



# **RISER USER GUIDE**

## **for customers**

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## Introduction

The European registry information service on European Residents (RISER) enables customers to provide access to the population registers in EU-member states by using the 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 will give you an overview about the functionality of this service and it will guide you through our customer's portal.

RISER is accessible on the internet via <http://www.riserid.eu>. The menu item "Login" will lead 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"/>
<input type="button" value="OK"/>	

After your registration, you will enter your customer area. On the left side you find several menu items that we are going to describe in more detail:

**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 ways: interactive- and bulk inquiries.

If you have a few inquiries choose the function “Interactive inquiry” to type in the data through a web form. If you have a large number of inquiries the function to choose is “Bulk inquiry” which allows you to upload your data in a file. (For more precise information about content and format of the inquiries see [chapter 3](#)).

#### 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"/>		<input type="button" value="Durchsuchen..."/>
<b>Additional Service</b>				<b>Enabled</b>
E-Mail Notification				<input checked="" type="checkbox"/>
<input type="button" value="Upload and check file"/>				<input type="button" value="Upload"/>

In the field “your reference order” you can enter any text you like. Using this reference you can identify your order afterwards. Then click the button next to the file name field to select the file with the inquiries to upload from your local hard drive.

Next, click the “upload” button to transfer the file to RISER. The system will automatically check if your inquiries are formally correct. In case of an error, you will receive an error message and processing of the incorrect inquiries stops. Nevertheless all other correct inquiries will be processed. Please rectify the incorrect inquiries. To avoid double orders, upload the rectified inquiries as a new order.

**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	<input type="button" value="OK"/>
-------------	-----------------------------------

RISER has analyzed your file, count the number of inquiries and listed the charges for processing the order. By clicking "OK" you place an irreversible order to RISER which will forward your inquiries to the responsible civil registration authorities and you will receive an order confirmation containing the order number. In case you have to get in contact with us, please have your order number handy.

If you change your mind, you may click the "Back" button which cancels this order.

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 small number of inquiries you can use our web form. Please select the menu item “Interactive Inquiry”. Before you can type in your data, you will be asked to select the country corresponding to the address of your inquiry: click on the flag of the 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 would 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"/>

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

## Chain Requests

You can mark your inquiry as a chain request. With chain requests you direct the system to automatically generate new inquiries as long as a relocation address will be returned from the registry office. The system will follow the returned addresses until the final address will be returned, an error occurs or one of the given limits will be reached.

The limits you can specify are:

- Maximum total cost of the inquiry (0 = no limit)
- Maximum number of inquiries to be sent (0 = no limit)
- Number of days you will wait for a result to be provided (0 = no limit)

You do not have to give a value for every limit. If one limit is reached, the inquiry will be returned to you with the result value determined so far.










The system allows you to save the given limits as default for the following chain requests.

Chain requests are marked with additional information 30 and / or 31, 32 (see [chapter 3](#) for more information).

## Inquiry basket

Your submitted single inquiries will be collected for you in a basket. Here, you may edit your inquiries, add another inquiry or delete an inquiry.

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"/>

To continue, click the “submit” button. This will provide you with the pricing information for your order.

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 Ireland	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

From here you are only one click away of placing your order with the RISER System. By clicking "OK" you place an irreversible order to RISER which will forward your inquiries to the responsible civil registration authorities and you will receive an order confirmation containing the order number. In case you have to get in contact with us, please have your order number handy.

## 1.4 Track requests

To inform yourself about the status of your orders and to collect your results, select the menu item "track requests". On the page you can see all your orders that you have made. We show you five orders per page. Have you placed more than five orders you may turn over to the next page. To navigate through the pages press the buttons on the right top of the page.

You can filter the listing using the combo box in the upper area of the page. 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 function is not activated to regular users. With a click on the "refresh" button you confirm your selection.

**Customer's Portal**

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

Folder	'actual'					Refresh
User	Maria Müller					
Orders 1 to 3 of 3 (page 1 of 1)						
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		Retrieve	
	80900	2	0	2		
Maria Müller	7/24/07 3:51 PM	7/24/07 3:54 PM	1		Retrieve	
	55254	1	0	0		
Maria Müller	6/11/07 11:35 AM	6/15/07 12:13 PM	0		Retrieve	
	49195	2	0	2		

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

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 due to 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

On this page you are presented with three buttons: Read, Retrieve and Print.

When you select the “read” button a new page will open. This page gives you tabular 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 “Order Items” 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 find a “Print” button on the bottom of the page. The data will be exported to a PDF-file which can be printed or saved on your hard drive.

When you select the “Retrieve” button, a csv-file will be generated and downloaded to your computer. In these files the data is separated by a special character, in our case a Semicolon (;). Depending on the settings of your system, usually a spreadsheet application (MS Excel, OpenOffice calc) will open in which you will find your results.

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 complet. In order to download your results as soon as possible and to avoid that just a few not finished requests 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.

### Mark order as finished

In your detailed view you have the opportunity, to complete your inquiries and to store them in your personal folder by selecting the “to archive” button. RISER recommends archiving 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 the view to folder “Archived“. You can proceed with an “Archived file” exactly the same way as with a current file.

**PLEASE NOTE:** after RISER has issued an invoice, the result data will be available in the RISER-system for another 14 days, counting starts with the invoice date. After these two weeks the data will be **deleted** from the RISER-System due to privacy protection reasons and applicable German law.

### Select inquiries

This view is especially useful for super users or costumers with a high amount of inquiries. In this view (upper part) you can enter information to filter your inquiries. After applying the filter you have to choose, which inquiries should be displayed by marking the corresponding radio-button in a row and clicking the “display” button (middle of the form). As a one-click-filter you can retrieve the last 20 results you got with just on click on the “Download-History” button.

select Inquiries			
Employee	all employees <input type="button" value="v"/>		
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	all countries <input type="button" value="v"/>	Department	abt <input type="button" value="v"/>
			<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

You can set up as many users as you like. To administrate users and to read their results you need to be a super user. In this view you can deactivate single users or activate single users. Please mark the corresponding check-box. Deactivated users have no longer access to the RISER-system. Save the setting by clicking on "OK".

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 – **NOCH GÜLTIG ???**

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 last several days, you may want to receive an automatic E-mail when new results are available for download. 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 feature, select the “Administrate notification” button in your main menu.

You may send the notification to a collection e-mailaddress or send the notification to a single user. If you choose to notify a user please fill in the correct E-mail address and activate the notification by clicking on the check-box. You save this setting 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

To modify your details select the menu item “Personal Preferences” in the customer portal.

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 password and type in a new one. Then confirm your new password.

In your entry form 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 e-mail [info@riserid.eu](mailto:info@riserid.eu),
- by phone: our hotline +49 (0)30 23 60 769 34
- through our web form. You will find the related form under the menu item “support” in the customer portal.

For information about specific orders please supply your order 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.

Mandatory details for inquiries in Austria are:

1. Your registration number (only with online inquiries)
2. Family name and first name
3. One detail 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.

Mandatory details 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.

Mandatory details for inquiries in Germany are:

1. Postal code and city
2. Family name and first name
3. Two details of the three: 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 instead of Maria S. Sirius)
- No name additions (e.g. Maria Sirius instead of Maria von Sirius)
- The street-names in the proper way of writing.
- Streets always with the house numbers (e.g. London Street 13 instead of London Street? Or London Street 3-5)
- Whenever possible the specifications of dates of birth.

### Results

Details 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.

Mandatory details 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

Details 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.

Mandatory details in Ireland are:

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

### Result

Details 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

Mandatory details for inquiries in Lithuania are:

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

### Results

Details 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.

Mandatory details for inquiries in Sweden are:

1. Last name
2. First name
3. Gender

### Results

Details 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.

**Mandatory items. Please enter Lastname, Firstname, zip code and city name.**

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)		
<b>Reference fields for your internal purposes</b>			
Your reference	<input type="text"/>	Department	<input type="text" value="No Department"/>

### Inquiry

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

Mandatory details for inquiries in Switzerland are:

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

### Result

Details 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

Every inquiry contains a service response. It consists of;

**(1) The result status,**

**(2) Codes of additional information**

**(3) The address status.**

The informational content of the process status information is designed to instruct the RISER Customer how to understand 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.

occurrence: one.

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 entries.

occurrence: no additional information given, one or a number of codes.

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 (Germany: §21 art.5).
06	There is an information block covering the person under consideration (Germany: §21 art. 1a).
08	Information will be given manually without need for a new inquiry.
09	Information can not be given using electronic means. For manual processing a new written 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 or too few criterias are supplied.
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	The search over several municipalities has been aborted. The given restriction in the control system occurred.
18	Inquiry has been processed manually
19	Address is incomplete

20	Transmission last known address
30	This inquiry is a chain request
31	No new request could be executed. Reason why is given in the error text.
32	A new chain request has been issued

### 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.

occurrence: zero or one.

Code	Meaning
01	The address given 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 given 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 passed away. If an address is given 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 passed away - in some cases his last registered address will be delivered.
03	14		The data record could not be identified. Reason: No data record could be found on the basis of the search criteria.
02	05		The resident's record was found, but data cannot be disclosed because of information blocks preventing this.