

Address Searching

1. Introduction

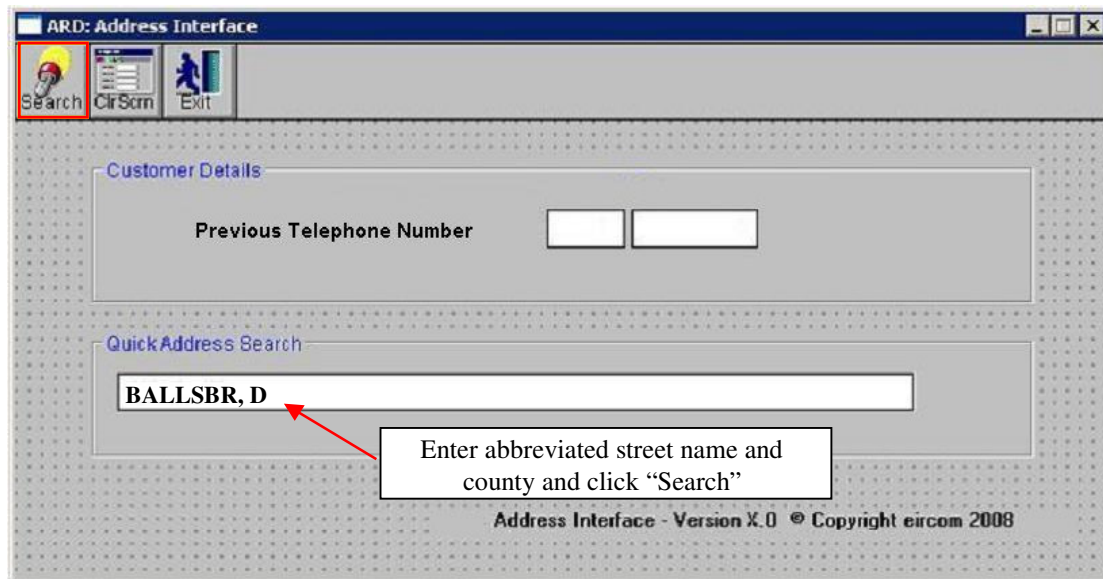
The Address Searching functionality contained within the Unified Gateway provides OAOs with the capability to search eircom's address database for a unique address identifier (ARD Key) that can be utilised in order provisioning. In basic terms the input for this query will be a full/partial address or a previous telephone number and the output will be a unique identifier (ARD Key) for the specific address. This functionality will be available to OAOs purchasing LLU or SB-WLR products. This document provides guidelines on utilising the address searching functionality.

2. Overview of Screens

The Address Searching Functionality is provided via the Unified Gateway and existing user authentication will be performed prior to allowing user access. This section provides a brief overview of the screens.

Screen 1

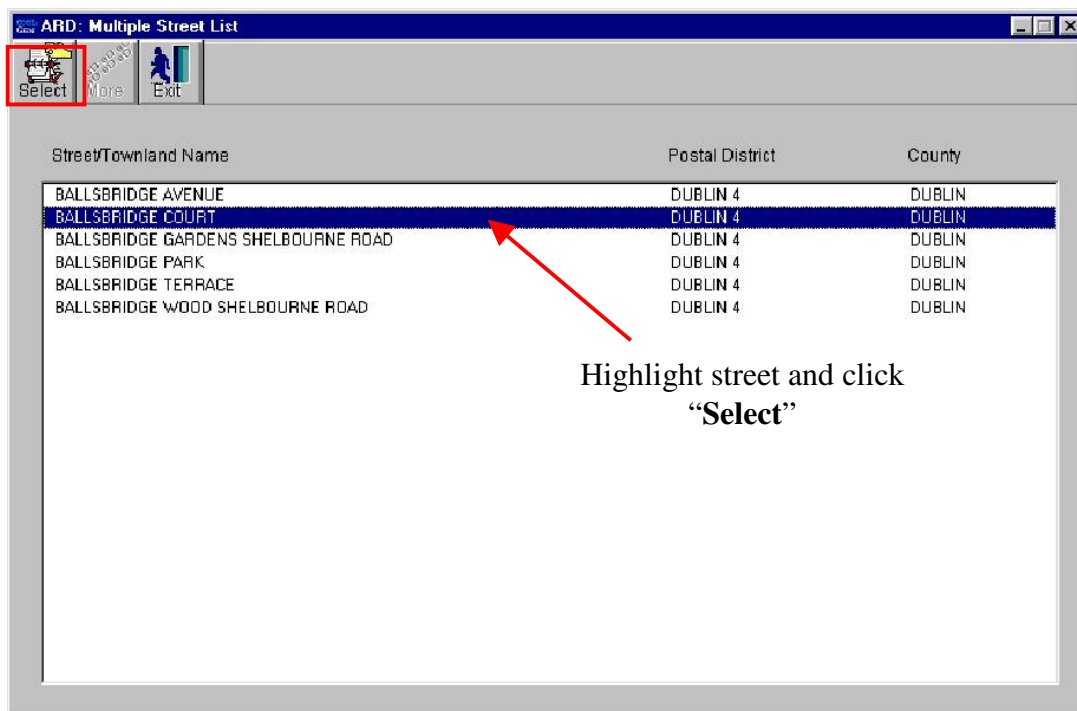
When Address Searching functionality is opened initially, the **Address Interface** is the first screen presented.



This is the screen that allows the address search to begin and the input for this query can be a partial or full address or alternatively, the input can be the previous telephone number. The output from this query will be a unique address identifier (ARD Key). In the case of partial address searching, this will require an interactive search dialogue to determine the required address. In the case of a previous telephone number search the User will be taken straight to the screen displaying the ARD key (see Screen 7 below).

Screen 2

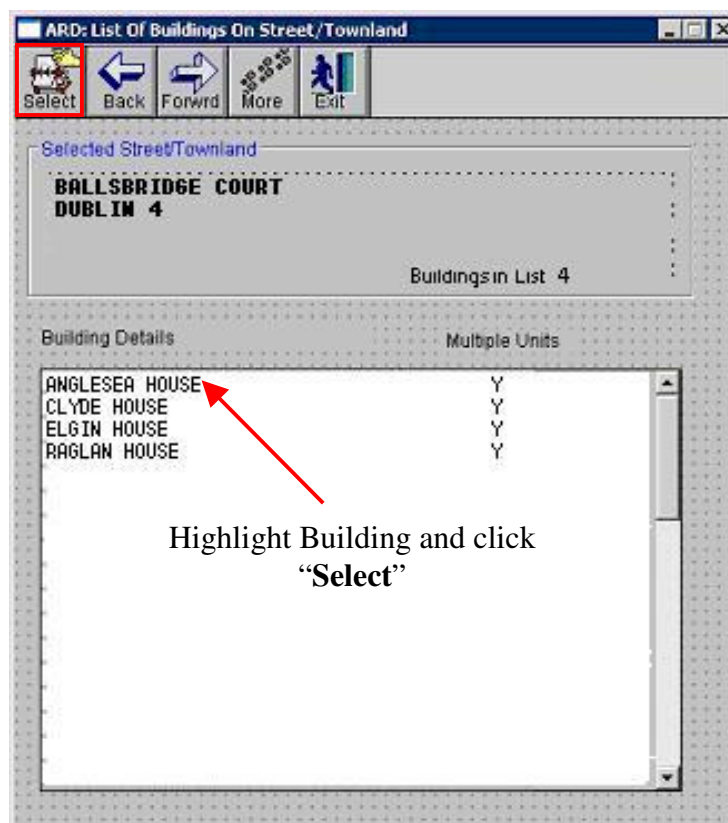
In the case of a partial address search, the User will be presented with the multiple street list screen and the User is required to select the appropriate Street.



Screen 3

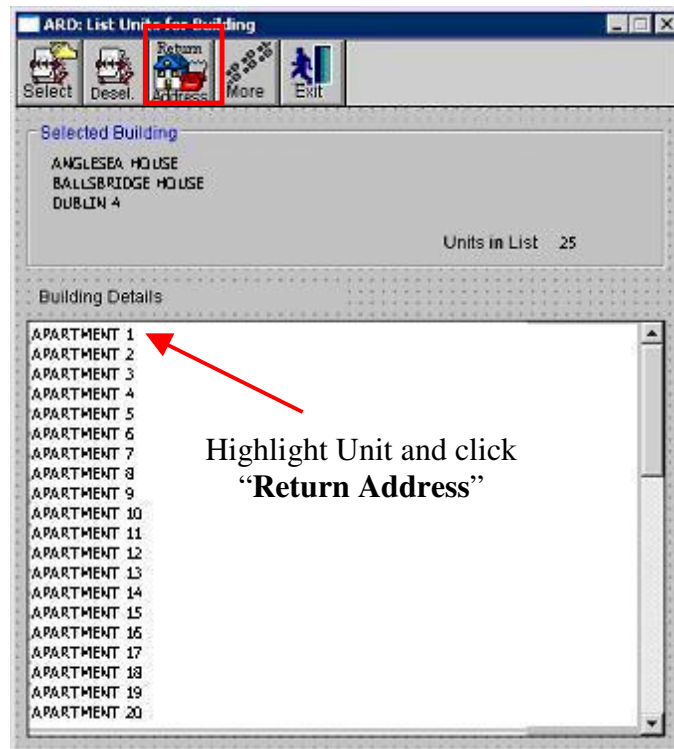
A list of all Buildings will be returned for the Street selected on Screen 2. The User is required to select the appropriate Building on this screen.

Note: the "Back" and "Forward" displays the buildings for the previous and next streets based on the previous screen e.g Ballsbridge and Ballsbridge Gardens in Screen 2 above.



Screen 4

This screen returns the individual units within a building based on the selection from the previous screen. *Note:* the “More” button allows the User to page down to the remaining apartments on the list e.g. Apartment 20 to 25.



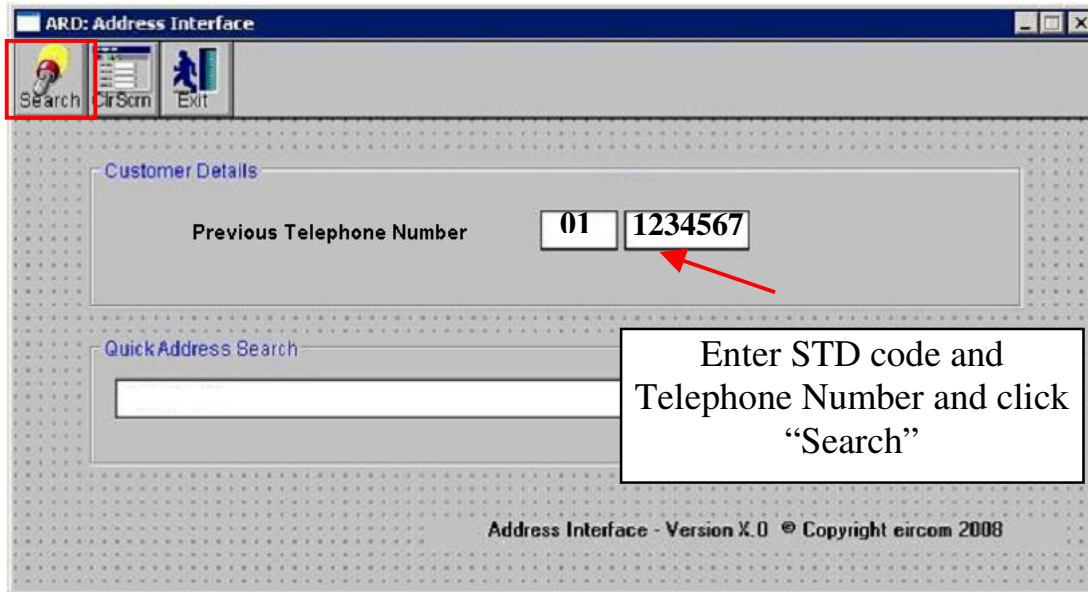
Screen 5

This is the final screen when the address query is conducted using a partial address search. In this case the User has utilised the Partial Address Search therefore the address and unique ID (ARD Key) will be displayed.



Screen 6

Note: In the case of searching for an address utilising a previous telephone number instead of a partial address search the User should utilise the Address Search screen as described in Screen 1 above. However, in this case the Std and Telephone number are entered instead of an address.



ARD: Address Interface

Search ClrScr Exit

Customer Details

Previous Telephone Number 01 1234567

Quick Address Search

Enter STD code and Telephone Number and click "Search"

Address Interface - Version X.0 © Copyright eircom 2008

Screen 7

Note: In the case of searching for an address utilising a previous telephone number only the ARD key is returned. The address is not provided in this case.



ARD: Address Details

Exit

Address Details

Id

ARD Key 928153

3. Guidelines for Partial Address Searching

3.1 Possible Outcomes

As described above, when searching for an address, a search string is entered in the “quick address search” field. There are 4 outcomes possible based on search string:

1. **Multiple Street List** (Screen 2) is returned with all the streets and townlands that satisfy the search string that was entered
2. **List of Buildings on Street/Townland** (Screen 3) are returned. When the display jumps from Screen 1 to Screen 3, this means that only one street met the search string criteria and it is from this street that the list of buildings are displayed. Make sure this is the correct street before proceeding. If not, then return to Screen 1 and broaden the search.
3. **List Units for Building** (Screen 4) are returned. Like the previous scenario, this means that only a single street satisfies the search criteria but in this case this street only contains 1 building with multiple units. Screen 3 **List of Buildings on Street/Townland** is therefore bypassed.
4. **Address Details** (Screen 5) are returned. In this case a single street which has only one building without multiple units meets the search string criteria.

3.2 Initial String

It is important to ensure that the initial string results in the desired street or building being included in the output returned. The following section provides some general guidelines for choosing the initial string.

- The best method generally is to insert the first 4-5 characters of street / townland name, followed by a comma followed by county abbreviation in the Quick Address Search Field. **See Appendix 1 for county abbreviations.** The correct **county code must always be included in the string** e.g. D for Dublin.
- The User should not attempt to spell the place name in full. The more characters inserted, the more likely a spelling error will occur.
- Generally, aim to return less than 1 page of streets (< 20) to **Multiple Street List** screen. More than 4 characters will sometimes be required to return less than 1 page of streets. **See Appendix 2 (common place names)** for examples of names that require more than 4-5 characters in the search string. In these cases add 1-2 characters to the search string.
- Alternatively, where appropriate, use an abbreviated suffix (RD, ST, PK, AV etc) in the search string, (e.g. “MAIN ST, OY”). The 21 most common suffixes are listed in **Appendix 3**. If you cannot remember the standard abbreviation, then use the full suffix name, (e.g. “MAIN STREET, OY”)
- Spelling inaccuracy is one of the main reasons for failure to find street addresses. The address database aims to capture the correct / official spelling of streets / townlands. Do not assume that the customer knows the correct spelling.
- Caution is advised when “Reserved” words are included in the Place Name. **See Appendix 4** for a list of reserved words and associated rules for utilising these words on the address database.

- Caution is especially advisable for place names beginning with the character sequences in **Appendix 5**. An alternative spelling is shown for each case. The official spelling as captured on the address database may assume either form.
- Remember, the more characters that are entered in the search string, the more likely a spelling mistake will occur.

3.3 Wildcard Search

It is possible to search the Address Database using the wildcard character (*), especially for difficult sounding place names or names where a few spelling variations are possible.

- The simple rule is that **2 characters minimum, from the same word**, must be placed before and after the wildcard. The first **2 characters must be present**.
- Type the first 2 or so characters of the place name (these MUST be correct). Type the wildcard (*). Then type any 2 or so continuous characters from the centre of the same place name.
- **Note:** The centre means not beyond the 12th character of the place name. AI search engine will not recognise characters beyond the 12th.
- **Note:** It is also advisable not to use double instances of characters when using wildcards... e.g. instead of KILL*, use KIL*. Be certain that the characters you input are actually in the place name.

Wildcards should not be used across 2 different words... e.g. "MAIN*ST, OY" will not find all the Main Streets in Offaly

When properly used, the wildcard method is very effective. A small list of locations will be displayed on the **Multiple Street List** window, and the target location will be apparent (allowing for spelling differences).

Example: A customer requests service at *KILBALLYGORMAN, Ardfinnan, Tipperary:*

- First consideration: Is there one or 2 L's. Type KIL*. No issue.
- Secondly, a minimum of 2 characters are required from the centre of the place name. Sound it out. Sounds like BALLY in the middle but it could be BALLIN just as easily. Whichever it is, "BAL" must be present.
- We therefore will try KIL*BAL,T as our search string.
- Alternatively, we could have used GO for GORMAN in the string. We therefore could have KIL*GO,T.
- Alternatively, again we could have tried MAN for GORMAN in the string. We therefore have KIL*MAN, T. **This one fails though** due the 12 character rule!

3.4 Street / Townland Search

- The customer will not always give the correct address. Sometimes the customer will give additional address information, which is not captured on the Address Database and is not postally required. Other times, the customer will not give the full postal address.
- Every customer lives on either a **street or townland** and the task is to get this information from the customer and find it on Address Database. In general, if a customer lives in a town, he will have a street address; if he lives outside a town, he will have a townland address.
- Customers that reside outside towns or villages live in Townlands. There are approx. 50,000 townlands in Ireland. Townland Names are not unique (e.g. 150 townlands in Ireland are called NEWTOWN, 42 townlands called CASTLETOWN etc.).

3.5 Building Search

At this stage, the street / townland has been found. Buildings are presented on Screen 3 **List of Buildings on Street/Townland**. Each Line on this screen represents a building.

- Buildings on Address Database are sorted by Building Number and then by Building Name. Buildings therefore appear in the following order on the page:
 - Named only Buildings (sorted alphabetically)
 - Numbered Buildings (sorted numerically)
- Once the building has been found, then it should be selected and returned. This is assuming there are no multiple units within the building, in which case a unit search is required.

Note 1:

The standard search capability includes certain pre-selected buildings. These buildings include the following

- **All Buildings with more than 9 units...** e.g. Northumberland Court is set up a street, but it is actually a building on Northumberland Road on the Address Database.
- One may suspect that Northumberland Court is in fact a street, so type "NORTHU, D". Northumberland Court will appear on the list, but when selected, the "list units for building" screen is returned for a building called Northumberland Court at 27-29 Northumberland Road.

Note 2:

- An alternative scenario is where the individual buildings are not named, but the apartments are uniquely numbered within the complex. Consider Harcourt Green Dublin 2. A customer will typically request service at Apartment xx, Harcourt Green etc. There are 5 buildings containing 169 apartments in this complex. When a customer requests service at at Apartment xx, Harcourt Green, how do we know which building to select... answer - by means of the address identifier. Each building will be labelled according to the apartments that are contained within it. For example, one of the buildings will be labelled "apartments 87-115". When this building is selected, all apartments between 87 and 115 will be displayed. When any individual apartment is selected, only the necessary address elements will be retained... apartment xx, Harcourt Green etc. The address identifier "apartments 87-115" will be left behind. It is only used for building identification and is not part of the address.

It is of critical importance to find and return correct addresses. If a customer does not tender a Building Number or Name then ask if there is a Building Number or a Building Name on the house.

3.6 County Alias

The county is a critical piece of the standard search string for Address Searching. If the county is incorrect, then there is no hope of finding the target street or townland on the Address Database.

It may seem absurd to suggest that people do not know the county in which they live, but it is not as absurd as it seems

- Consider the following 2 places (there are many others)
 - Portarlington County Laois or Portarlington County Offaly... both are correct depending on where you live. The Postal Area for both however is Portlaoise, which is definitely in Laois.
 - Clonee is in County Meath (at least it is on the Meath border) but the Postal Area for most of it is actually Dublin 15. Customers may use Meath or Dublin as the county when tendering their address details.

However, eircom has created functionality in the Address database to overcome this issue. The County alias functionality allows *eircom* to adopt one standard on the Address Database as the “official” county associated with a location, while at the same time assigning that location to an alias county where the need arises. This will enable searching for locations on the Address Database using any one of 2 counties.

3.6 ARD Key

The ARD Key is a system-generated number for the complete customer address down to the unit within the building.

- There is no Geographic Significance to the ARD key. ARD Keys are assigned to all newly created addresses on the basis of next available number.
 - Apartment 1, Clyde House, Ballsbridge Court, Dublin 4: ARD Key = 801641
 - 4 Esker Meadow Close, Lucan, Dublin: ARD Key =1908443
 - 44 Tulip Court, Dublin 17: ARD Key = 1
 - One of the addresses on Kerry Street, Fethard, Tipperary: ARD Key =2000000
 - Another address on Kerry Street, Fethard, Tipperary: ARD Key =1635355

3.7 Exact Match for Address

It is imperative that the exact address match is identified before submission of an order.

An Exact match means reaching the **Address Details** screen and displaying the ARD Key. If ARD Key is not displayed an exact match has not been found.

When the address is found on the **List of Buildings on Street/Townland** screen, it is imperative to select this address before proceeding. Highlighting the address alone does NOT mean it is selected.

Remember an ARD Key is purely a numeric representation of an address. Many services / Multiple Lines can exist at the same address.

Appendix 1: County Abbreviations

County	Abbreviation	County	Abbreviation
Carlow	CW	Longford	LD
Cavan	CN	Louth	LH
Clare	CE	Mayo	MO
Cork	CK	Meath	MH
Donegal	DL	Monaghan	MN
Dublin	D	Offaly	O or OY
Galway	G	Roscommon	R
Kerry	KY	Sligo	S
Kildare	KE	Tipperary	T
Kilkenny	KK	Waterford	WD
Laois	LS	Westmeath	WH
Leitrim	LM	Wexford	WX
Limerick	L or LK	Wicklow	W or WW

Appendix 2: Common Place Names

BALLI...	<p>Include 1-2 additional characters in the search string or Include an abbreviated suffix (e.g. VW, ST, RD etc.) or Include a wildcard in the search</p>
BALLY...	
CAHER...	
CAPPA...	
CARRI...	
CARRO...	
CASTL...	
CHURC...	
CLOON...	
CURRA...	
DERRY...	
KNOCK...	
MAIN...	
SAINT or ST...	
THE...	

Appendix 3: Suffix Abbreviations

Suffix	Abbreviated Suffix	Suffix	Abbreviated Suffix
Road	RD	Close	CL
Street	ST	View	VW
Park	PK	Hill	HI
Terrace	TCE	Estate	EST
Court	CT	Crescent	CRES
Avenue	AV	Square	SQ
Drive	DR	Green	GN
Lane	LN	Cottages	CG
Place	PL	Heights	HG
Grove	GR	Gardens	GDNS
Villas	VS		

Appendix 4: Reserved Words in the Address Search

List1	List2	List3
Lower	The	ARD Postal Towns
Middle		generally large towns:
Upper		Naas
New		Tullamore
North		Castlebar
South		Tralee
East		Cork
West		Limerick etc.

Rules governing Reserved Words:

List 1: Do not use these reserved words on their own... instead, ignore the Reserved word in the search string
To find North Circular Road in Dublin, use "CIRC, D"

List 2: The word "THE" should always be included as part of the search string. When associated with a standard suffix (e.g. Park, Court, View etc.), then use the complete suffix as well... "The Park, D", "The View, D". Otherwise, (when not a standard suffix) use the first few characters "The Pad, D" for The Paddocks

List 3: Postal Towns can cause problems in some instances as they are reserved words in the county in which they exist... To search for "Naas Road" in Newbridge, one might be tempted to type "Naas, Ke". This will not work as Naas is a postal town in County Kildare. There are many ways to overcome this...

- use a suffix e.g. "Naas Rd, Ke",
- drop the last character from "Naas", i.e. "Naa, Ke"

Appendix 5: Same Sound, Different Spelling

Spelling1	Spelling2	Spelling3
Ballyna...	Ballina...	
Baun...	Bawn...	
Agha...	Augha...	Aha...
Clony...	Cloney...	
Drum...	Drom...	Drim...
Dun...	Doon...	
Gort...	Gurt...	
Kil...	Kill...	
Laurence...	Lawrence...	
Clon...	Clon...	
Tober...	Tubber...	
Clogh...	Clough...	Cloch...
Maher...	Magher...	
Caher...	Cahir...	
Carrig...	Carraig...	Carrick...
Garrane...	Gurrane...	Grane...
Town...	Tawn...	
See...	Sea...	
Beech...	Beach...	
Toor...	Tour...	
Carrow...	Carra...	