

Retail – Address Verification Application (QAS)

Purpose

Following the steps below will provide an inviting, easy and safe customer experience by confirming the customers address is correct.

Overview

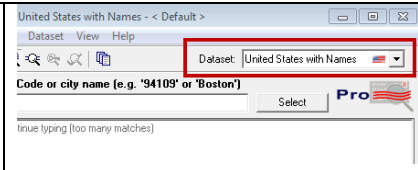
QAS is an address verification program that improves the accuracy of an address that is entered into the POS. This helps to reduce the amount of undeliverable packages and minimizes unnecessary expenses.

Hot Keys

- Ctrl N - To Refresh QAS Screen
- Ctrl Z - The Back Button
- Ctrl T - To use the Type Down Function
- Ctrl S - To use the Single Line Function
- Ctrl K – Key Search
- Ctrl F - To use the Verification Engine Function

Transfer Customer Information

Follow these steps to enter the customers information into the QAS system and transfer the address into evolve.

Step	Action						
1	Place the curser on the ADDRESS 1 LINE in evolve.						
2	Open QAS.						
3	<div> <div>Within Dataset drop down, select "United States with Names".</div>  </div>						
4	Type the 5 digit zip code into QAS – Click <Enter>.						
5	Type the address until it populates the correct address below – Click <Enter>.						
6	If address has a suite, application will ask for the suite # or customers name- Click <Enter>.						
7	<div> <div>Application will ask you to confirm address:</div> <table border="1"> <thead> <tr> <th>If...</th><th>Then...</th></tr> </thead> <tbody> <tr> <td>Address is correct,</td><td>Click <Enter>.</td></tr> <tr> <td>Address isn't verified but customer insists it is correct,</td><td>Click Ctrl Enter to override the address.</td></tr> </tbody> </table> <div>Your address will now import into your Point of Sale Screen.</div> </div>	If...	Then...	Address is correct,	Click <Enter>.	Address isn't verified but customer insists it is correct,	Click Ctrl Enter to override the address.
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Contact

Please see your manager if you have any questions.