

Integration overview

QAS for Oracle EBS is a pre-built code base that is available for all Oracle versions 11.5.9-12.x. After purchasing the product and data licenses, customers receive the installation pack that takes days to implement into a UAT environment with the help of dedicated professional services. Most clients have completed UAT testing and move to a live production environment within one week.

The Professional Services team is available for additional training and implementation support to ensure that clients properly enable and leverage the full extent of the functionality. By leveraging the Experian QAS team's expertise, clients mitigate any risk of implementing a new software tool and save valuable IT resource time.

Available data sets

Experian QAS leverages data from authoritative postal data sources, such as the USPS®, Canada Post, and Royal Mail. Customers have access to over 200 country data sets. In addition to validating addresses, clients have the ability to append relevant address details, like county or longitude/latitude information through the Experian QAS TigerZIP package.

About Experian QAS

Experian QAS is an address data quality software pioneer. The company's products capture, validate, cleanse, standardize, and enrich customer contact information. Experian QAS provides data validation software and services to more than 10,000 customers worldwide in retail, education, healthcare, insurance, finance, government, and other sectors. The company was established in 1990 and has offices throughout the US, Europe, and Asia Pacific. For more information, visit <http://www.qas.com>.

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