

# Validation process

## 1. Validation during checkout

Catches wrong formats and blocks the order until the customer corrected their mistake. This behaviour can be customized by rules in the **Settings** tab in the following way:

### 1) Block orders without house numbers

-> Enable if you want addresses without house numbers to be blocked. Customers will still be able to proceed by typing **0** as house number in case they actually dont have one. This information does get displayed in the error shown to the customer.

### 2) Block orders with special characters

-> Enable if you want to block addresses that have special characters which oftentimes get rejected by carriers. Examples of such characters would be @, \$, %, \*, \_ or |. Only the **name, postcode, city, street and extension** fields are checked for that.

### 3) Block invalid PO boxes

-> Enable if you want to block PO boxes with a wrong format such as PO box 1234567.

### 4) Block all PO boxes

-> Enable if you want to block all PO boxes (because you dont deliver to PO boxes).

### 5) Block invalid emails

-> Enable if you want to block emails that have a wrong format such as john@doe.

### 5) Block invalid phone numbers

-> Enable if you want to block phone numbers that have a wrong format such as +49123.

## 2. Validation after order is confirmed

Does a proper validation using multiple sources and displays a banner at the top of the order confirmation page if there is an issue with the address. The customer then can **either confirm or edit their address** via buttons:

If the address is wrong and we cannot find a suggestion, the customer is able to confirm their original address if they dont agree with the validation result or edit it once again.

If the address is wrong and we found a suggestion, the customer is able to confirm our suggestion or edit their address.