

# A2A User Workshop

January 2025

# Agenda

- Welcome and Introductions
- House keeping
- Overview
- Migration and testing
- Developer Portal
- Supported Versions
- Technical Specifications
- Q&A

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# Introductions

## **Claims Portal**

Sue Brown – Director

Martin Ward – Claims Portal Consultant

## **CRIF**

David Scott – Senior Manager – Strategic Clients and Partners

Ileana Magno – Project Manager

Michele Modestino – Business Analyst

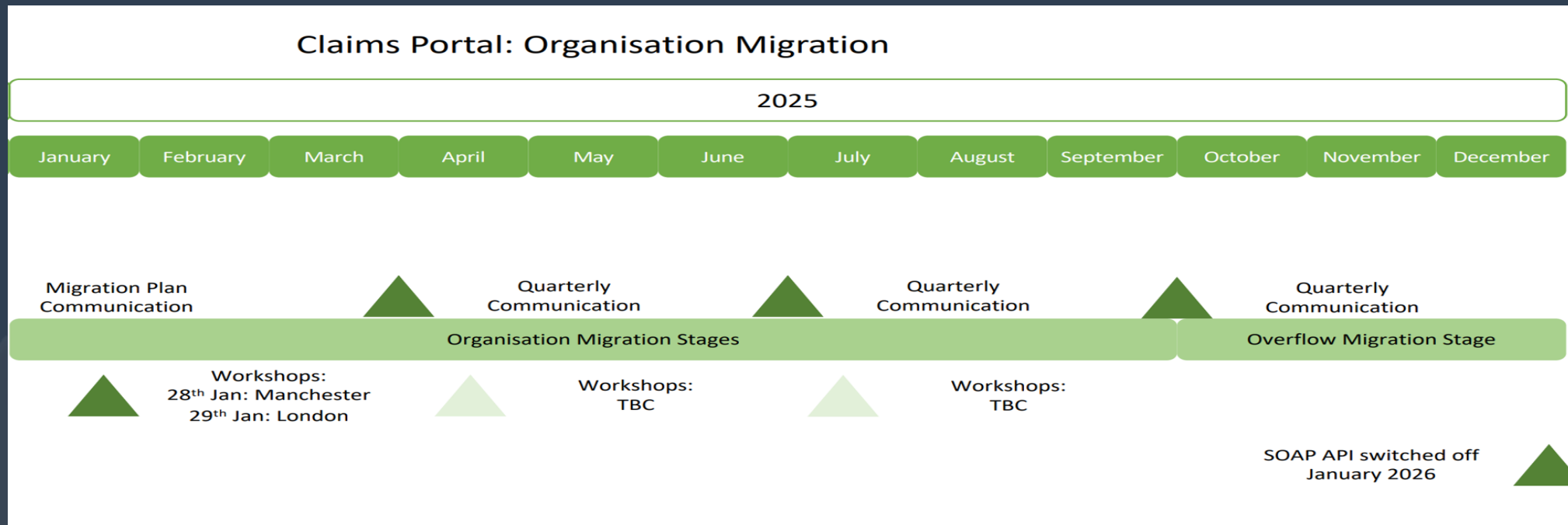
## **MIB**

Alison Gibbs – Product Manager

Nathan Bridges and Warren Sibley – Claims Portal Support

Chloe Austin – Client Relationship Manager

# Claims Portal



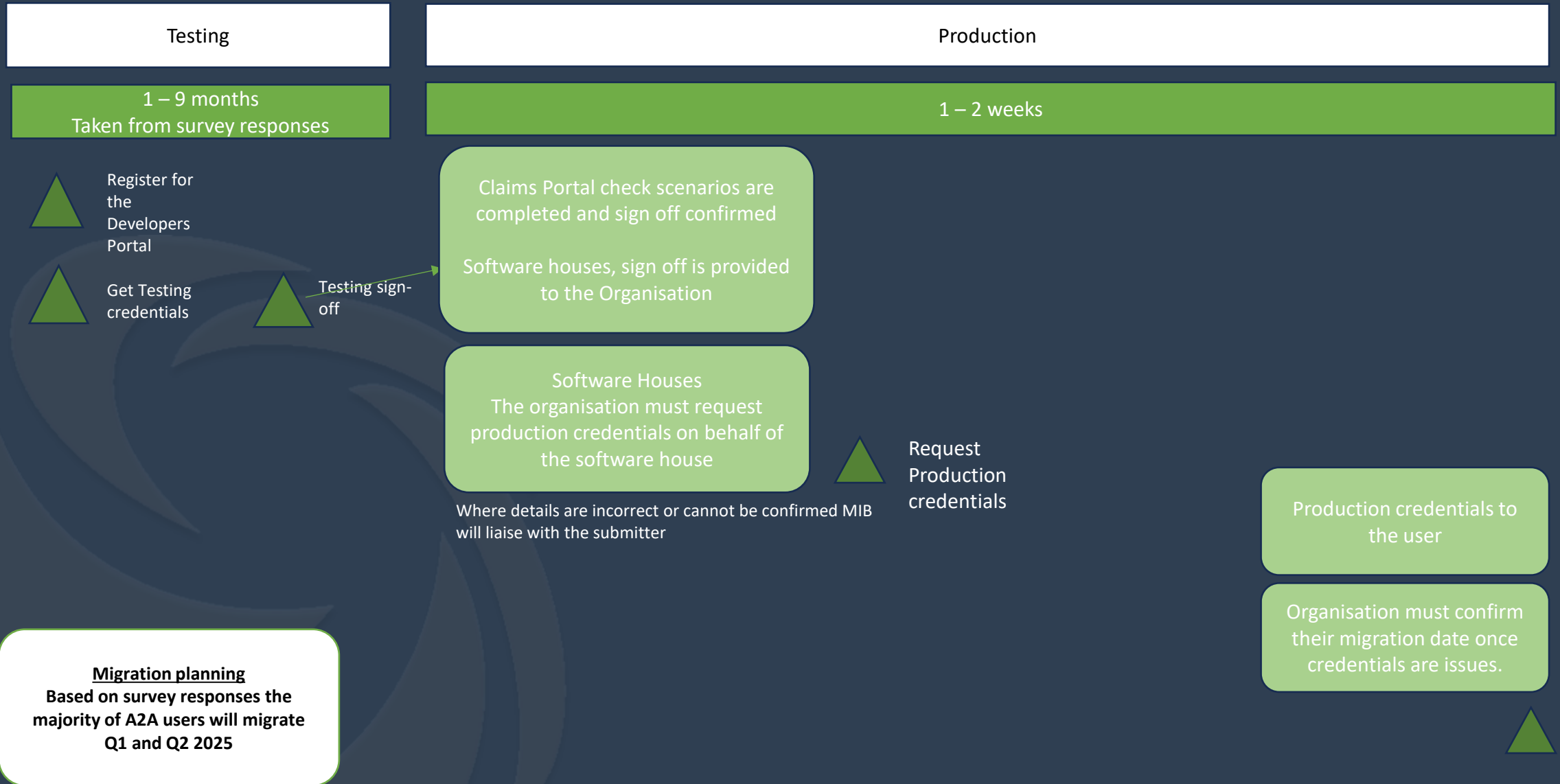
## End of support for old versions –

Once you have completed the migration to the new REST API, you will be able to progress (make dynamic calls) claims through the following versions:

- RTA process: Version 7 (2021); {0.5% claims progressed}
- ELPL Process: Version 6 (2018). {0.01% claims [progressed]}

All claims on the below versions are view-only via the REST API, and can continue to be managed via the Claims Portal web service

# CPL Migration Overview



# Introduction to Developer Portal

The Claims Portal Developer Portal is the platform where you can find detailed instructions on how to interact with Claims Portal new REST API interface.

It is designed to guide the users through the entire integration process, ensuring a seamless experience while embarking on the project journey.

Whether you are a beginner or an experienced developer, the Claims Portal Developer Portal provides all the necessary information and steps to successfully utilise the Claims Portal REST APIs.

# Introduction to Developer Portal

The content of the Claims Portal Developer Portal can be categorised into two main types:

- **Cross-content:** everything that is not specific to a single API like:
  - Developers guidelines
  - Documentation to be downloaded
- **API-specific content:** everything that is specific to a single API (only available after login):
  - Overview: high level description of the API functionalities
  - Documentation: technical documentation of the API methods, including use cases
  - Reference (API swagger)

# Introduction to Developer Portal

To facilitate the integration, it has been decided to split all the available methods into **two** main categories:

- **RTA**
- **ELPL**

Each category is further divided into **three** so-called «industries»:

- **Compensator:** The Compensator RTA and ELPL API contain the methods that allow the Compensator to move the Claim Notification Form (CNF) throughout the process.
- **Claimant Representative:** The Claimant Representative RTA and ELPL APIs contain the methods that allow to create the Claim Notification Form (CNF) and to move it throughout the process.
- **Generic Methods:** The Generic Methods RTA and ELPL APIs offer a set of methods to handle a claim and everything is related to it (allocations, printable documents, attachments, notifications...) during its lifecycle.



# Versions

Only latest versions of the APIs will be published.

- RTA: **FROM** version 0-7 **TO** version 7 ONLY.
- ELPL: **FROM** version 3-6 **TO** version 6 ONLY.

Environment	From	To	Release Version	API version
INTEGRATION SITE	9.0	9.5	Release 7	Version 7
PRODUCTION	7.0	7.1	Release 7	Version 7

Environment	From	To	Release Version	API Version
INTEGRATION SITE	-	6.0	Release 6	Version 6
PRODUCTION	-	6.0	Release 6	Version 6

Trying to use the version 7 for RTA and 6 for ELPL APIs to move the older version claims, will result in error.

However, for generic (or static) methods (i.e. getClaim, getClaimStatus) the latest versions APIs could be used also on the older versions claims to retrieve the data.

As in the old portal, all the CNFs in draft of the older versions are deleted.

To manage claims of the older versions already present into the system, the Web Portal (<https://www.rapidclaimsettlement.org.uk/>) must be used.

# Claims Type

Operations aimed at working on the claim moving it along the workflow, which can be found in the following APIs; this kind of operations can be performed any time:

- RTA for Compensator (rta-comp)
- RTA for Claimant Representative (rta-cr)
- ELPL for Compensator (elpl-comp)
- ELPL for Claimant Representative (elpl-cr)

Operations aimed at obtaining possible changes in the status of the claim, this kind of operations must be executed with a precise frequency, they are:

- RTA Generic Methods (rta-static)
- ELPL Generic Methods (elpl-Static)

## Note that:

It is essential that all users follow these instructions and do not exceed the permitted number of calls or make unnecessary calls. The Claims Portal is a shared resource, and failure by a user to use the Portal as permitted may have an adverse impact on the functioning of the Portal to the detriment of other users.

For more information's visit: <https://www.devportal.rapidclaimsettlement.org.uk/start-developer>

# Get Token

The getToken of the APIs contains three parameters:

- ClientID: that is the REST user used to retrieve the token
- ClientSecret: that is the “password” to retrieve the token
- SoftwareHouseId: that is an optional field used by the software houses (that is the former ClientID of the old SOAP)

Also the Scope and URI are present and they can be found in the Developer Portal.

When getting the token, it can be used to perform the API calls and it lasts for **1 hour**.

## NOTE THAT:

The new REST API architecture does not foresee the refreshToken as it was in the old SOAP; every time a getToken is performed it generates a new token that does not overwrite the previous one; every token generated is valid until it expires.

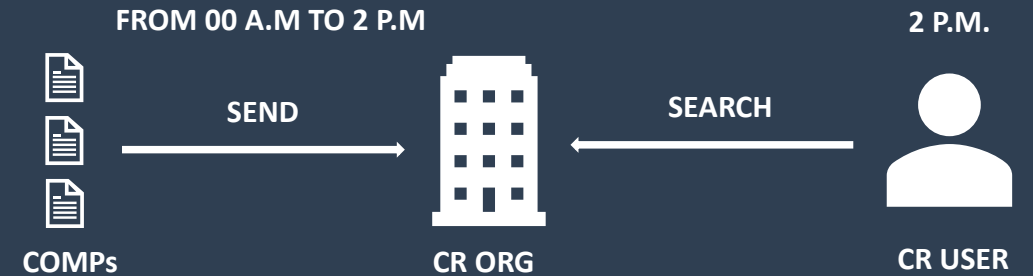
You find a sample of the CURL on the Developer Portal: <https://www.devportal.rapidclaimsettlement.org.uk/apis>



# Some examples

**Scenario 2:** A CR user logs in into the afternoon and wants to retrieve the Stage 2 Settlement Packs confirmed during the morning.

- Today is 27th of November 2024 at 2 P.M.
- The CR searches for claims received from 00 A.M. to 2 P.M. in the same day.
- Search parameter: “dispatchDateFrom ”: “2024-11-27T00:00:00.000Z”.
- Search parameter: “phaseCacheId”: “Stage2SettlementPackConfirmation”.



**Note that:** the time frame used for the search only considers the DAY and not the HOURS.

So writing for example “2024-11-27T09:15:00.000Z” only considers the day 27/11/2024 and not the time 9:15; so, the system does not allow to search for a specific timeframe during the same day.

```
curl -X 'POST' \
  'https://api-integration.rapidclaimsettlement.org.uk/api/rta-static/v7/claims/search' \
  -H 'accept: application/json' \
  -H 'login-as: crifcr_robo001_ch' \
  -H 'Authorization: Bearer eyJhbGciOiJSUzI1NiIsImtpZCI6Iks0d253Umctdm11SnA1ZTZyRzJGQVp1Sm9BUTZnSGVoWnZldjhPOVotRmsiLCJ0eXAiOiJKV1QiLCJ0eXN0eXkiOiJodHRwczovL2NyawZiMmNjB61zCHJ0cnVudGlt' \
  -H 'Content-Type: application/json' \
  -d '{
    "dispatchDateFrom": "2024-11-27T00:00:00.000Z",
    "phaseCacheId": "Stage2SettlementPackConfirmation",
    "sortField": "applicationId",
    "sortOrder": "desc"
  }'
```

```
{
  "claimsList": [
    {
      "activityEngineGuid": "e4a9ec10-aca4-11ef-bc10-6ec98f13ad27",
      "applicationId": "0000000000388020",
      "applicationReferences": "CDPDSurname, CDPDName CDPDMiddle",
      "attachmentsCount": 0,
      "creationTime": "2024-11-27T09:48:14.18Z",
      "currentUserID": "crifcm_robo001_ch",
      "lockStatus": 1,
      "phaseCacheId": "Stage2SettlementPackConfirmation",
      "phaseCacheName": "Stage 2 Settlement Pack confirmation",
      "printableDocumentsCount": 4,
      "processReleaseNumber": 7,
      "versionMajor": 9,
      "versionMinor": 5
    }
  ]
}
```



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# Some examples

## Get Attachments List (GET /claims/{claimId}/attachments/):

- This functionality is to get the list of the attachments of a particular claim.
- The max size for attachments is 4MB each and 20MB in total; the max number of attachments is 40 for the CR and 10 for the COMP.
- Should be used once when a claim moves from one phase to another, as this is the moment when the attachments are most likely to be updated by both parties.

```
curl -X 'GET' \  
'https://api-integration.rapidclaimsettlement.org.uk/api/rta-static/v7/claims/000000000386103/attachments/' \  
-H 'accept: application/json' \  
-H 'login-as: crifcr_robo001_ch' \  
-H 'Authorization: Bearer eyJhbGciOiJIUzI1NiIsImtpZCI6Iks7ODI2NSUmc2dm11SnA1ZTZYRzJGQVp1S9BUTZnSGVowWnZldjhPOVotRmsilCj0eXAiOiJKV1QiFQ.eyJhdWQiOiJodHRwczovL2NyaWZiMmNjbG1zcHJ0cnVudG1t'
```

Request URL

```
https://api-integration.rapidclaimsettlement.org.uk/api/rta-static/v7/claims/000000000386103/attachments/
```

Response body

```
{  
  "attachmentsList": [  
    {  
      "canDelete": false,  
      "canDownload": true,  
      "dataAttachmentDate": "2024-11-20 08:31:33.233",  
      "dataAttachmentDesc": "test",  
      "dataAttachmentFileName": "swagger-elpl-static-release-6.yaml",  
      "dataAttachmentFileSize": 149419,  
      "dataAttachmentGuid": "d93b2e10-a719-11ef-a8f4-7e471122eb31",  
      "dataAttachmentOwner": "michele_cr_int",  
      "dataAttachmentTitle": "desc"  
    },  
    {  
      "canDelete": false,  
      "canDownload": false,  
      "dataAttachmentDate": "2024-11-05 14:29:49.307",  
      "dataAttachmentDesc": "Notes added by COMP",  
      "dataAttachmentFileSize": 0,  
      "dataAttachmentGuid": "69b1d2d0-9b82-11ef-97f4-52a20126f049",  
      "dataAttachmentOwner": "crifcm_robo001_ch",  
      "dataAttachmentTitle": "Title added by COMP"  
    }  
  ]  
}
```



Download

# Some examples

### Get Notifications List (GET /claims/notifications):

- Provides the functionality to get the list of notifications available to the “login-as” user.
- The method set to retrieve the bulk transfer notifications must be called daily as the first task in the morning.
- The method set to retrieve the other notifications must not be called more than four times per hour during business hours. Calling this method outside the business hours is unnecessary.

```
curl -X 'GET' \
'https://api-integration.rapidclaimsettlement.org.uk/api/rta-static/v7/claims/notifications?a2aNotification=false' \
-H 'accept: application/json' \
-H 'login-as: crifcr_robo001_ch' \
-H 'Authorization: Bearer eyJhbGciOiJSUzI1NiIsImtpZCI6Iks0d253Umctdm11S1A1ZTYzRzJGQVp1Sm9BUTZnSGVoWnZldjhPOVotRmsiLCJ0eXAiOiJKV1QiLCJkaWV0eXkiOiJodHRwczovL2NyaWZiImNjbG1zCHJ0cnVudGlt'
```

Request URL  
 https://api-integration.rapidclaimsettlement.org.uk/api/rta-static/v7/claims/notifications?a2aNotification=false

```
Response body
{
  "notificationsList": [
    {
      "applicationId": "000000000387334",
      "formattedDate": "19/11/2024",
      "notificationDateTime": "2024-11-19T20:55:28.227Z",
      "notificationGuid": "9b58dc20-a6b8-11ef-bc10-6ec98f13ad27",
      "notificationMessage": "Claim 000000000387334: new Stage 2 Settlement Pack counter offer decision sent by CRIF Alternate COMP"
    },
    {
      "applicationId": "000000000387334",
      "formattedDate": "19/11/2024",
      "notificationDateTime": "2024-11-19T20:45:24.29Z",
      "notificationGuid": "335fb130-a6b7-11ef-bc10-6ec98f13ad27",
      "notificationMessage": "Claim 000000000387334: the Compensator must pay the Stage 1 costs within 2024-11-20 unless the S2SP is repudiated"
    },
    {
      "applicationId": "000000000387334",
      "formattedDate": "19/11/2024",
      "notificationDateTime": "2024-11-19T20:43:26.227Z",
      "notificationGuid": "ed00b540-a6b6-11ef-bc10-6ec98f13ad27",
      "notificationMessage": "Claim 000000000387334: Insurer response sent by CRIF Alternate COMP. Liability admitted"
    },
    {
      "applicationId": "000000000387334",
      "formattedDate": "19/11/2024",
      "notificationDateTime": "2024-11-19T20:42:20.247Z",
      "notificationGuid": "c5ac8050-a6b6-11ef-bc10-6ec98f13ad27",
      "notificationMessage": "Article 75 applied for claim 000000000387334"
    },
    {
      "applicationId": "000000000387334",
      "formattedDate": "19/11/2024",

```



## Security certificates updates - updated policy

System's security certificates are updated automatically on an annual basis.

Since the new certificates will not be circulated prior to the update, the integrated API systems must be designed in such a way that they automatically update the certificates each year.



# Q&A

