
CRIF

TECH SPECS**Project Code: A0001****Project Name: Claims Portal – A2A interface
–RTA Process**

Version No.	4.7
Release Date	08/10/2018

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Revision History

Release Date	Version	Description
29/10/2009	0.1	First description of the A2A interfaces
02/11/2009	0.2	Added: Get Notification List, Search Claim
16/11/2009	0.3	More details for each function. Added all the functions needed for the Stage 1
23/11/2009	0.4	Adjustments to the interfaces (In/Out)
9/12/2009	0.5	Refinements – added new functions due to UAT.
20/01/2010	0.6	Added the function AcknowledgeFraudStated
03/02/2010	0.7	- Added the function "ResendRejectedClaim" to better handle a step of the Stage 1 - Added the functionalities for the Stage 2.1
20/02/2010	0.8	Notes on system design
23/02/2010	0.9	- Added the functionalities for the Stage 2.2
22/03/2010	0.10	- Added new functionality to search into the Insurers index table - added sentDateFrom/sentDateTo to SearchClaims
30/03/2010	0.11	Reworded "flag" argument definition to "Boolean" to avoid any confusion
07/04/2010	0.12	Improved PhasesID for Stage2.1 and Stage2.2, in details for: AcceptPartialInterimPayment AcknowledgePartialPaymentDecision AddStage2SPFResponse AddStage2SPFCounterOfferByCM AddStage2SPFCounterOfferByCR ExtendStage2SPFCounterOfferTimeout AddCPPFResponse
09/04/2010	0.13	added hints on error handling
12/04/2010	0.14	-improved error handling section -typo in AddInterimSPFResponse
15/04/2010	0.15	Added notes to Lock/Unlock commands
27/04/2010	0.16	Improved following sections: - Error trapping template - LockClaim Amended following sections: - getAttachmentsList - getAttachment
05/05/2010	0.17	Added dataAttachmentFileName in AddAttachment Request, GetAttachmentsList Response, GetAttachment response, GetPrintableDocumentsList Response, GetPrintableDocument response
11/05/2010	0.18	Amended GetPrintableDocumentsList response, GetPrintableDocument response for ending ".PDF"
15/06/2010	0.19	Changes due to CR implementation
01/07/2010	0.20	Added section 1.4.8 related to maintaining updated info within the in-house CMS
26/07/2010	0.21	Added sections 1.4.10 and 1.4.11
30/08/2010	0.22	Added section on Versioning constraints (1.4.3), added comments in the Authentication section (1.4.4.1), added section on user profiles (1.4.4.2), added section on claim scope (1.4.4.3), added section on workflow steps atomicity (1.4.4.4), added notes on commands SearchCompensators (2.1.32) and

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		SearchCompensatorsByInsurerIndex (2.1.33) Amended 'phase reached' for AcknowledgeStage2SPFConfirmation (2.3.4)
29/10/2010	0.23	Added new command GetSystemProcessVersion (2.1.41)
08/12/2010	0.24	Reworded section 1.4.14 related to the process version. Reverted back 'phase reached' for AcknowledgeStage2SPFConfirmation (2.3.4), was not a specification typo but a bug fix.
27/12/2010	0.25	Amended documentation for AllocateUser (2.1.36, 2.1.37), DeallocateUser (2.1.38), ExtendStage2SPFDecisionTimeout (2.3.8), ExtendStage2SPFCounterOfferTimeout (2.3.9) to align to WSDL details.
14/01/2010	0.26	Added documentation for phase ExitProcessEnd for the command AcknowledgeExitProcess (2.1.35) and in Phases recap (1.4.13)
19/01/2010	0.27	Due to a typo CR and COMP list of ReasonCode for ExitProcess (2.1.34) were swapped. Added explicit list of phases where ExitProcess can be executed (2.1.34) Added explicit list of phases where StateFraud can be executed (2.1.22) Added explicit list of phases where AllocateClaimToBranch can be executed (2.1.21)
04/02/2010	0.28	Amended sections AddAttachment (2.1.24, 2.1.25), removing section on 'ownership' which is related to a Change Request which has been never finalized. Added details in sections 2.3.8, 2.3.9 to clarify mismatch between this document and WSDL (parameter has value xs>Date but the WSDL reports the parameter as xs:DateTime); in the WSDL was not changed to xs>Date in order to avoid impacting existing software.
14/02/2010	1.0	Just a finalised version to align the specs with the schemas in case of typos. Plus a couple of clarifications that came out by studying the tickets received during the integration phase and the first weeks of go live. Section ExitProcess (2.1.34) aligned with wsdl to avoid queries by adding the section 'ClaimData' and an explicit note on the usage of reasonCode=1 for the COMP. Added explicit list of phases where AllocateUser can be executed (2.1.36, 2.1.37) In section (2.1.16) renamed new AcceptClaim parameter as insurerClaimReferenceNumber to match the XSD Aesthetic change: document version changed to 1.0 just to reflect that it is related to the Release 1 of RaPID
14/06/2011	1.1	Changes as per Release 2
9/11/2011	1.2	Correction to AcknowledgeS2SPconfirmation and repudiation phases
22/02/2012	1.21	Amended the table of timeouts (1.4.12) and the table of phases (1.4.13) to include changes as per Release 2
22/03/2012	2.0	Amended sections 2.1.19, 2.1.20, 2.1.32, 2.1.34, 2.1.35, 2.1.36, 2.1.38, 2.3.5, 2.3.12 and 2.3.16
30/03/2012	2.1	Added two phases for CR: 2.3.22 and 2.3.24
17/04/2012	2.2	Changed the output of the getAttachmentsList and getAttachment: added the fields DataAttachmentOwner and DataAttachmentDate

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18/05/2012	2.3	Changed the phase name reached in the acknowledgeFraudStated: from "Fraud stated" to "Fraud stated End"
06/07/2012	2.4	Added a note to section 2.2.8 "ExtendInterimPaymentDecisionTimeout" and a phase reference to section 2.1.16 "Send Liability Decision"
18/07/2012	2.5	A "Copy&paste" typo corrected in §2.3.24.1 to align the text description to the correct explanation shown in the table
01/08/2012	2.6	A "copy & paste" typo corrected in §2.2.10: phase reached changed from "Interim Settlement Pack Form" to "Start of Stage 2.1". Plus a correction in §1.4.13: phase "Stage 2 Settlement Pack not agreed" removed from the list of phases
04/02/2013	3.0	Release 3 changes
16/04/2013	3.1	Minor amendment to the front page
29/07/2013	3.2	Minor amendment related to the SetStage1Payment compatibility
02/08/2013	3.3	Clarification added to section 2.1.8 "Get hospitals list"
18/10/2013	3.4	- Clarification added to the table of process versions - Clarification added to section 2.1.26 "Get Printable Document"
10/12/2013	3.5	- Clarification added to section 1.4.8.2 "Changes: about attachments" - Clarification added to section 2.1.32 "Exit Process": phase LiabilityAdmitted removed
17/12/2013	3.6	- Clarification added to section 2.1.22.1 "Add attachment"
26/03/2014	3.7	- Word "flag" reworded as "Boolean flag" to better clarify the available options (true/false) - Clarification added to section 1.4.4.3 "Profiles and visibility of claims"
23/05/2014	3.8	- Clarification added to section 2.1.3.1 about the searchClaims() input - Clarification added to section 2.1.3.2 about the searchClaims() output
01/06/2016	3.9	Note added to section 2.1.3.2 about the searchClaims() output Amendments to the rejection process to section 2.1.11, 2.1.12, 2.1.13, 2.1.14
05/07/2016	4.0	Amendments to section 2.1.9 and 2.1.10 for bulk transfer notifications
15/09/2016	4.1	Amendments to section 2.1.11 for rejection reason
23/09/2016	4.2	New section added: "Instructions for developers"
18/10/2016	4.3	Release 5 process versions for Test site updated
13/03/2018	4.4	Release 6 Amendments for CR19 to section 2.1.24 for AddAttachments() max number of attachments.
11/05/2018	4.5	Release 6 Amendments for CR16 to sections: - 2.1.3.2 SearchClaim () added a field in the response - 2.1.5.2 GetClaimStatus() added a field in the response. Changed the name of one field. - 2.1.9.3 introduced the GDPR claim removed notification retrievable with thw GetnotificationsList()
15/06/2018	4.6	Release 6 Amendments for CR16 to sections: - 2.1.5.2 GetClaimStatus() Added the information about the new name of the field claimInfoResponse - 2.1.2.2 GetClaimsList() Added a field in the XSD

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		response
08/10/2018	4.7	<p>FOR RELEASE 6:</p> <ul style="list-style-type: none"> - Fixed the versioning of the document, the previous one was erroneously marked as 4.7 instead of 4.6 - Added major and minor version - Added information about new "Advanced user" profile into Administrative console chapter (1.4.5.4) - Added a clarification for the getClaimStatus() response (2.1.5.2) - Added a clarification for the getNotificationList() input/output (2.1.9.2)

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Instructions for developers

Following is a list of points that need to be reviewed prior to starting the development and adhered to during the A2A development process. Other points are to assist the users with regard to the updating of certificates and the proper use of the Claims Portal via a2a systems.

Notifications

Notifications are generated by the Portal to inform the user of certain events, such as deadlines (timeouts) approaching, or where the other party has performed an action. Notifications indicating time remaining to make a decision on a claim at various phases in the process flow must be considered only an aid for the user in handling the claim. These notifications could change or not generated in the future and a clients A2A system should not be developed that is dependant on these notifications. Moreover, it is important that once the user read the received notifications by the `getNotificationsList()`, they must remove them using the `removeNotification()` functionality.

Calls frequency

All the operations that can be executed on the Claims Portal system can be distinguished in two main types:

- 1) Operations aimed to work on the claim (`Addclaim()`, `AcceptClaim()`, `AddInterimSPFRequest()`, etc...)
- 2) Operations aimed to obtain possible changes of the status of the claim (`getClaim()`, `getClaimsList()`, `searchClaim()`, etc...)

Operations that move the claims along the workflow (type 1) can be performed at anytime.

On the contrary, all the operations needed only to update the information on the claims (type 2) must be spaced out. In fact, as the Claims Portal workflow is based on daily operations, it is not necessary to poll the system continuously to get updated information on the claim. The correct behaviour is to poll the system on an hourly basis.

Get the claim updated

When the user wants to know the current status of the claim, that is the phase in which the claim is, the side where it sits and so on, they must use the `searchClaim()` functionality instead of the `getClaim()` call.

This allows to obtain all the necessary information the user needs to know to check the status of the claim and promptly respond to the other party. Moreover, it is also fundamental that when the `searchClaim()` functionality is used by the user, it must be performed using always the corresponding search parameters (i.e. `applicationID`, `sentDateFrom`, `sentDateTo`, `claimType`...). This allows to have better time responses from the system and get only the desired results.

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Avoid hard-coding

In A2A Claims Portal Communication we use Web Service SOAP. The principal characteristic of a WS SOAP is to be completely independent from the technology\software behind, so you can write a WS Soap in any language you want running on any platform. During A2A development, it is fundamental to follow the W3C Soap 1.1 specifications (<https://www.w3.org/TR/2000/NOTE-SOAP-20000508/>). It is important not to develop your a2a system by hard-coding the SOAP xml output as it can slightly no semantically change in the future (namespace prefixes, node order etc): the a2a system must take into account logic content, not plain text representation.

Operations timeout

When an operation fails to be completed within the system timeout, the CMS must not be developed in a way that the system automatically re-tries to complete the call. Instead, the system must call the `getClaimStatus()` so as to know the current status of the claim and get the Process Engine Guid. In this way, the system knows whether the operation must be re-run or not and which Guid must be used for the next call.

Certificate renewal

As our certificates are updated on a annual basis (around March), it is important that the a2a systems will be automatically able to recognise and accept the new certificate without any interventions or modifications of the a2a system. However, all the a2a developers will be accordingly informed sufficiently in advance when the new certificate is going to be installed.

Java version used

The Claims Portal system is based on java version 1.7. Using different version of Java should not impact the proper functioning of the system.

Insurer Index

The Insurer Index must not be cached as it is frequently updated. As the cache becomes out of date, it may cause issues where claims are transferred and the older cache does not contain the details of the new user.

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1. Introduction

1.1 Overview

This document describes the functionalities to access the Claims Portal system in A2A (Application-to-Application) mode.

1.2 References

- **Glossary**

*[PIP] = PIP stands for Personal Injury Process. The product name is now:
Claims Portal*

[CR] = Claimant Representative

[CM] = Compensator

[CMS] = Case Management System

(the legacy in-house software interfacing with Claims Portal through A2A commands)

- **References**

PIPWS.wsdl– wsdl file

DocumentInput.xsd – schema used to add a Claim Notification Form

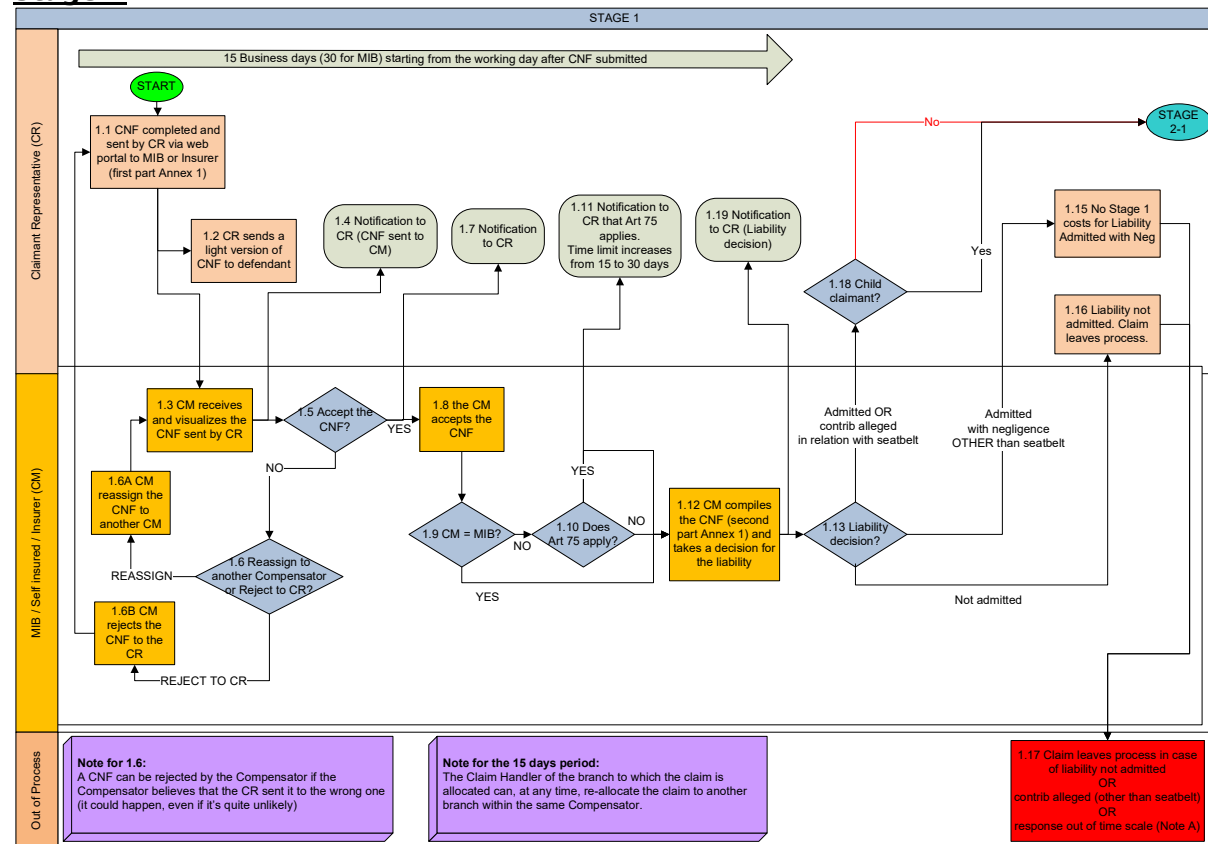
InsurerResponse.xsd – schema used to add an Insurer Response

GetClaimData.xsd - schema used to get the Claim details

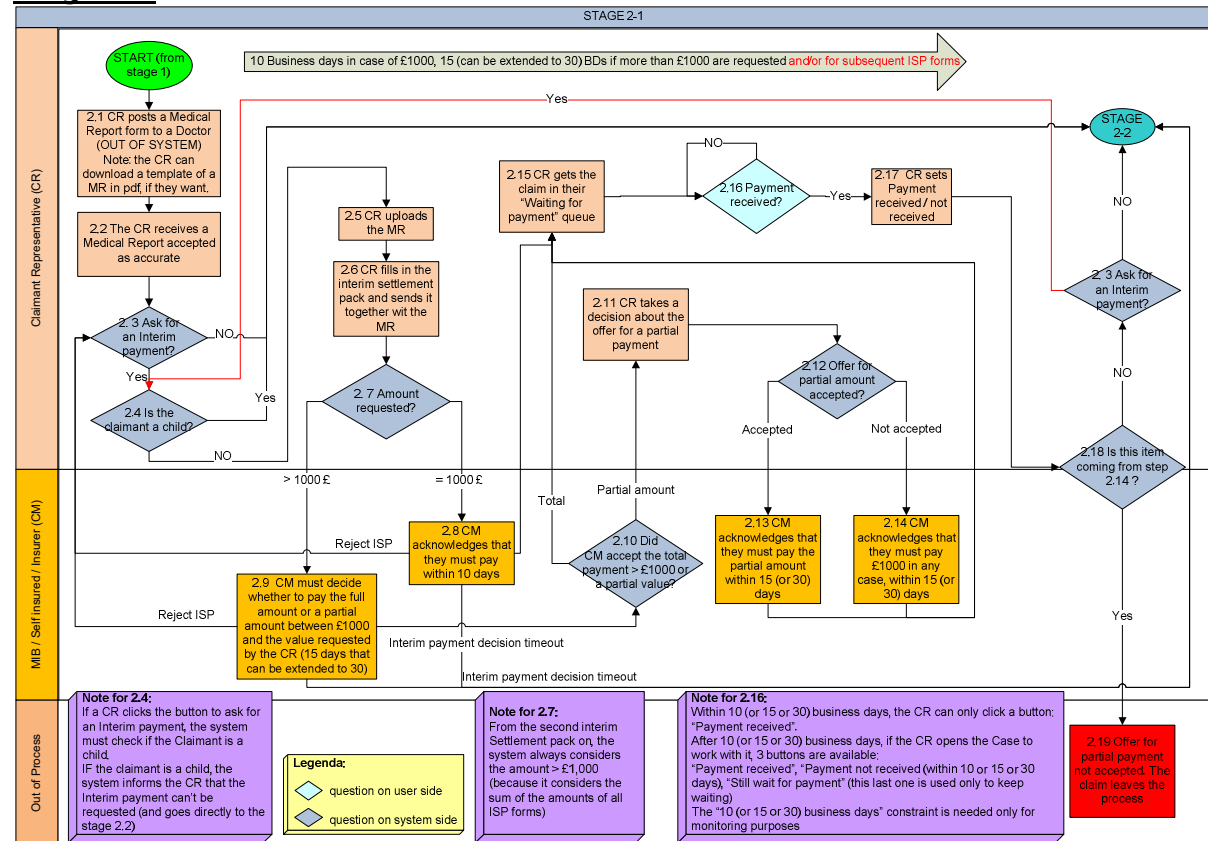
PIP phases and notifications.xls – list of phases with descriptions related to the event that triggers a change of phase through the webUI of Claims Portal.
List of Notification messages that can be received by the system.

1.3 Workflows

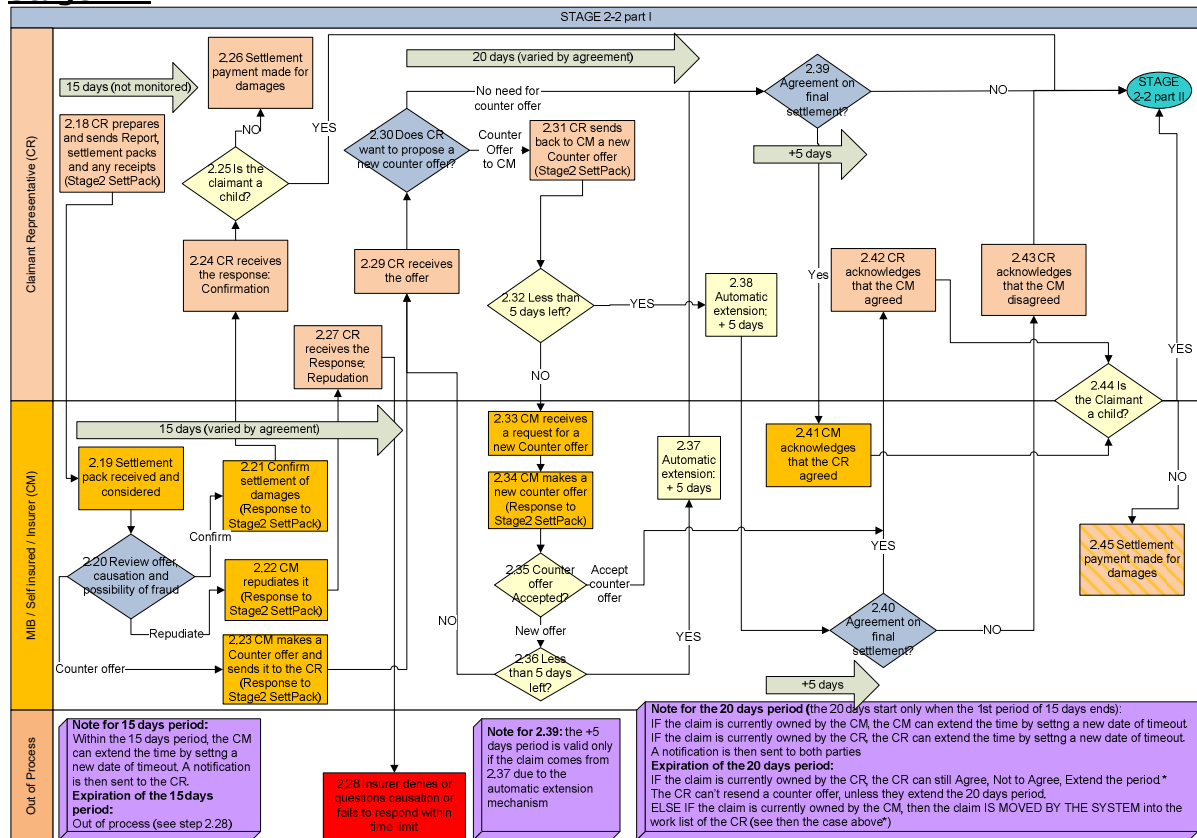
Stage 1

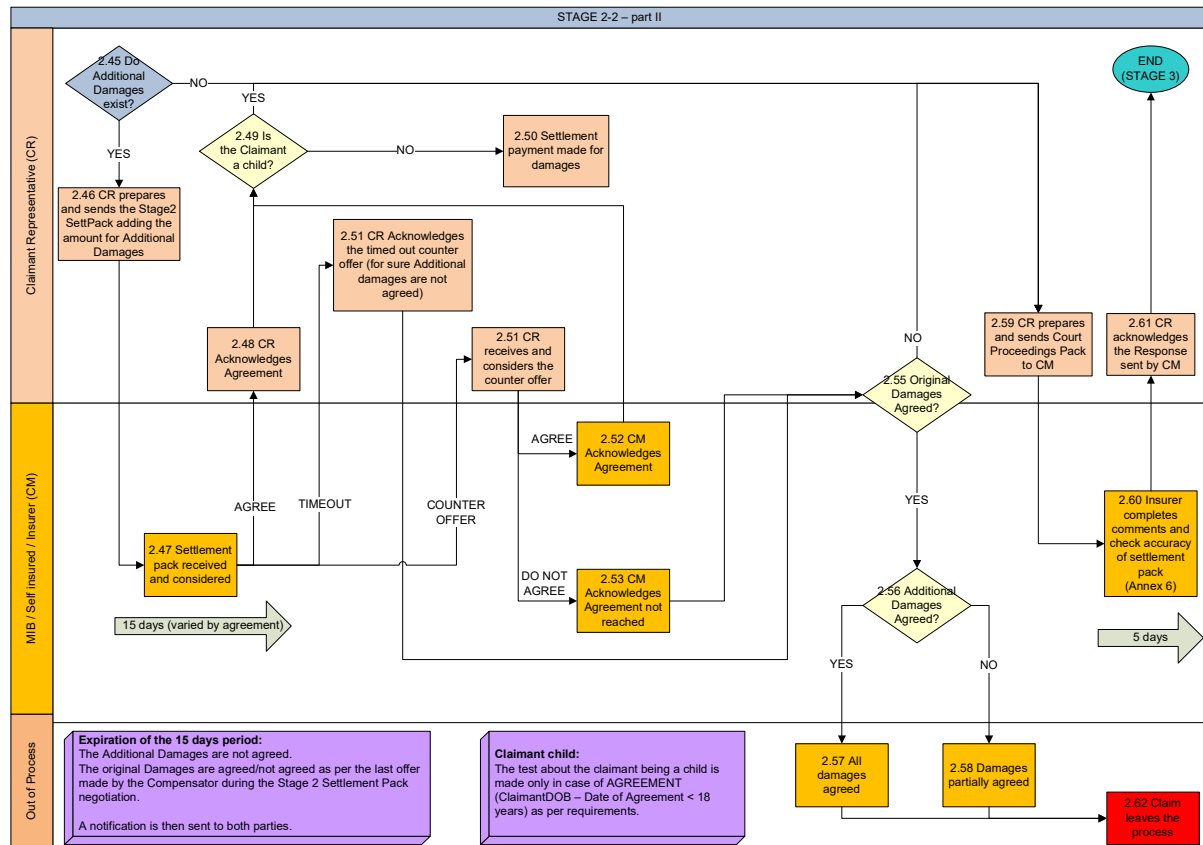


Stage 2.1



Stage 2.2





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1.4 Constraints

1.4.1 Technical Constraints

All the functionalities will be provided on top of the functionalities provided by the flow platform product.

1.4.2 Security Constraints

HTTPS connections will be used to manage the security of the communications via SOAP message to the Claims Portal Web Services.

1.4.3 Workflow versioning constraints

1.4.3.1 Workflow process version

The claim workflow is implemented in the system by a workflow process.

When a new workflow is available in the system, this means that a new workflow process is deployed; each workflow process is identified by a workflow process version, which in detail has a VersionMajor and VersionMinor numbering: for example the first deployed workflow process has version VersionMajor=1 and VersionMinor=0 (this means workflow process version 1.0).

When a new workflow process version is deployed, previously deployed workflow process versions are not replaced or removed from the system, but are still available in the system to complete currently live claims started with previous workflow process versions.

1.4.3.2 Impact of deploying a new workflow process version to fix defects

When a new workflow process version is deployed in the system to fix some defects, this does not impact the available commands and their signature (their parameters).

1.4.3.3 Impact of deploying a new workflow process version implementing Change Requests

When a new workflow process version is deployed in the system to implement Change Requests, this will very likely impact the available commands and possibly the signature of some commands (by adding additional parameters).

Claims created before the deploy (with previous workflow process version) will not accept new commands or new parameters.

New commands will only be accepted by claims created after the deploy, using the new workflow process version.

1.4.3.4 Workflow process version used when creating a claim

When a new claim is created, the workflow process version used is always the latest available in the system, and this workflow process version will be used to manage the claim for the whole claim life, regardless of subsequently deployed workflow process versions.

Once a new workflow process version is deployed in the system, it is no longer possible to create claims with the old workflow process version.

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1.4.3.5 Workflow process version used to progress an already existing claim

A claim maintains the version under which it was created. In order to update a claim or move it through the workflow, it is necessary to use the set of commands and schemas compatible with the process version under which the claim was created,

1.4.3.6 Multiple workflow process version living together in the system

When a new workflow process version is deployed in the system, new claims are created using the latest workflow process version, but claims previously created still alive in the system, will be completed using the workflow process version under which they were created.

1.4.3.7 Retrieving workflow process version

The workflow process version can be retrieved when calling SearchClaims() or GetClaimsList() commands: and since a claim is managed when it changes ownership, and this is done using SearchClaims()/GetClaimsList() to detect ownership changes (see section 1.4.8.5), to manage the process version there is no additional overhead when a claim is moved into the client software pipeline.

In case the workflow process version is not yet managed by the client, or in case should be retrieved the workflow process version for claims currently owned, it's possible to retrieve the workflow process version info for a specific claim by executing SearchClaims(criteria=ApplicationID), or SearchClaims(criteria=PhaseID) for claims in a specific workflow phase; see section 2.1.3 for details.

1.4.3.8 Manage Change-Request discontinuity using the process version

When a new workflow process version is deployed implementing Change Requests, it's critical that the client calling the A2A Commands is able to behave correctly for the claims before the Change Requests and also for the claims created after the Change Request implementation.

This means that, based on the workflow process version, some commands may be applicable or not, or the signature of some commands may be different (new parameters to be supplied).

It is important that, the client should also retrieve and store the workflow process version, and use this info to properly manage the user interface, to enable or disable user interface elements which maps to workflow process version functionalities.

For example the ExitProcess() command (see 2.1.34) is applicable for claims created after the deploy of the workflow process implementing the ExitProcess(): executing the ExitProcess() command for claims created before the deploy, will result in an error.

1.4.3.9 The table of Compatibility level

To track the discontinuity of workflow process versions in case of Change Request deploy, a Compatibility level table is maintained (see 1.4.14). The compatibility level is reported for each command and for phases (see subsections of section 0).

1.4.3.10 Policy in managing impact of new functionalities on the WSDL

New functionalities may be added in the future to the system, affecting the WSDL.

The policy is to minimize impacts on the WSDL, and maintaining a single WSDL is a priority. When possible, signature of existing commands may be extended to implement extended functionalities, otherwise a brand new command will be added to implement

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the extended functionalities. In case existing commands will become obsolete, they will be maintained in the WSDL, but only applicable to relevant workflow process versions. Any exception to this policy will be evaluated to balance pros and cons.

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1.4.4 Functional Constraints

1.4.4.1 Authentication

The authentication is performed on every web service method invocation, so the authentication credentials are provided for each invocation; this is different from other authentication models, for example where a session token is obtained by an explicit Login on the system, and the session token is used in all subsequent command invocations related to the session.

Claims Portal A2A authentication model requires two accounts, because the A2A user has the rights to access the A2A interface but cannot access alone any claim data; the second account is the web portal user, his/her claim data scope depends on the web portal user profile, and is not allowed alone to access the A2A interface.

This mechanism allows a single A2A account to act with different claim scope based on the web portal user profile specified in the A2A command. The A2A account should be considered as a kind of tunnel for the web portal account.

1.4.4.2 Profiles and allowed portal sections

Please note that each profile provides access to only one specific section:

<i>Portal section</i>	<i>Allowed profiles for the section</i>
Claims Portal (claim creation and/or processing)	<p>RTA & EL/PL</p> <p>COMP Claim Handler COMP Claim Handler Team Leader COMP Branch Claim Handler COMP Claim Dispatcher COMP Branch Claim Dispatcher CR Claim Handler CR Team Leader</p> <p>EL/PL only</p> <p>COMP EL/PL Claim Handler COMP EL/PL Claim Handler Team Leader COMP EL/PL Branch Claim Handler COMP EL/PL Claim Dispatcher COMP EL/PL Branch Claim Dispatcher CR EL/PL Claim Handler CR EL/PL Team Leader</p> <p>RTA only</p> <p>COMP RTA Claim Handler COMP RTA Claim Handler Team Leader COMP RTA Branch Claim Handler COMP RTA Claim Dispatcher COMP RTA Branch Claim Dispatcher</p>

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	CR RTA Claim Handler CR RTA Team Leader
Administration (user creation and/or modification)	COMP Administrator CR Administrator ADVANCED user
Reporting	Not used

This means that in the AsUser element of the UserAuth node of each A2A command should be specified a username with profile allowed to access the Settlement section.

1.4.4.3 Profiles and visibility of claims (scope)

Please note that each profile has a different claim visibility, where the claim scope basically affects commands like GetClaimsList(), SearchClaims(), GetClaim().

This table shows examples of different scopes for these 3 functionalities:

Profile	Command	Claims on which has previously worked (either closed or in progress or in other branches)	Claims assigned to the belonging branch	Claims assigned to other branches	Claims locked by someone else in the same branch	Claims locked by someone else in another branch	Claims under the ownership of the other side (CR for COMP, COMP for CR)*
COMP CH	GetClaimsList()	NO	YES	YES	NO	NO	NO
COMP BCH	GetClaimsList ()	NO	YES	NO	NO	NO	NO
COMP CH	SearchClaims()	YES	YES	YES	YES	YES	YES**
COMP BCH	SearchClaims()	YES	YES	NO	YES	NO	YES**
CR CH	GetClaimsList()	YES	n.a.	n.a.	NO	NO	NO
CR CH	SearchClaims()	YES	n.a.	n.a.	YES	YES	YES

* that have not been worked by the user stored in the field <AsUser>

** FROM RELEASE 5 ON: only if the claim is assigned to the belonging branch of the user stored in the field <AsUser> OR allocated to someone else in the same branch of the user stored in the field <AsUser>

1.4.4.4 Workflow steps atomicity

A2A access and Web portal access share the same workflow, so a claim can be processed with an alternation of A2A commands and web forms, allowing each organisation to freely decide its claim management approach.

Please note that there are steps in the workflow which are made by few tabbed forms on the web portal: this means that in order to complete such workflow step the user should fill-in the fields in few tabbed forms; under this circumstance, no A2A command can be executed if the claim is stuck in the middle of two tabs.

Web forms and A2A commands behave as two paths which frequently cross each other: the next A2A command can be executed only when the web path reaches the intersection.

1.4.4.5 Concurrency consistency mechanism

In order to keep the system consistent, we have implemented a mechanism to make the

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clients always aware that there aren't concurrent actions on a claim.

Generally:

for each A2A action on a claim (even a simple GetClaim) the system sends back to the client 2 unique IDs:

- The applicationID of the claim
[it does not change during the lifecycle of the claim]
- The "activityEngineGuid" representing the status in which **that** claim is currently
[this is a unique ID representing "that claim in that specific moment". It's not banally an ID of a phase.

CLARIFICATION: if 2 different claims are in the same phase of the workflow, they have 2 different activityEngineGUIDs

These IDs must be used by the A2A client to perform A2A actions on a claim.

The system will check if the Claim represented by the ClaimID is still in the phase represented by the activityEngineGuid:

- IF NOT, the action fails and the system sends back an error message
- IF YES, the action is successful and the system will give back to the A2A client a response containing (as stated above) also the claimID and the new "activityEngineGuid".

This mechanism is especially needed to avoid that an A2A client performs an action on a claim which is still in the same phase although it had been modified by someone else.

Example:

- 1) claim 123 is in phase A
- 2) the A2A client gets the claim 123 to read its details
- 3) someone else updates the claim which goes from phase A to phase B: A → B
- 4) someone else updates the claim which goes from phase B to phase A: B → A
- 5) the A2A client tries to update the claim to change its phase from A to C
 - a. **without** this mechanism, the system would allow the A2A client to change the phase from A to C
 - b. **with** this mechanism, the system informs the A2A client that "something happened to the claim after the last GetClaim performed". Hence the A2A client is forced to retrieve the claim (and the related "activityEngineGuid" to look at it before proceeding.

1.4.5 Description of the system design

The A2A system design is based on the web portal model.

1.4.5.1 Organisations processing the claim

The claim is processed by two organizations type: the ClaimRepresentative (CR) and the Compensator (COMP); further there is MIB, but will not be detailed in this section.

A single organisation alone is not able to complete the full claim flow: for example a COMP organization will start processing a claim only when a CR organization has submitted a new claim to them.

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1.4.5.2 Branches of the organisation

Organisations are organized into branches, and users belong to branches. Branches are usually based on a geographical model or on existing sites/offices/agencies.

1.4.5.2.1 Special branch of COMP organisation

For the COMP organisations, one and only one branch is defined as CentralPoint, which is the default target branch of the AddClaim() command executed by CR users.

1.4.5.3 Profiles processing the claim

1.4.5.3.1 The claims percolate to the users through the branches, and are managed in different ways by users with different roles. COMP Profiles

The Claim Dispatcher profile (CD) will poll for claims waiting for COMP processing and will allocate the claim to the relevant branch.

The Claim Handler role (CH) will actually enter data or will take decisions on the claim; the CH will receive notifications for timeouts expiring on claims being processed, or actions of the CR user on processed claims.

1.4.5.3.2 CR Profiles

The Claim Handler profile (CH) will actually enter data or will take decisions on the claim; the CH will receive notifications for timeouts expiring on claims being processed, or actions of the COMP user on processed claims.

The CH will poll for claims waiting for CR processing.

1.4.5.4 Administrative console

Every organization will receive a special administrative account able to login onto the administrative console, to create/modify branches, create users with specific profiles.

Please note that only users with "Administrator" profile can login to the administrative console, and such users cannot log in the Settlement section (the claims section of the portal) and in the Reporting section.

FROM RELEASE 5 ON: it is possible to create multi-profile users that can access both the Admin Console and the Claims section. This is possible only if the user owns both the profiles of Administrator and Claim Handler.

FROM RELEASE 6 ON: it is possible to assign the "ADVANCED USER" profile that can access the "Delete" function in order to search and delete claims for GDPR reasons. The profile grants the access to the "Delete" tab only on the Admin Console, i.e. if the profile is assigned to an Administrator user the "Delete" tab will be visible in addition to the other tabs already visible on the Administrator console, if the profile is assigned to an user that is not an Administrator user that user will be able to access the Administrative console but only the "Delete" tab will be visible to the user.

1.4.6 Tailoring the system design to specific needs

In case there is already an existing branch/role design, the actual system usage may depart from the expected system usage according to different models; in this case it is important that careful monitoring on the system is performed in order to detect any issue and coordinate with Crif in case actions are needed.

Some notes follow on nonstandard usage scenarios.

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1.4.6.1 Collapsing profiles, branches, users

One single user belonging to a single branch for the organisation.
The system on calling side should track ownership of claims by actual employee.
The system on calling side should track which claims belong to which actual branch.

1.4.6.1.1 Collapsing from CR point of view

The CR will have 1 single branch with 1 single user.
All notifications will be received by the single user, which should collect notifications and delete them from the A2A system as soon as they are no longer needed.

1.4.6.1.2 Collapsing from COMP point of view

The COMP will have 1 single branch, defined as CentralPoint, with 1 single user.
The COMP user will have the CH role; no user will be assigned the CD role.
No need for branch routing of claims: for example no need to call AllocateClaimToBranch(), GetBranchesList().
COMP polling is done by CH user role by calling GetClaimsList()
All notifications will be received by the single user, which should collect notifications and delete them from the A2A system as soon as possible.

1.4.6.2 Collapsing profiles, branches

Multiple users that belong to a single branch of the organisation.
The system on calling side should track which claims belong to which actual branch.

The variation against previous scenario 1.4.6.1, is that notifications are split among multiple users.

1.4.6.3 Collapsing profiles, users

One single user belonging to one of the branches of the organisation.
The system on calling side should track ownership of claims by actual employee.

The variation against previous scenario 1.4.6.1, is that notifications are split among multiple users.

1.4.7 Hints on the error handling

As a standard approach, in case of failure or error, the system responds with an error message in the Response, containing the following tags:

- Code – “Failure” or “Error”
- Message – a text message
- Trace – the trace of the error (always present if code == “error”)

1.4.7.1 A2ACommands with 1:N WebUI mapping

The A2A design closely matches the Web UI design.
It should be noted that there are commands which corresponds to more than one web form, so when executing this kind of command, the A2A layer actually will pass through the logic corresponding to such forms: in this case if a problem or business rule mismatch is detected in the middle, the Code will be “Failure”, Message will be “The process has followed an unexpected path”, and the Trace tag will contain an ErrorData element with the list of business error mismatches.

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In addition, since the flow may have partially run through the steps, the ActivityEngineGuid may change, it is a requirement to read again from the system.

The client should:

- read again the ActivityEngineGuid (for example using GetClaimsStatus)
- re-edit the data
- re-submit the command

1.4.7.2 Track any received error

Ensure that your CMS system tracks any returned error and store it linked to the relevant claim and ensure is shown to user together with claim data, since the system will not return error info related to a claim: i.e. no error info is currently reported by GetClaimsStatus() or GetClaim().

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1.4.7.3 Error trapping template

According to the above notes, we suggest the following error trapping pseudocode fragment:

```
Switch(code) {
Case "Failure":
    Switch(trace) {
    Case "InputDocumentNotValid":
        => XML to be re-built (validate XML against XSD to detect wrong node)
    Case "ProcessEnd": // occurs only on AddClaim()
        => XML to be re-edited (inspect ErrorData for business error details)
    Case "* XML Invalid": // string that contains 'XML Invalid'
        => XML argument to be re-edited (inspect <trace> tag for XML parser error)
    Case "*org.xml.sax.SAXParseException*": // string that contains this string'
        => XML argument to be re-edited (inspect <trace> tag for XML parser error)
    Case "The process has followed an unexpected path": // 1:N webUi mapping
        => XML to be re-edited (inspect ErrorData for business error details),
        execute GetClaimsStatus() to ensure using the latest ActivityEngineGuid
    Case "The operation could not be applied in this point":
        if(Trace contains 'the process is not freezed in any of the expected activities')
        then
            command executed in the wrong flow step (either wrong command sequence or wait for other side)
        else
            reload ActivityEngineGuid with GetClaimsStatus()
            if ActivityEngineGuid is changed
            then: claim changed by someone else
            else: command executed in the wrong flow step (either wrong command sequence or wait for other side)
    Case "InsufficientPrivileges":
        => Authentication problem (CMS account management issue?)
    Case ""
        If(trace=="User is not allowed to see application details")
            => not existing claimid id or user is not granted to access the claim
        If(trace=="User is not allowed to see application details")
            => not existing claimid id or user is not granted to access the claim
    Case "LoginAs failed":
        => Authentication problem (password expired?)
    Case "ApplicationID Invalid":
        => the specified ClaimID is wrong
    Else: possibly an application/implementation error => contact internal help desk (if required, could escalate to CRIF help desk)
    }
Case "Error":
    Switch(message) {
    Case "Operation failed, check inner exception":
        If the <trace> tag contains the substring "com.crif.cf.exceptions.CFApplicationException: Activity Worklist does not match"
            then: executing the command with the wrong account (either CR for COMP or COMP for CR)
        elseif the <trace> tag contains the substring "com.crif.cf.exceptions.CFApplicationException: Process 5E280373-AFF8-4D35-A646-758AABF77492 already running" (note the GUID may be different)
            then: possible concurrency issue, re-read ActivityEngineGuid and re-execute the command previously failed
        elseif the <trace> tag contains the substring "com.crif.pip.ejb.UnfreezeException: com.crif.cf.exceptions.CFApplicationException: Could not compile stylesheet"
            then: check the input XML for invalid characters, e.g. characters that are not compliant with UTF-8 encoding
        else:
            possibly a CRIF problem => contact CRIF help desk
    Else: possibly a CRIF problem => contact CRIF help desk
    }
```

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```
}
}
```

1.4.8 Maintaining updated info within the in-house CMS

Claims Portal is the media where claims are processed by involved actors, and contains real-time updated info.

If an organisation is using a CMS which interacts with Claims Portal, an important point is to ensure that the CMS is working on up-to-date info.

This means that some kind of refreshing or polling should be done, to detect when relevant info is changed (this means there is an advance in the claim processing).

With regards to the information polling there are some aspects:

- How 'changed' info is detected
- Frequency of changed info detection
- Which parts of the claim changes when

These points will be cleared in the following, together with other relevant points.

1.4.8.1 Recap of parts of a claim

A claim consists of the following parts:

- CNF values (always retrieved with GetClaim, regardless of the stage)
- CNF processing status (retrieved with GetClaimsStatus)
- Attachments (retrieved with GetAttachmentsList)
- PDF of the CNF (retrieved with GetPrintableDocumentsList)

1.4.8.2 Changes: about attachments

Please note that attachments can be added when the claim is with the other party, however it is enough to check for new attachments when the claim changes ownership. In addition, it is possible to check for new attachments when necessary, e.g. in case a party notifies to the other party (via telephone or e-mail) that a new document has been attached to a claim.

1.4.8.3 Changes: about printable documents

Updated printable documents are only generated when the claim changes ownership.

1.4.8.4 Changes: the role of notifications

Notifications are meant to notify one side when something relevant happened on the other side. For example, when the COMP states that Article75 applies, a notification is sent to the CR, with the purpose to make the CR aware that the timeout has changed.

Please note that notifications are not generated when the claim changes ownership: i.e. when the claim is sent from the CR to the COMP and viceversa, no notification is generated.

1.4.8.5 How changed info is detected (=detecting claims waiting for processing)

The underlying proposition is that a given claim should be processed only when it is no longer under the ownership of the other side, and this happens when the claim moves on specific phases.

Consequently there is no need to monitor any claim change while the claim is under the

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ownership of the other side, and has not reached the phases relevant for the other side.

To detect which claims have reached a given phase, use the command SearchClaims(), specifying as criteria the phase ID.

To cover the whole life of the claim, multiple SearchClaims() should be executed to cover all relevant phases.

To retrieve the list of relevant phases, depending on whether you are a CR or COMP, please examine the workflows in section 1.3, and based on this go to the details of the commands in section 0.

1.4.8.6 Deprecated detection of changed info

Detecting any changed info, by a massive re-load of all parts of all claims currently in progress in the CMS: i.e. for each claim currently in the CMS, executing GetClaim, GetClaimsStatus, GetAttachmentsList, GetPrintableDocumentsList should not be used. This approach should not be adopted as:

- 1) A lot of A2A calls are executed (4 times the number of claims), requiring time (and loading the A2A system)
- 2) A lot of processing is required to detect what actually has changed
- 3) The CMS is loaded with a lot of updates

Hence a massive re-load of all parts of all claims should not be attempted.

The A2A system monitoring is able to detect this approach and will react accordingly, slowing or stopping the account performing this A2A behaviour.

1.4.8.7 Frequency of changed info detection

This greatly depends on the number of claims being processed, the number of organisations processing the claims, the reaction time of such organisations.

According to our estimation, a reasonable balance is to check for info changes every hour.

1.4.8.8 Status changes in in-house CMS are not tracked within Claims Portal

If the in-house CMS manage the status of claims, please always bear in mind that CMS statuses may not match Claims Portal phases, and Claims Portal won't track the status of claims within the CMS, but only the phases according to the Claims Portal flow.

For example, when a claim is created by a CR, is in phase "Claim Submitted"; if the CMS of the COMP detects this with SearchClaims(criteria on phaseID ClaimSubmitted) and loads the CNF data within the CMS, this means that this claim is in a status of "LoadedIntoCMS" which is different from the status "YetToBeLoadedIntoCMS" of other claims: this different status is not tracked by Claims Portal, which is not aware of this: the consequence is that when executing SearchClaims(criteria on phaseID ClaimSubmitted), Claims Portal will return claims regardless of claims being already loaded in the CMS or not: Claims Portal will not return only "YetToBeLoadedIntoCMS" claims", because this info is only tracked into the CMS: so the software communicating with Claims Portal may need to take care of this status which make sense only in the CMS but not on Claims Portal, and this is something that could be done only on the client side, because it is totally dependent on the way the CMS works.

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1.4.9 Notes on the communication with the A2A server

1.4.9.1 HTTPS protocol

Claims Portal A2A server is configured to work in the HTTPS protocol, which is an industry standard secure communication protocol to exchange commands and information.

1.4.9.2 Default communication timeout

Please note that the processing of an A2A command may require some time, so the client should be configured with a timeout long enough to wait for the reply from the server.

In case a timeout is experienced, please be aware that this only means the client stopped listening for the server response, but actually the server is still processing the command up to its completion, so a subsequent call to `GetClaimsStatus()` will confirm that the process has moved to the following step in the flow.

Please bear in mind that company network devices may monitor the communications throughout the company network, and there may have special configuration to detect and close communications which appear to be idle: so in case network connection is closed despite a long client timeout configuration, network devices in the path to the A2A server should be investigated.

1.4.9.3 Network devices (company firewall, etc)

If the A2A server URL is not reachable, ensure relevant network devices in the middle to the network path to the A2A server are correctly configured to allow network traffic to and from the A2A server.

For example, firewall may require a special configuration to open a port to the IP address of the A2A server, depending on the protocols allowed by the company network policy. Further, the firewall may require a specific configuration to allow access to the HTTPS protocol.

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1.4.10 Client implementation

1.4.10.1 Familiarize with the process using the WEB portal

Before implementing the client, it is important to be familiar with the claim workflow using the WEB portal: using the forms visualization allows a better comprehension of the flow, required data and, output of the system.

1.4.10.2 Implement the client to allow retrieving XML Request and XML Response

The client should be implemented to allow for retrieval of the XML Request and the XML Response.

1.4.10.3 Implement the client against TEST environment

The implementation of the client should be finalized by sending commands to the Claims Portal system available in TEST environment. All relevant commands should be covered, and a number of different scenarios should be covered.

CRIF is always available to help covering any functionality or scenario, to ensure that the client implementation is ready to communicate with the Live environment.

1.4.11 Troubleshooting

1.4.11.1 Identify if the problem is in client implementation

When the A2A client implementation is not completely compliant with the documentation, it may not be possible to correctly communicate with the Claims Portal A2A system and errors may be experienced.

It's important to identify if the error may be related to the client implementation.

For example errors with text "Object not found" or "Object is null" are easily caused by class wrappers in the client implementation.

1.4.11.2 Reproduce the issue on the WEB portal

To ensure the problem is not caused by a misunderstanding of the documentation, attempt to replicate the the issue using the WEB portal.

1.4.11.3 Do not submit a query without providing XML Request and XML Response

When submitting a query to the Claims Portal HelpDesk; always include the XML Request (and Claim ID) and the XML Response.

This allows us to exactly understand; which is the command, the parameters, the accounts involved, and allows the HelpDesk to start investigating; unless passwords are specifically requested, you may omit or replace with special characters to maintain account security.

This means that the A2A client software should be designed to collect, for troubleshooting purposes, the XML Request and XML Response communicated with Claims Portal.

The XML Request, together with the ClaimID allows analysis of the claim life, and allows

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us to reproduce the issue in the CRIF laboratory.

If the client is unable to provide the troubleshooting info, the user must provide as a minimum the following information:

- 1) Command name
- 2) Claim ID
- 3) A2A account
- 4) AsUser account
- 5) Data relevant for the command call

Please note that if the troubleshooting information is not provided the time taken for the investigation will be longer and we cannot guarantee that we can assist the user with their query. Always provide the **XML Request (and Claim ID) and the XML Response**.

1.4.11.4 Allow A2A client design for out-of-the-process or web operations

The comprehension of the system requires some time to be fully understood; consequently, The client should be designed to be able to allows one or more steps to be completed out of the process (for example if a specific operation requires a workaround, or should be done on the web portal).

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1.4.12 Applicable timeouts during the claim flow

Here is a recap of timeouts applicable in the claim flow (in 3 different scenarios: since the flow changes based on the scenario, there are many more examples). To allow CMS to retrieve the timeout in use in the Claims Portal system, the table shows the relevant timeout in term of the TimeoutType and SelectedTimeOut elements returned by GetClaim command (AFTER a given command is executed).

Article75=True

Who	Executed command	TimeoutType=	SelectedTimeOut=
CR	AddClaim		//Insurer/@LiabilityDecisionTimeout
COMP	AcceptClaim		//Insurer/@LiabilityDecisionTimeout
COMP	ApplyArticle75(true)		//MIBoArt75/@LiabilityDecisionTimeout
COMP	SendLiabilityDecision		//MIBoArt75/@Stage1PaymentTimeout
CR	SetStage1Payment	<not relevant>	<not relevant>
CR	SetInterimPaymentNeeded (true)	<not relevant>	<not relevant>
CR	AddInterimSPFRequest(greater£1000)	21	//InterimSettlementPack/HighPayment/@InterimPaymentTimeout
COMP	AddInterimSPFResponse	21	//InterimSettlementPack/HighPayment/@InterimPaymentTimeout
CR	SetStage21Payment	<not relevant>	<not relevant>
CR	AddS2SPFRequest	221	//Stage2SettlementPack/Stage2DecisionOrCounterOffer/@Stage2DecisionOrCounterOfferTimeout
COMP	AddS2SPFResponse	222	//Stage2SettlementPack/Stage2DecisionOrCounterOffer/@Stage2DecisionOrCounterOfferTimeout
CR	SetStage2SPFCounterOfferNeeded(true)	222	//Stage2SettlementPack/Stage2DecisionOrCounterOffer/@Stage2DecisionOrCounterOfferTimeout
CR	AddStage2SPFCounterOfferByCR	222	//Stage2SettlementPack/Stage2DecisionOrCounterOffer/@Stage2DecisionOrCounterOfferTimeout
COMP	AddStage2SPFCounterOfferByCM	222	//Stage2SettlementPack/Stage2DecisionOrCounterOffer/@Stage2DecisionOrCounterOfferTimeout
CR	SetStage2SPFCounterOfferNeeded(false)	222	//Stage2SettlementPack/Stage2DecisionOrCounterOffer/@Stage2DecisionOrCounterOfferTimeout
CR	SetStage2SPFAGreementDecision(false)	<not relevant>	<not relevant>
CR	SetAdditionalDamagesExistence(true)	<not relevant>	<not relevant>
CR	AddS2SPFAdditionalDamagesRequest	22ad	//Stage2SettlementPack/Stage2DecisionOrCounterOffer/@Stage2DecisionOrCounterOfferTimeout
COMP	AddS2SPFAdditionalDamagesResponse	<not relevant>	<not relevant>
CR	AddCPPFRequest	f370	//CourtProceedingsPack/CourtProceedings/@CourtProceedingsTimeout
COMP	AddCPPFResponse	<not relevant>	<not relevant>

Article75=False

Who	Executed command	TimeoutType=	SelectedTimeOut=
CR	AddClaim		//Insurer/@LiabilityDecisionTimeout
COMP	AcceptClaim		//Insurer/@LiabilityDecisionTimeout
COMP	ApplyArticle75(false)		//Insurer/@LiabilityDecisionTimeout
COMP	SendLiabilityDecision		//Insurer/@Stage1PaymentTimeout
CR	SetStage1Payment	<not relevant>	<not relevant>
CR	SetInterimPaymentNeeded (true)	<not relevant>	<not relevant>
CR	AddInterimSPFRequest(£1000)	21	//InterimSettlementPack/LowPayment/@InterimPaymentTimeout
COMP	AddInterimSPFResponse	21	//InterimSettlementPack/LowPayment/@InterimPaymentTimeout
CR	SetStage21Payment	<not relevant>	<not relevant>
CR	AddS2SPFRequest	221	//Stage2SettlementPack/Stage2DecisionOrCounterOffer/@Stage2DecisionOrCounterOfferTimeout
COMP	AddS2SPFResponse	222	//Stage2SettlementPack/Stage2DecisionOrCounterOffer/@Stage2DecisionOrCounterOfferTimeout
CR	SetStage2SPFCounterOfferNeeded(true)	222	//Stage2SettlementPack/Stage2DecisionOrCounterOffer/@Stage2DecisionOrCounterOfferTimeout
CR	AddStage2SPFCounterOfferByCR	222	//Stage2SettlementPack/Stage2DecisionOrCounterOffer/@Stage2DecisionOrCounterOfferTimeout
COMP	AddStage2SPFCounterOfferByCM	222	//Stage2SettlementPack/Stage2DecisionOrCounterOffer/@Stage2DecisionOrCounterOfferTimeout
CR	SetStage2SPFAGreementDecision(false)	222	//Stage2SettlementPack/Stage2DecisionOrCounterOffer/@Stage2DecisionOrCounterOfferTimeout
CR	SetStage2SPFAGreementDecision(false)	<not relevant>	<not relevant>
CR	SetAdditionalDamagesExistence(true)	<not relevant>	<not relevant>
CR	AddS2SPFAdditionalDamagesRequest	22ad	//Stage2SettlementPack/Stage2DecisionOrCounterOffer/@Stage2DecisionOrCounterOfferTimeout
COMP	AddS2SPFAdditionalDamagesResponse	<not relevant>	<not relevant>
CR	AddCPPFRequest	f370	//CourtProceedingsPack/CourtProceedings/@CourtProceedingsTimeout
COMP	AddCPPFResponse	<not relevant>	<not relevant>

Article75=False, ExtendInterimPaymentDecisionTimeout, ExtendStage2SPFDecisionTimeout, ExtendStage2SPFCounterOfferTimeout,

ExtendAdditionalDamagesDecisionTimeout

Who	Executed command	TimeoutType=	SelectedTimeOut=
CR	AddClaim		//Insurer/@LiabilityDecisionTimeout
COMP	AcceptClaim		//Insurer/@LiabilityDecisionTimeout
COMP	ApplyArticle75(false)		//Insurer/@LiabilityDecisionTimeout
COMP	SendLiabilityDecision		//Insurer/@Stage1PaymentTimeout
CR	SetStage1Payment	<not relevant>	<not relevant>
CR	SetInterimPaymentNeeded (true)	<not relevant>	<not relevant>
CR	AddInterimSPFRequest(greater£1000)	21	//InterimSettlementPack/LowPayment/@InterimPaymentTimeout
COMP	ExtendInterimPaymentDecisionTimeout	21ex	//InterimSettlementPack/LowPayment/@InterimPaymentTimeout
COMP	AddInterimSPFResponse	21ex	//InterimSettlementPack/LowPayment/@InterimPaymentTimeout
CR	SetStage21Payment	<not relevant>	<not relevant>
CR	AddS2SPFRequest	221	//Stage2SettlementPack/Stage2DecisionOrCounterOffer/@Stage2DecisionOrCounterOfferTimeout
COMP	ExtendStage2SPFDecisionTimeout	22ex	//Stage2SettlementPack/Stage2DecisionOrCounterOffer/@Stage2DecisionOrCounterOfferTimeout
COMP	AddS2SPFResponse	222	//Stage2SettlementPack/Stage2DecisionOrCounterOffer/@Stage2DecisionOrCounterOfferTimeout
CR	SetStage2SPFCounterOfferNeeded(true)	222	//Stage2SettlementPack/Stage2DecisionOrCounterOffer/@Stage2DecisionOrCounterOfferTimeout
CR	ExtendStage2SPFCounterOfferTimeout	22ex	//Stage2SettlementPack/Stage2DecisionOrCounterOffer/@Stage2DecisionOrCounterOfferTimeout

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CR	AddStage2SPFCounterOfferByCR	22ex	//Stage2SettlementPack/Stage2DecisionOrCounterOffer/@Stage2DecisionOrCounterOfferTimeout
COMP	ExtendStage2SPFCounterOfferTimeout	22ex	//Stage2SettlementPack/Stage2DecisionOrCounterOffer/@Stage2DecisionOrCounterOfferTimeout
COMP	AddStage2SPFCounterOfferByCM	22ex	//Stage2SettlementPack/Stage2DecisionOrCounterOffer/@Stage2DecisionOrCounterOfferTimeout
CR	SetStage2SPFCounterOfferNeeded(false)	222	//Stage2SettlementPack/Stage2DecisionOrCounterOffer/@Stage2DecisionOrCounterOfferTimeout
CR	SetStage2SPFAgreementDecision(false)	<not relevant>	<not relevant>
CR	SetAdditionalDamagesExistence(true)	<not relevant>	<not relevant>
CR	AddS2SPFAdditionalDamagesRequest	22ad	/Stage2AdditionalDamagesPack/Stage2SettlementPackAdditionalDamages/@Stage2AdditionalDamagesDecisionTimeout
COMP	ExtendAdditionalDamagesDecisionTimeout	22adex	/Stage2AdditionalDamagesPack/Stage2SettlementPackAdditionalDamages/@Stage2AdditionalDamagesDecisionTimeout
COMP	AddS2SPFAdditionalDamagesResponse	<not relevant>	<not relevant>
CR	AddCPPFRRequest	f370	//CourtProceedingsPack/CourtProceedings/@CourtProceedingsTimeout
COMP	AddCPPFRResponse	<not relevant>	<not relevant>

1.4.13 Phases

Here is a list of phases applicable in the claim flow; the list is in chronological order, but not all of them can be reached by all claims, because it depends on the “specific history” of each claim.

<i>Phase name</i>	<i>Compatibility level (RELEASES)</i>	<i>Ownership on such phase</i>
ClaimDataInputEdit	0,1,2,3	CR
ClaimSubmitted (Claim submitted)	0,1,2,3	COMP
ClaimRejectedToCR	0,1,2,3	CR
Acknowledge Rejected Claim	5	CR
Claim Rejected End	5	CR
Article75Decision (Article 75 decision)	0,1,2,3	COMP
LiabilityDecision (Liability decision)	0,1,2,3	COMP
LiabilityAdmitted (Liability admitted)	0,1,2,3	CR
LiabilityRejected (Liability not admitted)	0,1,2,3	CR
LiabilityAdmittedWithNegligence (Liability admitted with negligence (other than seatbelt))	0,1,2,3	CR
LiabilityAdmittedChildClaim (Liability admitted (child claim))	2,3	CR
LiabilityDecisionTimeout	0,1,2,3	CR
FraudStated (Fraud stated)	0,1,2,3	CR
Stage1Complete	0,1,2,3	
StartOfStage21 (Start of stage 2.1)	0,1,2,3	CR
InterimSettlementPackForm (Interim settlement Pack Form)	0,1,2,3	CR
InterimPaymentDecision (Interim Payment decision)	0,1,2,3	COMP
InterimPaymentDecisionTimeout (Interim Payment Decision Timeout)	2,3	CR
InterimPaymentDecisionTimeoutEnd (Interim Payment Decision Timeout End)	2,3	
InterimSettlementPackRejected (Interim Settlement Pack rejected)	2,3	CR
AcceptanceOfPartialInterimPayment (Acceptance of partial Interim payment)	0,1,2,3	CR
DecisionForPartialInterimPayment (Decision for partial Interim payment)	0,1,2,3	CR
WaitingForInterimPayment (Waiting for Interim payment)	0,1,2,3	

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Stage21Complete (Stage 2.1 complete)	0,1,2,3	
Stage2SettlementPackForm (Stage 2 Settlement Pack Form)	0,1,2,3	CR
Stage2SettlementPackDecision (Stage 2 Settlement Pack decision)	0,1,2,3	COMP
Stage2SettlementPackDecisionTimeout (Stage 2 Settlement Pack decision Timeout)	0,1,2,3	CR
Stage2SettlementPackDecisionTimeoutEnd (Stage 2 Settlement Pack decision Timeout End)	0,1,2,3	
Stage2SettlementPackRepudiation (Stage 2 Settlement Pack repudiation)	0,1,2,3	CR
Stage2SettlementPackRepudiationEnd (Stage 2 Settlement Pack repudiation End)	2,3	
Stage2SettlementPackConfirmation (Stage 2 Settlement Pack confirmation)	0,1,2,3	CR
Stage2SettlementPackConfirmationEnd (Stage 2 Settlement Pack confirmation End)	2,3	
Stage2SettlementPackCounterOffer (Stage 2 Settlement Pack counter offer)	0,1,2,3	CR
Stage2SettlementPackCounterOfferByCM (Stage 2 Settlement Pack counter offer (Compensator))	0,1,2,3	COMP
Stage2SettlementPackCounterOfferDecision (Stage 2 Settlement Pack counter offer decision)	0,1,2,3	CR
Stage2SettlementPackAgreementDecisionComp (Stage 2 Settlement Pack agreement decision (Compensator))	2,3	COMP
Stage2SettlementPackAgreementDecision (Stage 2 Settlement Pack agreement decision)	0,1,2,3	CR
Stage2SettlementPackAgreed (Stage 2 Settlement Pack agreed)	0,1,2,3	COMP
Stage2SettlementPackAgreedCR (Stage 2 Settlement Pack agreed (CR))	2,3	CR
Stage2SettlementPackNotAgreedCR (Stage 2 Settlement Pack not agreed (CR))	2,3	CR
Stage2SettlementPackAgreedEnd (Stage 2 Settlement Pack agreed End)	2,3	
StartS2SPAdditionalDamages (Start of Stage 2 Settlement Pack Additional Damages)	2,3	CR
Stage2SettlementPackAdditionalDamagesRequest (Stage 2 Settlement Pack Additional Damages request)	2,3	CR
Stage2SettlementPackAdditionalDamagesDecision (Stage 2 Settlement Pack Additional Damages decision)	2,3	COMP
Stage2SettlementPackAdditionalDamagesDecisionCR (Stage 2 Settlement Pack Additional Damages decision (CR))	2,3	CR
Stage2SettlementPackAllDamagesAgreed (Stage 2 Settlement Pack All Damages Agreed)	2,3	COMP
Stage2SettlementPackAllDamagesAgreedCR (Stage 2 Settlement Pack All Damages Agreed (CR))	2,3	CR
Stage2SettlementPackAdditionalDamagesNotAgreed (Stage 2 Settlement Pack Additional Damages Not Agreed)	2,3	COMP
Stage2SettlementPackOriginalDamagesNotAgreed (Stage 2 Settlement Pack Original Damages Not Agreed)	2,3	COMP
Stage2SettlementPackNoDamagesAgreed (Stage 2 Settlement Pack No Damages Agreed)	2,3	COMP
Stage2SettlementPackAllDamagesAgreedEnd (Stage 2 Settlement Pack All Damages Agreed End)	2,3	
Stage2SettlementPackPartiallyAgreedEnd (Stage 2 Settlement Pack Partially Agreed End)	2,3	
CourtProceedingsPackForm (Court Proceedings Pack Form)	0,1,2,3	CR
CourtProceedingsPackFormResponse	0,1,2,3	COMP

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EndOfStage2	0,1,2,3	
ExitProcess (Exit Process)	1,2,3	CR, COMP
ExitProcessEnd (Exit Process End)	1,2,3	CR, COMP

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1.4.14 Interface Compatibility level

1.4.14.1 Definition

The compatibility level is used to indicate which A2A interface elements are accessible by a client depending on both the release in place and the version of each claim stored in the portal (please note the workflow process versions reported below are for explanation only, see **Error! Reference source not found.** for details).

Range of workflow process version	Compatibility level (RELEASES)	Notes
Any	All	This means that it is compatible with every level (used usually for functionalities which are not strictly related to the workflow)
1.0 ... 2.0	0	Release 0 on 30/04/2010
2.1 ... 3.0	1	Release 1 on 28/03/2011
3.1 ...	2	Release 2 on 25/09/2012
4.1	3	Release 3 on 30/07/2013
	4	Release 4 on 30/09/2014
	5	Release 5 on XXXX

1.4.14.2 How to read the Compatibility Level information

The following table explains how to read the info about the Compatibility level:

Reported compatibility level	Meaning
All	This command can be executed regardless of the claim version (usually it is related to commands not affected by the workflow)
0	This command can be executed only on claims belonging to a workflow process version in the range 1.0 ... 2.0
1	This command can be executed only on claims belonging to a workflow process version in the range 2.1 ...
0, 1	This command can be executed on claims belonging to a workflow process version either in range 1.0 ... 2.0 or in range 2.1 ...
0*, 1	This command can be executed on claims belonging to a workflow process version either in range 1.0 ... 2.0 or in range 2.1 ... The star highlights that the command signature has changed (some arguments have been added) or the XML of an argument has changed its XSD.

1.4.14.3 Process version used to switch between releases

Please note that in the above section, the version numbers 2.0 and 2.1 are just examples.

The first process version implemented for a new Release will be communicated in advance to all relevant audience at the latest two weeks before the deployment in the Production environment.

For more info on how the process version will be used together with the command GetSystemProcessVersion, see details in 2.1.41

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1.5 Timeout values of the Test site

The following table shows the reduced timeout values of the Test site.

The timeout values for the Production environment are shown as well in order to provide an overview of the standard timeout values used in the live site.

In order to correctly read the timeout values for the Test site, please note that:

- All the timeout values are expressed in Business Days;
- Timeout values are intended as relative timeouts. For example, the Stage 2 Settlement pack Additional damages decision timeout is calculated starting from the business day after the date sent of the Stage 2 Settlement Pack Additional Damages Request;
- All warnings (1 day left, 3 days left, etc.) are triggered instantaneously, therefore they are not coherent with the reduced timeout values.

Workflow Section	Phase Description	Timeout for PRODUCTION	Timeout for TEST SITE
STAGE 1	Liability decision timeout	15	1
	Liability decision timeout (MIB claim)	30	2
	Liability decision timeout (Article 75 applied)	30	2
STAGE 2.1	Interim payment decision timeout (request for £1,000) for the first Interim Settlement Pack	10	1
	Interim payment decision timeout (request for more than £1,000) for the first Interim Settlement Pack	15	2
	Interim payment decision timeout for any subsequent Interim Settlement Pack	15	2
	Extend time for CRU for the first Interim Settlement Pack, only if payment is greater than £1,000	+15	+1
	Extend time for CRU for any subsequent Interim Settlement Pack	+15	+1
STAGE 2.2	Stage 1 payment timeout (used only as a reminder)	10	1
	Stage 2 Settlement pack decision timeout	15	1
	Stage 2 Settlement pack counter offer decision timeout	+20	+1
	Stage 2 Settlement pack automatic extension	+5	+5
STAGE 2.2 ADDITIONAL DAMAGES	Stage 2 Settlement pack Additional damages decision timeout	15	1
STAGE 3 COURT PROCEEDINGS	Court Proceedings pack response timeout (used only as a reminder)	5	5

1.6 Process versions of the Test site

The following table shows the process versions of the Test site.

The process versions for the Production environment are shown as well in order to provide an overview of the actual versions used in the live site.

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In order to correctly read the values in the table below, please note that the range provided is intended limits included, e.g. the range from v1.0 to v3.4 will contain all the applications with process version from v1.0 inclusive to v3.4 inclusive.

Environment	From	To	Release version
TEST SITE	1.0	3.4	Release 0
	3.5	4.3	Release 1
	4.4	5.4	Release 2
	5.5	6.4	Release 3
	6.5	6.7	Release 4*
	6.8	-	Release 5
	8.0		Release 6
PRODUCTION	1.0	2.0	Release 0
	2.1	3.0	Release 1
	3.1	3.2	Release 2
	3.3	3.9	Release 3
	4.0	4.1	Release 4*
	5.0	-	Release 5**
	6.0		Release 6

*Note: Release 4 did not introduce any changes to the A2A interface. Schemas and functions valid for Release 3 are also valid for Release 4 claims. Specific Requirements

** Note: Release 5 starts from the process version “5”. All the process versions from 4.2 to 4.9 have never existed.

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2. Specific Requirements

2.1 Functionalities

2.1.1 AddClaim

Requirement ID	Requirements Description	Prioritization	Releases
FUN001-1	Add Claim	High	All

System status before execution:

Can be executed by:	CR
Phase applicable:	<not applicable here>

System status after execution:

Phase reached:	Claim Submitted
----------------	-----------------

2.1.1.1 AddClaim

This request provides the functionality to add a new claim into the system. The claim is automatically routed to the CentralPoint branch of the target Insurer. The SentDate used for timeouts will be automatically set by the system, and will be the date the submitting of the claim is completed.

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal
- claimXML – the content of the claim notification form (see schema DocumentInput.xsd, when consolidated).

2.1.1.2 AddClaimResponse

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful When it is successful, the system responds with:

- claimInfoResponse
 - code – ok
 - claimInfo
 - activityEngineGuid
 - applicationId
 - phaseCacheId
 - phaseCacheName

In case of failure or error, see section 1.4.7

ERROR HANDLING SPECIFIC NOTES

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To manage errors, it is suggested the approach shown in the following pseudocode fragment:

```

Switch(code) {
Case "Failure":
    Switch(message) {
        Case "InputDocumentNotValid": => XML to be re-built (validate XML against XSD for wrong node)
        Case "ProcessEnd": => XML to be re-edited (inspect ErrorData for business error details)
        Case "InsufficientPrivileges": => Authentication problem (CMS account management issue?)
        Case "LoginAs failed": => Authentication problem (password expired?)
        Else: possibly an application/implementation error => contact internal help desk (if required, could escalate to CRIF help desk)
    }
Case "Error": possibly a CRIF problem => contact CRIF help desk
}

```

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2.1.2 Get claims list

Requirement ID	Requirements Description	Prioritization	Releases
FUN001-2		High	All

2.1.2.1 GetClaimsList

This request provides the functionality to get the information found on the work list of a single user. The data structure returned includes all the information needed for retrieving details on a single claim and its status.

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal

2.1.2.2 GetClaimsListResponse

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successfulWhen it is successful, the system responds with:

- claimsListResponse
 - Code – ok
 - claimsList
 - the list of claims belonging to the worklist of the user “asUser”. Per each item:
 - activityEngineGuid
 - attachmentsCount
 - applicationId
 - applicationReferences – [the CR Reference Number and the Defendant’s Insurer (alias CM) Reference Number]
 - creationTime
 - currentUserID
 - gdprClaimDeleted FROM RELEASE 6 ON. Please note this is only a change on the XSD, if gdprClaimDeleted=1 the claim will not appear in the retrieved list
 - lockStatus – possible values:
 - 1 = Not locked
 - 2 = locked by a user different from the one who performed the GetClaims
 - 3 = locked by THE user who performed the GetClaims
 - lockUserId
 - phaseCacheId
 - phaseCacheName
 - printableDocumentsCount
 - versionMajor
 - versionMinor

In case of failure or error, see section 1.4.7

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2.1.3 Search claims

Requirement ID	Requirements Description	Prioritization	Releases
FUN001-3		High	All

2.1.3.1 SearchClaim

This request provides the functionality to search for a claim by specifying a set of search criteria.

Search criteria can be specified on: claimID, Claim CR Reference number, Claim CM Reference Number, phase, branch, etc.

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal
- searchClaimCriteria
 - applicationID
 - branchPath*
 - CMReferenceNumber (*Claim CM Reference number*)
 - CRReferenceNumber (*Claim CR Reference Number*)
 - dispatchDateFrom**
 - dispatchDateTo**
 - phaseCacheId
 - sentDateFrom (*date when claim was submitted to Comp, in phase 'ClaimSubmitted'*)
 - sentDateTo
 - sortField (*see possible values in WSDL*)
 - sortOrder (*see possible values in WSDL*)
 - startDateFrom (*date of claim editing start, in phase 'ClaimDataInputEdit'*)
 - startDateTo

*=filter available to Claimant Representatives only

**=defined in WSDL for future use

2.1.3.2 SearchClaimResponse

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successfulWhen it is successful, the system responds with:

- claimInfosListResponse
 - Code – ok
 - claimsList
 - the list of claims belonging matching the given criteria and visible to the user "asUser". Per each item:
 - activityEngineGuid
 - attachmentsCount
 - applicationId
 - applicationReferences
 - creationTime
 - currentUserID
 - FROM RELEASE 6 ON: gdprClaimDeleted*
 - lockStatus – possible values:

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1 = Not locked

2 = locked by a user different from the one who performed the SearchClaims

3 = locked by THE user who performed the SearchClaims

- lockUserId
- phaseCacheId
- phaseCacheName
- printableDocumentsCount
- versionMajor
- versionMinor

***Field present with value equal to 1 only if the claim has been deleted for GDPR reasons.**

Please note that the search output is limited in size for performance reasons to a maximum of 5000 records. If the searchClaims() retrieves more than 5000 records it is possible to use the additional filters available in order to refine the search, e.g. filtering by "phaseCacheId", "startDate", "sentDate", etc.

Note: in order to optimise the response times for each SearchClaims() call, you must use the additional search filters e.g. filtering by "phaseCacheId", "startDate" or "sentDate"

In case of failure or error, see section 1.4.7

FROM RELEASE 5 ON:

The visibility rules will be enhanced to:

1. Allow user to be able to view all claims they can work on (as in the current system)
2. Allow user to be able to view all claims they have worked on in the past (as in the current system)
3. Allow COMP users to view all claims allocated to the branch they belong to (from Release 5 on)
4. Allow COMP users to view all claims allocated to a specific user belonging to the same branch (from Release 5 on)

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2.1.4 Get claim

Requirement ID	Requirements Description	Prioritization	Releases
FUN001-4		High	All

2.1.4.1 GetClaim

This request provides the functionality to get all the information stored within a particular claim up to the phase in which the claim has arrived. The data returned by the functionality includes process and business information.

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal
- applicationId

2.1.4.2 GetClaimResponse

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- stringResponse
 - code – ok
 - value – this node contain the xml of the requested claim. The structure of this xml is described in the schema.

In case of failure or error, see section 1.4.7

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2.1.5 Get claim status

The functionality is used to retrieve the status of a particular claim. This function can be used in order to know the position in the process of a particular claim and so to update the claim using the right command.

Requirement ID	Requirements Description	Prioritization	Releases
FUN001-5		High	All

2.1.5.1 GetClaimStatus

This request provides the functionality to retrieve the status of a particular claim. This function can be used in order to know the position in the process of a particular claim and so to update the claim using the right activityEngineGUID.

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal
- applicationId

2.1.5.2 GetClaimStatusResponse

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- ClaimInfo2Response (FROM RELEASE 6 ON)
 - code – ok
 - claimInfo
 - activityEngineGuid
 - applicationId
 - phaseCacheId
 - phaseCacheName
 - FROM RELEASE 6 ON: gdprClaimDeleted*

*Field present with attribute ClaimDeleted equal to 1 only if the claim has been deleted for GDPR reasons. Please note that the new ClaimInfo2Response node is a replacement for the old

ClaimInfoResponse node and it will be returned also in case of getClaimStatus() of claims added with a previous release.

In case of failure or error, see section 1.4.7

NOTE: Please note that in order to obtain the status information for several claims with a single call it is suggested to use the SearchClaims(). See the SearchClaims() details for info on the additional info in section 2.1.3.

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2.1.6 Get Organisation

Requirement ID	Requirements Description	Prioritization	Releases
FUN001-6		High	All

2.1.6.1 GetOrganisation

This request provides the functionality to get the details of an Organisation starting from the path.

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal
- organisationPath – the Organisation Path (= "/" + <OrganisationId>) to be get.

2.1.6.2 GetOrganisationResponse

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- code – ok
- organisation
 - organisationId
 - organisationName
 - organisationPath
 - address (it's a set of fields)

In case of failure or error, see section 1.4.7

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2.1.7 Get branches list

Requirement ID	Requirements Description	Prioritization	Releases
FUN001-7		High	All

2.1.7.1 GetBranchesList

This request provides the functionality to get the list of the branches of the Organisation of the user "asUser".

Since the list of branches does not change so often, it should be called only in case of reasonable doubts that the list was updated after the last time the same function was called.

We suggest the A2A clients to cache these info.

The misuse of this feature could impact the performances of the system.

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal

2.1.7.2 GetBranchesListResponse

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- Code – ok
- organisationInfosList
the list of branches of the organisation (together with the info about their status enabled/disabled)
For each item:
 - organisationId
 - organisationName
 - organisationPath

In case of failure or error, see section 1.4.7

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2.1.8 Get hospitals list

Requirement ID	Requirements Description	Prioritization	Releases
FUN001-8		High	All

2.1.8.1 GetHospitalsList

This request provides the functionality you to perform a search within the list of NHS Hospitals in the system, given some search criteria.

The misuse of this feature could impact the performances of the system.

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal
- hospitalName – text to be searched in the hospital name
- postCode – postcode to be searched

2.1.8.2 GetHospitalsListResponse

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- code – ok
- hospitalsList
 - the list of public Hospitals that matches with the input criteria
 - For each item:
 - name
 - postCode
 - addressLine1
 - addressLine2
 - addressLine3
 - addressLine4

In case of failure or error, see section 1.4.7

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2.1.9 Get notifications list

Requirement ID	Requirements Description	Prioritization	Releases
FUN001-9		High	All

2.1.9.1 GetNotificationsList

This request provides the functionality to get the list of the Notifications available to the user "asUser" (and displayed to this user in the section "Notifications" of the webUI) not yet deleted from the system.

This function must be called periodically by the A2A client to keep their system up to date.

The misuse of this feature could impact the performances of the system.

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal

2.1.9.2 GetNotificationsListResponse

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- code – ok
- notificationsList
 - the list of the Notifications not yet deleted from the system
 - For each item:
 - formattedDate
 - notificationDateTime
 - notificationGuid
 - notificationMessage
 - applicationId

In case of failure or error, see section 1.4.7

FROM RELEASE 5 ON:

The bulk transfer functionality allows an organisation to transfer claims to another organisation of the same type (from CR to CR, from COMP to COMP).

Every claim is always handled by a CR (i.e. CR1) and a COMP (COMP1). When a claim is transferred from CR1 to CR2, the third party organisation (COMP1) is indirectly involved in the transfer and must be advised that other party is changing. Similarly, when a claim is transferred from COMP1 to COMP2, the third party organisation (CR1) is indirectly involved in the transfer and must be advised that other party is changing.

In order to inform the third party organisations involved in a bulk transfer process, new notifications are generated and sent only to their A2A users. From Release 5 on, the getNotificationList request allows to get the list of the Notifications available to the A2A user not yet deleted from the system.

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Since the notification belongs to the A2A user the request must be sent using as “asUser” the username of the A2A user.

This function must be called on a daily basis by the A2A client to keep their system up to date.

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username for the A2A
- A2ANotification – flag to extract the A2A notifications. Must be set to “true” to download the A2A notifications. Don’t pass the parameter or set it to “false” to download web browser notifications.

2.1.9.3 GetNotificationsListResponse

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- code – ok
- notificationsList
 - the list of the Notifications not yet deleted from the system
 - For each item:
 - formattedDate
 - notificationDateTime
 - notificationGuid
 - notificationMessage
 - applicationId

In case of failure or error, see section 1.4.7

FROM RELEASE 6 ON a new notification has been introduced. This notification will inform the users that a claim has been removed from the system due to GDPR reasons. Both the COMP and the CR users that have worked on the claim will receive the notification. To retrieve the notification the same instructions explained for the Bulk Transfer notification must be followed.

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2.1.10 Remove notification

Requirement ID	Requirements Description	Prioritization	Releases
FUN001-10		High	All

2.1.10.1 RemoveNotification

This request provides the functionality to delete the notification from the system.

NOTE → Depending on the user that is in the userAuth section of the xml request, the deletion of a Notification can be possible or not.

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal
- notificationID – the id of the notification to be deleted

2.1.10.2 RemoveNotificationResponse

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- Code – ok

In case of failure or error, see section 1.4.7

FROM RELEASE 5 ON:

The bulk transfer functionality allows an organisation to transfer claims to another organisation of the same type (CR to CR, COMP to COMP). Every claim is always handled by a CR (i.e. CR1) and a COMP (COMP1). When a claim is transferred from CR1 to CR2, the third party organisation (COMP1) is indirectly involved in the transfer and must be advised that other party is changing. Similarly, when a claim is transferred from COMP1 to COMP2, the third party organisation (CR1) is indirectly involved in the transfer and must be advised that other party is changing. In order to inform the third party organisations involved in a bulk transfer process, new notifications are generated and sent only to their A2A. From Release 5 on, the getNotificationList request allows to delete the notification from the system. Since the notification belongs to the A2A user the request must be sent using as "asUser" the username of the A2A user.

2.1.10.3 RemoveNotification

This request provides the functionality to delete the notification from the system.

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username for the A2A
- notificationID – the id of the notification to be deleted

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- A2ANotification – flag to delete the A2A notification

2.1.10.4 RemoveNotificationResponse

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- Code – ok

In case of failure or error, see section 1.4.7

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2.1.11 Reject Claim to CR

Requirement ID	Requirements Description	Prioritization	Releases
FUN001-11		High	0,1,2,3,4,5*

System status before execution:

Can be executed by:	COMP
Phase applicable:	Claim Submitted

System status after execution:

Phase reached:	Releases 0,1,2,3,4: Claim rejected to CR From Release 5 on: Acknowledge Rejected Claim
-----------------------	---

2.1.11.1 RejectClaimToCR

This request provides the functionality a CM to send the claim back to the CR.
From Release 5 on the CM must indicate the reason code for the rejection in the Input.
For all the claims created under the old releases a default reason code (i.e. "0") must be passed in the Input.

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal
- claimData
 - applicationID
 - activityEngineGuid
 - rejectionReasonCode (Input field introduced in Release 5)

2.1.11.2 RejectClaimToCRResponse

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- code
- claimInfo
 - applicationID
 - activityEngineGuid
 - phaseCacheId
 - phaseCacheName

In case of failure or error, see section 1.4.7

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2.1.12 Acknowledge Rejected Claim

Requirement ID	Requirements Description	Prioritization	Releases
FUN001-12	AcknowledgeRejectedClaim	High	5,6

System status before execution:

Can be executed by:	CR
Phase applicable:	Acknowledge Rejected Claim

System status after execution:

Phase reached:	Claim rejected to CR
-----------------------	-----------------------------

2.1.12.1 AcknowledgeRejectedClaim

This request provides the functionality a CR to indicate to the portal that they have read the rejection reason and they want to re-send the claim to the compensator.

Example (feasible scenario):

- 1) The CR adds a claim and sends it to a Compensator
- 2) The Compensator looks at it and rejects the claim (adding a reason)
- 3) At this point, the CR (that has received a Notification of "Rejected claim" and can also see the claim in the worklist with the phase "Acknowledge Rejected Claim") can see the rejection reason and decide whether to keep the claim in the process in order to re-send it or to exit it from the process.
- 4) In this case the CR decides to keep the claim in the process.

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal
- claimData
 - applicationID
 - activityEngineGuid

2.1.12.2 AcknowledgeRejectedClaimResponse

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- code
- claimInfo
 - applicationID
 - activityEngineGuid
 - phaseCacheId
 - phaseCacheName

In case of failure or error, see section 1.4.7

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2.1.13 Exit Rejected Claim

Requirement ID	Requirements Description	Prioritization	Releases
FUN001-13	ExitRejectedClaim	High	5,6

System status before execution:

Can be executed by:	CR
Phase applicable:	Acknowledge Rejected Claim

System status after execution:

Phase reached:	Claim Rejected End (<i>End of the process</i>)
-----------------------	---

2.1.13.1 ExitRejectedClaimRequest

This request provides the functionality a CR to exit a rejected claim.

Example (feasible scenario):

- 1) The CR adds a claim and sends it to a Compensator
- 2) The Compensator looks at it and rejects the claim (adding a reason)
- 3) At this point, the CR (that has received a Notification of "Rejected claim" and can see the claim in the worklist with the phase "Acknowledge Rejected Claim") can also see the rejection reason and decide whether to keep the claim in the process in order to re-send it or to exit it from the process.
- 4) In this case the CR decides to exit the claim from the process.

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal
- claimData
 - applicationID
 - activityEngineGuid

2.1.13.2 ExitRejectedClaimResponse

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- code
- claimInfo
 - applicationID
 - activityEngineGuid
 - phaseCacheId
 - phaseCacheName

In case of failure or error, see section 1.4.7

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2.1.14 Resend Rejected Claim

Requirement ID	Requirements Description	Prioritization	Releases
FUN001-14	ResendRejectedClaim	High	All

System status before execution:

Can be executed by:	CR
Phase applicable:	Claim rejected to CR

System status after execution:

Phase reached:	Claim submitted
----------------	-----------------

2.1.14.1 ResendRejectedClaim

This request provides the functionality a CR to re-send a claim that (has been rejected) to a Compensator

Example (feasible scenario):

- 1) The CR adds a claim and sends it to a Compensator
- 2) The Compensator looks at it and rejects the claim
- 3) At this point, the CR (that has received a Notification of "Rejected claim" and can also see the claim in the worklist with the phase "Claim rejected to CR") can modify the CNF (by changing also the ID of the Insurer to which they want to send the claim) and re-send it through this function.

Note 1: if someone interferes with the application via the web portal and moves it in an intermediate tab to edit the claim and resend it via web, this function is not anymore usable via A2A because the phase changes from "Claim Rejected to CR" to "Claim Data Input/Edit". Hence the web user must complete the task via web portal as a workaround.

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal
- claimData
 - applicationID
 - activityEngineGuid
- claimXML – the content of the claim notification form (see schema DocumentInput.xsd).

2.1.14.2 ResendRejectedClaimResponse

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- code
- claimInfo
 - applicationID
 - activityEngineGuid

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- phaseCacheId
- phaseCacheName

In case of failure or error, see section 1.4.7

2.1.15 Reassign to another CM

Requirement ID	Requirements Description	Prioritization	Releases
FUN001-15	ReassignToAnotherCM	High	All

System status before execution:

Can be executed by:	COMP
Phase applicable:	Claim submitted

System status after execution:

Phase reached:	Claim submitted
-----------------------	------------------------

2.1.15.1 ReassignToAnotherCM

This request provides the functionality a CM to re-assign the claim to another CR.

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal
- claimData
 - applicationID
 - activityEngineGuid
- OrganisationPath – The Path of the compensator to which the claim must be re-assigned

2.1.15.2 ReassignToAnotherCMResponse

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- code
- claimInfo
 - applicationID
 - activityEngineGuid
 - phaseCacheId
 - phaseCacheName

In case of failure or error, see section 1.4.7

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2.1.16 Accept Claim

Requirement ID	Requirements Description	Prioritization	Releases
FUN001-16	AcceptClaim	High	0,1*,2,3,4,5,6

System status before execution:

Can be executed by:	COMP
Phase applicable:	Claim submitted

System status after execution:

Phase reached:	Liability Decision (if accepted by MIB) Article 75 Decision (if accepted by non-MIB)
-----------------------	---

2.1.16.1 AcceptClaim

This request provides the functionality to a Compensator to officially indicate that the claim is theirs. From this moment on, a Compensator cannot re-assign the claim to another compensator and cannot resend it back to the CR.

ONLY for claims created under Release 1 (and later), the Compensator can optionally indicate the Defendant Insurer Claim Reference Number when accepting the claim (while for previous versions this is possible only later when the compensator adds an insurer Response).

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal
- insurerClaimReferenceNumber – optional value for the Defendant Insurer Claim Reference Number (introduced within Release 1)
- claimData
 - applicationID
 - activityEngineGuid

2.1.16.2 AcceptClaim Response

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- code
- claimInfo
 - applicationID
 - activityEngineGuid
 - phaseCacheId
 - phaseCacheName

In case of failure or error, see section 1.4.7

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2.1.17 Apply Article 75

Requirement ID	Requirements Description	Prioritization	Releases
FUN001-17	ApplyArticle75	High	All

System status before execution:

Can be executed by:	COMP of type Insurer/SelfInsured
Phase applicable:	Article 75 decision

System status after execution:

Phase reached:	Liability Decision
-----------------------	---------------------------

2.1.17.1 ApplyArticle75

This request provides the functionality to a CM to apply the Article 75 for a claim

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal
- isArticle75 – 0/1 (or 'false'/'true') boolean. Indicate whether the Article 75 applies or not
- claimData
 - applicationID
 - activityEngineGuid

2.1.17.2 ApplyArticle75Response

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- code
- claimInfo
 - applicationID
 - activityEngineGuid
 - phaseCacheId
 - phaseCacheName

In case of failure or error, see section 1.4.7

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2.1.18 Send Liability Decision

Requirement ID	Requirements Description	Prioritization	Releases
FUN001-18	SendLiabilityDecision	High	All

System status before execution:

Can be executed by:	COMP
Phase applicable:	Liability decision

System status after execution:

Phase reached:	one of: Liability admitted Liability not admitted Liability admitted with negligence (other than seatbelt) Liability admitted (childClaim)
-----------------------	--

2.1.18.1 SendLiabilityDecision

This request provides the functionality to a CM to send the response about the Liability for the given Claim

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal
- claimData
 - applicationID
 - activityEngineGuid
- insurerResponseXml – the XML of the response (It must be passed as a string. Please refer to the schema and the WSDL for further info)

2.1.18.2 SendLiabilityDecisionResponse

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- code
- claimInfo
 - applicationID
 - activityEngineGuid
 - phaseCacheId
 - phaseCacheName

In case of failure or error, see section 1.4.7

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2.1.19 Set Stage1 Payment

Requirement ID	Requirements Description	Prioritization	Releases
FUN001-19	SetStage1Payment	High	- 0,1 - 2 ("LiabilityAdmitted" ONLY)

System status before execution:

Can be executed by:	CR
Phases applicable:	one of: Liability Admitted Liability Admitted with negligence (other than seatbelt)

System status after execution:

Phase reached:	Start of stage 2.1 (if it was Liability Admitted) Stage 1 complete (in all other cases)
----------------	--

2.1.19.1 SetStage1Payment

This request provides the functionality to a CR to simply indicate that the Payment for the given Claim has been received or not

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in RaPid
- claimData
 - applicationID
 - activityEngineGuid
- isStage1Paid – 0/1 (or 'false'/'true') boolean

While the "15 (or 30) + 10" business days timeout is not expired, isStage1Paid can only be True.

After the "15 (or 30) + 10" business days timeout has expired, isStage1Paid can be either True or False; once this timeout has expired, there is no other timeout until the claim enters Stage2.1.

2.1.19.2 SetStage1PaymentResponse

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- Code - ok
- claimInfo
 - applicationID
 - activityEngineGuid
 - phaseCacheId
 - phaseCacheName

In case of failure or error, see section 1.4.7

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2.1.20 Acknowledge Denied Liability

Requirement ID	Requirements Description	Prioritization	Releases
FUN001-20	AcknowledgeDeniedLiability	High	All

System status before execution:

Can be executed by:	CR
Phases applicable:	Liability not admitted

System status after execution:

Phase reached:	Stage 1 complete
-----------------------	-------------------------

2.1.20.1 AcknowledgeDeniedLiability

This command is needed to ensure the CR acknowledge the liability decision taken by the COMP.

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal
- claimData
 - applicationID
 - activityEngineGuid

2.1.20.2 AcknowledgeDeniedLiabilityResponse

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- Code - ok
- claimInfo
 - applicationID
 - activityEngineGuid
 - phaseCacheId
 - phaseCacheName

In case of failure or error, see section 1.4.7

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2.1.21 Allocate Claim to Branch

Requirement ID	Requirements Description	Prioritization	Compatibility level
FUN001-21	AllocateClaimToBranch	High	All

System status before execution:

Can be executed by:	COMP
Phases applicable:	<p><i>In phases where the Web shows the "AllocateToBranch" button, which are:</i></p> <ul style="list-style-type: none"> ClaimSubmitted Article75Decision LiabilityDecision InterimPaymentDecision DecisionForPartialInterimPayment Stage2SettlementPackDecision Stage2SettlementPackCounterOfferByCM Stage2SettlementPackAgreementDecisionComp Stage2SettlementPackAdditionalDamagesDecision CourtProceedingsPackFormResponse

System status after execution:

Phase reached:	<i>Same phase as before</i>
-----------------------	-----------------------------

2.1.21.1 AllocateClaimToBranch

This request provides the functionality to a CM to allocate the claim to a branch of their organisation.

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal
- claimData
 - applicationID
 - activityEngineGuid
- branchId

2.1.21.2 AllocateClaimToBranchResponse

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- Code - ok
- claimInfo
 - applicationID
 - activityEngineGuid
 - phaseCacheId
 - phaseCacheName

In case of failure or error, see section 1.4.7

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2.1.22 State Fraud

Requirement ID	Requirements Description	Prioritization	Releases
FUN001-22	StateFraud	High	All

System status before execution:

Can be executed by:	COMP
Phases applicable:	<i>In phases where the Web shows the "StateFraud" button, which are:</i> ClaimSubmitted LiabilityDecision InterimPaymentDecision DecisionForPartialInterimPayment Stage2SettlementPackDecision Stage2SettlementPackAdditionalDamagesDecision

System status after execution:

Phase reached:	Fraud Stated
-----------------------	---------------------

2.1.22.1 StateFraud

This request provides the functionality to a CM to throw the claim out of the process due to a Fraud, adding also a reason for this action.

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal
- claimData
 - applicationID
 - activityEngineGuid
- reasonCode
- reasonDescription

2.1.22.2 StateFraudResponse

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- Code - ok
- claimInfo
 - applicationID
 - activityEngineGuid
 - phaseCacheId
 - phaseCacheName

In case of failure or error, see section 1.4.7

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2.1.23 Acknowledge Fraud Stated

Requirement ID	Requirements Description	Prioritization	Releases
FUN001-23	AcknowledgeFraudStated	High	All

System status before execution:

Can be executed by:	CR
Phases applicable:	Fraud Stated

System status after execution:

Phase reached:	Fraud Stated End, <i>End of the process</i>
-----------------------	--

2.1.23.1 AcknowledgeFraudStated

This request provides the functionality to a CR to simply indicate that they saw the message about the Fraud stated by the the Compensator

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal
- claimData
 - applicationID
 - activityEngineGuid

2.1.23.2 AcknowledgeFraudStatedResponse

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- Code - ok
- claimInfo
 - applicationID
 - activityEngineGuid
 - phaseCacheId
 - phaseCacheName

In case of failure or error, see section 1.4.7

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2.1.24 Add attachment

Requirement ID	Requirements Description	Prioritization	Releases
FUN001-24	AddAttachment	High	All

2.1.24.1 addAttachment

This request provides the functionality to add an attachment to a particular claim. In case of file, the attachment has to be passed to the interface as a stream of bytes; in case of note, the note is passed as a text. The attachment is identified in the system with an attachment ID, a title and a description.

The maximum size allowed is 4 MB for each attachment.

FROM RELEASE 3 ON: the maximum allowed attachments size is increased to 20 MB per each single claim. In this way it is possible to upload up to 5 full-size attachments of 4MB each per single claim, or any other combination of attachment size (subject to the 4 MB individual and 20 MB total size limits).

The new size for the attachments applies to applications belonging to all the Release versions (0,1,2,3, ...).

FROM RELEASE 6 ON: a maximum number of attachments has been introduced for Claimant Reps and for Compensators:

- Max Number of attachments allowed of Claimant Reps: 40 attachments
- Max Number of attachments allowed for Compensators: 10 attachments

This means that the Claimant Reps can attach up to 40 attachments to each claim and the Compensators can attach up to 10 attachments to each claims irrespective of the number of attachments added by the counterpart (subject to the 4 MB individual and 20 MB total size limits).

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal
- Attachment
 - applicationId – the ID of the Claim to which the attachment is related
 - dataAttachmentGuid – *ignore it, optional*
 - dataAttachmentFileName – the filename, empty if attaching a note
 - dataAttachmentFileZip – stream of bytes base64 encoded, representing the file to be uploaded (not compressed with Zip): empty if attaching a note
 - dataAttachmentTitle - notes describing the file content and usage
 - dataAttachmentDesc – a text description of the file

If adding a note, the text will go in dataAttachmentDesc, and leave empty dataAttachmentFileName and dataAttachmentFileZip.

2.1.24.2 addAttachmentResponse

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

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When it is successful, the system responds with:

- code - ok
- value – the ID of the Attachment

In case of failure or error, see section 1.4.7

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2.1.25 Get attachments list

Requirement ID	Requirements Description	Prioritization	Releases
FUN001-25	GetAttachmentsList	High	All

2.1.25.1 getAttachmentsList

This request provides the functionality to get the list of attachments of to a particular claim.

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal
- applicationID – the ID of the Claim for which the attachments are requested

2.1.25.2 getAttachmentsListResponse

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- code
- attachmentsList
 - the list of the Attachments for that applicationID
 - For each item:
 - dataAttachmentGuid – the Id of the attachment
 - dataAttachmentFileName – the filename of the attachment
 - dataAttachmentTitle - a title for the file
 - dataAttachmentDesc – a description of the file
 - dataAttachmentOwner – the owner of the attachment
 - dataAttachmentDate – the date of the attachment

In case of a note attachment, dataAttachmentFileName and dataAttachmentFileZip will be empty.

In case of failure or error, see section 1.4.7

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2.1.26 Get attachment

Requirement ID	Requirements Description	Prioritization	Releases
FUN001-26	GetAttachment	High	All

2.1.26.1 getAttachment

This request provides the functionality to get an attachment as a stream of bytes.

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal
- attachmentGuid – the ID of the attachment

2.1.26.2 getAttachmentResponse

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- code – ok
- attachment
 - dataAttachmentGuid – the Id of the attachment
 - dataAttachmentFileName – the filename of the attachment
 - dataAttachmentFileZip – stream of bytes base64 encoded, representing the file content: empty in case of note
 - dataAttachmentTitle – a title for the file
 - dataAttachmentDesc – a description of the file
 - dataAttachmentOwner – the owner of the attachment
 - dataAttachmentDate – the date of the attachment

In case of failure or error, see section 1.4.7

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2.1.27 Get printable documents list

Requirement ID	Requirements Description	Prioritization	Releases
FUN001-27	GetPrintableDocumentsList	High	All

2.1.27.1 getPrintableDocumentsList

This request provides the functionality to get the list of printable documents of a particular claim.

Printable documents are added only when the claim changes ownership; as a consequence, when getting ownership of a claim, it's possible to download new printable documents, and while maintaining ownership of the claim there is no need to check for further printable documents list changes.

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal
- applicationID – the ID of the Claim for which the printable documents are requested

2.1.27.2 getPrintableDocumentsListResponse

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- code - ok
- attachmentsList
 - the list of the printable documents for that applicationID
 - For each item:
 - applicationId – the ID of the Claim to which the attachment is related
 - dataAttachmentGuid – the Id of the Printable document
 - dataAttachmentFileName – the file name of the printable document (including “.PDF” extension)
 - dataAttachmentTitle - a title for the file
 - dataAttachmentDesc – a description of the file

In case of failure or error, see section 1.4.7

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2.1.28 Get Printable Document

Requirement ID	Requirements Description	Prioritization	Releases
FUN001-28		High	All

2.1.28.1 getPrintableDocument

This request provides the functionality to get a Printable Document. Printable documents are added only when the claim changes ownership; as a consequence, when getting ownership of a claim, it's possible to download new printable documents, and while maintaining ownership of the claim there is no need to check for further printable documents list changes.

NOTE: the printable document with title "*Defendant only Claim Notification Form*" can be downloaded only by the CR: COMP are not allowed to download this printable document.

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal
- PrintableDocumentID – the ID of the Printable Document

2.1.28.2 getPrintableDocumentResponse

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- code – ok
- attachment
 - applicationId – the ID of the Claim to which the attachment is related
 - dataAttachmentGuid – the Id of the Printable document
 - dataAttachmentFileName – the file name of the printable document (including ".PDF" extension)
 - dataAttachmentFileZip – stream of bytes base64 encoded, representing the the document (this is always a PDF document)
 - dataAttachmentTitle - a title for the file
 - dataAttachmentDesc – a description of the file

In case of failure or error, see section 1.4.7

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2.1.29 Lock Claim

Requirement ID	Requirements Description	Prioritization	Releases
FUN001-29	LockClaim	High	All

2.1.29.1 LockClaim

This request provides the functionality to lock a claim.

Only the user who has locked the claim can then execute commands which change the flow step or adds data to the claim. The claim can be unlocked by the same user who has locked using an unlock claim method or can be unlocked by other users using the force unlock method.

The life scope of the lock established by LockClaim is up to the execution of the next command which changes the flow step or adds data to the claim; to maintain the lock after such command, a new LockClaim should be executed.

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal
- claimData
 - applicationID
 - activityEngineGuid

2.1.29.2 LockClaim Response

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- Code – ok

In case of failure or error, see section 1.4.7

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2.1.30 Unlock Claim

Requirement ID	Requirements Description	Prioritization	Releases
FUN001-30	UnlockClaim	High	All

2.1.30.1 UnlockClaim

This request provides the functionality to unlock a claim.
Only the user who had locked the claim can unlock it.

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal
- applicationID

2.1.30.2 UnlockClaim Response

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- Code – ok

In case of failure or error, see section 1.4.7

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2.1.31 Force unlock Claim

Requirement ID	Requirements Description	Prioritization	Releases
FUN001-31	ForceUnlockClaim	High	All

2.1.31.1 ForceUnlockClaim

This request provides the functionality to force the unlocking of any claim, currently locked by any user.

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal
- applicationID

2.1.31.2 ForceUnlockClaimResponse

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- Code – ok

In case of failure or error, see section 1.4.7

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2.1.32 Search Compensators

Requirement ID	Requirements Description	Prioritization	Releases
FUN001-32	SearchCompensators	High	All

2.1.32.1 SearchCompensators

This request provides the functionality to search a compensator, in order to get the OrganisationId to send the claim. The search is performed with a partial match on the organisationName.

WARNING:

This command is deprecated since its search result do not mimic the behaviour of the web portal: this means that does not correctly accesses the mapping between brands and insurers/third party insurers. To ensure a correct routing of the claim to the relevant insurer, it is strongly suggested to use instead the SearchCompensatorsByInsurerIndex() command, see section 2.1.33 for more details.

This command may be removed, once the deprecation was made public on the end of June,

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal
- compensatorType – I (Insurer), S (Self Insured), M (MIB)
- organisationName

2.1.32.2 SearchCompensatorsResponse

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- Code – ok
- organisationsInfoList. Per each item:
 - organisationId
 - organisationName
 - organisationPath

Please note that the return set is limited in size for performance reasons to a maximum of 50 entries, hence is not intended to be used to retrieve and cache locally the whole table of compensators, but only for real-time searches.

In case of failure or error, see section 1.4.7

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2.1.33 SearchCompensatorsByInsurerIndex

Requirement ID	Requirements Description	Prioritization	Releases
FUN001-33	SearchCompensatorsByInsurerIndex	High	All

2.1.33.1 SearchCompensatorsByInsurerIndex

The command searches for a compensator using the InsurersIndex table, in order to get the OrganisationId to send the claim to and the Insurer Name to be inserted in the CNF in the field "InsurerName" of the Defendant's Insurer.

The Insurer Index table was introduced into the web interface in training some time before the live date to allow web users to become familiar with its use. The equivalent A2A command, **SearchCompensatorByInsurerIndex()** was introduced in mid-March 2010. Use of the command **SearchCompensator()** must be replaced by use of the command **SearchCompensatorByInsurerIndex()**.

The use of **SearchCompensator()** as opposed to **SearchCompensatorByInsurerIndex()** causes problems with the routing of claims to the appropriate end point.

The set up of insurers on the portal consists of two stages – the registration details to set up their "in-box" to receive claims and allow users to access them, and secondly the definition of routing of claims provided by the insurer index entries.

The **SearchCompensator()** command uses the table behind the registration list, whilst the **SearchCompensatorByInsurerIndex()** uses (obviously) the insurer index table.

Because of the way some insurers have agreed to manage their claims, the use of the **SearchCompensator()** command could cause problems in a number of ways.

Here you have a couple of real life examples, the companies concerned will not object as they have been in touch with IDSL to resolve the problems caused to them.

Markerstudy/Zenith - these are part of the one group. Markerstudy are managing the claims on behalf of both companies. Therefore Zenith did not need to register for the portal in their own right, but did need to be added to the index as their name appears on insurance certificates and they appear on the MID as an insurer.

In this case using the **SearchCompensator()** command will not find Zenith, so claimant reps are contacting the Helpdesk to say that Zenith are not on the portal.

Using the **SearchCompensatorByInsurerIndex()** to search for Zenith will find the entry on the index (as visible to web browser users) within the destination ID set to Markerstudy.

Travelers - due to the nature of their business, Travelers have a larger number than most insurers of self-insurers who manage their own claims or outsource them to DAs. Using the **SearchCompensator()** command to search for Travelers will find the one entry for them on the registration table. This does not allow your users to use the information provided by MID to select the individual self-insured or DA for submission of the claim. The **SearchCompensatorByInsurerIndex()** command will return the information from the index for all of the Travelers contacts that have been defined.

Therefore it is imperative that the **SearchCompensatorByInsurerIndex()** command is used in all cases to correctly identify the destination for each claim.

Each entry of the Insurer Index table is made of the following fields:

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- 1 and 2)** Fields "Insurer name" and "Contact name", used by the system to perform a text search, contains values to help the Claimant Representative finding the right entry
- 3)** field "raPidInsurerID", which is the ID of the actual Insurer to which the claim must be sent
- 4)** field "raPidInsurerName", which contains the text to be shown on the CNF

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal
- OrganisationName

2.1.33.2 SearchCompensatorsByInsurerIndexResponse

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- Code – ok
- InsurerIndexList. Per each item:
 - InsurerName
 - ContactnName
 - rapidInsurerId – the Id to which the claim should be sent, if the user believes that the InsurerName and ContactName are the right ones
 - rapidInsurerPath – the path of the Insurer to which the claim should be sent (note that the path is present only for completion's sake, but it is going to be deprecated, since the organisationID is the important field to add a CNF)
 - rapidInsurerName – the text to be shown on the CNF in the first page of the pdf ("Insurer name").

Please note that the return set is limited in size for performance reasons to a maximum of 50 entries, hence is not intended to be used to retrieve and cache locally the whole InsurerIndex table, but only for real-time searches.

In case of failure or error, see section 1.4.7

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2.1.34 ExitProcess

Requirement ID	Requirements Description	Prioritization	Releases
FUN001-34	ExitProcess	High	All

System status before execution:

Can be executed by:	CR/COMP
Phases applicable:	<p><i>In phases where the Web shows the "ExitProcess" button, which are:</i></p> <p><i>For CR:</i></p> <p>StartOfStage21 InterimSettlementPackForm AcceptanceOfPartialInterimPayment InterimPaymentDecisionTimeout WaitingForInterimPayment Stage2SettlementPackForm Stage2SettlementPackCounterOfferDecision Stage2SettlementPackCounterOffer Stage2SettlementPackAgreementDecision StartS2SPAdditionalDamages Stage2SettlementPackAdditionalDamagesRequest Stage2SettlementPackAdditionalDamagesDecisionCR CourtProceedingsPackForm</p> <p><i>For COMP:</i></p> <p>ClaimSubmitted Article75Decision LiabilityDecision InterimPaymentDecision DecisionForPartialInterimPayment Stage2SettlementPackDecision Stage2SettlementPackCounterOfferByCM Stage2SettlementPackAgreementDecisionComp Stage2SettlementPackAdditionalDamagesDecision CourtProceedingsPackFormResponse</p>

System status after execution:

Phase reached:	Exit Process
-----------------------	---------------------

2.1.34.1 ExitProcess

This command allow the Compensator or the CR to take a claim out of the process (e.g. if the value is found to be below £1.000 or above the upper limit) when the claim is in their respective worklist. The Reason Code, and the user exiting the claim, the date and the Stage at exit will be retained for MI reporting.
No further actions can be performed on the claim.

INPUT:

- claimData
 - applicationID
 - activityEngineGuid
- userAuth

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- username – username for the A2A
- password – password for the A2A
- asUser – username of the user in Claims Portal
- exitReasonCode – the reason for the exit (see Tech Specs of the schema of the GetClaim for the list of reason codes that can be inputted by the Compensator and by the Claimant Representative):

The Compensator can use these codes: 1,2,3,6,7,9,10

- 1** - Incomplete information provided on CNF
(please note that this code is valid only during Stage 1)
- 2** - Value of claim below £1,000
- 3** - Value of claim exceeds the upper limit
- 6** - Duplicated claim
- 7** - Withdrawal of offer
- 9** - Claim requires further investigation
- 10** - Other

The Claimant Representative can use these codes:

2,3,4,5,6,7,8,10,11,12,13

- 2** - Value of claim below £1,000
- 3** - Value of claim exceeds the upper limit
- 4** - Claim is too complex for process
- 5** - Withdrawal of claim
- 6** - Duplicated claim
- 7** - Withdrawal of offer
- 8** - Interim payment for child claimant
- 10** - Other
- 11** - Stage 1 costs not paid on time
(please note that FROM RELEASE 3 ON this code is allowed ONLY in the following phases:
 - Stage 2 Settlement Pack confirmation
 - Stage 2 Settlement Pack counter offer decision
 - Stage 2 Settlement Pack counter offer
 - Stage 2 Settlement Pack agreement decision
 - Stage 2 Settlement Pack agreed
 - Court Proceedings Pack Form
 - Start of Stage 2 Settlement Pack Additional Damages
 - Stage 2 Settlement Pack Additional Damages Request
 - Stage 2 Settlement Pack Additional Damages Decision (CR)

*ONLY IF Liability admitted – adult claim
AND*

ONLY AFTER the time period of 10 business days from the date of sent of the Stage 2 Settlement Pack to the Compensator has been reached)

- 12** – Interim Payment partial offer not accepted
(please note that this code is valid only in the phase AcceptanceOfPartialInterimPayment)
- 13** – Interim Payment request not answered and/or paid on time
(please note that this code is valid only in the phase InterimPaymentDecisionTimeout)

Codes 11,12,13 are available only from Release 2 on.

- exitComment – a free text do add some specific comments

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2.1.34.2 ExitProcessResponse

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- Code - ok
- claimInfo
 - applicationID
 - activityEngineGuid
 - phaseCacheId
 - phaseCacheName

In case of failure or error, see section 1.4.7

Note:

When a not existing Reason Code is used or when a Reason Code not valid is used (i.e. a CR cannot use the Reason Code 1, the COMP cannot use Reason Code 1 during Stage 2) the system responds with the error message "The reason code is not valid"

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2.1.35 AcknowledgeExitProcess

Requirement ID	Requirements Description	Prioritization	Releases
FUN001-35	AcknowledgeExitProcess	High	All

System status before execution:

Can be executed by:	CR/COMP
Phases applicable:	Exit Process

System status after execution:

Phase reached:	Exit Process End (<i>End of the process</i>)
----------------	--

2.1.35.1 AcknowledgeExitProcess

This request provides the functionality a CR/COMP to simply indicate that they saw the message about the Exit Process stated by the other organisation

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal
- claimData
 - applicationID
 - activityEngineGuid

2.1.35.2 AcknowledgeExitProcessResponse

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- Code - ok
- claimInfo
 - applicationID
 - activityEngineGuid
 - phaseCacheId
 - phaseCacheName

In case of failure or error, see section 1.4.7

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2.1.36 Allocate User (executed by CR)

Requirement ID	Requirements Description	Prioritization	Releases
FUN001-36	AllocateUser	High	All

System status before execution:

Can be executed by:	CR
Phases applicable:	<i>In phases where the Web shows the "AllocateUser" button:</i> LiabilityAdmitted StartOfStage21 InterimSettlementPackForm AcceptanceOfPartialInterimPayment InterimPaymentDecisionTimeout WaitingForInterimPayment Stage2SettlementPackForm Stage2SettlementPackCounterOfferDecision Stage2SettlementPackCounterOffer Stage2SettlementPackAgreementDecision StartS2SPAdditionalDamages Stage2SettlementPackAdditionalDamagesRequest Stage2SettlementPackAdditionalDamagesDecisionCR CourtProceedingsPackForm

System status after execution:

Phase reached:	<i>The same phase as before</i>
-----------------------	---------------------------------

2.1.36.1 AllocateUser

This request provides the functionality a CR to allocate a claim to a specific user, can be executed only if the AsUser account has the CR Team Leader profile.

This will impact the dispatch of the claim.

To deallocate the claim from a specific user, see DeAllocateUser (section 2.1.38).

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal
- claimData
 - applicationID
 - activityEngineGuid
- targetUserID

2.1.36.2 AllocateUserResponse

This is the synchronous response message sent by the system back to the A2A client

OUTPUT

When it is successful, the system responds with:

- Code - ok
- claimInfo
 - applicationID
 - activityEngineGuid
 - phaseCacheId
 - phaseCacheName

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In case of failure or error, see section 1.4.7

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2.1.37 Allocate User (executed by COMP)

Requirement ID	Requirements Description	Prioritization	Releases
FUN001-37	AllocateUser	High	All

System status before execution:

Can be executed by:	COMP
Phases applicable:	<i>In phases where the Web shows the "AllocateUser" button:</i> ClaimSubmitted Article75Decision LiabilityDecision InterimPaymentDecision DecisionForPartialInterimPayment Stage2SettlementPackDecision Stage2SettlementPackCounterOfferByCM Stage2SettlementPackAgreementDecisionComp Stage2SettlementPackAdditionalDamagesDecision CourtProceedingsPackFormResponse

System status after execution:

Phase reached:	<i>The same phase as before</i>
-----------------------	---------------------------------

2.1.37.1 AllocateUser

This request provides the functionality a COMP to allocate a claim to a specific user, can be executed only if the AsUser account has the COMP Claim handler Team Leader profile. This will impact the dispatch of the claim.

Please note that the target user should have one of the following profiles: "COMP Claim Handler", "COMP Team Leader", "COMP Branch Claim Handler" (but only if belongs to the same branch).

To deallocate the claim from a specific user, see AllocateClaimToBranch (section 2.1.21).

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal
- claimData
 - applicationID
 - activityEngineGuid
- targetUserID

2.1.37.2 AllocateUserResponse

This is the synchronous response message sent by the system back to the A2A client

OUTPUT

When it is successful, the system responds with:

- Code - ok
- claimInfo
 - applicationID
 - activityEngineGuid
 - phaseCacheId
 - phaseCacheName

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In case of failure or error, see section 1.4.7

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2.1.38 DeAllocate User

Requirement ID	Requirements Description	Prioritization	Releases
FUN001-38	DeAllocateUser	High	All

System status before execution:

Can be executed by:	CR
Phases applicable:	<i>Any phase belonging to the CR</i>

System status after execution:

Phase reached:	<i>The same phase as before</i>
----------------	---------------------------------

2.1.38.1 DeAllocateUser

This request provides the functionality a CR to de-allocate a claim from a specific user; can be executed only if the AsUser account has CR the Team Leader profile.

This will impact the dispatch of the claim and the notifications related to such claim.

Please note that for COMP, should be used instead AllocateClaimToBranch (see section 2.1.21).

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal
- claimData
 - applicationID
 - activityEngineGuid

2.1.38.2 DeAllocateUserResponse

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- Code - ok
- claimInfo
 - applicationID
 - activityEngineGuid
 - phaseCacheId
 - phaseCacheName

In case of failure or error, see section 1.4.7

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2.1.39 Get My Users list

Requirement ID	Requirements Description	Prioritization	Releases
FUN001-39	GetMyUsersList	High	All

2.1.39.1 GetMyUsersList

This request just allows to retrieve the list of users belonging to the organisation of the calling user.

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal

2.1.39.2 GetMyUsersListResponse

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- myUsersListResponse
 - Code – ok
 - myUsersList
 - the list of users belonging to the organisation (and sub-branches) of the user "asUser". Per each list item:
 - userId the username
 - userName
 - usrSecondName
 - userSurname
 - userProfile
 - userOrganisationId (of course it is always the same, being the organisation of the asUser)
 - userBranchId – id of the branch to which the retrieved user belongs
 - userEnabled – flag that indicates whether the user is enabled or disabled

In case of failure or error, see section 1.4.7

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2.1.40 AcknowledgeLiabilityDecisionTimeout

Requirement ID	Requirements Description	Prioritization	Releases
FUN001-40	AcknowledgeLiabilityDecisionTimeout	High	All

System status before execution:

Can be executed by:	CR
Phases applicable:	Liability Decision Timeout

System status after execution:

Phase reached:	Releases 0,1: Liability Decision Timeout , the claims ends From Release 2 on: Liability Decision Timeout End , the claims ends
-----------------------	---

2.1.40.1 AcknowledgeLiabilityDecisionTimeout

This command is needed to ensure the CR acknowledge that the claim reached the time limit to take a liability decision.

As a consequence the claim moves into the phase Liability Decision Timeout End with the Status "END", which removes the claim from the worklist (within the old Releases 0 and 1 the phase remained set to Liability Decision Timeout. The new behaviour makes easier for A2A users to filter out claims already acknowledged).

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal
- claimData
 - applicationID
 - activityEngineGuid

2.1.40.2 AcknowledgeLiabilityDecisionTimeoutResponse

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- Code - ok
- claimInfo
 - applicationID
 - activityEngineGuid
 - phaseCacheId
 - phaseCacheName

In case of failure or error, see section 1.4.7

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Tech Specs	Date: 08/10/2018

2.1.41 GetSystemProcessVersion

Requirement ID	Requirements Description	Prioritization	Releases
FUN001-41	GetSystemProcessVersion	High	All

2.1.41.1 GetSystemProcessVersion

This command just returns the most recent process version running in the system (in other words it is the version under which a new claim is created within Claims Portal; of course claims created with older versions of the process are still present in the workflow).

This function helps the Claimant Representative software houses to implement a mechanism that automates the switch from the previous version of the AddClaim, to the new one, in order to deploy their software to their customers in Production way before the date of Go Live.

The usage of this command is to be executed before each AddClaim() command: in this way the software will be automatically aware of which AddClaim() version should be executed.

To minimize the impact on the system of calling this command, follow this approach: close to the new release deploy in Production, it will be publicly communicated the target process version that will implement the new release. So the software will start calling this command before each AddClaim() and using the AddClaim() for the legacy release, until the new process version is returned: when this happens, it means the switch has occurred - the new release has been deployed, so the software can stop calling this command and is aware that should be executed the AddClaim() for the new release.

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal

2.1.41.2 GetSystemProcessVersionResponse

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- Code - ok
- systemProcessVersion
 - processName: this is a fixed string "Personal Injury Process"
 - versionMajor: this is an integer
 - versionMinor: this is an integer

In case of failure or error, see section 1.4.7

Tech Specs - Claims Portal - A2A interface – RTA Process	Version: 4.7
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2.1.42 Acknowledge Liability Admitted With Negligence

Requirement ID	Requirements Description	Prioritization	Releases
FUN001-42	AcknowledgeLiabilityAdmittedWithNeg	High	2,3,4,5,6

System status before execution:

Can be executed by:	CR
Phases applicable:	Liability admitted with negligence

System status after execution:

Phase reached:	Stage 1 complete
-----------------------	-------------------------

2.1.42.1 AcknowledgeLiabilityAdmittedWithNeg

This command is needed to ensure the CR acknowledge the liability decision taken by the COMP.

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal
- claimData
 - applicationID
 - activityEngineGuid

2.1.42.2 AcknowledgeLiabilityAdmittedWithNegResponse

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- Code - ok
- claimInfo
 - applicationID
 - activityEngineGuid
 - phaseCacheId
 - phaseCacheName

In case of failure or error, see section 1.4.7

Tech Specs - Claims Portal - A2A interface – RTA Process	Version: 4.7
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2.1.43 Acknowledge Liability Admitted For Child

Requirement ID	Requirements Description	Prioritization	Releases
FUN001-43	AcknowledgeLiabilityAdmittedForChild	High	2,3,4,5,6

System status before execution:

Can be executed by:	CR
Phases applicable:	Liability admitted (Child claim)

System status after execution:

Phase reached:	Start of Stage 2.1
-----------------------	---------------------------

2.1.43.1 AcknowledgeLiabilityAdmittedForChild

This command is needed to ensure the CR acknowledge the liability decision taken by the COMP.

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal
- claimData
 - applicationID
 - activityEngineGuid

2.1.43.2 AcknowledgeLiabilityAdmittedForChildResponse

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- Code - ok
- claimInfo
 - applicationID
 - activityEngineGuid
 - phaseCacheId
 - phaseCacheName

In case of failure or error, see section 1.4.7

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2.1.44 Acknowledge Liability Admitted

Requirement ID	Requirements Description	Prioritization	Releases
FUN001-44	AcknowledgeLiabilityAdmitted	High	3,4,5,6

System status before execution:

Can be executed by:	CR
Phases applicable:	Liability admitted

System status after execution:

Phase reached:	Start of Stage 2.1
-----------------------	---------------------------

2.1.44.1 AcknowledgeLiabilityAdmitted

This command is needed to ensure the CR acknowledges the liability decision taken by the COMP.

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal
- claimData
 - applicationID
 - activityEngineGuid

2.1.44.2 AcknowledgeLiabilityAdmittedResponse

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- Code - ok
- claimInfo
 - applicationID
 - activityEngineGuid
 - phaseCacheId
 - phaseCacheName

In case of failure or error, see section 1.4.7

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2.2 Functionalities specific for Stage 2.1

2.2.1 SetInterimPaymentNeeded

Requirement ID	Requirements Description	Prioritization	Releases
FUN002-1	SetInterimPaymentNeeded	High	0,1,2,3,4,5,6

System status before execution:

Can be executed by:	CR
Phases applicable:	Start of stage 2.1

System status after execution:

Phase reached:	<i>If(isInterimPaymentNeeded = true)</i> Interim Settlement Pack Form <i>else</i> Stage 2 Settlement Pack Form
----------------	---

2.2.1.1 SetInterimPaymentNeeded

This request provides the functionality to add an Interim Settlement Pack Form Request for a claim.

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal
- claimData
 - applicationID
 - activityEngineGuid
- isInterimPaymentNeeded – a Boolean flag (true/false) that indicates whether the InterimPayment is needed.

2.2.1.2 SetInterimPaymentNeededResponse

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- claimInfoResponse
 - code – ok
 - claimInfo
 - activityEngineGuid
 - applicationId
 - phaseCacheId
 - phaseCacheName

In case of failure or error, see section 1.4.7

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2.2.2 AddInterimSPFRequest

Requirement ID	Requirements Description	Prioritization	Releases
FUN002-2	AddInterimSPFRequest	High	0,1,2,3,4,5,6

System status before execution:

Can be executed by:	CR
Phases applicable:	Interim Settlement Pack Form

System status after execution:

Phase reached:	Interim Payment decision
----------------	--------------------------

2.2.2.1 AddInterimSPFRequest

This request provides the functionality to add an Interim Settlement Pack Form Request for a claim.

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal
- claimData
 - applicationID
 - activityEngineGuid
- ISPFRequestXML – the content of the Interim Settlement Pack Form Request.

2.2.2.2 AddInterimSPFRequestResponse

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- claimInfoResponse
 - code – ok
 - claimInfo
 - activityEngineGuid
 - applicationId
 - phaseCacheId
 - phaseCacheName

In case of failure or error, see section 1.4.7

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2.2.3 AddInterimSPFResponse

Requirement ID	Requirements Description	Prioritization	Releases
FUN002-3	AddInterimSPFResponse	High	0,1,2,3,4,5,6

System status before execution:

Can be executed by:	COMP
Phases applicable:	Interim Payment decision

System status after execution:

Phase reached:	<i>If (COMP offers the same amount request by CR)</i> Waiting for Interim Payment <i>else</i> Acceptance of partial Interim payment
----------------	--

2.2.3.1 AddInterimSPFResponse

This request provides the functionality to add an Interim Settlement Pack Form Response for a claim.

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal
- claimData
 - applicationID
 - activityEngineGuid
- ISPFResponseXML – the content of the Interim Settlement Pack Form Response.

2.2.3.2 AddInterimSPFResponseResponse

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- claimInfoResponse
 - code – ok
 - claimInfo
 - activityEngineGuid
 - applicationId
 - phaseCacheId
 - phaseCacheName

In case of failure or error, see section 1.4.7

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2.2.4 Set Stage2_1 Payment

Requirement ID	Requirements Description	Prioritization	Releases
FUN002-4	SetStage21Payment	High	0,1,2,3,4,56

System status before execution:

Can be executed by:	CR
Phases applicable:	Waiting for Interim payment

System status after execution:

Phase reached:	<p>Releases 0,1 and 2: <i>If(InterimPaymentRequested>1000, COMP offered less money, CR did not accepted the partial offer)</i> Stage 2.1 complete <i>else</i> Stage 2 Settlement Pack Form</p> <p>FROM Release 3 ON: <i>If(InterimPaymentRequested>1000, COMP offered less money, CR did not accepted the partial offer)</i> Stage 2.1 complete <i>else</i> Start of Stage 2.1</p>
----------------	--

2.2.4.1 SetStage2_1Payment

This request provides the functionality a CR to simply indicate that the Payment for the given Interim Settlement Pack Form has been received or not

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal
- claimData
 - applicationID
 - activityEngineGuid
- isStage2_1Paid – 0/1 (or 'false'/'true') boolean
 NOTE that "isStage2_1Paid = false" can be accepted by the system only if the period of "10 (or 15)" business days is expired.

2.2.4.2 SetStage2_1PaymentResponse

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- Code - ok
- claimInfo
 - applicationID
 - activityEngineGuid
 - phaseCacheId
 - phaseCacheName

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In case of failure or error, see section 1.4.7

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2.2.5 AcceptPartialInterimPayment

Requirement ID	Requirements Description	Prioritization	Releases
FUN002-5	AcceptPartialInterimPayment	High	0,1,2,3,4,5,6

System status before execution:

Can be executed by:	CR
Phases applicable:	Acceptance of partial Interim payment

System status after execution:

Phase reached:	Decision for Partial Interim payment
-----------------------	---

2.2.5.1 AcceptPartialInterimPayment

This request provides the functionality a CR to accept or not to accept the offer for a partial payment made by the Compensator.

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal
- claimData
 - applicationID
 - activityEngineGuid
- isPartialInterimPaymentAccepted – 0/1 (or 'false'/'true') boolean

2.2.5.2 AcceptPartialInterimPaymentResponse

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- Code - ok
- claimInfo
 - applicationID
 - activityEngineGuid
 - phaseCacheId
 - phaseCacheName

In case of failure or error, see section 1.4.7

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2.2.6 AcknowledgePartialPaymentDecision

Requirement ID	Requirements Description	Prioritization	Releases
FUN002-6	AcknowledgePartialPaymentDecision	High	0,1,2,3,4,5,6

System status before execution:

Can be executed by:	COMP
Phases applicable:	Decision for partial Interim payment

System status after execution:

Phase reached:	Waiting for Interim payment
----------------	-----------------------------

2.2.6.1 AcknowledgePartialPaymentDecision

This request provides the functionality a Compensator to simply indicate that they received the message with the decision on the Partial Payment taken by the CR. Nothing else: it is simply a step needed in the workflow.

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal
- claimData
 - applicationID
 - activityEngineGuid

2.2.6.2 AcknowledgePartialPaymentDecisionResponse

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- Code - ok
- claimInfo
 - applicationID
 - activityEngineGuid
 - phaseCacheId
 - phaseCacheName

In case of failure or error, see section 1.4.7

Tech Specs - Claims Portal - A2A interface – RTA Process	Version: 4.7
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2.2.7 AcknowledgeInterimPaymentDecisionTimeout

Requirement ID	Requirements Description	Prioritization	Releases
FUN002-7	AcknowledgeInterimPaymentDecisionTimeout	High	2,3,4,5,6

System status before execution:

Can be executed by:	CR
Phases applicable:	Interim Payment Decision Timeout

System status after execution:

Phase reached:	Stage 2 Settlement Pack Form
----------------	------------------------------

2.2.7.1 AcknowledgeInterimPaymentDecisionTimeout

This command is needed to ensure the CR acknowledges that the claim reached the time limit to take an interim payment decision. The claim proceeds to Stage 2 Settlement Pack Form.

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal
- claimData
 - applicationID
 - activityEngineGuid

2.2.7.2 AcknowledgeInterimPaymentDecisionTimeoutResponse

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- Code - ok
- claimInfo
 - applicationID
 - activityEngineGuid
 - phaseCacheId
 - phaseCacheName

In case of failure or error, see section 1.4.7

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2.2.8 ReturnToStartOfStage21

Requirement ID	Requirements Description	Prioritization	Releases
FUN002-8	ReturnToStartOfStage21	High	3,4,5,6

System status before execution:

Can be executed by:	CR
Phases applicable:	Interim Payment Decision Timeout

System status after execution:

Phase reached:	Start of stage 2.1
----------------	--------------------

2.2.8.1 ReturnToStartOfStage21

This command allows the CR to return to the Start of stage 2.1 in order to ask for an additional Interim payment. The claim proceeds to Start of stage 2.1.

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal
- claimData
 - applicationID
 - activityEngineGuid

2.2.8.2 ReturnToStartOfStage21Response

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- Code - ok
- claimInfo
 - applicationID
 - activityEngineGuid
 - phaseCacheId
 - phaseCacheName

In case of failure or error, see section 1.4.7

Tech Specs - Claims Portal - A2A interface – RTA Process	Version: 4.7
Tech Specs	Date: 08/10/2018

2.2.9 ExtendInterimPaymentDecisionTimeout

Requirement ID	Requirements Description	Prioritization	Releases
FUN002-9	ExtendInterimPaymentDecisionTimeout	High	2,3,4,5,6

System status before execution:

Can be executed by:	COMP
Phases applicable:	<p>Release 2: Interim Payment Decision <i>only if (InterimPaymentRequested>1000)</i></p> <p>FROM Release 3 ON: Interim Payment Decision <i>In case of FIRST Interim payment:</i> <i>only if (InterimPaymentRequested>1000)</i></p> <p><i>In case of SUBSEQUENT Interim payment:</i> <i>for any value of InterimPaymentRequested</i></p>

System status after execution:

Phase reached:	Interim Payment Decision
----------------	---------------------------------

2.2.9.1 ExtendInterimPaymentDecisionTimeout

This request provides the functionality a Compensator to extend the timeframe needed to take a decision for the Interim Settlement Pack Request in the following cases:

- First Interim payment - only if the Interim payment requested by the Claimant representative is greater than £1000.
- Subsequent Interim payments – for any Interim payment value requested by the Claimant representative.

When it is successful, the date of timeout to take a decision is re-set to 30 business days from the date of sent of Interim payment request.

NOTE: it is possible to extend the timeout only once: after the timeout has been successfully extended to 30 business days, it will not be possible to extend it anymore.

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal
- claimData
 - applicationID
 - activityEngineGuid

2.2.9.2 ExtendInterimPaymentDecisionTimeoutResponse

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- Code - ok
- claimInfo

Tech Specs - Claims Portal - A2A interface – RTA Process	Version: 4.7
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- applicationID
- activityEngineGuid
- phaseCacheId
- phaseCacheName

In case of failure or error, see section 1.4.7

Tech Specs - Claims Portal - A2A interface – RTA Process	Version: 4.7
Tech Specs	Date: 08/10/2018

2.2.10 RejectInterimSettlementPack

Requirement ID	Requirements Description	Prioritization	Releases
FUN002-10	RejectInterimSettlementPack	High	2,3,4,5,6

System status before execution:

Can be executed by:	COMP
Phases applicable:	Interim Payment decision

System status after execution:

Phase reached:	Interim Settlement Pack rejected
----------------	----------------------------------

2.2.10.1 RejectInterimSettlementPack

This request provides the functionality the Compensator to reject the request of an Interim payment made by the Claimant Representative.

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal
- claimData
 - applicationID
 - activityEngineGuid
- rejectionComment – a free text to add a short comment

2.2.10.2 RejectInterimSettlementPackResponse

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- Code - ok
- claimInfo
 - applicationID
 - activityEngineGuid
 - phaseCacheId
 - phaseCacheName

In case of failure or error, see section 1.4.7

Tech Specs - Claims Portal - A2A interface – RTA Process	Version: 4.7
Tech Specs	Date: 08/10/2018

2.2.11 AcknowledgeRejectedInterimSettlementPack

Requirement ID	Requirements Description	Prioritization	Releases
FUN002-11	AcknowledgeRejectedInterimSettlement Pack	High	2,3,4,5,6

System status before execution:

Can be executed by:	CR
Phases applicable:	Interim Settlement Pack rejected

System status after execution:

Phase reached:	Start of Stage 2.1
-----------------------	---------------------------

2.2.11.1 AcknowledgeRejectedInterimSettlementPack

This request provides the functionality the Claimant Representative to simply indicate that they received the message with the rejection of Interim Settlement Pack Form. Nothing else: it is simply a step needed in the workflow.

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal
- claimData
 - applicationID
 - activityEngineGuid

2.2.11.2 AcknowledgeRejectedInterimSettlementPackResponse

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- Code - ok
- claimInfo
 - applicationID
 - activityEngineGuid
 - phaseCacheId
 - phaseCacheName

In case of failure or error, see section 1.4.7

Tech Specs - Claims Portal - A2A interface – RTA Process	Version: 4.7
Tech Specs	Date: 08/10/2018

2.3 Functionalities specific for Stage 2.2

2.3.1 AddStage2SPFRequest

Requirement ID	Requirements Description	Prioritization	Releases
FUN003-1	AddStage2SPFRequest	High	0,1,2,3,4,5,6

System status before execution:

Can be executed by:	CR
Phases applicable:	Stage 2 Settlement Pack Form

System status after execution:

Phase reached:	Stage 2 Settlement Pack decision
----------------	----------------------------------

2.3.1.1 AddStage2SPFRequest

This request provides the functionality to add a Stage 2 Settlement Pack Form Request for a claim.

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal
- claimData
 - applicationID
 - activityEngineGuid
- S2SPFRequestXML – the content of the Stage 2 Settlement Pack Form Request.

2.3.1.2 AddStage2SPFRequestResponse

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- claimInfoResponse
 - code – ok
 - claimInfo
 - activityEngineGuid
 - applicationId
 - phaseCacheId
 - phaseCacheName

In case of failure or error, see section 1.4.7

Tech Specs - Claims Portal - A2A interface – RTA Process	Version: 4.7
Tech Specs	Date: 08/10/2018

2.3.2 AddStage2SPFResponse

Requirement ID	Requirements Description	Prioritization	Releases
FUN003-2	AddStage2SPFResponse	High	0,1,2,3,4,5,6

System status before execution:

Can be executed by:	COMP
Phases applicable:	Stage 2 Settlement Pack decision

System status after execution:

Phase reached:	<i>If(SettlementPackDecision = "C")</i> Stage 2 Settlement Pack confirmation <i>If(SettlementPackDecision = "CO")</i> Stage 2 Settlement Pack counter offer decision <i>If(SettlementPackDecision = "R")</i> Stage 2 Settlement Pack repudiation
----------------	--

2.3.2.1 AddStage2SPFResponse

This request provides the functionality to add a Stage 2 Settlement Pack Form Response for a claim.

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal
- claimData
 - applicationID
 - activityEngineGuid
- S2SPFResponseXML – the content of the Stage 2 Settlement Pack Form Response.

2.3.2.2 AddStage2SPFResponseResponse

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- claimInfoResponse
 - code – ok
 - claimInfo
 - activityEngineGuid
 - applicationId
 - phaseCacheId
 - phaseCacheName

In case of failure or error, see section 1.4.7

Tech Specs - Claims Portal - A2A interface – RTA Process	Version: 4.7
Tech Specs	Date: 08/10/2018

2.3.3 AcknowledgeStage2SPFRepudiation

Requirement ID	Requirements Description	Prioritization	Releases
FUN003-3	AcknowledgeStage2SPFRepudiation	High	0,1,2,3,4,5,6

System status before execution:

Can be executed by:	CR
Phases applicable:	Stage 2 Settlement Pack repudiation

System status after execution:

Phase reached:	<p>Releases 0,1: Stage 2 Settlement Pack repudiation</p> <p>From Release 2 on: Stage 2 Settlement Pack repudiation End</p> <p><i>In both cases the claim ends</i></p>
----------------	---

2.3.3.1 AcknowledgeStage2SPFRepudiation

This request provides the functionality a Claimant Representative to simply indicate that they received the message with the decision on the Stage 2 Settlement Pack Form taken by the Compensator. Nothing else: it is simply a step needed in the workflow.

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal
- claimData
 - applicationID
 - activityEngineGuid

2.3.3.2 AcknowledgeStage2SPFRepudiationResponse

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- Code - ok
- claimInfo
 - applicationID
 - activityEngineGuid
 - phaseCacheId
 - phaseCacheName

In case of failure or error, see section 1.4.7

Tech Specs - Claims Portal - A2A interface – RTA Process	Version: 4.7
Tech Specs	Date: 08/10/2018

2.3.4 AcknowledgeStage2SPFConfirmation

Requirement ID	Requirements Description	Prioritization	Releases
FUN003-4	AcknowledgeStage2SPFConfirmation	High	0,1,2,3,4,5,6

System status before execution:

Can be executed by:	CR
Phases applicable:	Stage 2 Settlement Pack confirmation

System status after execution:

Phase reached:	<p>Releases 0,1: Stage 2 Settlement Pack confirmation, the claim ends</p> <p>From Release 2 on: IF the claimant was a child on the date of agreement: Start of Stage 2 Settlement Pack Additional Damages</p> <p>Else: Stage 2 Settlement Pack confirmation End, the claim ends</p>
----------------	--

2.3.4.1 AcknowledgeStage2SPFConfirmation

This request provides the functionality a Claimant Representative to simply indicate that they received the message with the decision on the Stage 2 Settlement Pack Form taken by the Compensator. Nothing else: it is simply a step needed in the workflow.

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal
- claimData
 - applicationID
 - activityEngineGuid

2.3.4.2 AcknowledgeStage2SPFConfirmationResponse

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- Code - ok
- claimInfo
 - applicationID
 - activityEngineGuid
 - phaseCacheId
 - phaseCacheName

In case of failure or error, see section 1.4.7

Tech Specs - Claims Portal - A2A interface – RTA Process	Version: 4.7
Tech Specs	Date: 08/10/2018

2.3.5 AddStage2SPFCounterOfferByCM

Requirement ID	Requirements Description	Prioritization	Releases
FUN003-5	AddStage2SPFCounterOffer ByCM	High	0,1,2,3,4,5,6

System status before execution:

Can be executed by:	COMP
Phases applicable:	Stage 2 Settlement Pack counter offer (Compensator)

System status after execution:

Phase reached:	Releases 0,1: Stage 2 Settlement Pack counter offer decision From Release 2 on: <i>If(SettlementPackCounterOfferDecision = "NEWCO")</i> Stage 2 Settlement Pack counter offer decision <i>If(SettlementPackCounterOfferDecision = "ACO")</i> Stage 2 Settlement Pack agreed (CR)
----------------	---

2.3.5.1 AddStage2SPFCounterOfferByCM

This request provides the functionality to a Compensator to send a Stage 2 Settlement Pack Form Counter Offer for a claim.

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal
- claimData
 - applicationID
 - activityEngineGuid
- S2SPFCounterOfferByCMXML – the content of the Stage 2 Settlement Pack Form Counter Offer that can be submitted by the Compensator

2.3.5.2 AddStage2SPFCounterOfferByCMResponse

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- claimInfoResponse
 - code – ok
 - claimInfo
 - activityEngineGuid
 - applicationId
 - phaseCacheId
 - phaseCacheName

In case of failure or error, see section 1.4.7

Tech Specs - Claims Portal - A2A interface – RTA Process	Version: 4.7
Tech Specs	Date: 08/10/2018

2.3.6 AddStage2SPFCounterOfferByCR

Requirement ID	Requirements Description	Prioritization	Releases
FUN003-6	AddStage2SPFCounterOffer ByCR	High	0,1,2,3,4,5,6

System status before execution:

Can be executed by:	CR
Phases applicable:	Stage 2 Settlement Pack counter offer

System status after execution:

Phase reached:	Stage 2 Settlement Pack counter offer (Compensator)
----------------	---

2.3.6.1 AddStage2SPFCounterOfferByCR

This request provides the functionality to a Claimant Representative to send a Stage 2 Settlement Pack Form Counter Offer for a claim.

The reason why there are 2 similar functionalities to add a counter offer is because the set of fields inserted as a counter offer by the CRs is different from the one inserted by the Compensators.

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal
- claimData
 - applicationID
 - activityEngineGuid
- S2SPFCounterOfferByCRXML – the content of the Stage 2 Settlement Pack Form Counter Offer that can be submitted by the Claimant Representative

2.3.6.2 AddStage2SPFCounterOfferByCRResponse

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- claimInfoResponse
 - code – ok
 - claimInfo
 - activityEngineGuid
 - applicationId
 - phaseCacheId
 - phaseCacheName

In case of failure or error, see section 1.4.7

Tech Specs - Claims Portal - A2A interface – RTA Process	Version: 4.7
Tech Specs	Date: 08/10/2018

2.3.7 SetStage2SPFCounterOfferNeeded

Requirement ID	Requirements Description	Prioritization	Releases
FUN003-7	SetStage2SPFCounterOfferNeeded	High	0,1,2,3,4,5,6

System status before execution:

Can be executed by:	CR
Phases applicable:	Stage 2 Settlement Pack counter offer decision

System status after execution:

Phase reached:	<i>If(isStage2SPFCounterOfferNeeded = true)</i> Stage 2 Settlement Pack counter offer <i>else</i> Stage 2 Settlement Pack agreement decision
----------------	---

2.3.7.1 SetStage2SPFCounterOfferNeeded

This request provides the functionality to a Claimant Representative to indicate that they don't need to send to the Compensator a new counter offer for a given claim. As a consequence the claim is moved ahead in the workflow.

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal
- claimData
 - applicationID
 - activityEngineGuid
- isStage2SPFCounterOfferNeeded – a Boolean flag (true/false) that indicates whether the counter offer is needed or not.

2.3.7.2 SetStage2SPFCounterOfferNeededResponse

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- claimInfoResponse
 - code – ok
 - claimInfo
 - activityEngineGuid
 - applicationId
 - phaseCacheId
 - phaseCacheName

In case of failure or error, see section 1.4.7

Tech Specs - Claims Portal - A2A interface – RTA Process	Version: 4.7
Tech Specs	Date: 08/10/2018

2.3.8 ExtendStage2SPFDecisionTimeout

Requirement ID	Requirements Description	Prioritization	Releases
FUN003-8	ExtendStage2SPFDecisionTimeout	High	0,1*,2,3,4,5,6

System status before execution:

Can be executed by:	COMP
Phases applicable:	Stage 2 Settlement Pack decision

System status after execution:

Phase reached:	Stage 2 Settlement Pack decision
----------------	----------------------------------

2.3.8.1 ExtendStage2SPFDecisionTimeout

This request provides the functionality to a Compensator to extend the timeframe needed to take a decision for the Stage2SP Request.

When it is successful, the date of timeout to take a decision is re-set to a new value, and as a consequence also the Date of Timeout for the counter-offer is recalculated (this is needed only in case there will be a counter offer)

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal
- claimData
 - applicationID
 - activityEngineGuid
- newTimeOut – the new date of timeout to be set. It must be set to a date later than the current date of timeout for the S2SP decision (use format of xs:Date even if for technical reasons the WSDL contains xs:DateTime)
- reasonForExtension – the optional integer code of the reason for extension:
 - 1=No valid CRU certificate
 - 2=Other agreed extension (if code not specified, this is used as default)
 while this parameter is optional, we strongly suggest to specify it explicitly.

2.3.8.2 ExtendStage2SPFDecisionTimeoutResponse

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- claimInfoResponse
 - code – ok
 - claimInfo
 - activityEngineGuid
 - applicationId
 - phaseCacheId
 - phaseCacheName

In case of failure or error, see section 1.4.7

Tech Specs - Claims Portal - A2A interface – RTA Process	Version: 4.7
Tech Specs	Date: 08/10/2018

2.3.9 ExtendStage2SPFCounterOfferTimeout

Requirement ID	Requirements Description	Prioritization	Releases
FUN003-9	ExtendStage2SPFCounterOfferTimeout	High	0,1,2,3,4,5,6

System status before execution:

Can be executed by:	CR/COMP
Phases applicable:	CR → Stage 2 Settlement Pack counter offer CR → Stage 2 Settlement Pack counter offer decision COMP → Stage 2 Settlement Pack counter offer (Compensator)

System status after execution:

Phase reached:	<i>the same phase as before</i>
-----------------------	---------------------------------

2.3.9.1 ExtendStage2SPFCounterOfferTimeout

This request provides the functionality to a Compensator or a CR to extend the timeframe needed to make a counter offer for the Stage2SP. When it is successful, the date of timeout to send a counter offer is re-set to a new value.

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal
- claimData
 - applicationID
 - activityEngineGuid
- newTimeOut – the new date of timeout to be set. It must be set to a date later than the current date of timeout for the counter offer (use format of xs:Date even if for technical reasons the WSDL contains xs:DateTime)

reasonForExtension – the optional integer code of the reason for extension:

1=No valid CRU certificate

2=Other agreed extension (if code not specified, this is used as default)

while this parameter is optional, we strongly suggest to specify it explicitly.

2.3.9.2 ExtendStage2SPFCounterOfferTimeoutResponse

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- claimInfoResponse
 - code – ok
 - claimInfo
 - activityEngineGuid
 - applicationId
 - phaseCacheId
 - phaseCacheName

In case of failure or error, see section 1.4.7

Tech Specs - Claims Portal - A2A interface – RTA Process	Version: 4.7
Tech Specs	Date: 08/10/2018

2.3.10 SetStage2SPFAgreementDecision

Requirement ID	Requirements Description	Prioritization	Releases
FUN003-10	SetStage2SPFAgreementDecision	High	0,1,2,3,4,5,6

System status before execution:

Can be executed by:	CR/COMP
Phases applicable:	CR → Stage 2 Settlement Pack agreement decision COMP → Stage 2 Settlement Pack agreement decision (Compensator)

System status after execution:

Phase reached:	<p>Releases 0,1: Only the CR can set the agreement decision: If (isAgreed = true) Stage 2 Settlement Pack agreed else Court Proceedings Pack Form</p> <p>From Release 2 on: If the CR sets the agreement decision: If (isAgreed = true) Stage 2 Settlement Pack agreed else Start of Stage 2 Settlement Pack Additional Damages</p> <p>Else if the Compensator sets the agreement decision: If (isAgreed = true) Stage 2 Settlement Pack agreed (CR) else Stage 2 Settlement Pack not agreed (CR)</p>
----------------	---

2.3.10.1 SetStage2SPFAgreementDecision

This request provides the functionality to the Claimant Representative or the Compensator to indicate whether they agree with the S2SPF counter offer or not. As a consequence the claim is moved ahead in the workflow.

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal
- claimData
 - applicationID
 - activityEngineGuid
- isAgreed – a Boolean flag (true/false) that indicates whether the offer is agreed or not.

2.3.10.2 SetStage2SPFAgreementDecisionResponse

This is the synchronous response message sent by the system back to the A2A client.

Tech Specs - Claims Portal - A2A interface – RTA Process	Version: 4.7
Tech Specs	Date: 08/10/2018

OUTPUT

When it is successful, the system responds with:

- claimInfoResponse
 - code – ok
 - claimInfo
 - activityEngineGuid
 - applicationId
 - phaseCacheId
 - phaseCacheName

In case of failure or error, see section 1.4.7

Tech Specs - Claims Portal - A2A interface – RTA Process	Version: 4.7
Tech Specs	Date: 08/10/2018

2.3.11 AcknowledgeStage2SPFAgreed

Requirement ID	Requirements Description	Prioritization	Releases
FUN003-11	AcknowledgeStage2SPFAgreed	High	0,1,2,3,4,5,6

System status before execution:

Can be executed by:	COMP/CR
Phases applicable:	COMP → Stage 2 Settlement Pack agreed CR → Stage 2 Settlement Pack agreed (CR)

System status after execution:

Phase reached:	<p>Releases 0,1: Stage 2 Settlement Pack agreed, the claim ends</p> <p>From Release 2 on: IF the claimant was a child on the date of agreement: Start of Stage 2 Settlement Pack Additional Damages</p> <p>Else: Stage 2 Settlement Pack agreed End, the claim ends</p>
----------------	--

2.3.11.1 AcknowledgeStage2SPFAgreed

This request provides the functionality to the Compensator or the Claimant Representative to simply indicate that they received the message that inform them that the Stage 2 Settlement Pack Form was agreed by the Claimant Representative or the Compensator respectively. Nothing else: it is simply a step needed in the workflow.

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal
- claimData
 - applicationID
 - activityEngineGuid

2.3.11.2 AcknowledgeStage2SPFAgreedResponse

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- Code - ok
- claimInfo
 - applicationID
 - activityEngineGuid
 - phaseCacheId
 - phaseCacheName

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In case of failure or error, see section 1.4.7

Tech Specs - Claims Portal - A2A interface – RTA Process	Version: 4.7
Tech Specs	Date: 08/10/2018

2.3.12 AcknowledgeStage2SPFNotAgreed

Requirement ID	Requirements Description	Prioritization	Releases
FUN003-12	AcknowledgeStage2SPFNotAgreed	High	2,3,4,5,6

System status before execution:

Can be executed by:	CR
Phases applicable:	Stage 2 Settlement Pack not agreed (CR)

System status after execution:

Phase reached:	Start of Stage 2 Settlement Pack Additional Damages
----------------	---

2.3.12.1 AcknowledgeStage2SPFNotAgreed

This request provides the functionality to the Claimant Representative to simply indicate that they received the message that inform them that the Stage 2 Settlement Pack Form was NOT agreed by the Compensator. Nothing else: it is simply a step needed in the workflow.

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal
- claimData
 - applicationID
 - activityEngineGuid

2.3.12.2 AcknowledgeStage2SPFNotAgreedResponse

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- Code - ok
- claimInfo
 - applicationID
 - activityEngineGuid
 - phaseCacheId
 - phaseCacheName

In case of failure or error, see section 1.4.7

Tech Specs - Claims Portal - A2A interface – RTA Process	Version: 4.7
Tech Specs	Date: 08/10/2018

2.3.13 AddCPPFRequest

Requirement ID	Requirements Description	Prioritization	Releases
FUN003-13	AddCPPFRequest	High	0,1,2,3,4,5,6

System status before execution:

Can be executed by:	CR
Phases applicable:	Court Proceedings Pack Form

System status after execution:

Phase reached:	Court Proceedings Pack Form Response
-----------------------	---

2.3.13.1 AddCPPFRequestRequest

This request provides the functionality to add a Court Proceedings Pack Form Request for a claim.

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal
- claimData
 - applicationID
 - activityEngineGuid
- CPPFRequestXML – the content of the Court Proceedings Pack Form Request.

2.3.13.2 AddCPPFRequestResponse

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- claimInfoResponse
 - code – ok
 - claimInfo
 - activityEngineGuid
 - applicationId
 - phaseCacheId
 - phaseCacheName

In case of failure or error, see section 1.4.7

Tech Specs - Claims Portal - A2A interface – RTA Process	Version: 4.7
Tech Specs	Date: 08/10/2018

2.3.14 AddCPPFResponse

Requirement ID	Requirements Description	Prioritization	Releases
FUN003-14	AddCPPFResponse	High	0,1,2,3,4,5,6

System status before execution:

Can be executed by:	COMP
Phases applicable:	Court Proceedings Pack Form Response

System status after execution:

Phase reached:	End of Stage 2
-----------------------	-----------------------

2.3.14.1 AddCPPFResponse

This request provides the functionality to add a Court Proceedings Pack Form Response for a claim.

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal
- claimData
 - applicationID
 - activityEngineGuid
- CPPFResponseXML – the content of the Court Proceedings Pack Form Response.

2.3.14.2 AddCPPFResponseResponse

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- claimInfoResponse
 - code – ok
 - claimInfo
 - activityEngineGuid
 - applicationId
 - phaseCacheId
 - phaseCacheName

In case of failure or error, see section 1.4.7

Tech Specs - Claims Portal - A2A interface – RTA Process	Version: 4.7
Tech Specs	Date: 08/10/2018

2.3.15 AcknowledgeCPPFResponse

Requirement ID	Requirements Description	Prioritization	Releases
FUN003-15	AcknowledgeCPPFResponse	High	0,1,2,3,4,5,6

System status before execution:

Can be executed by:	CR
Phases applicable:	End of Stage 2

System status after execution:

Phase reached:	<p>Releases 0,1: End of Stage 2</p> <p>From Release 2 on: End of Stage 2 End</p> <p><i>In both cases the process ends</i></p>
----------------	---

2.3.15.1 AcknowledgeCPPFResponse

This request provides the functionality to a Claimant Representative to simply indicate that they received the response to the CPPF request. Nothing else: it is simply a step needed in the workflow.

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal
- claimData
 - applicationID
 - activityEngineGuid

2.3.15.2 AcknowledgeCPPFResponseResponse

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- Code - ok
- claimInfo
 - applicationID
 - activityEngineGuid
 - phaseCacheId
 - phaseCacheName

In case of failure or error, see section 1.4.7

Tech Specs - Claims Portal - A2A interface – RTA Process	Version: 4.7
Tech Specs	Date: 08/10/2018

2.3.16 AcknowledgeStage2SPFDecisionTimeout

Requirement ID	Requirements Description	Prioritization	Releases
FUN003-16	AcknowledgeLiabilityDecisionTimeout	High	0,1,2,3,4,5,6

System status before execution:

Can be executed by:	CR
Phases applicable:	Stage 2 Settlement Pack Decision Timeout

System status after execution:

Phase reached:	Releases 0,1: Stage 2 Settlement Pack Decision Timeout From Release 2 on: Stage 2 Settlement Pack Decision Timeout End In both cases the process ends
-----------------------	---

2.3.16.1 AcknowledgeStage2SPFDecisionTimeout

This command is needed to ensure the CR acknowledge that the claim reached the time limit to take a Stage2 Settlement Pack decision.

As a consequence the claim moves into the phase Stage 2 Settlement Pack Decision Timeout End and enters in the Process Status "END", which removes the claim from the worklist.

(within the old Releases 0 and 1 the phase remained set to Stage 2 Settlement Pack Decision Timeout. The new behaviour makes it easier for A2A users to filter out claims already acknowledged).

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal
- claimData
 - applicationID
 - activityEngineGuid

2.3.16.2 AcknowledgeStage2SPFDecisionTimeoutResponse

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- Code - ok
- claimInfo
 - applicationID
 - activityEngineGuid
 - phaseCacheId
 - phaseCacheName

In case of failure or error, see section 1.4.7

Tech Specs - Claims Portal - A2A interface – RTA Process	Version: 4.7
Tech Specs	Date: 08/10/2018

2.3.17 SetAdditionalDamagesExistence

Requirement ID	Requirements Description	Prioritization	Releases
FUN003-17	SetAdditionalDamagesExistence	High	2,3,4,5,6

System status before execution:

Can be executed by:	CR
Phases applicable:	Start of S2SP Additional Damages

System status after execution:

Phase reached:	<i>If(AdditionalDamagesExist = true)</i> S2SP Additional Damages Request <i>else</i> Court Proceedings Pack Form
----------------	---

2.3.17.1 SetAdditionalDamagesExistence

This request provides the functionality to start the Additional Damages process for a claim.

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal
- claimData
 - applicationID
 - activityEngineGuid
- AdditionalDamagesExist – a Boolean flag (true/false) that indicates whether the Additional Damages exist.

2.3.17.2 SetAdditionalDamagesExistenceqResponse

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- claimInfoResponse
 - code – ok
 - claimInfo
 - activityEngineGuid
 - applicationId
 - phaseCacheId
 - phaseCacheName

In case of failure or error, see section 1.4.7

Tech Specs - Claims Portal - A2A interface – RTA Process	Version: 4.7
Tech Specs	Date: 08/10/2018

2.3.18 AddS2SPFAdditionalDamagesRequest

Requirement ID	Requirements Description	Prioritization	Releases
FUN003-18	AddS2SPFAdditionalDamagesRequest	High	2,3,4,5,6

System status before execution:

Can be executed by:	CR
Phases applicable:	S2SP Additional Damages Request

System status after execution:

Phase reached:	S2SP Additional Damages Decision
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2.3.18.1 AddS2SPFAdditionalDamagesRequest

This request provides the functionality to add a Stage 2 Settlement Pack Additional Damages Form Request for a claim.

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal
- claimData
 - applicationID
 - activityEngineGuid
- additionalDamagesRequestXML – the content of the Stage 2 Settlement Pack Additional Damages Form Request.

2.3.18.2 AddS2SPFAdditionalDamagesRequestResponse

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- claimInfoResponse
 - code – ok
 - claimInfo
 - activityEngineGuid
 - applicationId
 - phaseCacheId
 - phaseCacheName

In case of failure or error, see section 1.4.7

Tech Specs - Claims Portal - A2A interface – RTA Process	Version: 4.7
Tech Specs	Date: 08/10/2018

2.3.19 AddS2SPFAdditionalDamagesResponse

Requirement ID	Requirements Description	Prioritization	Releases
FUN003-19	AddS2SPFAdditionalDamagesResponse	High	2,3,4,5,6

System status before execution:

Can be executed by:	COMP
Phases applicable:	S2SP Additional Damages Decision

System status after execution:

Phase reached:	<i>If(AdditionalDamagesDecision = Agree)</i> S2SP All Damages agreed (CR) <i>Else (AdditionalDamagesDecision = Counter Offer)</i> S2SP Additional Damages decision (CR)
----------------	--

2.3.19.1 AddS2SPFAdditionalDamagesResponse

This request provides the functionality to add a Stage 2 Settlement Pack Additional Damages Form Response for a claim.

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal
- claimData
 - applicationID
 - activityEngineGuid
- additionalDamagesResponseXML – the content of the Stage 2 Settlement Pack Additional Damages Form Request.

2.3.19.2 AddS2SPFAdditionalDamagesResponseResponse

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- claimInfoResponse
 - code – ok
 - claimInfo
 - activityEngineGuid
 - applicationId
 - phaseCacheId
 - phaseCacheName

In case of failure or error, see section 1.4.7

Tech Specs - Claims Portal - A2A interface – RTA Process	Version: 4.7
Tech Specs	Date: 08/10/2018

2.3.20 AcknowledgeAllDamagesAgreed

Requirement ID	Requirements Description	Prioritization	Releases
FUN003-20	AcknowledgeAllDamagesAgreed	High	2,3,4,5,6

System status before execution:

Can be executed by:	CR
Phases applicable:	S2SP All Damages agreed (CR)

System status after execution:

Phase reached:	<p>IF the claimant was a child on the date of agreement of the S2SPF: Court Proceedings Pack Form</p> <p>ELSE: S2SP All Damages agreed End, the process ends</p>
----------------	---

2.3.20.1 AcknowledgeAllDamagesAgreed

This request provides the functionality to a Claimant Representative to simply indicate that they received the response to the Additional Damages request where the Compensator agrees to all the damages. Nothing else: it is simply a step needed in the workflow.

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal
- claimData
 - applicationID
 - activityEngineGuid

2.3.20.2 AcknowledgeAllDamagesAgreedResponse

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- Code - ok
- claimInfo
 - applicationID
 - activityEngineGuid
 - phaseCacheId
 - phaseCacheName

In case of failure or error, see section 1.4.7

Tech Specs - Claims Portal - A2A interface – RTA Process	Version: 4.7
Tech Specs	Date: 08/10/2018

2.3.21 SetS2SPFAdditionalDamagesDecision

Requirement ID	Requirements Description	Prioritization	Releases
FUN003-21	SetS2SPFAdditionalDamage sDecision	High	2,3,4,5,6

System status before execution:

Can be executed by:	CR
Phases applicable:	S2SP Additional Damages decision (CR)

System status after execution:

Phase reached:	<p><i>Depending on the value chosen by the CR for the field isAgreed, the losses in the claim are partially or totally agreed or even not agreed at all. Hence the pahse can change depending on the content of the S2SP Additional Damages Form.</i></p> <p><i>IF (Original and Additional Damages AGREED)</i> S2SP All Damages agreed</p> <p><i>IF (Original Damages NOT agreed and Additional Damages AGREED)</i> S2SP Original Damages not agreed <i>ELSE IF (OD agreed and AD NOT agreed)</i> S2SP Additional Damages not agreed <i>ELSE IF (OD NOT agreed and AD NOT agreed)</i> S2SP No Damages agreed</p>
----------------	---

2.3.21.1 SetS2SPFAdditionalDamagesDecision

This request provides the functionality to the Claimant Representative to indicate whether they agree with the Additional Damages counter offer or not. As a consequence the claim is moved ahead in the workflow.

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal
- claimData
 - applicationID
 - activityEngineGuid
- isAgreed – a Boolean flag (true/false) that indicates whether the offer is agreed or not.

2.3.21.2 SetS2SPFAdditionalDamagesDecisionResponse

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- Code - ok
- claimInfo
 - applicationID

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- activityEngineGuid
- phaseCacheId
- phaseCacheName

In case of failure or error, see section 1.4.7

Tech Specs - Claims Portal - A2A interface – RTA Process	Version: 4.7
Tech Specs	Date: 08/10/2018

2.3.22 AcknowledgeAdditionalDamagesAgreement

Requirement ID	Requirements Description	Prioritization	Releases
FUN003-22	AcknowledgeAdditionalDamagesAgreement	High	2,3,4,5,6

System status before execution:

Can be executed by:	COMP/CR
Phases applicable:	<p><i>COMP</i> → S2SP All Damages agreed S2SP Additional Damages not agreed S2SP Original Damages not agreed S2SP No Damages agreed</p> <p><i>CR</i> → S2SP Additional Damages not agreed (CR) S2SP No Damages agreed (CR)</p>

System status after execution:

Phase reached:	<p>CR: IF (phase = S2SP Additional Damages not agreed (CR)): S2SP Additional Damages partially agreed End, the process ends</p> <p>else IF (phase = S2SP No Damages agreed (CR)): Court Proceedings Pack Form</p> <p>COMP: IF the claimant was a child on the date of agreement of the S2SPF: Court Proceedings Pack Form</p> <p>else IF (phase = S2SP All Damages agreed): S2SP All Damages agreed End, the process ends</p> <p>else IF (phase = S2SP Additional Damages not agreed): S2SP Additional Damages partially agreed End, the process ends</p> <p>else IF (phase = S2SP Original Damages not agreed): Court Proceedings Pack Form</p> <p>else IF (phase = S2SP No Damages agreed): Court Proceedings Pack Form</p>
----------------	--

2.3.22.1 AcknowledgeAdditionalDamagesAgreement

This request provides the functionality to a Compensator to indicate that they received the final agreement decision taken by the Claimant representative about the Original and Additional Damages. It also allows a Claimant Representative to acknowledge the result generated in case the compensator does not send the response to the S2SP with Additional Damages Request within the time limit. Nothing else: it is simply a step needed in the workflow.

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A

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- asUser – username of the user in Claims Portal
- claimData
 - applicationID
 - activityEngineGuid

2.3.22.2 AcknowledgeAdditionalDamagesAgreementResponse

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- Code - ok
- claimInfo
 - applicationID
 - activityEngineGuid
 - phaseCacheId
 - phaseCacheName

In case of failure or error, see section 1.4.7

Tech Specs - Claims Portal - A2A interface – RTA Process	Version: 4.7
Tech Specs	Date: 08/10/2018

2.3.23 ExtendAdditionalDamagesDecisionTimeout

Requirement ID	Requirements Description	Prioritization	Releases
FUN003-23	ExtendAdditionalDamagesDecisionTimeout	High	2,3,4,5,6

System status before execution:

Can be executed by:	COMP
Phases applicable:	S2SP Additional Damages Decision

System status after execution:

Phase reached:	S2SP Additional Damages Decision
-----------------------	---

2.3.23.1 ExtendAdditionalDamagesDecisionTimeout

This request provides the functionality to a Compensator to extend the timeframe needed to take a decision for the Additional Damages.

When it is successful, the date of timeout to take a decision is re-set to a new value.

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal
- claimData
 - applicationID
 - activityEngineGuid
- NewTimeoutDate – the new date of timeout to be set. It must be set to a date later than the current date of timeout for the Additional Damages decision (use format of xs:date even if for technical reasons the WSDL contains xs:dateTime)
- ReasonForExtension – the optional integer code of the reason for extension: 1=Other agreed extension (if code not specified, this is used as default) while this parameter is optional, we strongly suggest to specify it explicitly.

2.3.23.2 ExtendAdditionalDamagesDecisionTimeoutResponse

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- claimInfoResponse
 - code – ok
 - claimInfo
 - activityEngineGuid
 - applicationId
 - phaseCacheId
 - phaseCacheName

In case of failure or error, see section 1.4.7

Tech Specs - Claims Portal - A2A interface – RTA Process	Version: 4.7
Tech Specs	Date: 08/10/2018

2.3.24 AcknowledgeAdditionalDamagesDecisionTimeout

Requirement ID	Requirements Description	Prioritization	Releases
FUN003-24	AcknowledgeAdditionalDamagesDecisionTimeout	High	2,3,4,5,6

System status before execution:

Can be executed by:	CR
Phases applicable:	Additional Damages Decision Timeout

System status after execution:

Phase reached:	<p>After a timeout, for sure the Additional Damages are not agreed. Depending on the values of the Original losses the phase can change.</p> <p>IF (Original Damages AGREED and Additional Damages NOT agreed): S2SP Additional Damages not agreed (CR) ELSE IF (OD NOT agreed and AD NOT agreed): S2SP No Damages agreed (CR)</p>
----------------	--

2.3.24.1 AcknowledgeAdditionalDamagesDecisionTimeout

This command is needed to ensure the CR acknowledge that the claim reached the time limit to take a Stage2 Settlement Pack Additional Damages decision.
As a consequence the claim enters into two different phases, depending on the status of the Original damages.

INPUT:

- userAuth
 - username – username for the A2A
 - password – password for the A2A
 - asUser – username of the user in Claims Portal
- claimData
 - applicationID
 - activityEngineGuid

2.3.24.2 AcknowledgeAdditionalDamagesDecisionTimeoutResponse

This is the synchronous response message sent by the system back to the A2A client.

OUTPUT

When it is successful, the system responds with:

- Code - ok
- claimInfo
 - applicationID
 - activityEngineGuid
 - phaseCacheId
 - phaseCacheName

In case of failure or error, see section 1.4.7