

# A closer look at Deutsche Post's efficient and user-friendly ID verification service

Deutsche Post offers its customers a service whereby it checks and verifies the identity of a given individual before he or she is extended a service by that customer. Think, for example, of a web store that wishes to open an account for someone, or a business that has sent its client a package for collection. The identity check allows Deutsche Post staff to determine - quickly and easily - whether the parcel in question is intended for the person who has come to collect it. As part of the check, the client's age can also be verified before the package is handed over. Such age checks are only carried out at the request of the customer (an online retailer of video games, for example).

By offering and conducting identity checks, Deutsche Post is able to meet growing demand for security-related services among businesses and consumers alike. Demand is additionally fuelled by the need for organisations to comply with prevailing legislation. German corporations are - among others - required to meet anti-money laundering regulations as well as legislation aimed at child protection (Jugendschutzrecht). The former requires companies to establish the identity of their customers before a financial transaction is initiated. As a Deutsche Post employee explains: "If we did not meet legal requirements and fail to provide a reliable ID check, we would clearly not have as many customers as we do. Our clients must be able to depend on the security of our identification and inspection processes, and they can."

## Documentchecker for improved efficiency

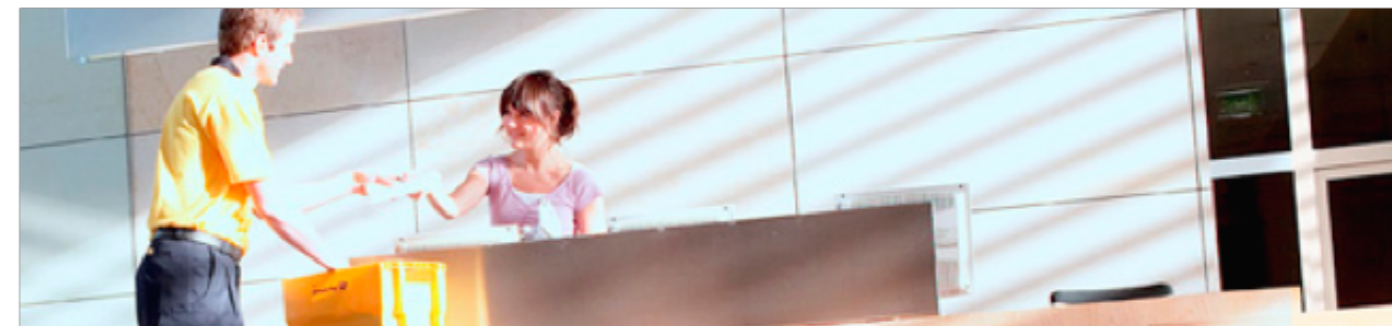
The identity checks conducted by Deutsche Post form part of its Postident service, which uses an architecture based on certified processes. Postident has been available at Deutsche Post offices for years, and is widely used by the organisation's postmen. However, the growing diversity of ID documents has made the task of identification increasingly difficult. What the Postident system lacked were examples of ID documents and information relating to their security features - in short, reference material. Following extensive research, Deutsche Post selected Keesing's Documentchecker solution, which combines first-class content with seamless data delivery.

At the heart of Keesing Documentchecker lies an extensive database containing digital reference material for nearly all ID documents currently in circulation. The interface between Postident and Documentchecker was up and running almost immediately. As a result, Deutsche Post employees were - and are - able to retrieve all the necessary reference material, including visuals. Irrespective of

whether they're presented with a German driver's license or a Romanian passport. Documentchecker instantly displays images of a specimen document, as well as its most important security features. The tool is highly intuitive to use, and can be deployed without prior training.

According to Gerhard Burchard, Vice President Branch Process Management at Deutsche Post, Documentchecker "makes it very straightforward to determine if a given ID document is authentic. The personal data and security features are easily checked. It's an excellent tool, and allows our branch managers and staff to conduct even more stringent checks."

In addition to providing extensive reference material, Documentchecker is able to check a document's machine-readable zone (MRZ), which allows up to 80% of all counterfeits to be intercepted.



## ID verification at Deutsche Post

Deutsche Post's ID verification process works as follows. Let's assume, for the sake of this example, that a client wishes to open an account with a web store, requiring his or her identity to be checked beforehand. To this end, he (or she) is issued with a web store coupon, which is presented at a Deutsche Post branch. A branch employee subsequently authenticates the client's ID using Postident. As indicated, the system retrieves the required data from Documentchecker, and displays specific security features, such as a watermark or a security hologram, which are compared to the document presented. Once the authenticity of the document has been verified, the information it contains is printed on a form, which is signed by the document holder. The final check involves comparing the holder's signature to the signature and photograph in/on the ID document. The customer - in this case the web store - is immediately informed of the outcome, allowing an account to be opened.

## About Deutsche Post

Deutsche Post delivers postal items (letters and packages) to domestic and international destinations. It also offers direct marketing, dialogue marketing, publisher subscription, transport, logistics, fulfilment, email and other value-added services. The organisation's client base includes financial institutions, energy providers, insurance and telecommunications companies and a diversity of web shops.

## ID verification as a service

Documentchecker has been used by Deutsche Post branches to check ID documents since 2012, and forms an integral part of the ID authentication service. As Burchard explains: "Documentchecker has simplified and improved existing Postident processes. We're now able to establish whether a given ID document can be used for identification purposes at all, and, if so, where the data to be verified are located. In consequence, we're able to prevent fraud while simultaneously avoiding client enrolment errors. This is particularly helpful if employees are presented with unknown foreign ID documents."



Unless attempted identity theft is intercepted at an early stage, the consequences are often difficult to oversee. This particularly applies to web stores, which can suffer substantial financial losses as a result of ID-related fraud. That's why many companies have relied on Deutsche Post's Postident service for years. The service enjoys an excellent reputation for reliability and efficiency, and allows customers to verify the identity of (prospective) clients with confidence. As one Deutsche Post employee explained: "the verification process, with Documentchecker at its heart, meets the expectations of our customers as well as their clients. Documentchecker has not only helped us prevent fraud, it has also enabled us to improve the efficiency of our services and processes at branch level."

