

Known Issues for Verification and Geography Data

Learn about the issues you may encounter when using the Address, Email, and Phone Verification service, as well as Geography data.

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Address, Email, and Phone Verification Issues

- [Phone Verification performance is slow](#)
- [Phone Verification not working for Germany](#)

Phone Verification performance is slow

Phone Verification performance is running slower than expected.

Oracle Reference: 31789505

Phone Verification not working for Germany

Phone Verification currently not working for Germany

Oracle Reference: 31738214

Geography (Loqate) Data Issues

Workaround for Geography Data Issues: Geography seed data can be updated and deleted, and missing data can be added, with the **Manage Geographies** task. Child

geography data should be deleted first in the geography hierarchy. See [FAQs for Define Geographies](#).

- [Data Quality – Mexico state acronyms are inconsistent](#)
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- [Missing Data – Some province data missing for Argentina](#)
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Data Quality – Mexico state acronyms are inconsistent

Mexico state acronyms are not consistent. For example, Guanajuato may be GTO or GUA.

Oracle Reference: 32930236

Data Quality – Canada province codes are inconsistent

The primary flag for some Canadian provinces is set to a 3 character code (such as ONT or QUE) instead of the 2 character code. There is also a 4 character code set for Saskatchewan (SASK).

Oracle Reference: 32847803

Data Quality – Incorrect data for some cities, postal codes, counties in Great Britain

Great Britain has incorrect geography hierarchy data for certain cities, postal codes, and counties.

Oracle Reference: 32800694

Data Quality – City, province names not capitalized or abbreviated consistently

Geography data for some countries may not show correct capitalization or abbreviations. For example, Italy province primary names (such as Ancona) should not be abbreviated (to AN).

Oracle Reference: 29429312, 31504477

Data Quality – Issue with language tag

There are issues with language tags; for example, the Canadian province of British Columbia has the language tag set to French, but the Canadian province of Alberta has the language tag set to English.

Oracle Reference: 29415996

Data Quality – Outdated data

Geography data for certain countries may not be up to date. For example, the Indian territories of Dadra and Nagar Haveli and also Daman and Diu should be all merged as one state name.

Oracle Reference: 31577252

Missing Data – Incomplete data for Mexico, cannot calculate taxes

Tax calculation in Mexico is not working properly because FIPS codes are missing for some states. Load MX Geography Data looks for primary state names for Mexico.

Workaround: Set Primary on State Names. For example: change GUA to GTO, change GUE to GRO, change HID to HGO, and change QUE to QRO.

Oracle Reference: 32822694

Missing Data – Some province data missing for Argentina

In geography data for Argentina, the province "Ciudad Autonoma de Buenos Aires" looks incorrect. Also, the lower hierarchy for the province "Ciudad Autonoma de Buenos Aires" is missing.

Oracle Reference: 32808157

Missing Data – State, city, province missing for certain countries

Some state, city, or province data is missing for Vietnam and Israel.

Workaround: If you know which province or city is missing in the geography hierarchy for a specific country, you can use the **Manage Geographies** task to add it. See [FAQs for Define Geographies](#).

Oracle Reference: 31661511, 31613669, 31685510

Missing Data – Postal code missing for certain countries

Some postal codes are missing for Japan, Canada, India, Switzerland, Poland, and Norway.

Workaround: Use the **Manage Geographies** task to add missing data. See [FAQs for Define Geographies](#).

Oracle Reference: 31975776, 31061098, 29456646, 29384009

Data Alignment – Issue for postal codes in Netherlands

Postal codes for the Netherlands include an extraneous extra space.

Oracle Reference: 32800768

Data Alignment – Issue for island territories

There can be a data alignment issue for island territories; for example, USA incorrectly includes the following territories as states: the Federated States of Micronesia, the Marshall Islands, and Palua.

Oracle Reference: 31740589

Data Alignment – Issue for postal codes in India

There can be a data alignment issue for postal codes in India Geography Data. For example, some postal codes are available under the wrong geography level, such as state instead of city.

Oracle Reference: 31061098

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