

## CleanMove Processing Details

### Introduction

CleanMove is a data conditioning turnkey solution for Siebel CRM On Demand customers and assists the migration of customer data from a previous CRM system to a new Siebel CRM On Demand deployment. CleanMove expedites the data migration process by applying a series of conditioning rules to customer data that verify the quality, integrity, and format of the data. This in turn allows the customer data to be imported easily into Siebel CRM On Demand. See Appendix A for a list of customer requirements.

### Some Preliminaries

**Error records** are flagged as such and put in an Excel file along with a description of what is wrong with the record. The error record is not part of the output CSV files, so they will not be imported unless fixed by the client.

**Table-field values** are specified as table.field where table is the name of the database table (or object) and field is the table's field name (or property on the given object). For instance, Lead.ContactFirstName is the ContactFirstName field of the Lead table.

Each **processing step** is explained in more detail along with either examples of data showing results before and after processing or examples of valid and invalid data.

All table and field names are case insensitive, so **Account.AccountName** and **account.accountname** refer to the same value.

### NOTES

- AccountAsset is also sometimes called Account-Asset or simply Asset.
- Task.csv and Appointment.csv (Task and Appointment) are sometimes jointly referred to as Activities.csv (Activity). In other words, Activity implies there can be either Task or Appointment or both Task and Appointment entities.
- If a document has two entities separated by a / then this implies both entities. For instance 5000 Product/Asset implies there can be 5000 Product entities and also 5000 Asset entities
- If a table has TBD in the list of fields, then those fields will be determined on a case by case basis, according to the customer's needs.



## Processing Description

There are three CleanMove configurations.

**Sales Turnkey** which processes records from Account.csv, Contact.csv, Opportunity.csv, Opportunity-Product.csv, (Task.csv, Appointment.csv), Lead.csv, ContactRole.csv, AccountAsset.csv, and Product.csv files.

**Sales and Marketing Turnkey** which processes records from Account.csv, Contact.csv, Opportunity.csv, (Task.csv, Appointment.csv), Lead.csv, Campaign.csv, ContactRole.csv, AccountAsset.csv, and Product.csv files.

**Services Turnkey** which processes records from Account.csv, Contact.csv, (Task.csv, Appointment.csv), ServiceRequest.csv, Solution.csv, AccountAsset.csv, and Product.csv files.

Note that above (Task.csv, Appointment.csv) implies that there may exist Task.csv, Appointment.csv, or both Task.csv and Appointment.csv.

Each version applies the following data cleansing processing steps to the data.

	Name	Short Description	Tables
1	Verify Required Fields	Verify that all required fields exist	All tables
2	Verify Fields Contain Data	Verify that certain required fields contain actual data (non-empty values) in all the records.	All tables
3	Verify Key Fields	Verify that all key fields have unique data for the entire data set in the key fields.	All tables
4	Referential Integrity	Verify that children entities point to existing parent entities.	All tables
5	Assign Owner	Assign a valid owner to each record.	All tables
6	Format Date	Format date and date/time fields properly according to locale.	All tables
7	Format Phone	Format phone fields properly according to the Siebel CRM On Demand format.	Account, Contact, Lead
8	Validate Checkbox	Format all Checkbox fields to have either Yes or No values.	All tables
9	Verify Picklist	Format all Picklist fields to have valid picklist values.	All tables
10	Map Addresses	Map address fields to the appropriate Siebel CRM On Demand address fields according to country.	Account, Contact, and Lead
11	Format Zip Leading Zero	Format USA zip field to have appropriate leading zeros (fix leading zeros dropped by Excel)	Account, Contact, and Lead
12	Find and Merge Duplicates	Perform matching on duplicate records and then merge the duplicates. Match on key fields.	Account, Contact, Lead



**1. Verify Required Fields**

Verify that all **required fields exist**. If a required field is missing, it is flagged as an error. Fields that must exist are described using Boolean logic. For example (ProductExternalUniqueID OR ProductName) specifies that either the ProductExternalUniqueID OR the ProductName field must be present, or both can be present. The following is a list of the required fields for each table in their database/back-end form.

Table	Fields
Account	Owner AND AccountName AND Location
Contact	Owner AND ContactFirstName AND ContactLastName AND ContactEmail AND WorkPhone
Lead	Owner AND LeadFirstName AND LeadLastName AND LeadEmail AND PrimaryPhone AND Company
Opportunity	Owner AND OpportunityName AND SalesStage AND CloseDate AND (AccountExternalUniqueID OR (AccountName AND Location))
Task	Owner AND Subject AND DueDate AND Priority
Appointment	Owner AND Subject AND StartTime AND EndTime
ServiceRequest	Owner AND ExternalUniqueID
Product	ProductName
AccountAsset	(AccountExternalUniqueID OR (AccountName AND Location)) AND (ProductExternalUniqueID OR ProductName)
Opportunity-Product	(ProductExternalUniqueID OR ProductName) AND (OpportunityExternalUniqueID OR (OpportunityName AND AccountName AND Location))
ContactRole	BuyingRole AND ContactExternalUniqueID AND OpportunityExternalUniqueID
Campaign	Owner AND SourceCode AND CampaignName AND CampaignCurrency
Solution	Owner AND Title

**2. Verify Fields Contain Data**

Verify that certain **fields have actual data (non-empty values)** for each record. Note that not all fields shown below need to exist (ie., are not Required Fields). In that case, this processing step is not applied to that field (because the field does not exist).

The required data fields for each table are shown below. Entries are described using Boolean logic. For example (ProductExternalUniqueID OR ProductName) specifies that either the



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ProductExternalUniqueID OR the ProductName will be present and contain data, but both need not contain data.

Any records that are missing data in any of these fields, if the field exists, are flagged as errors.

Table	Fields
Account	AccountName
Contact	ContactFirstName AND ContactLastName
Lead	LeadFirstName AND LeadLastName
Opportunity	OpportunityName AND SalesStage AND CloseDate AND (AccountExternalUniqueID OR (AccountName AND Location))
Task	Subject AND DueDate AND Priority
Appointment	Subject AND StartTime AND EndTime
ServiceRequest	ExternalUniqueID
Product	ProductName
AccountAsset	(AccountExternalUniqueID OR (AccountName AND Location)) AND (ProductExternalUniqueID OR ProductName)
Opportunity-Product	(ProductExternalUniqueID OR ProductName) AND (OpportunityExternalUniqueID OR (OpportunityName AND AccountName AND Location))
ContactRole	BuyingRole AND ContactExternalUniqueID AND OpportunityExternalUniqueID
Campaign	SourceCode AND CampaignName AND CampaignCurrency
Solution	Title

Example Contact table data that contain only valid records.

ContactFirstName	ContactLastName
Steve	Smith
Jake	Jefferson
Kimberly	Sterling

Example Contact table data that contain invalid records.

ContactFirstName	ContactLastName	Status
Steve	Smith	Valid
Jake	Jefferson	Valid
Kimberly		Invalid
	Jeffersons	Invalid



### 3. Verify Key Fields

Verify that all **key fields have unique data** for the entire data set in the key field(s).

Entries are described using Boolean logic. For example, "ExternalUniqueID OR (AccountName AND Location)" specifies that the ExternalUniqueID field must have unique data OR the combination of AccountName and Location fields must have unique data.

**Commas (,)** in the Boolean logic are different than the AND Boolean operator. A comma breaks the fields into logic groups, with each logic group being operated on separately. For instance X, Y OR Z means that the X column of data must contain unique entries. In addition, the combination of data in the Y and Z columns of data must contain unique entries.

Any records that are not unique in the key fields are error records. Key fields for each table are shown below.

Table	Key Fields
Account	ExternalUniqueID, (AccountName AND Location)
Contact	ExternalUniqueID OR (ContactFirstName AND ContactLastName AND ContactEmail AND WorkPhone)
Lead	ExternalUniqueID OR (ContactFirstName AND ContactLastName AND LeadEmail AND PrimaryPhone AND Company)
Opportunity	ExternalUniqueID, (OpportunityName AND (AccountExternalUniqueID OR (AccountName AND Location)))
Task	ExternalUniqueID
Appointment	ExternalUniqueID
ServiceRequest	ExternalUniqueID
Product	ExternalUniqueID, ProductName
AccountAsset	ExternalUniqueID
Opportunity-Product	ExternalUniqueID
ContactRole	(ContactExternalUniqueID AND OpportunityExternalUniqueID)
Campaign	(ExternalUniqueID OR SourceCode)
Solution	(ExternalUniqueID OR Title)



Example Contact table data that contain only valid records.

ContactFirstName	ContactLastName	ContactEmail	WorkPhone
John	Johnson	j@j.com	555.1212
John	Henderson	j@j.com	555.1212
Jim	Henderson	j@j.com	555.1212

Example Contact table data that contain invalid records.

ContactFirstName	ContactLastName	ContactEmail	WorkPhone	Status
John	Johnson	j@j.com	555.1212	Invalid
John	Johnson	j@j.com	555.1212	Invalid
John	Henderson	j@j.com	555.1212	Valid
Jim	Henderson	j@j.com	555.1212	Valid

#### 4. Referential Integrity

Verify that **children entities point to existing parent entities**. Any records that do not point to an existing parent entity are flagged as errors. For example, if a matching Account has been flagged as an error in a previous step, then associated Contacts, Leads, or Opportunities (or any other children pointing to that Account) are also flagged as errors.

The following table shows what type of relationships must exist. Parent entities are shown in the **To Table** column, children entities are shown in the **From Table** column, and the relationship between the child and parent is described in the **Relationship Logic** column.

To Table	From Table(s)	Relationship Logic
Account	Contact, Lead, Opportunity, Task, Appointment, ServiceRequest, AccountAsset, Campaign	Each <b>From Table</b> will use the fields specified in <b>3. Verify Key Fields above</b> to verify referential integrity. This logic is applied only if the key fields exist in the From Table. If a key field is missing in a From Table, then do not perform this referential integrity check.
Contact	Lead, Task, Appointment, ServiceRequest, ContactRole, Campaign	Each <b>From Table</b> will use the following fields to verify referential integrity: ExternalUniqueID, (ContactFirstName AND ContactLastName AND ContactEmail AND WorkPhone). This logic is applied only if the key fields exist in the From Table. If a key field is missing in a From Table, then do not perform this referential integrity check. <b>Also</b> , whenever an association is being made, the ExternalUniqueID must exist for that Contact.



Opportunity	Lead, Task, Appointment, OpportunityProduct, ContactRole, Campaign	Each <b>From Table</b> will use the fields specified in <b>3. Verify Key Fields above</b> to verify referential integrity. This logic is applied only if the key fields exist in the From Table. If a key field is missing in a From Table, then do not perform this referential integrity check.
Product	AccountAsset, OpportunityProduct	Each <b>From Table</b> will use the fields specified in <b>3. Verify Key Fields above</b> to verify referential integrity. This logic is applied only if the key fields exist in the From Table. If a key field is missing in a From Table, then do not perform this referential integrity check.
Campaign	Contact, Lead, Opportunity	Each <b>From Tables</b> CampaignName fields value must exist in the Campaign.SourceCampaign field. This logic is applied only if both the Campaign.CampaignName and the "From Table".SourceCampaign fields exists.

Suppose the data set contains only the following three Accounts:

AccountName	Account.ExternalUniqueID
Plaxico	ABC123DEF
Fundangula	GHI456JKL
Panradon	MNO789PQR

Example Contact table data that contain only valid records.

Contact Name	Company	Contact.AccountExternalUniqueID
Jim Henderson	Plaxico	ABC123DEF
Kimberly Sterling	Panradon	MNO789PQR
John Johnson	Fundangula	GHI456JKL

Example Contact table data that contain invalid records.

Contact Name	Company	Contact.AccountExternalUniqueID	Status
Jim Henderson	Plaxico	ABC123DEF	Valid
James Lang	Plaxico	IHD033OFH	Invalid
Kimberly Sterling	Fundangula	PJD035NML	Invalid
John Johnson	Tumstation	STU012VWX	Invalid



## 5. Assign Owner

Assign a **valid owner to each record**. Every table is guaranteed to have an "Owner" field. See 1 (Verify Fields) operator above. Existing record owners, if any, are verified to ensure they contain either a valid UserID or OwnerExternalUniqueID from CRM On Demand. Records with invalid record owners or blank fields are flagged as errors. Owners must be supplied in the form of their username and not their alias.

Suppose On Demand contains UserIDs of User1 and User2.

Example Contact records before this step.

Contact Name	Company	Record Owner
Jim Henderson	Plaxico	User1
Kimberly Sterling	Panradon	User2
John Johnson	Fundangula	User3
Matt Tibbons	Tumstation	

Example Contact records after this step.

Contact Name	Company	Record Owner	Status
Jim Henderson	Plaxico	User1	Valid
Kimberly Sterling	Panradon	User2	Valid
John Johnson	Fundangula	User3	Invalid
Matt Tibbons	Tumstation		Invalid

## 6. Format Date

**Format date and date/time fields properly.** Formatting is country specific, depending on the CRM On Demand country configuration. Supported countries are USA, Canada, and the UK. Any newly created date or date/time fields are written in the appropriate format. The following table shows formats for each country.

Country	Format	Example
USA	mm/dd/yyyy hh:mm:ss PM	06/14/2006 09:34:22 AM
Canada	mm/dd/yyyy hh:mm:ss PM	06/14/2006 09:34:22 AM
UK	dd/mm/yyyy hh:mm:ss PM	14/06/2006 09:34:22 AM

There are two types of date fields, required and non-required.



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**Required date fields** must contain a valid date, otherwise there record is flagged as an error. Blank values are not valid.

**Non-required date** fields are the same as required date fields except that blank values are valid.

**Existing data:** Dates in existing date or date/time fields are converted to the proper format for importation. If there is too little information for a proper conversion or if the date format is not recognized, the record is flagged as an error record.

The following table shows which table fields are processed for **required date fields**.

Table	Field
Opportunity	CloseDate
Task	DueDate
Appointment	StartTime, EndTime

The following tables shows which table fields are processed for **non-required date fields**. Both out-of-box fields and custom fields can be formatted.

Table	Field
Account	TBD
Contact	TBD
Lead	TBD
Opportunity	TBD
Task	TBD
Appointment	TBD
ServiceRequest	TBD
Product	TBD
AccountAsset	TBD
Opportunity-Product	TBD
ContactRole	TBD
Campaign	TBD
Solution	TBD



## 7. Format Phone

**Format phone fields properly according to the Siebel CRM On Demand format.** All phone fields, if sufficient data is provided, are converted to the correct Siebel CRM On Demand format for importation based on the On Demand country configuration.

Country	Format
USA or Canada	+1 123 1234567 #123
All Else	+CC 123456...

Records with phone fields containing an incomplete phone number, such as without an area code, are flagged as errors. Blank phone number fields are left alone.

The following table shows which table fields are processed.

Table	Field
Account	TBD
Contact	TBD
Lead	TBD
Opportunity	TBD
Task	TBD
Appointment	TBD
ServiceRequest	TBD
Product	TBD
AccountAsset	TBD
Opportunity-Product	TBD
ContactRole	TBD
Campaign	TBD
Solution	TBD



Example Contact records before this step for USA configured On Demand.

Contact Name	Company	Phone Number	Country
Jim Henderson	Plaxico	1-800-555-2352	USA
Kimberly Sterling	Panradon	617.555.0034	USA
John Johnson	Fundangula	555 9945	USA
Matt Tibbons	Tumstation		USA
JJ Walker	Walker Co	49 889 43 8888	Germany
Anna Barnes	Plaxico	49 889 43 9999	USA

Example Contact records after this step for USA configured On Demand.

Contact Name	Company	Phone Number	Status	Country
Jim Henderson	Plaxico	+1 800 555 2352	Valid	USA
Kimberly Sterling	Panradon	+1 617 555 0034	Valid	USA
John Johnson	Fundangula	555 9945	Invalid	USA
Matt Tibbons	Tumstation		Valid	USA
JJ Walker	Walker Co	+49 889438888	Valid	Germany
Anna Barnes	Plaxico	+49 889439999	Invalid	USA

## 8. Validate Checkbox

**Format all Checkbox fields to have either Yes or No values.** Data mapped to Siebel CRM On Demand checkbox fields must have a Yes or No value for proper importation. Fields containing a 'Yes' or 'Y' are recognized and set to 'Yes'. Fields containing 'N', 'No', other any other values are set to 'No'. The logic is case insensitive.

The following table shows which table fields are processed.

Table	Field
Account	TBD
Contact	TBD
Lead	TBD
Opportunity	TBD
Task	TBD
Appointment	TBD
ServiceRequest	TBD



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Product	TBD
AccountAsset	TBD
Opportunity-Product	TBD
ContactRole	TBD
Campaign	TBD
Solution	TBD

Example Contact records before this step.

Contact Name	Company	SelfEmployed
Steve Smith	Plaxico	Yes
Kimberly Sterling	Panradon	Y
John Johnson	Fundangula	No
Matt Tibbons	Tumstation	
James Lang	Tumstation	--

Example Contact records after this step.

Contact Name	Company	SelfEmployed
Steve Smith	Plaxico	Yes
Kimberly Sterling	Panradon	Yes
John Johnson	Fundangula	No
Matt Tibbons	Tumstation	No
James Lang	Tumstation	No

**9. Verify Picklist**

**Format all Picklist fields to have valid picklist values.** Data mapped to Siebel CRM On Demand picklist fields must have valid, matching picklist values. Data to be imported is matched to a similar value in Siebel CRM On Demand picklist. Records with picklist data that does not match any value in the picklist are flagged as errors.

The following table shows which table fields are processed. Note that Country fields must be one of the valid Siebel CRM On Demand country values show in **Appendix B** below. Both out-of-box fields and custom fields can be verified.



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Table	Field
Account	Country
Contact	Country
Lead	Country
Opportunity	TBD
Task	TBD
Appointment	TBD
ServiceRequest	TBD
Product	TBD
AccountAsset	TBD
Opportunity-Product	TBD
ContactRole	TBD
Campaign	TBD
Solution	TBD

Suppose the Siebel CRM On Demand picklist 'Priority' contains the values Low, Medium, and High, and there is no default value.

Example Account records before this step.

Account	Priority
Plaxico	Low
Fundangula	meidum
Tumstation	Complete
Panradon	HIGH

Example Account records after this step.

Account	Priority	Status
Plaxico	Low	Valid
Fundangula	Medium	Valid
Tumstation	<i>Complete</i>	Invalid
Panradon	High	Valid



## 10. Map Addresses

**Map address fields to the appropriate address fields according to country.** Addresses in records are first matched by Countries, then the rest of the Address data is assigned to appropriate target fields. Target fields per country are shown in **Appendix C** below.

USA state entries are converted to their upper case two letter abbreviations and are identified as such using inexact matching. Records with invalid or blank Countries are flagged as errors.

The following table shows which table fields are processed.

Table	Field
Account	Address 1, Address 2, City, State, Zip Code, Country
Contact	Address 1, Address 2, City, State, Zip Code, Country
Lead	Address 1, Address 2, City, State, Zip Code, Country

Example Addresses before this step.

City	State	Province	Country
Atlanta	Georga		USA
Toronto	Ontario		Canada
Boston		Massachusetts	USA
Seattle	Washington		

Example Addresses after this step.

City	State	Province	Country	Status
Atlanta	GA		USA	Valid
Toronto		Ontario	Canada	Valid
Boston	MA		USA	Valid
Seattle	WA			Invalid

## 11. Format Zip Leading Zero

**Format USA zip field to have appropriate leading zeros.** Sometimes, leading zeros in zip code data are cut off in data files. First, the validity of each record's city-state-zip-country information is verified. Then, legitimate zip codes, which have been shortened and are missing



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lead zeroes, are automatically updated to fill in the zeroes in order to complete the zip code. However, in records containing invalid city-state-zip-country combinations, zip codes of any other length, or zip codes with non-numeric characters are left as they are.

The following table shows which table fields are processed.

Table	Field
Account	Zip Code, Country
Contact	Zip Code, Country
Lead	Zip Code, Country

Example zip codes before this step.

City	State	Country	Zip
East Barre	VT	US	5649
Boston	MA	US	2115
Boston	CO	US	2115
Boston	MA	US	2a15
Seymour	CT	Mexico	6483

Example zip codes after this step.

City	State	Country	Zip
East Barre	VT	US	05649
Boston	MA	US	02115
Boston	CO	US	2115
Boston	MA	US	2a15
Seymour	CT	Mexico	6483

**12. Find and Merge Duplicates**

**Perform matching on duplicate records and then merge the duplicates.** Match on key fields for Account, Contact, and Lead. The match criteria for each table is given below.



Table	Match Criteria
Account	similar AccountName and similar Location
Contact	similar ContactFirstName AND similar ContactLastName AND similar AccountName
Lead	similar ContactFirstName AND similar ContactLastName AND similar CompanyName

### Appendix A: Customer Requirements

- CRM files must be supplied as CSV files. Most CRM systems give the user the ability to export directly to CSV.
- Field names can be supplied as either front-end field names or as back-end field names.
  - If front-end field name are supplied you are required to supply a map of the front-end field names to the back-end field names.
- Any Leads that are to be converted to Contacts (and therefore imported into Siebel CRM On Demand) must be done before exporting Leads and Contacts from your previous CRM system.
- Picklist values are case-sensitive and should be filled in appropriately.
- Check box values can be supplied in the form of Yes/No, Y/N or y/n.
- Record Owners must be supplied in their user name form (ex. [name1@company.com](mailto:name1@company.com)) and not in alias form (ex. name1).

### Appendix B: Valid CRM On Demand countries

- Afghanistan
- Albania
- Algeria
- American Samoa
- Andorra
- Angola
- Anguilla
- Antarctica
- Antigua and Barbuda
- Argentina
- Armenia
- Aruba
- Ascension
- Australia
- Austria



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Chad  
Chatham Island (NewZealand)  
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China  
Christmas Island  
Cocos (Keeling) Islands  
Colombia  
Comoros  
Congo, The Democratic Republic  
Cook Islands  
Costa Rica



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Mayotte  
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Peru  
Philippines  
Poland  
Portugal  
Principe  
Puerto Rico  
Qatar  
Reunion  
Romania  
Russian Federation  
Rwanda  
Saint Kitts and Nevis  
Saint Lucia  
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Switzerland  
Syrian Arab Republic  
Taiwan  
Tajikistan  
Tanzania, United Republic of  
Thailand  
Togo  
Tokelau  
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- Vanuatu
- Vatican city
- Venezuela
- Viet Nam
- Virgin Islands (British)
- Virgin Islands (U.S.)
- Wake Island
- Wallis and Futuna Islands
- Yemen
- Yugoslavia
- Zaire
- Zambia
- Zanzibar
- Zimbabwe

**Appendix C: Target Address Fields per Country**

Country	Address1	Address2	Address3	City	State	Zip/Post Code	Province	PO Box/Sorting Code
USA	Number/Street	Address 2		City	State	Zip		
Afghanistan	Address 1	Address 2		City		Post Code	Province	
Albania	Address 1	Address 2		City		Post Code	Province	
Algeria	Number/Street	Address 2		City		Post Code		
American Samoa	Address 1	Address 2		City		Post Code	Province	
Andorra	Number/Street	Address 2		City		Post Code		
Angola	Street/Number	Address 2		City				



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Anguilla	Address 1	Address 2		City		Post Code	Province	
Antarctica	Address 1	Address 2		City		Post Code	Province	
Antigua and Barbuda				City			Island	PO Box
Argentina	Number/Street	Address 2		City		Post Code		
Armenia	Street/Number	Address 2		City		Post Code		
Aruba	Number/Street	Address 2	Floor	City				
Australia	Number/Street	Address 2		City		Zip	State	
Austria	Street/Number	Address 2		City		Post Code		
Azerbaijan	Street/Number	Address 2		City		Post Code		
Bahamas	Address 1	Address 2		City		Island Code	Island	
Bahrain	Number/Street	Address 2		City		Post Code		
Bangladesh	Street/Number	Address 2		City		Post Code		
Barbados	Address 1	Address 2		City		Post Code	Province	
Belarus	Street/Number	Address 2		City		Post Code		Sorting Code
Belgium	Street/Number	Address 2		City		Post Code		Sorting Code
Belize	Number/Street	Address 2	Floor	City				
Benin				City		Boite Postale		Sorting Code
Bermuda	Number/Street	Address 2		City		Post Code		
Bhutan	Address 1	Address		City		Post	Province	



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		2				Code		
Bolivia	Street/Number	Address 2		City				
Bosnia and Herzegovina	Street/Number	Address 2		City		Post Code		
Botswana				City				PO Box
Bouvet Island	Address 1	Address 2		City		Post Code	Province	
Brazil	Street/Number	Address 2	Floor	City		Post Code	State	
British Indian Ocean Territory	Address 1	Address 2		City		Post Code	Province	
Brunei Darussalam	Number/Street	Address 2		City		Post Code		
Bulgaria	Street/Number	Address 2		City		Post Code		
Burkina Faso				City		Boite Postale		Sorting Code
Burundi				City				PO Box
Cambodia	Address 1	Address 2		City		Post Code	Province	
Cameroon				City				PO Box
Canada	Number/Street	Address 2		City		Post Code	Province	
Chile	Street/Number	Address 2	Floor	City		Post Code		
China	Number/Street	Address 2		City		Post Code		
Colombia	Street/Number	Address 2	Floor	City			Province	Sorting Code
Croatia	Street/Number	Address 2		City		Post Code		
Cyprus	Number/Street	Address 2		City		Post Code		
Czech Republic	Street/Number	Address 2		City		Post Code		Sorting Code



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Dominican Republic	Number/Street	Address 2		City		Post Code		
Denmark	Street/Number	Address 2		City		Post Code		Sorting Code
Ecuador	Address 1	Floor		City		Post Code		
Egypt	Address 1	District		City		Post Code	Province	
Estonia	Street/Number	Address 2		City		Post Code		
Finland	Street/Number	Address 2		City		Post Code		Sorting Code
France	Number/Street	Address 2		City		Post Code		
Germany	Street/Number	Address 2		City		Post Code		
Greece	Street/Number	Address 2		City		Post Code		
Guatemala	Street/Number			City		Codigo Postal		
Haiti	Street/Number	Address 2		City		Post Code		Sorting Code
Honduras	Street/Number	Address 2	Floor	City		Post Code	Province	
Hong Kong	Number/Street	Address 2	District	City			Part of Territory	Address 4
Hungary	Street/Number	Address 2		City		Post Code		
Iceland	Street/Number	Address 2		City		Post Code		
India	Number/Street	Address 2		City		Post Code		
Indonesia	Street/Number	Address 2		City		Post Code		
Iran (Islamic Republic of)	Number/Street	Address 2		City		Post Code		
Iraq	Address 1	Address		City		Post	Province	



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		2				Code		
Ireland	Number/Street	Address 2	Address 3	City				County
Israel	Number/Street	Address 2		City		Post Code		
Italy	Street/Number	Address 2		City		Post Code	Province	
Jamaica	Number/Street	Address 2		City			Parish	Sorting Code
Japan	Chome	Ku		Chi/Gun		Post Code	Prefecture	
Jordan	Number/Street	Address 2		City		Post Code		
Kazakhstan	Address 1			City		Post Code		
Kenya				City		Post Code		PO Box
Kiribati	Address 1			City			Island	
Korea	Address 1	Address 2		City		Post Code	Province	
Korea, Democratic People's Republic	Address 1	Address 2		City		Post Code	Province	
Kuwait	Street/Number	Address 2		City		Post Code		
Kyrgyzstan	Street/Number	Address 2		City		Post Code		Sorting Code
Lao People's Democratic Republic	Address 1	Address 2		City		Post Code	Province	
Latvia	Street/Number			City		Post Code		Sorting Code
Lebanon	Address 1	Address 2		City		Post Code	Province	
Lesotho				City				PO Box
Liberia	Street/Number	Address		City		Post		Sorting Code



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		2				Code		
Libian Arab Jamahiriya	Address 1	Address 2		City		Post Code	Province	
Liechtenstein	Street/Number	Address 2		City		Post Code		
Lithuania	Street/Number			City		Codigo Postal		
Luxembourg	Number/Street	Address 2		City		Post Code		
Macau	Address 1	Address 2		City		Post Code	Province	
Macedonia, The Former Yugoslav	Street/Number	Address 2		City		Post Code		Sorting Code
Madagascar	Street/Number	Address 2		City		Post Code		
Malawi				City				PO Box
Malaysia	Number/Street	Address 2		City		Post Code		
Maldives	Number/Street	Address 2		City		Post Code		
Mali	Number/Street	Address 2	Floor	City				
Malta	Number/Street	Address 2		City		Post Code	Island	
Marshall Islands	Number/Street	Address 2		City		Zip	State	
Martinique	Number/Street	Address 2		City		Post Code		
Mauritania				City				PO Box
Mauritius	Street/Number			City				
Mayotte	Number/Street	Address 2		City		Post Code		
Mexico	Street/Number	Address 2	Floor	City		Post Code	State	Colonia/Section
Micronesia, Federated	Address 1	Address 2		City		Post Code	Province	



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States o								
Moldova, Republic of	Street/Number	Address 2		City		Post Code		
Monaco	Number/Street	Address 2		City		Post Code		
Mongolia	Street/Number	Address 2		City		Post Code		
Montserrat	Address 1	Address 2		City		Post Code	Province	
Morocco	Number/Street	Address 2		City		Post Code		
Mozambique	Street/Number			City		Codigo Postal		
Myanmar	Address 1			City		Post Code		Township
Namibia				City				PO Box
Nauru			District					PO Box
Nepal	Street/Number	Address 2		City		Post Code		
Netherlands	Street/Number	Address 2		City		Post Code		
Netherlands Antilles	Address 1	Address 2		City			Island	
New Caledonia	Number/Street	Address 2		City		Post Code		
New Zealand	Number/Street	Address 2		City		Post Code		
Nicaragua	Street/Number	Address 2		City		Post Code		
Niger				City				PO Box
Nigeria	Address 1	Address 2		City		Post Code	Province	
Niue				City				PO Box
Norfolk Island	Number/Street	Address 2		City		Zip	State	
Northern Mariana	Number/Street	Address 2		City		Zip	State	



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Islands								
Norway	Street/Number	Address 2		City		Post Code		Sorting Code
Oman						Post Code	Region	PO Box
Pakistan	Number/Street	Address 2	Address 3	City		Post Code		
Palau	Number/Street	Address 2		City		Zip	State	
Panama	Address 1			City			Province	Sorting Code
Papua New Guinea				City			Province	
Paraguay	Street/Number	Address 2		City				
Peru	Street/Number	Address 2		City				Sorting Code
Philippines	Street/Number	Address 2	District	City		Post Code	Province	
Pitcairn								
Poland	Street/Number			City		Codigo Postal		
Portugal	Street/Number	Address 2	Floor	City		Post Code		
Puerto Rico	Address 1			City		Post Code		URB
Qatar				City				PO Box
Reunion	Number/Street	Address 2		City		Post Code		
Romania	Street/Number	Address 2		City		Post Code		
Russian Federation	Street/Number	Address 2		City		Post Code		Sorting Code
Rwanda				City				PO Box
Saint Kitts and Nevis	Address 1	Address 2		City			Island	
Saint Lucia	Number/Street	Address 2	Floor	City				



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Saint Vincent and the Grenadines	Number/Street	Address 2	Floor	City				
Samoa	Number/Street	Address 2		City		Zip	State	
San Marino	Street/Number	Address 2		City		Post Code		Sorting Code
Sao Tome and Principe	Number/Street	Address 2	Floor	City				
Saudi Arabia	Number/Street	Address 2		City		Post Code		
Senegal	Street/Number			City				
Seychelles				City			Island	PO Box
Sierra Leone	Number/Street	Address 2	Floor	City				
Singapore	Street/Number	Address 2		City		Post Code		
Slovakia (Slovak Republic)	Street/Number	Address 2		City		Post Code		Sorting Code
Slovenia	Street/Number	Address 2		City		Post Code		
Solomon Islands				City		Island Code	Island	PO Box
Somalia	Address 1	Address 2		City		Post Code	Province	
South Africa	Number/Street	Address 2		City		Post Code		
South Georgia and the South Sa	Address 1	Address 2		City		Post Code	Province	
Spain	Street/Number	Address 2	Floor	City		Post Code	Province	
Sri Lanka	Number/Street	Address 2		City		Post Code		
St. Helena	Address 1	Address 2		City		Post Code	Province	



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St. Pierre and Miquelon	Number/Street	Address 2		City		Post Code		
Sudan				City		Post Code		PO Box
Suriname	Street/Number			City				
Svalbard and Jan Mayen Islands	Address 1	Address 2		City		Post Code	Province	
Swaziland				City		Post Code		PO Box
Sweden	Street/Number	Address 2		City		Post Code		
Switzerland	Street/Number	Address 2		City		Post Code		
Syrian Arab Republic	Street/Number			City				
Taiwan	Number/Street	Address 2		City		Post Code		
Tajikistan	Street/Number	Address 2		City		Post Code		
Tanzania, United Republic of				City				PO Box
Thailand	Address 1	Address 2	Address 3	City		Post Code	Province	
Togo				City				PO Box
Tokelau	Address 1	Address 2		City		Post Code	Province	
Tonga				City			Island	PO Box
Trinidad and Tobago	Number/Street	Address 2	Floor	City				
Tunisia	Street/Number	Address 2		City		Post Code		
Turkey	Street/Number	Address 2		City		Post Code		
Turkmenistan	Number/Street			City		Post Code		



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Turks and Caicos Islands	Address 1	Address 2		City		Post Code	Province	
Tuvalu				City			Island	PO Box
Uganda				City				PO Box
Ukraine	Address 1	Address 2		City		Post Code		
United Arab Emirates							Emirate	PO Box
United Kingdom	Number/Street	Address 2		City		Post Code		County
United States Minor Outlying I	Address 1	Address 2		City		Post Code	Province	
Uruguay	Number/Street	Address 2		City		Post Code		
Uzbekistan	Address 1	Address 2		City		Post Code	Oblast	
Vanuatu				City				PO Box
Venezuela	Street/Number	Address 2		City		Post Code	Province	
Viet Nam	Number/Street	Address 2		City		Post Code		
Virgin Islands (British)	Address 1	Address 2		City		Post Code	Province	
Virgin Islands (U.S.)	Number/Street	Address 2		City		Zip	State	
Wallis and Futuna Islands	Address 1	Address 2		City		Post Code	Province	
Western Sahara	Number/Street	Address 2		City		Post Code		
Yemen	Street/Number			City				
Yugoslavia	Address 1	Address 2		City		Post Code	Province	
Zambia	Number/Street	Address		City		Post		



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		2				Code		
Zimbabwe	Number/Street	Address 2	Floor	City				
European Monetary Union	Address 1	Address 2		City		Post Code	Province	