



# USER GUIDE FOR CUSTOMERS

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## Introduction

The European registry information service on European Residents (RISER) enables customers to obtain access to the population registers in EU-member states by using Internet. As a customer of the European registry information service RISER you receive a personal access code with which you can place your inquiries. This User Guide shall give you an overview about the functionality of this service and it shall guide you practically through our customer's portal.

RISER is accessible on the internet via <http://www.riserid.eu>. The menu point "Login" will guide you to the customer's portal.

### **RISER Service**

Website: [www.riserid.eu](http://www.riserid.eu)

Mail: [info@riserid.eu](mailto:info@riserid.eu)

Hotline: +49 (0)30 23 60 76 934

# 1 Functions

## 1.1 Select a language

As a trans-European e-Government Service, RISER is offered to its users in different languages. Currently, RISER is available in German, English, Estonian and Hungarian. Simply click on the button “Select your language” in the top right hand corner of the page to change the language according to your requirements.

## 1.2 Registration

To attain the registration please click on the link “customer’s portal”. If you are not yet a customer of RISER please select the function “Become Customer”. Registered customers receive the following registration information:

1. customer name
2. user name
3. personal password

**Login to Customer’s Portal**

Date: Mar 5, 2008

As a registered pilot customer you can submit orders for official population registry inquiries. If you are not yet a registered user, you can apply for registration at [Become Customer](#).

### Your Login Information

Customer:	<input type="text" value="sirius"/>
User ID:	<input type="text" value="maria"/>
Password:	<input type="password"/>

OK

After your registration, you arrive in your personal customer area. On the left side you find the functions that you have at your disposal:

**RISER Service**

**Become Customer**

**Customer's Portal**

[Bulk Inquiry](#)

[Interactive Inquiry](#)

[Track Requests](#)

[Select Inquiries](#)

[Administrate Users](#)

[Administrate Departments](#)

[Administrate Notification](#)

[Personal Preferences](#)

[Accounting](#)

[Support](#)

[Logout](#)

**Supplier's Portal**

**Registry Office Portal**

**RISER Customer's Portal**



### 1.3 Placing inquiries

At RISER inquiries can be requested in two different ways: interactive- and bulk inquiries. If you have only a few inquiries to be transferred the function “Interactive inquiry” is giving you the possibility to type in inquiry per inquiry. If you want to pass on instead several requests in one step the function “Bulk inquiry” allows you to upload and download a document with inquiries.

#### Bulk inquiry

**Customer's Portal**

Date: Mar 5, 2008  
Customer: Sirius GmbH  
User: Maria Müller

Please post a file containing your inquiries. To facilitate your accounting, you may add an individual reference number to each order.

Customer	User	Date	Your reference order	Department
Sirius GmbH	Maria Müller	05.03.2008	<input type="text"/>	No Department ▾
<b>File name</b>	<input type="text"/>			Durchsuchen...
Additional Service				Enabled
E-Mail Notification				<input checked="" type="checkbox"/>

Upload and check file

In the input field “your reference order” you can enter any reference you like. With this reference you can identify your order afterwards. Then utilise the “durchsuchen” button to select the file with your inquiries on your local computer-system. More precise information about content and format of the inquiries you will find in chapter 3.

If you now select the “upload” button, RISER will automatically check if your inquiries are formally correct. In case of an error in the uploaded file, you receive an error announcement and processing of the incorrect inquiries data will be stopped. Nevertheless all other correct inquiries will be processed. Please rectify the incorrect inquiries in case of an error announcement. To avoid double orders, please upload subsequently the rectified inquiries only.

**Customer's Portal**

Date: Mar 7, 2008  
 Customer: Sirius GmbH  
 User: Maria Müller

Your file has been uploaded and the plausibility check has been completed successfully. Now you can submit your order to collect your official registry inquiries. The price calculation below is given without obligation and is subject to tariff changes by the responsible authorities.

Customer	User	Date	Your reference order	File name
Sirius GmbH	Maria Müller	Mar 7, 2008		F:\RISER Demodatei Düsseldorf Upload.csv

**Price Information**

City / Service	Price (€)	Number	Amount (€)
Düsseldorf	5.30	4	21.20
<b>Total:</b>			<b>21.20</b>

**Overview of the order items**

State of the order item	Count of order items
Ready for inquiry	4

Place order

RISER has analysed your file, detected the number of inquiries and listed the costs charged for processing the inquiry. On grounds of individual pricing by the registers prices can differ in few cases with the price list published on the website. The indicated prices here in the customer portal are binding.

By clicking "OK" you place an irreversible order to RISER which will forward your inquiries to the responsible civil registration authority and you will receive an order confirmation. You also have the opportunity to cancel your order at this stage and select a different file. To do so, please click the "Back" button.

To track the status of order processing and to collect your results please refer to chapter 2.4 "Track orders".

## Interactive inquiry

If you wish to place a single inquiry you can do so by entering the data directly on screen. To do so, please select the menu item “Interactive Inquiry” in the customer portal. Initially, you will be asked to select the country corresponding to the address of your inquiry. Simply click on the flag of the desired country.

<b>Please choose the country where the inquiry shall be made.</b>			
Country of request	 <a href="#">Austria</a>	 <a href="#">Hungary</a>	
	 <a href="#">Switzerland</a>	 <a href="#">Ireland</a>	
	 <a href="#">Germany</a>	 <a href="#">Lithuania</a>	
	 <a href="#">Estonia</a>	 <a href="#">Sweden</a>	
<a href="#">To inquiry basket</a>			<a href="#">Finish</a>

A typical single inquiry in Germany could look like this example:










<b>Please enter zip and/or city name.</b>			
Zip code	<input type="text" value="1234"/>	City	<input type="text" value="Goch"/>
<b>Please enter lastname and firstname.</b>			
Last name	<input type="text" value="Sirius"/>		
First name	<input type="text" value="Maria"/>		
<b>Please, give from the following information so many as possible.</b>			
Gender	<input type="radio"/> unspecified <input checked="" type="radio"/> male <input type="radio"/> female		
Date of birth	<input type="text" value="03.11.1987"/> (Format: DD.MM.YYYY)		
Street	<input type="text"/>	House number	<input type="text"/>

Tips for a better hit rate of your inquiry you can find under country details for Germany in chapter 2.2.

## Inquiry basket

Your submitted single inquiries will be saved for you in an overview. Here you will have the opportunity to edit your inquiries, to add other single inquiries or to delete single inquiries.

In your inquiry basket you can enter several single requests.

No.	Your ID	Name	Place of residence	Country	
1	GH-00332	mcguinness conor		 Ireland	 
2	GH-00365	Gerda Gronau	Dortmund	 Germany	 
3	GH-00365	Ursula Bruckner	Wien	 Austria	 
Add single request					<input type="button" value="Add"/>
Check and post whole inquiry basket					<input type="button" value="Submit"/>

When you have appointed a reference for the inquiry basket, you will receive a pricelist that contains all the individual inquiries.

Customer	User	Date	Your reference order	File name
Sirius GmbH	Maria Müller	Mar 7, 2008	GH-00332	

### Price Information

City / Service	Price (€)	Number	Amount (€)
Austria	3.50	1	3.50
Republic Irland	0.00	1	0.00
Stadt Dortmund	5.30	1	5.30
Transbordercost	3.00	2	6.00
<b>Total:</b>			<b>14.80</b>

### Overview of the order items

State of the order item	Count of order items
Ready for inquiry	3

When you placed the order you will receive a confirmation, which can be printed out by using the print function of your browser.

## 1.4 Track requests

To inform yourself about the status of your orders and to collect your results, select the menu tool “track requests”. In the opened screen you can see all your orders that you have made. As you can see your browser display only shows five orders at the same time. When you placed more than five orders it is possible to turn over to another page. Just press the button on the left top of the page.

You can filter the list using the combo box in the upper area of the screen. You can choose between “actual” and “archived” orders. If you hold the status of a Super-user you are allowed to select orders from other users. This is not possible if you are just a single user. With a click on the “refresh” button you are able to confirm your selection.

### Customer's Portal

Date: Mar 14, 2008  
 Customer: Sirius GmbH  
 User: Maria Müller

Folder	<input type="text" value="'actual'"/>					<input type="button" value="Refresh"/>
User	<input type="text" value="Maria Müller"/>					
Orders 1 to 3 of 3 (page 1 of 1)					<input type="button" value="⏪"/> <input type="button" value="⏩"/>	
User	Order date	Completion date	Incorrect requests	State	Retrieve finished requests	
Your reference order	Order ID	Total	Requests "in process"	Requests "finished"		
Maria Müller	11/13/07 11:12 AM	11/17/07 9:11 AM	0		<input type="button" value="Retrieve"/>	
	80900	2	0	2		
Maria Müller	7/24/07 3:51 PM	7/24/07 3:54 PM	1		<input type="button" value="Retrieve"/>	
	55254	1	0	0		
Maria Müller	6/11/07 11:35 AM	6/15/07 12:13 PM	0		<input type="button" value="Retrieve"/>	
	49195	2	0	2		

When new completed, not yet downloaded inquiries are present, the colour of the inquiries will start to shine.

Yellow shining means: process of at least one inquiry has been started and at least one inquiry has not been finished.


Red shining means: The process temporarily has been stopped on grounds of an internal error or an error at the registration office. We take care of this error as soon as possible.

Green Shining means: all inquiries have been completely processed

White shining means: you signed the order as completed

## Retrieve results

Select the “retrieve” button next to the corresponding order to download the concerning results of your inquiries.

Detailed Order Information			
Order ID	22393		
Your reference order	Krabina		
Customer / User	Sirius / Maria Müller-Schröder		
Order date	5/7/08 10:59 PM		
Completion date	5/8/08 7:00 AM		
Order state	finished (5)		
Order Items			
Total number		1	
finished		1	
	retrieved	1	<input type="button" value="Read"/> <input type="button" value="Retrieve"/> <input type="button" value="Print"/>
	new	0	

## Read finished results

Next to the “retrieve” button you will find a “read” button. When you select the “read” button a new screen will open. This screen gives you ordered information about your request, just like in the example below:

Field	User input	Request result
Last name	Grass	Grass
First name	Anna	Anna
Date of birth	22.02.1997	
Gender	w	
Address	Dortmund Deutschland	Mallinckrodtstraße 50 44328 Dortmund
<b>Order Data</b>		
Order	22393	
Order item	454088	
Your ID	Krabina	
Item state	7 (download)	
<b>State Values</b>		
Result	1 - Person in question was unambiguously identified. Personal data disclosed.	
Additional information		
State of address	1 current	
Error text		

Under the heading “Statistics” you will find a summary with the results of your requests. This summary is especially useful to get a quick overview of your results with regard to bulk inquiries. Under the heading “course of transactions” you will find your order history at RISER. To print a result of a single inquiry you can find a “Print” button on the bottom of the page. The single inquiry will be shown in a PDF-file which can be printed or downloaded.

Please select the “Retrieve” button again. An excel file will open in which you will find your result. The subdivision of the result status you will find in chapter 2.8.

Due to different processing times in various registry offices, it is possible that some of the results will be available within seconds, while other authorities may need several days to complete the inquiries. In order to download your results as soon as possible and to avoid that just a few not finished request block or slow down the delivery, RISER makes it possible to download finished inquiries at any time. You will recognize the availability of new results at the shining status notification. You can download your results again and again. For example it is possible to download first a part of your new inquiries and finally to download the entire results of all your inquiries.

### Mark order as finished

In your detailed overview you have the opportunity, by selecting the “to archive” button, to complete your inquiries and to store them in your personal register. RISER recommends you to archive the results of an inquiry after downloading the order. This improves your personal order overview because archived files will not appear in your order list anymore. If you want to view the archived file again, you can switch in your order overview to the corresponding folder “Archived“. You can proceed with an “Archived file” exactly the same way as with a “not archived file“. After issuing an invoice by RISER, the inquiries stay available in the RISER-system for 14 days. After these two weeks the received files will be deleted from the RISER-System for privacy protection reasons.

### Select inquiries

Supplementary to the feature “Track requests” you receive here an overview about all your inquiries. This overview is especially useful for Super users or costumers with a high amount of inquiries. In this overview you can filter your inquiries according to the status of the process or just the lust 20 results you got. This functionality has the advantage that you can download results, without opening all the orders one by one. Besides, a super user receives in this overview a process status about inquiries of every single user and department.

select Inquiries			
Employee	<input type="text" value="all employees"/>		
from	<input type="text"/>	until	<input type="text"/>
userinfo order (*)	<input type="text"/>	userinfo inquiry (*)	<input type="text"/>
firstname (*)	<input type="text"/>	lastname (*)	<input type="text"/>
zip	<input type="text"/>	city	<input type="text"/>
country	<input type="text" value="all countries"/>		Department <input type="text" value="abt"/>
			<input type="button" value="Filter"/>
inquiries			
open inquiries	0	<input type="radio"/>	
incorrect inquiries	0	<input type="radio"/>	<input type="button" value="Display"/>
new results	0	<input checked="" type="radio"/>	<input type="button" value="Download"/>
all results	0	<input type="radio"/>	<input type="button" value="Print"/>
all inquiries	0	<input type="radio"/>	
Download-History			
Click here to view the last 20 downloads of new results			<input type="button" value="Download-History"/>

## 1.5 Administrate users

As a customer you can set up as many users as you need. To administrate users and to read their results you need be a super user. In this view you can deactivate single users or activate single users. Please mark the corresponding cubby-hole. Deactivated users do not have access to the RISER-system.

Customer's Portal

Date: Mar 7, 2008  
Customer: Sirius GmbH  
User: Maria Müller

Detailed Information of a User	
User name	<input type="text" value="maria"/>
First name	<input type="text" value="Maria"/>
Last name	<input type="text" value="Müller"/>
Department	<input type="text" value="sirius klein"/>
Telephone	<input type="text" value="030/785 63 55"/>
E-mail	<input type="text" value="RISER@web.de"/>
Expert user	<input checked="" type="checkbox"/>
New password	<input type="password" value="....."/>
Access disabled	<input type="checkbox"/>
Save data <input type="button" value="OK"/>	
Back to overview <input type="button" value="Back"/>	

## Administrate departments

If you wish separated invoices for different departments, branches or subdivisions in your company we suggest the feature “administer departments”. It allows you to set up as many departments as you like and assign a personal invoice address to every department. Users can be classified under one department but additionally can change their department by each inquiry.

### Administrate Notification

When the duration between your request and the transmission of the resulting files by the authorities is several days, it can be useful to receive an automatic E-mail when new results arrive. Using bulk inquiries you receive the E-mail notification only in case that the whole order has been completed. If several new results arrive, you receive at most one E-mail a day. To activate this automatic notification, select the “Administrate notification” button in your main menu.

You have the opportunity either to indicate a collection address for the notification or to send the notification to a personal account of a single user. If you choose the second option please fill in the correct E-mail address and activate the notification by clicking on the cubbyhole. You can save this data by clicking the “ok” button.

Date: Mar 7, 2008  
 Customer: Sirius GmbH  
 User: Maria Müller

<input checked="" type="checkbox"/> E-Mail Notification		Collection address	<input type="text" value="kknobloch@RISER.eu"/>
User name	via E-Mail	E-Mail address	
hkauper	<input checked="" type="checkbox"/>	<input type="text" value="hkauper@RISER.eu"/>	
maria	<input checked="" type="checkbox"/>	<input type="text" value="kknobloch@RISER.eu"/>	
volker	<input type="checkbox"/>	<input type="text"/>	
erwin	<input type="checkbox"/>	<input type="text"/>	
heiner	<input type="checkbox"/>	<input type="text"/>	
		Save Data	<input type="button" value="OK"/>

## Personal preferences

You can check and update your personal details at any time. You should change your password regularly to avoid abuse of the RISER service. Enter your old and choose your new password. Then confirm your new password. Please follow the rules for password selection to help ensure the integrity of your password.

To modify your details select the menu item “Personal Preferences” in your customer portal. In your entry mask you can change your system identification, your name, phone number and e-mail address. Please save your changes with the “ok”-button.

### Customer's Portal

Date:	Mar 12, 2008
Customer:	Sirius GmbH
User:	Maria Müller

Your Personal Settings	
User name	<input type="text" value="maria"/>
First name	<input type="text" value="Maria"/>
Last name	<input type="text" value="Müller"/>
Telephone	<input type="text" value="030/785 63 44"/>
E-mail	<input type="text" value="mm@web.de"/>
Your Notification Data	
<input checked="" type="checkbox"/> E-Mail Notification	<input type="text" value="kknobloch@riser.eu"/>
Save data	<input type="button" value="OK"/>
Change password	<input type="button" value="Change password"/>

## **1.6 Support**

If you have any questions or recommendations regarding the RISER service and its usability, do not hesitate to contact us by [info@riserid.eu](mailto:info@riserid.eu), under our hotline +49 (0)30 23 60 769 34 or through a web form. You will find the related form under the menu point “support” in the customer portal and on our website [www.riserid.eu](http://www.riserid.eu). For information about specific orders please indicate your order ID number.

## 2 Country details

### 2.1 Country Overview

	Switzerland	Austria	Germany	Hungary	Sweden	Lithuania	Estonia	Ireland
Source of data	Local population registers	Central population register	Local population registers	Central population register	Central population register	Central population register	Central population register	Electoral rolls of Irish counties
Population (in million)	7.50	8.16	82	10.16	8.94	3.46	1.36	3.93
Duration of response	2-3 weeks	2-5 days	Instantly-30 days	Instantly	Instantly	2-4 days	2-4 days	2 days
Required data for inquiries	<ul style="list-style-type: none"> <li>• First name</li> <li>• Surname</li> <li>• ZIP / City</li> <li>• Year of birth (optional)</li> <li>• Last known address (optional)</li> </ul>	<ul style="list-style-type: none"> <li>• First name</li> <li>• Surname</li> <li>• 1 more item like date of birth, part of last known address</li> </ul>	<ul style="list-style-type: none"> <li>• First name</li> <li>• Surname</li> <li>• ZIP / City</li> <li>• Two more items of: gender, date of birth, street with house number.</li> </ul>	<ul style="list-style-type: none"> <li>• First name</li> <li>• Surname</li> <li>• 1 more item like date of birth, part of last known address</li> </ul>	<ul style="list-style-type: none"> <li>• First name</li> <li>• Surname</li> <li>• Gender</li> <li>• Last known address (optional)</li> </ul>	<ul style="list-style-type: none"> <li>• First name</li> <li>• Surname</li> <li>• Date of birth or personal ID code</li> </ul>	<ul style="list-style-type: none"> <li>• 2 of 3 items first name, surname or personal ID code</li> </ul>	<ul style="list-style-type: none"> <li>• First name</li> <li>• Surname</li> <li>• Street name</li> </ul>
Result data	<ul style="list-style-type: none"> <li>• Full name</li> <li>• Full current address</li> <li>• Date of death</li> </ul>	<ul style="list-style-type: none"> <li>• Full name</li> <li>• Full current address</li> <li>• Date of death</li> </ul>	<ul style="list-style-type: none"> <li>• Full name</li> <li>• Full current address</li> </ul>	<ul style="list-style-type: none"> <li>• Full name</li> <li>• Full current address</li> </ul>	<ul style="list-style-type: none"> <li>• Full name</li> <li>• Full current address</li> </ul>	<ul style="list-style-type: none"> <li>• Full name</li> <li>• Full current address</li> </ul>	<ul style="list-style-type: none"> <li>• Full name</li> <li>• Full current address</li> </ul>	<ul style="list-style-type: none"> <li>• Verification of given address</li> </ul>

## 2.2 Austria

### Interactive Inquiry Austria



Date: Mar 5, 2008  
 Customer: Sirius GmbH  
 User: Maria Müller

In the second step, indicate required information of the requested person.

<i>Please enter firstname and lastname.</i>			
Last name	<input type="text"/>		
First name	<input type="text"/>		
<i>Please enter at least one additional item.</i>			
Date of birth	<input type="text"/>	(Format: DD.MM.YYYY)	
ZMR-Number	<input type="text"/>		
Nationality	Please select <input type="text"/>		
Zip code	<input type="text"/>		
City	<input type="text"/>		
Street	<input type="text"/>	House number	<input type="text"/>
Staircase	<input type="text"/>		
Door number	<input type="text"/>		

### Inquiry

Inquiries of registers can be placed on two different ways:

1. For online inquiries with direct result you are obliged by the Federal Ministry to register yourself as a customer. For application forms of registration please contact the RISER team.
2. Inquiries with results within a week can be placed directly in the Customer portal without registration.

Obliged specifications for inquiries in Austria are:

1. Number of registration (only with online inquiries)
2. Family name and first name
3. One specification of: date of birth, postal code, city or street.

### Results

Specifications of the person: Family name and first name, title, country, postal code, city, street, house number, addition to house number, stairs, door number, date of death, date of cancellation.

## 2.3 Estonia

### Interactive Inquiry Estonia



Date: Mar 5, 2008  
Customer: Sirius GmbH  
User: Maria Müller

In the second step, indicate required information of the requested person.

<i>Please enter at least two of the following items.</i>			
Last name	<input type="text"/>		
First name	<input type="text"/>		
Citizen ID	<input type="text"/>		
<i>Optional items that may be delivered additionally</i>			
Gender	<input checked="" type="radio"/> unspecified <input type="radio"/> male <input type="radio"/> female		
Date of birth	<input type="text"/>	(Format: DD.MM.YYYY)	
City	<input type="text"/>		
Village	<input type="text"/>		
Street	<input type="text"/>	House number	<input type="text"/>
Door number	<input type="text"/>		

### Inquiry

The operating of inquiries can take several hours, because results have to be permitted by the Internals Affairs of Estonia.

Obliged Specifications for inquiries in Estonia are:

1. Two of the following specifications: Family name and first name or citizen ID.

### Results

Specifications of the person: First name and family name completely, country, postal code, place, street, house number, addition to house number, door number, foreign address.

## 2.4 Germany

### Interactive Inquiry Germany



Date: Mar 5, 2008  
Customer: Sirius GmbH  
User: Maria Müller

In the second step, indicate required information of the requested person.

<i>Please enter zip and/or city name.</i>			
Zip code	<input type="text"/>	City	<input type="text"/>
<i>Please enter lastname and firstname.</i>			
Last name	<input type="text"/>		
First name	<input type="text"/>		
<i>Please, give from the following information so many as possible.</i>			
Gender	<input checked="" type="radio"/> unspecified <input type="radio"/> male <input type="radio"/> female		
Date of birth	<input type="text"/> (Format: DD.MM.YYYY)		
Street	<input type="text"/>	House number	<input type="text"/>

### Inquiry

Because in Germany the registry information of local registration organizations is being used, there can be a difference between costs as well as the duration of answers.

Obliged specifications for inquiries in Germany are:

1. Postal code and city
2. Family name and first name
3. Two specifications of: Gender, date of birth, street with house number.

For an optimal search, please pay attention to the following, when completing your inquiry:

- No abbreviations of names (e.g. Maria Sara Sirius in stead off Maria S. Sirius)
- No name additions (e.g. Maria Sirius in stead off Maria von Sirius)
- The street-names in the proper way of writing.
- Streets always with the house numbers (e.g. London Street 13 in stead off London Street? Or London Street 3-5)
- When possible the specifications of dates of birth.

### Results

Specifications of the person: Family name and first name completed, title, county, postal code, place, street, house number, addition to house number.

## 2.5 Hungary

### Interactive Inquiry Hungary



Date: Mar 5, 2008  
 Customer: Sirius GmbH  
 User: Maria Müller

In the second step, indicate required information of the requested person.

Mandatory items			
Permission number	<input type="text"/>		
Last name	<input type="text"/>		
First name	<input type="text"/>		
<i>Of the following four items (Date of Birth, Date of Birth Range, last Address, Mothers Maiden Name), at least <u>one</u> is required in addition</i>			
Date of birth	<input type="text"/>	(Format: DD.MM.YYYY)	
Range or Birthdate	<input type="text"/>	<input type="text"/>	(Format: DD.MM.YYYY)
City	<input type="text"/>		
Street	<input type="text"/>	House number	<input type="text"/>
Mothers Maiden Name (Firstname/Lastname)	<input type="text"/>	<input type="text"/>	

### Inquiry

To get information from the central registration of enlisting in Hungary, a foregoing registration at the Internal Affairs of Hungary is essential.  
 For application forms of registration, please contact the RISER team.

The inquiries will be answered synchronous and the results will be passed on directly.

Obliged specifications for inquiries in Hungary are:

1. Your number of authority.
2. Family name and first name.
3. At least one specification of: Date of birth, place of birth,
4. last address, name of mother by birth.

### Results

Specifications of person: Family name and first name completed, title, country, postal code, place, street, house number, addition to house number, stairs, door number.

## 2.6 Ireland

### Interactive Inquiry Ireland



Date: Mar 5, 2008  
 Customer: Sirius GmbH  
 User: Maria Müller

In the second step, indicate required information of the requested person.

<i>Please enter firstname and lastname.</i>			
Last name	<input type="text"/>		
First name	<input type="text"/>		
<i>Other request data.</i>			
Street	<input type="text"/>	House number	<input type="text"/>
City	<input type="text"/>		
Village	<input type="text"/>		
<i>Reference fields for your internal purposes</i>			
Your reference	<input type="text"/>	Department	<input type="text" value="No Department"/>
Submit and show inquiry basket			<input type="button" value="Submit"/>
Clear formular			<input type="button" value="Clear"/>

### Inquiry

The inquiries are taken out of the register of elections of the Irish Counties.

Obliged specifications in Ireland are:

1. Family name and first name
2. Street and place

### Result

Specifications of the person: Family name and first name completed, title, country, county, location, region, street, house number, addition to house number.

## 2.7 Lithuania

### Interactive Inquiry Lithuania



Date: May 8, 2008  
 Customer: Sirius GmbH  
 User: Maria Müller-Schröder

In the second step, indicate required information of the requested person.

<i>Please enter firstname and lastname.</i>	
Last name	<input type="text"/>
First name	<input type="text"/>
<i>Please enter date of birth or ID number.</i>	
Date of birth	<input type="text"/> (Format: DD.MM.YYYY)
ID Number	<input type="text"/>
<i>Reference fields for your internal purposes</i>	
Your reference	<input type="text"/>
Submit and show inquiry basket	<input type="button" value="Submit"/>
Clear formular	<input type="button" value="Clear"/>
Cancel this single request	<input type="button" value="Back"/>

### Inquiry

Obliged specifications for inquiries in Lithuania are:

1. firstname and Lastname
2. Date of birth or personal ID Code

### Results

Specifications of person: Family name and first name, country, postal code, city; street, house number, door number, district, ID-Number, Date of birth, day of death.

## 2.8 Sweden

### Interactive Inquiry Sweden



Date: Mar 5, 2008  
 Customer: Sirius GmbH  
 User: Maria Müller

In the second step, indicate required information of the requested person.

<i>Mandatory items</i>	
Last name	<input type="text"/>
First name	<input type="text"/>
Gender	<input checked="" type="radio"/> unspecified <input type="radio"/> male <input type="radio"/> female
<i>Optional items that may be delivered additionally</i>	
Date of birth	<input type="text"/> (Format: DD.MM.YYYY)
Zip code	<input type="text"/>
City	<input type="text"/>

### Inquiry

To get information from the central registration of enlisting in Sweden, a foregoing registration at the Internal Affairs of Sweden is essential. For application forms of registration, please contact the RISER team.

The inquiries will be answered synchronous and the results will be passed on directly.

Obliged specifications for inquiries in Sweden are:

1. Last name
2. First name
3. Gender

### Results

Specifications of person: family name and first name, title, country, postal code, place, street, house number, door number.

## 2.9 Switzerland

### Interactive Inquiry Switzerland



Date:	Mar 5, 2008
Customer:	Sirius GmbH
User:	Maria Müller

In the second step, indicate required information of the requested person.

<i>Mandatory items. Please enter Lastname, Firstname, zip code and city name.</i>			
Last name	<input type="text"/>		
First name	<input type="text"/>		
Zip code	<input type="text"/>		
City	<input type="text"/>		
Street	<input type="text"/>	House number	<input type="text"/>
Year of Birth	<input type="text"/> (Format: YYYY)		
<i>Reference fields for your internal purposes</i>			
Your reference	<input type="text"/>	Department	<input type="text" value="No Department"/>
Submit and show inquiry basket			<input type="submit" value="Submit"/>

### Inquiry

Because in Switzerland the information of inquiries is defined by local register organizations, results need 5 -14 days.

Obliged specifications for inquiries in Switzerland are:

1. Family name and first name
2. Postal code and place
3. One specification of: Street and house number, year of birth.

### Result

Specifications of the person: Family name and first name completed, title, country, postal code, place, street, house number, addition to house number, date of cancellation.

## 3 Status Information in Order Results

There is process status information applying to the result of each single inquiry contained in a service response. It consists of;

**(1) The result status,**

**(2) Pieces of additional information**

**(3) The address status.**

The informational content of the process status information is designed to instruct the RISER Customer how to conceive of his inquiry results represented in the subject data (e.g. name and address). This information always refers to an individual inquiry. The three types of process status information are given in detail in the tables below.

### 3.1 Result status

The result status provides the information if the person has been identified unambiguously or not. Information about the person searched for may be disclosed only if it has been identified unambiguously by the request data.

Multiplicity: min = 1 / max = 1.

Code	Meaning
01	Person concerned was unambiguously identified by automatic search in the population register. Relevant data is transmitted.
02	Person concerned was unambiguously identified by automatic search in the population register. No data will be transmitted
03	Person concerned could not be unambiguously identified by automatic search in the population register. No data will be transmitted.
04	In the present case the service cannot be provided by automatic means.

### 3.2 Additional information

The additional information contains more detailed information about the result of the search. This information is optional and an inquiry result may contain multiple instances of this kind.

Multiplicity: min = 0 / max = n.

Code	Meaning
01	Person concerned is registered under different address than contained in the inquiry. Data will be transmitted and the current address detailed.
02	Address could not be identified (it's not an address in the realm under consideration).
03	Person has a different first name.
04	Person has a different last name.
05	There is an information block covering the person under consideration (§21 art.5).
06	There is an information block covering the person under consideration (§21 art. 1a).
08	Requested service will be provided manually without need for a new inquiry.
09	For manual processing a new inquiry is needed.
10	Authorisation for this individual inquiry is missing or is insufficient.
11	Other technical faults in this individual inquiry (i.e. corrupt data).
12	Search profile for this individual inquiry is invalid or is not being supported.
13	This request will be transmitted, even when the document contains a block.
14	The search in the citizen/population register resulted in nil hits.
15	The search in the citizen/population register resulted in nil hits.
16	The person could be identified, but the person's current residency is not known ( whereabouts unknown)
17	Die gemeindeübergreifende Suche wurde abgebrochen. Die in der Steuerungsinformationen angegeben Restriktionen sind eingetreten.
18	Inquiry has been checked manually
19	Address incomplete
20	Transmission last known address

### 3.3 Address status

The address status provides important information about the connection of the found person to the residence mentioned in the result message.

Multiplicity: min = 0 / max = 1.

Code	Meaning
01	The address mentioned is the current address of the person in the realm of the register the inquiry has been targeted at.
02	Person has moved or is living beyond the realm of the citizen/population register the inquiry has been targeted at. If an address is mentioned in the result data, it is – according to the information the service inquired is in command of- the address the person has moved to or is living at.
03	Person is deceased. If an address is mentioned in the result data, it is the person's last known address.

### 3.4 The most common combinations of status information

The following table provides an overview on the most common combinations of the status information. Not in every case all the information have to be provided by the civil registration authority.

Result status	Additional information	Address status	Information contained in the combination
01		01	What the costumer likes to get: The resident's record was found and the current address will be delivered to the costumer.
01		02	The resident's record was found, but the (former) resident has moved/ is not living within the realm of this register. The address the resident has once been moved to, will be delivered to the costumer.
01	16	02	The resident's record was found, but the resident has moved. Whereabouts are unknown.
01		03	The resident's record was found and the fact that the resident has perished - in some cases his last registered address will be delivered.
03			What the costumer does not like: the data record could not be identified. No reasons given
03	14		The data record could not be identified. Reason: No data record could be found on the basis of the search criteria.
03	15		The data record could not be identified. Reason: The search criteria matched more than one data record.
03	02		The data record could not be identified. Reason: No data record could be found, because the address contained in the search criteria does not exist.
02	05		The resident's record was found, but data cannot be disclosed because of information blocks preventing exactly this.