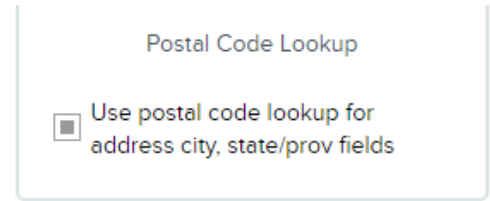# Auto Populate City & State/Province Fields From Postal Code

QL2 contains a database of postal codes from which it can auto populate the address City and State / Province fields. Here are some things to know before you proceed…

- To enable auto populate, add a check in the checkbox in Options.

- Auto populate does not work in offline mode.

- Auto populate only works on fields that are empty before the postal code is entered. If you have your City or State/Province seed lists set to provide a default value, you may want to change that setting if you plan to use auto populate.

- If no country is present in the Country field, auto populate searches postal codes from the same country locale that is in effect for the current database (set in options). If you wish to search postal codes from a different country than that of the database locale, enter the country in the Country field first. If you do not wish to include a country in the final address, remove the country from the field after performing the lookup.

- Currently supported countries are:
    - Canada (CA)
    - Great Britain / United Kingdom (GB, G.B., UK, U.K.)
    - Ireland (IE) **note:** UK codes also include some listings for Ireland.
    - Isle of Man (IM) **note:** UK codes also include some listings for Isle of Man.
    - United States (US, USA)

  Please contact us if… you find you are regularly serving clients with addresses in countries other than those listed and need access to those postal codes **OR** you need support for a country abbreviation or title that is different from what is listed above **OR** you find discrepancies or omissions in the current postal code data.

- In some cases, entering a postal code will return multiple City or State/Province listings. When this occurs, the first item returned will be placed into the target field, the field color will change to green and the dropdown list for that field will contain the other listings for the entered postal code.