

**115060-RETAIL POS-KLEBER DATA VERIFICATION**

115060-RETAIL POS-KLEBER DATA VERIFICATION ..... 1

1 Document History ..... 2

2 Introduction..... 2

3 Benefits ..... 2

4 Assumptions/Limitation ..... 2

5 Setup..... 2

5.1 Sign-up for a Kleber Account..... 2

5.2 System Parameters..... 3

6 Description / Usage..... 4

6.1 Email Validation ..... 4

6.2 Phone Number Validation ..... 7

6.3 Address Validation ..... 10

6.4 Customer Orders-Delivery Information Screen ..... 15

## 1 DOCUMENT HISTORY

Version	Author	Comments	Date
1	San		17/05/20
2	San	Added contact information for signing up for a new Kleber account	16/06/21

## 2 INTRODUCTION

It is essential for any business to have accurate customer data. To achieve this it has become necessary to be able to verify customer data at the time it is captured via Apparel21 POS.

Apparel21 POS already provided email verification using Kleber and from Apparel21 v2020.1 and beyond, data verification has been extended to customer phone numbers and addresses.

Kleber is a 3<sup>rd</sup> party data verification tool and a pay for use service. An account needs to be setup with Kleber to utilize this feature.

## 3 BENEFITS

- ✓ Accurate customer data captured via Apparel21 POS
- ✓ Prevent incorrect delivery information for customer orders

## 4 ASSUMPTIONS/LIMITATION

- A Kleber account is required to setup data validation
- For phone and address validation- Apparel21 back office, POS Gateway and POS programs in stores need to be on version 2020.1 and above
- Internet access is required for data validation to work

## 5 SETUP

### 5.1 SIGN-UP FOR KLEBER ACCOUNT

A Kleber account needs to be first setup to be able to use the data validation feature in Apparel21.

If a Kleber account is required, a new account must be created. This account should be linked to Apparel21.

Please reach out to the below number/email for this purpose:

DataTools Support Team  
02 9687 4666  
[support@datatools.com.au](mailto:support@datatools.com.au)

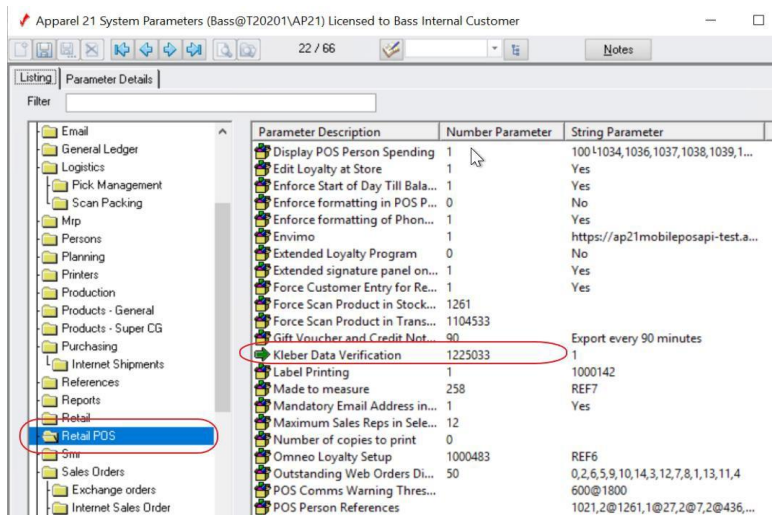
If using an existing Kleber account, please make sure this account is linked to Apparel21. Please reach out to the below number/email for this purpose

DataTools Support Team  
02 9687 4666  
[support@datatools.com.au](mailto:support@datatools.com.au)

## SYSTEM PARAMETERS

The Kleber Data Verification system parameter needs to be enabled to active data validation at Ap21 POS.

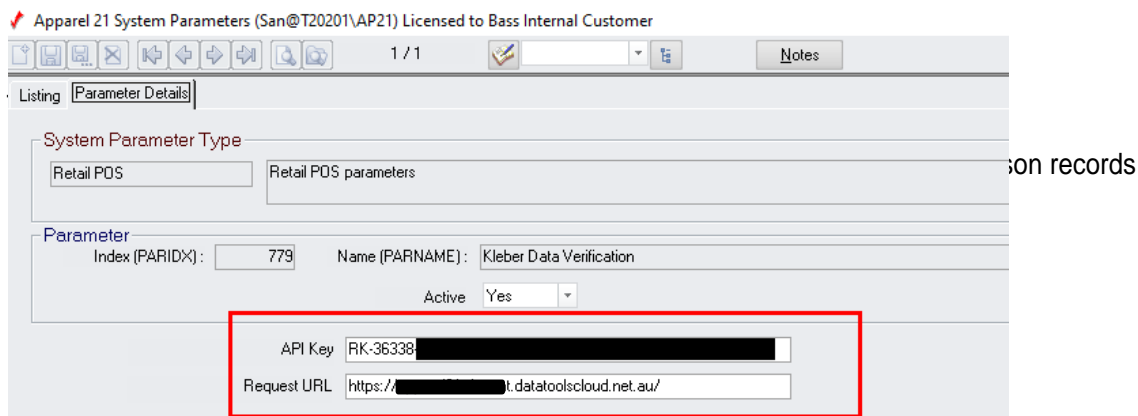
This can be found in *System Parameter > Retail POS > Kleber Data Verification*

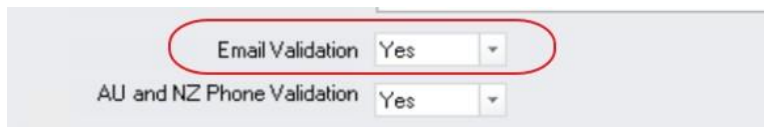


Once the *Active* option has been set to *Yes*, the API Key and Request URL fields along with a few other settings will be displayed.

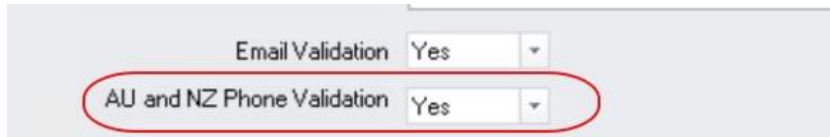
In the API Key field, enter the Kleber request key provided by DataTools.

In the Request URL field, enter the Kleber request URL provided by DataTools.

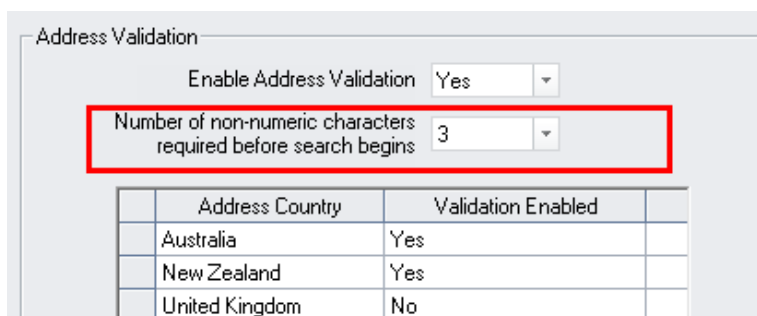




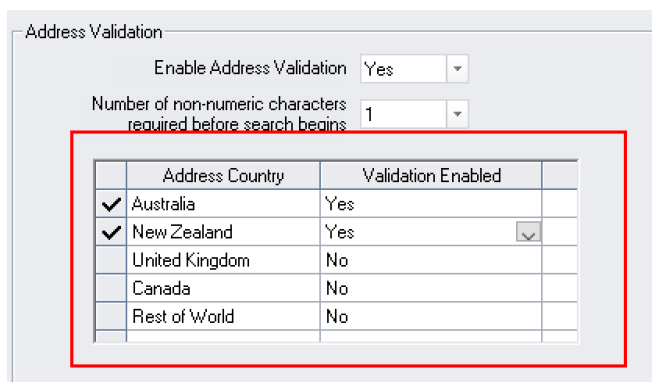
2. AU and NZ Phone Validation- set to Yes to activate phone number validation for Australian and New Zealand phone numbers. Kleber doesn't support validation for international phone numbers.



3. Address Validation: set to Yes to access the following settings:
  - Number of non-numeric characters required before search begins  
For example, if this is set to 3, then, only upon entering the 3<sup>rd</sup> non-numeric character will POS start communicating with the Kleber service to display the address search results



- There are individual toggles for enabling address validation for the different countries.



Once the system parameter settings have been configured, a partial retail export is required.

## 6 DESCRIPTION / USAGE

Validation for emails, phone numbers and addresses using Kleber is available in both the POS Person Maintenance screen and the Delivery Information screen for customer orders.

### 6.1 Email Validation

A few changes have been made to the existing email validation function using Kleber in Ap21 POS. From Ap21 v2020.1 onwards, email validation will now happen in real-time when the user tabs/clicks out of the email address field in both POS Person Maintenance and Delivery Information screens.

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### 6.1.1 FIRST LEVEL OF VALIDATION

The first level of validation on email is the format check. This checks whether the entered email address is in the correct format for a valid email.



The screenshot shows a form field labeled "Email Address" with a "(Required)" label to its right. The field contains the text "sample@abc". Below the field, a red error message box displays "Invalid email format".

The person record cannot be saved with an invalid email format.

Kleber validation will not be done as the email has failed the first level of validation.

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### 6.1.2 SECOND LEVEL OF VALIDATION

The second level of validation is done using Kleber. This validation will be done when an email address in the correct format is entered into the *Email* field and the POS user tabs/clicks out of the *Email* field.

Kleber will respond with one of four possible responses and Ap21 POS will behave differently depending on the response.

The Kleber responses are as follows:

Kleber Response Code	Response Description
0	Valid: The email represents a real account / inbox available at the given domain.
1	Accept All: These are domains that respond to every verification request in the affirmative, and therefore cannot be fully verified.
2	Invalid: Not a real email.
3	Unknown: For some reason we cannot verify valid or invalid. Most of the time a domain did not respond quickly enough.

#### 6.1.2.1 KLEBER RESPONSE: VALID

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When the POS user enters an email address and tabs/clicks out of the field, the entered email is validated using Kleber.

If the response from Kleber comes back as Valid, this means that the entered email address is real. The person record can be saved with the entered email.

**Email Address** (Required)  
san.mathew@apparel21.com

#### 6.1.2.2 KLEBER RESPONSE: ACCEPT ALL

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When an email address is entered that may have incorrect email account information, but the domain is correct, it's possible that the validation check can only determine that the domain is correct.

If the response from Kleber comes back as "Accept All", the person record can be saved with the entered email.

**Email Address** (Required)  
san@apparel21.com

**Invalid email account**  
**Contact Phone Number**

0423 400 000



#### 6.1.2.3 KLEBER RESPONSE:INVALID

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When an email address is entered that has an incorrect domain, the Kleber service will return a response that the email is invalid. The other cause of an invalid response is that the domain is reached, but the domain responds that the email account is invalid.

The email address field will be highlighted in red and an error message that reads "Not a real email address" will be displayed.

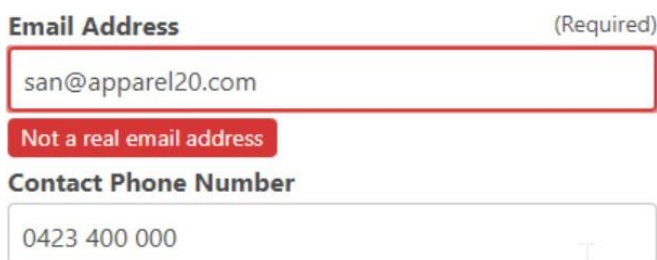
The person record cannot be saved with an invalid email.

**Email Address** (Required)  
san@apparel20.com

**Not a real email address**

**Contact Phone Number**

0423 400 000



#### 6.1.2.4 KLEBER RESPONSE: UNKNOWN

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In some cases Kleber can come back with an "Unknown" response. This means that Kleber was unable to verify whether the entered email was valid or invalid.

The email address field will be highlighted in yellow in this case and an error message that reads “Unable to verify-Confirm with customer”. The person record can be saved with the entered email.

It is recommended that the POS user checks with the retail customer that entered email address is correct before saving.

The screenshot shows a form with two input fields. The first field is labeled "Email Address" and is marked as "(Required)". It contains the text "sanmathew@xp.com" and is highlighted with a yellow border. Below this field is an orange error message box that says "Unable to verify - Confirm with customer". The second field is labeled "Contact Phone Number" and contains the text "0423 400 000". A mouse cursor is visible over the error message box.

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## 6.2 PHONE NUMBER VALIDATION

Only Australian and New Zealand phone numbers can be validated using Kleber.

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### 6.2.1 FIRST LEVEL OF VALIDATION

In addition to the validation provided by Kleber, there is an existing phone number format validation available in POS that is driven by the country selected in the persons screen.

This is only available for sites that have the *Enforce formatting of Phone Numbers* system parameter set to **Yes**.

The screenshot shows a "Parameter Details" window. It has a tabbed interface with "Listing" and "Parameter Details" tabs. The "Parameter Details" tab is active. It contains a "System Parameter Type" section with a dropdown menu set to "Retail POS" and a text box containing "Retail POS parameters". Below this is a "Parameter" section with an "Index (PARIDX)" field set to "710", a "Name (PARNAME)" field set to "Enforce formatting of Phone Numbers", and a "Choice" dropdown menu set to "Yes".

This only validates whether the format of an entered phone number is valid for the selected Country.

## New Person

First Name (Required)

Matt

Surname (Required)

Lee

Email Address (Required)

sm@ap21.com

Contact Phone Number

0402010

Invalid phone number

Send Marketing Material

Country

AUSTRALIA x | v

### 6.2.2 SECOND LEVEL OF VALIDATION

The second level of validation will be done when the POS user keys in a phone number into the *Contact Number* field and tabs/clicks out of the field.

The **Country** field must be filled-in for the second level of validation to work.

For businesses that have set the default country, for example, to Australia in the POS settings file will have the *Country* field defaulted to Australia.

For businesses that don't have a default country setup in the POS settings file, the *Country* field will be defaulted to the locale of the machine on which POS is running

Ap21 POS will behave different depending on the response from Kleber. There are three possible Kleber responses and they are as follows:

Kleber Response Code	Response Description
0	Connected: The telephone number is connected.
1	Disconnected: The telephone number is not connected.
2	Indeterminate: The telephone number returned an indeterminate status. The system could not reliably determine if the number is connected or disconnected.

#### 6.2.2.1 KLEBER RESPONSE: CONNECTED

When the POS user enters a phone number and tabs out of the *Contact Number* field, the entered phone number is verified using Kleber service.

If the response from Kleber comes back as Connected, this means that the entered phone number is real and the person record can be saved.



Person Maintenance

## New Person

**First Name** (Required)

**Surname** (Required)

**Email Address**

**Contact Number**

**Send Marketing Material**

**Country** (Optional)

### 6.2.2.2 KLEBER RESPONSE: DISCONNECTED

If the response from Kleber comes back as Disconnected, this means that the entered number is not a real phone number.

The contact phone number field will be highlighted in red and an error message that reads *“Not a real phone number”* will be displayed.

The POS user won't be able to save the person record with a phone number that is not real.

Person Maintenance

## New Person

**First Name** (Required)

**Surname** (Required)

**Email Address**

**Contact Number**

**Not a real phone number.**

**Send Marketing Material**

**Country** (Optional)

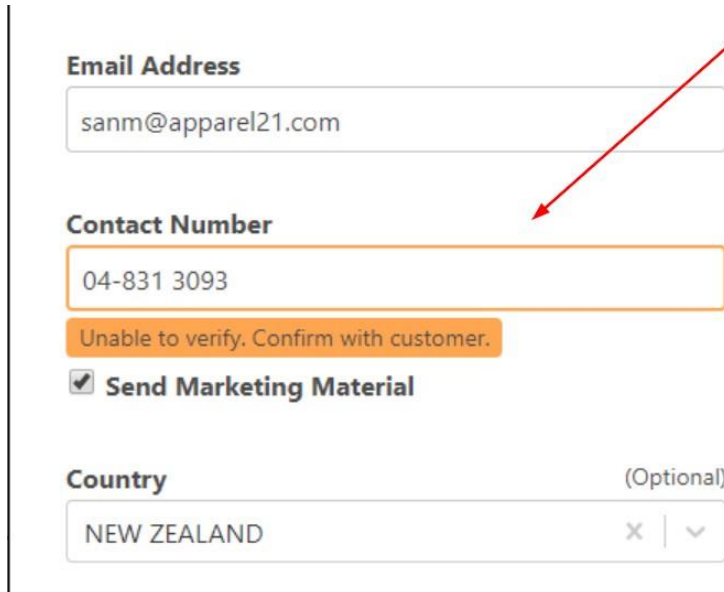
### 6.2.2.3 KLEBER RESPONSE:INDETERMINATE

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When Kleber responds with an “*Indeterminate*” response for an entered phone number, this means that Kleber service was unable to verify whether the entered phone number was valid or invalid.

In POS, the contact number field will be highlighted in yellow and a warning message that reads “*Unable to verify. Confirm with customer*” will be displayed.

It is recommended that the POS user checks with the retail customer that the entered phone number is correct before saving the person record.



The screenshot shows a form with the following fields and elements:

- Email Address:** A text input field containing "sanm@apparel21.com".
- Contact Number:** A text input field containing "04-831 3093". This field is highlighted with a yellow border. Below it is an orange warning message: "Unable to verify. Confirm with customer." A red arrow points from the top right towards this field.
- Send Marketing Material:** A checkbox that is checked.
- Country:** A dropdown menu with "NEW ZEALAND" selected. The label "(Optional)" is to the right of the dropdown.

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## 6.3 ADDRESS VALIDATION

### 6.3.1 PREDICTIVE SEARCH

POS now offers predictive search for addresses using Kleber to ensure the validity and accuracy of entered addresses.

The address search will only be available for those countries that have address validation enabled in the *Kleber Data Verification* system parameter ([See Section 4.1](#))

The POS user will now see suggested search results as the address is keyed into the address search field.

Person Maintenance

### New Person

Send Marketing Material

Country  
AUSTRALIA

Address

15 arc

- 15 Arc Royal Dr, TIN CAN BAY, QLD, 4580
- 15 Arcade Way, AVONDALE HEIGHTS, VIC, 3034
- 15 Arcade Rd, MONT ALBERT NORTH, VIC, 3129
- 15 Arcadia St, ARCADIA VALE, NSW, 2283
- 15 Arcadia Cres, BATEMAN, WA, 6150
- 15 Arcadia Dr, BEERWAH, QLD, 4519
- 15 Arcadia Cres, BEROWRA, NSW, 2081

Manual Entry

Cancel F9 Save

Clicking on the required address from the search result will load that address into the address fields in the person maintenance screen.

Person Maintenance

### New Person

~~Send Marketing Material~~

Country  
AUSTRALIA

[Go to Address Search](#)

Address Line 1  
15 Arcade Rd

Address Line 2

City  
MONT ALBERT NORTH

State  
VIC

Postcode  
3129

If the selected address is incorrect, the POS user can go back to the address search by clicking on *Go to Address Search*

## New Person

— Some marketing material

### Country

AUSTRALIA

x | v

— Go to Address Search

### Address Line 1

15 Arcade Rd

### Address Line 2

### City

MONT ALBERT NORTH

In some cases if the user is not able to find the required address from the suggested list, there is an option to manually enter an address. This can be done by selecting the *Manual Entry* button that will be visible as you click on the address search field.

### Country

AUSTRALIA

x | v

### Address

Search for an address

Manual Entry

The user is then able to enter the address manually into the individual address detail fields. The manually entered address is then verified using Kleber upon clicking *Save*.

## New Person

AUSTRALIA x | v

← Go to Address Search

**Address Line 1**

12 Arch Street

**Address Line 2**

**City** (Required)

GAYTHORNE

**State** (Required) **Postcode** (Required)

QLD 4051

Cancel F9 Save

If the manually entered address couldn't be found using Kleber, a warning message that reads "Unable to verify address. Do you wish to continue with the entered address" is displayed.

Address Validation x

? Unable to verify address. Do you wish to continue with the entered address?

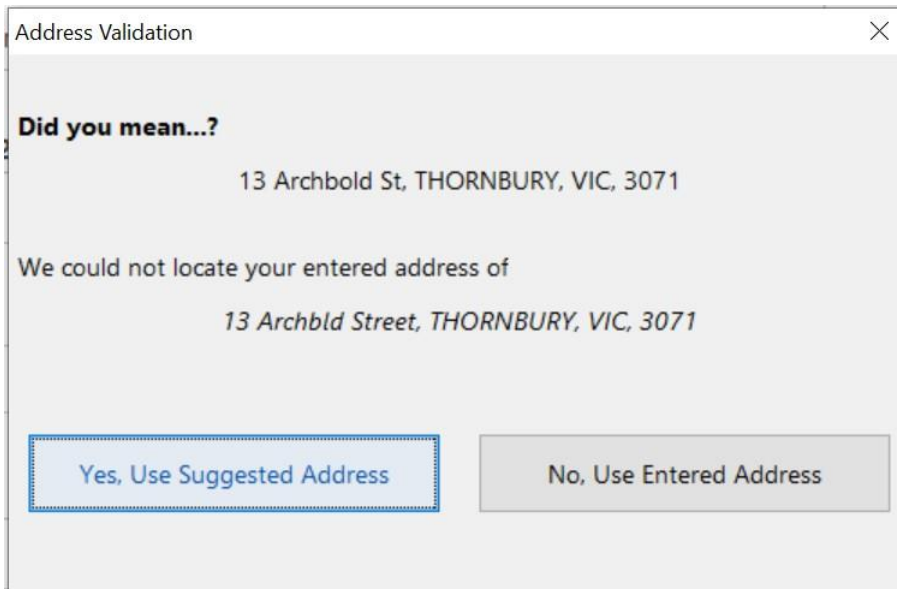
Yes No

Clicking on **"Yes"** will proceed to save the person record with the entered address and clicking on **"No"** will take the user back to the person maintenance screen.

### 6.3.2 ADDRESS REPAIR

Manually entered addresses that contain spelling mistakes are repaired using Kleber where possible upon clicking *Save*. If a matching address is found for an incorrectly spelt address, the POS user is prompted to either use the suggested repaired address or the entered address.

For example: If the correct address is *13 Archbold St, Thornbury, VIC, 3071* but the user enters it with a spelling mistake as *13 Achbold St* with an 'r' missing, upon clicking *Save* the user will be prompted to use the suggested repaired address.



## 6.4 CUSTOMER ORDERS-DELIVERY INFORMATION SCREEN

As seen above in the POS Person Maintenance Screen, data validation for email, contact phone number and addresses is also available in the *Delivery Information Screen* for customer orders.

### Address Search :

The screenshot shows a dialog box titled "Delivery Information" with a close button (X) in the top right corner. Below the title is a sub-header "Deliver all items to". There are two input fields: "Name" containing "San Mathew" and "Company" (Optional) which is empty. Below these is a "Country" dropdown menu set to "AUSTRALIA". A red rounded rectangle highlights an "Address" dropdown menu. The dropdown list contains the following items: "13 arc", "13 Arc St, COORPAROO, QLD, 4151", "13 Arc Royal Dr, TIN CAN BAY, QLD, 4580", "13 Arcade Way, AVONDALE HEIGHTS, VIC, 3034", "13 Arcade Rd, MONT ALBERT NORTH, VIC, 3129", "13 Arcadia St, ARCADIA VALE, NSW, 2283", "13 Arcadia Cres, BATEMAN, WA, 6150", "13 Arcadia Dr, BEERWAH, QLD, 4519", and "Manual Entry". At the bottom of the dialog are "OK" and "Cancel" buttons.

### Phone and Email validation:

This screenshot shows the "Delivery Information" dialog box with validation errors. The "Name" field contains "San Mathew" and the "Company" field is empty. The "Country" dropdown is set to "AUSTRALIA". A link "Go to Address Search" is visible. The "Address Line 1" field contains "13 Archbold St". The "Address Line 2" field is empty. The "City" field contains "THORNBURY", the "State" field contains "VIC", and the "Postcode" field contains "3071". The "Phone" field contains "0420 000 000" and has a red error message "Not a real phone number" below it. The "Email" field contains "sm@gmail.com" and has a red error message "Not a real email address" below it. The "Delivery Method" dropdown is set to "Standard". The "Delivery Instructions" field is empty. "OK" and "Cancel" buttons are at the bottom.