

# Address Directories

## Frequently Asked Questions

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### What are address directories?

Address directories are binary, flat, code files that can be downloaded from the SAP Service Marketplace (SMP) by licensing customers and then uploaded to their SAP servers to be used with SAP's Data Quality Management (DQM) solutions. These directories include regularly-updated address information for countries around the world that can be used for locale-specific parsing, correction, and standardization of address data for licensed countries. The content/data in the directories is obtained by SAP and fine-tuned for optimal performance, then packaged into an SAP proprietary format to work with SAP DQM solutions.

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### What are geocode directories?

Geocode, or GEO, directories are binary, reference data files that can also be downloaded from the SAP Service Marketplace by licensing customers and uploaded to their SAP servers for use with SAP's DQM solutions. The geocode directories provide longitude and latitude data that can be used to provide geo-spatial coordinates or addressing information based on these coordinates in 'reverse geocoding.' Some directories also provide point of interest (POI) data. The content/data in the directories is obtained by SAP and fine-tuned for optimal performance, then packaged into an SAP proprietary format to work with SAP DQM solutions.

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### What are the differences between address directories and geocode directories?

Address directories and geocode directories are independent entities that are licensed separately. Address directories provide address-related information (house number, apartment/suite number, street, city/region, state, country, zip code, etc.), with the level of detail provided varying by country. Geocode directories provide longitude and latitude data. If you own both the address and geocode directories for a particular country, you can use the geocode directory to append the geocode data (longitude and latitude data) to an address. You can use the address directory without the geocode directory, though, and conversely, use the geocode directory without the address directory.

**Can the directories be used outside of SAP DQM?**

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No, the directories are proprietary and can only be used with SAP Data Quality Management and Data Services solutions.

**What are country-specific directories?**

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Country-specific directories are directories for which we provide more detailed address information than the 'last line detail' provided in the All World directory. This includes street-level data and can include house/building number and/or secondary information (floor, building, apartment, suite, etc.). The amount and type of this additional information varies by country, due to differences in data providers and the available data.

**What are the differences between the All World directory and the country-specific directories?**

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The All-World directory is a global address directory that provides address information at a basic level for over 240 countries. This address information includes support for 'last line' address data, such as: city/locale, region/state, postal code, and country. There is no street-level data in this directory, so address cleansing with this directory will not correct or complete entire addresses to the fullest extent possible, as with the country-specific address directories.

**How are address directories sold?**

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Directories are sold as an annual subscription. In order to continue to download them from the SAP Service Marketplace, your subscription must remain active. To ensure uninterrupted access, your subscription will auto-renew on a year-to-year basis. Near the end of your contract term, you will receive a notice to inform you when this renewal is scheduled to happen. If, at any time, you would like to add additional countries to your subscription, you can purchase them on the SAP store.

**How often are the directories updated?**

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While most directories are updated monthly, the data in the directories comes from a variety of sources. Because of this, update frequency will vary. Updates are made available on SAP Service Marketplace as soon as possible after SAP receives updates from our data vendors. When you visit SMP, you will only see updates for the directories you have licensed.

**Is there a specific day updates become available on the SAP Service Marketplace?**

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There is no specific day or week when directory updates are posted on the SAP Service Marketplace. Since the data in the directories is sourced from different providers, update frequencies vary. Once we receive the data from these providers, we strive to provide updates to the directories as quickly as possible.

**Are there restrictions as to where the directories can be sold?**

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There are some data vendors that specify in which countries SAP can sell certain directories and to whom those directories can be sold. The USPS CASS Directory and the NCOALink Directory can only be sold and used in the United States, for example.

**How do the US National, NCOALink, and USPS CASS Certified Address Directories (CASS) differ?**

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The US National Directory is available globally and provides basic US address cleansing. The other directories provide much more granularity and can cleanse an address to the delivery point, but can only be sold in the US and used by customers in the US. The latter two also meet strict USPS regulations for the US mailing industry. You must have the USPS CASS Directory to purchase one of the NCOALink levels, which meet USPS Move Update requirements. Please contact your local sales rep for additional information and next steps.

**How do I buy the United Kingdom or Australia address directories, as they are not available on the Store?**

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There are additional vendor requirements required by these two countries. For example, you must complete a questionnaire for the Royal Mail to help ensure that they provide you the proper licensing for your type of business, business size, and how you will be processing UK records. Please contact your local sales rep for information and next steps.

**Can I try the directories before I buy them?**

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A standard trial of a maximum of 30 days is allowed for most countries, once a formal trial agreement has been executed between you and SAP. Please contact your local sales rep for information and next steps.

**Which vendors provide the data for these directories?**

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Our data vendors/providers are, for the most part, the Postal Authorities within the respective countries. But SAP also works diligently with global data providers to find the best data available for specific countries and functionalities needed by our customers. We are continually improving the data and expanding our global reach.

**What are the data sources for our address and geocode directories?**

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SAP has separate, independent contracts with different data vendors/providers for the various countries. To get the best quality data for each country, some countries' data may come from the local postal authority, some may come from another data vendor/provider, and some may come from a combination of both the local postal authority and additional data vendors/providers.