

# **Functional Specification**

# **Project: Outbound DRI Notifications**

Release: Final Version: 2.1 Date: Sep 2021

Author: V*ictoria Wilson* Owner: *DXC* 

#### **DOCUMENT HISTORY**

This document is only valid on the day it was printed/revised.

#### **Revision History**

Revision	sion Previous Summary of Changes		Changes
date	revision		
	date		
	24/06/2008	First issue	None
26/06/08	24/06/08	Amendments following initial internal review	No
01/07/08	26/06/08	Amendments following initial external review	No
09/07/08	07/07/08	Final version	No
26/03/2010	09/07/08	Updates to cover the functional changes required to ensure	Yes
		document uniqueness for Pull users	
18/01/2011	26/03/2010	Updates to cover the retry mechanism introduced for mitigating	YES
		the intermittent "ObjectNotFound" error found at PRD	
07/04/2011	18/01/2011	Update to cover the addition of production support as BCC to	YES
		all DRI report email.	
09/05/2011	09/05/2011	Updated the document based on the comments from Mike	Yes
		Hopkins	
24/09/2021	09/05/2011	Update to new DXC ACORD Gateway for Joint Solution	No
		(Troika) transformation program	



# TABLE OF CONTENTS

1	INT	INTRODUCTION			
	1.1	Background and Objectives			
	1.2	Intended Audience	3		
	1.3	Scope and Exclusions	3		
	1.4	Considerations	4		
2	SOI	LUTION OVERVIEW	5		
	2.1	General Approach	5		
	2.2	Systems Overview	5		
	2.3	User roles and responsibilities	6		
	2.4	Process maps - Claims	7		
	2.5	Process maps – Policies	9		
3	OU	TBOUND DRI NOTIFICATIONS PROCESS – CLAIMS	12		
	3.1	Registration for Claims documents	12		
	3.2	'Pull' users	13		
	3.3	'Push' users	16		
4	OU	TBOUND DRI NOTIFICATIONS PROCESS – ELECTRONIC POLIC	IES18		
	4.1	'Pull' users			
	4.2	'Push' users			
5	ERF	ROR HANDLING PROCESS	22		
6	Ret	ry Mechanism			
7	REF	PORTING REQUIREMENTS	23		
	7.1	Notifications to carriers of 'UMR' documents	Error! Bookmark not defined.		
	7.2	Notifications of Legacy claims	Error! Bookmark not defined.		



# **1 INTRODUCTION**

## 1.1 Background and Objectives

The following document has been prepared in order to address the limitations in the current implementation of outbound DRI notifications on load of Claims documents. In revisiting this area of functionality, it has been extended to include notifications of Electronic Policy documents (CR47).

The business requirements under-pinning this design are detailed in "Outbound DRI Requirements Definition".<sup>1</sup>

It should be used as the basis for documenting a detailed technical specification and as the basis for system test planning.

## **1.2 Intended Audience**

This document is intended for both an internal XIS audience and various external market audiences.

## 1.3 Scope and Exclusions

The business events for which outbound DRI notifications will be enabled are:

- Loading of signed Electronic Policy or Policy Endorsement documents to a UMR following load of the signing information.
- Loading of documents to a UCR for which there is an existing ICOS record.
- Loading of documents via DRI to a UCR for which there is no existing ICOS record.

The following functionality will also be included:

- An error handling process for Outbound DRI notification messages which fail to leave DXC systems.
- A report that provides details of all Outbound DRI notifications sent by DXC to a registered organisation for reconciliation purposes.

The following business events are excluded from scope and therefore an outbound DRI message will not be triggered:

- No notifications will be sent for documents already existing on the IMR under a UMR folder to organisations subsequently added to a UMR ACL after its initial creation
- No notifications will be sent for changes to ACLs after creation of the initial ACL.
- No notifications will sent for changes to document meta-data after initial setting of that metadata.

The following functionality will also be excluded from scope:

• Retrospective notification of documents - only events after the effective date of registration will be notified. Recipients will not receive notifications for documents already loaded to the

<sup>&</sup>lt;sup>1</sup> A copy of this can be found on the PMO Portal in the following location: Home\Xsdf\Accounting & Settlement\A&S Release 5\Systems Development (Xsdm)\2. Analysis\2.1. Requirements Definition



repository when they register or if they subsequently widen the parameters of their registration.

• As DXC will not monitor the receipt of a notification response message which have successfully left DXC systems. Although in scenario of any error while dispatching message to trading party, there is a retry mechanism where gateway itself will attempt to send the message up to a maximum of 6 times with a 15 minute interval in between each send.

## **1.4 Considerations**

#### 1.4.1 Unique Identification of a Document

It is possible that the same document be loaded to two different UCRs using the same reference and version. This is a legitimate use of the IMR, in the case where the same document supports multiple UCRs.

However, it does mean that for Outward DRI users utilising the Pull method, when the Download Response message is sent, the correct document is returned but potentially the wrong metadata is returned due to the duplication.

To uniquely identify a document and provide the correct metadata in the Download Response, a new GUID (Notify Token Id) will be created by DXC for each document included in a Notify Request.

The Notify Token Id will be returned by the Carrier in the Download Request to enable DXC to look up the database entry, so that the correct document is returned in the Download Response.

If, in future, a single Internal Document Id within the IMR refers to multiple UMR/UCR/TR combinations, the retention of the notified UMR/UCR/TR combination in the database entry ensures that the correct metadata is returned in the Download Response.



# 2 SOLUTION OVERVIEW

# 2.1 General Approach

A user can register for outbound DRI notifications on Policy and Claims documents. Recipients will have to be enabled to receive inbound DRI messages. In this implementation, users can register as a "Pull" user (see sections 4.2 and 5.3 below) or a "Push" user (see sections 4.3 and 5.4 below).

Notifications/uploads will be sent regardless of the method by which the document is loaded to the IMR (DRI, Direct Load or Native Repository).

The loading of new electronic Policy documents and documents loaded to a UCR for which a

claims record exists will be picked up every minute process (DRI Notify) which will trigger the notification/upload message to registered recipients.

Notifications/uploads of documents loaded to a UCR folder for which no ICOS record exists will be sent once a transaction record has been created in ICOS and the IMR notified via the ICOS data-pump.

# 2.2 Systems Overview

There are 4 key systems in the outbound DRI solution:

System	Function		
	Receive inbound DRI messages (notification or upload message)		
Registered Recipient's DRI system	Request downloads of documents (optional)		
	Receive downloads of documents (optional)		
	Document repository to fetch and store documents.		
	<ul> <li>Send outbound DRI messages to DXC ACORD Gateway</li> </ul>		
Insurers' Market Repository (IMR)	<ul> <li>Receive and process download requests of documents from DXC ACORD Gateway</li> </ul>		
	<ul> <li>Send downloads of document to DXC ACORD Gateway</li> </ul>		
	Document Access control		
	Register trading parties for DRI access.		
DXC ACORD Gateway	Receive incoming DRI messages.		
	Send outgoing DRI messages.		
Front-end system	<ul> <li>Front-end system linked to the IMR to allow IMR users to load documents and submit packages of work</li> </ul>		
	This front-end system can be one of Direct Load, a DRI system or Native Repository		
ICOS	Notify claims transactions		



The diagram below shows how these systems interact:



# 2.3 User roles and responsibilities

User Group	Roles and responsibilities	
IMR User (broker, carrier or other third party)	Load documents to the IMR	
	Register to receive DRI notifications	
Registered recipient	Enabled to receive DRI notifications	
	Request document downloads	
	Process registration of outbound DRI notification recipients	
XIS	Provide outbound DRI notifications	
	Respond to subsequent document download requests	



# 2.4 Process maps – Claims

The following business scenarios will be supported by the outbound DRI notification design specified in this document for claims.

### 2.4.1 Notifications on documents loaded post-ICOS record (single market)

The process map below shows the scenario where a ICOS record is created and documents are subsequently loaded to the UCR folder on the IMR for a claim with a single market (i.e. Lloyd's or ILU or LIRMA).



#### 2.4.2 Notifications on documents loaded pre-ICOS record (single market)

The process map below shows the scenario where documents are loaded to a UCR via DRI before the creation of a transaction in ICOS for a claim with a single market (i.e. Lloyd's or ILU or LIRMA).





## 2.4.3 Notifications on documents loaded post-ICOS record (mixed market)

The process map below shows the scenario where a ICOS record is created and documents are subsequently loaded to the UCR folder on the IMR for a claim with a mixed market (e.g. Lloyd's and LIRMA).



Note: In the scenario where an organisation participates on both the Lloyd's and Companies market on a risk, the organisation will normally be represented by a different carrier code on each market and in this instance they will receive a notification for each participation. Where the organisation is represented by a single carrier code across both markets they will only get a single notification as they will appear on the ACL of the UCR only once.

#### 2.4.4 Notifications on documents loaded pre-ICOS record (mixed market)

The process map below shows the scenario where documents are loaded to a UCR via DRI before the creation of a transaction in ICOS for a claim with a single market mixed market (e.g. Lloyd's and LIRMA).





Note: In the scenario where an organisation participates on both the Lloyd's and Companies market on a risk, the organisation will normally be represented by a different carrier code on each market and in this instance they will receive a notification for each participation. Where the organisation is represented by a single carrier code across both markets they will only get a single notification as they will appear on the ACL of the UCR only once.

### 2.4.5 Exception scenario – failure of ACL feed

The process map below shows the scenario where the ACL feed between ICOS and the IMR fails and an ACL is not established automatically.



## 2.5 Process maps – Policies

#### 2.5.1 Notifications on Policies submitted as a "Policy Only" work package

In this scenario, the premium will already have been signed and therefore the full ACL for the UMR folder is established before the electronic Policy is loaded to the IMR.





### 2.5.2 Notifications on Policies submitted as an "A&S" work package (Companies)

In this scenario, the premium is signed on the day preceding the policy signing (as per current processing for Companies A&S submissions) and therefore the full ACL for the UMR folder is established before the Policy is loaded to the IMR.





### 2.5.3 Notifications on Policies submitted as an "A&S" work package (Lloyd's)

In this scenario, the premium is signed on the same day as the policy signing (as per current processing for Lloyd's A&S submissions) and therefore the full ACL for the UMR folder is not established before the Policy is loaded to the IMR. The ACL is limited to the broker only at this stage<sup>2</sup>.



<sup>&</sup>lt;sup>2</sup> As the requirement to notify electronic policies is currently limited to brokers only this is not envisaged to be an issue.



# **3 OUTBOUND DRI NOTIFICATIONS PROCESS – CLAIMS**

This section details the messaging requirements for users registered to receive outbound DRI notifications for Claims documents.

## 3.1 Registration for Claims documents

DXC systems will be able to filter notifications/uploads based on the role a registered recipient has on a claim.

Users registered to receive Outbound DRI Notifications for claims documents may elect to receive documents only on claims for which they act as an agreement party or on all claims regardless of the role they play.

A distinction will be made between the following roles<sup>3</sup>:

- Slip lead
- Additional agreement party (this will include instances where the carrier is the bureau lead)
- Follower

When there is a change of slip lead during the life of a claim, this is updated in ICOS and future notifications will be validated against the most recent business data held in the system.

<sup>&</sup>lt;sup>3</sup> Note: at present only data on the slip lead (on all markets) and second agreement parties (for Lloyd's) is passed to the IMR from ICOS.



## 3.2 'Pull' users

This section details the message flows for users registered as 'Pull' users i.e. those users registered to receive notifications of documents in the first instance, with the option to send a download request to obtain a copy of the document itself subsequently.

This is DXC's preferred method of registration in order to manage the volume and size of messages.



#### 3.2.1 DRI Message Flow ('Pull')

Note: The dashed lines represent the synchronous messages that will be sent between DXC systems and the registered recipient's system to confirm the receipt of each message. These represent a technical, rather than a functional, step so are not detailed in the sections below.

#### 3.2.2 DRI Message Specification – 1. Notification Message

#### 3.2.2.1 Input/Trigger

This message will be triggered by the occurrence of one of the following events:

- Loading of a Claim document to a UCR for which a ICOS record already exists this will be picked up in a process (DRI Notify) to check for new documents loaded against a UCR. A process (DRI Notify) will run every minutes, therefore notifications will be sent at the latest 60 minutes after the initial load of the document with an average of 30 minutes between load and notification.
- Creation of a ICOS record for a UCR to which documents have already been loaded the process to check for pre-loaded documents on a UCR will be run off the back of the ICOS data-pump. The ICOS data-pump runs at intervals of circa 3 minutes therefore users will receive notification of these documents within a few minutes of the claim transaction being raised in ICOS.

Before the outbound DRI notification is sent, a validation step will check that the registered recipient is on the ACL of the UCR folder. N.B.:

- 1. The loader of the document can elect whether or not they wish to be notified of documents they themselves have loaded as part of the registration process.
- 2. Brokers will receive notification of all documents unless they are specifically excluded from the ACL of the folder or the documents are Classified as "Coverage".



In case of any failure during the document access, the system will initiate the retry mechanism. Please refer to RETRY MECHNANISM section for more details.

#### 3.2.2.2 Message content

This DRI message will be initiated by DXC on the occurrence of one of the events specified in section 4.2.2.1 above.

DXC will provide the following data in the message. Note: this is in addition to the data required from a technical perspective, details of which can be found in the DRI Technical Interface Document A&S R4<sup>4</sup>:

- 1. UMR
- 2. UCR.
- 3. TR\*
- 4. Role
- 5. Carrier reference
- 6. Document ID or Document Reference and Document Version
- 7. A Notify Token Id to uniquely identify a document in its business context, contained in the <rlc:ServiceProvider><rlc:Contact><rlc:Description> tag

\* As ICOS functionality does not force the use of a TR when a broker loads a document to a claim, it will not always be possible to provide a TR in the Outbound DRI Notification message. Additionally, a document can be referenced by more than one TR: in this case DXC will send one notification for the document referencing the first TR only.

No documents will be attached to this message.

#### 3.2.2.3 Validation

DXC will monitor that the notification message successfully leaves DXC systems. Refer to section 6 for DXC's error handling procedure should the message not be successfully sent.

DXC will not monitor that the notification message has been received by the registered recipient's system.

#### 3.2.3 DRI Message Specification – 2. Download Request Message

#### 3.2.3.1 Input/Trigger

Registered recipients of the notification message will have the option to send a download request message on receipt of the notification message detailed in section 4.2.2 above.

In case of any failure during the document access, the system will initiate the retry mechanism. Please refer to RETRY MECHNANISM section for more details.



### Message content

This message is already supported under the current DRI implementation.

The message will provide the following information from a functional perspective:

- 1. UMR
- 2. UCR
- 3. A list of the document(s) that the registered recipient wishes to download
- 4. A Notify Token Id to uniquely identify a document in its business context, contained in the <rlc:ServiceProvider><rlc:Contact><rlc:Description> tag

The detailed data content of these messages is specified in section 4.6 (Data Content of Download Request message) in the DRI Technical Interface Document A&S R4.

No documents will be attached to this message.

Sample XML for the Download Request message is contained in Appendix 2 below.

### 3.2.3.2 Validation

Validation will be carried out on receipt of the download request message to ensure that the message conforms to ACORD DRI standards as well as any other existing business level validation as defined in the DRI Technical Interface Document A&S R4.

If the message fails any of the validation a synchronous response message will be sent with an Acknowledgement status of "Rejected". Recipients should have their own error handling procedure in place to deal with any rejections.

### 3.2.4 DRI Message Specification – 3. Download Response Message

#### 3.2.4.1 Input/Trigger

This message will be sent by DXC on receipt of a download request message as detailed in section 4.2.3 above.

#### 3.2.4.2 Message content

This message is already supported under the current DRI implementation.

The message will contain downloads of the document(s) listed in the download request message. The data content of these messages is detailed in section 4.5 (Data Content of Download Response message) in the DRI Technical Interface Document A&S R4.

#### 3.2.4.3 Validation

DXC will monitor that the notification message successfully leaves DXC systems. Refer to section 6 for DXC's error handling procedure should the message not be successfully sent.

DXC will not monitor that the notification message has been received by the registered recipient's system.



## 3.3 'Push' users

This section details the message flows for users registered as 'Push' users i.e. those users registered to receive downloads of claims documents without any prior notification of the documents being loaded to the IMR.

### 3.3.1 DRI Message Flow ('Push')



Note: The dashed line represents the synchronous message that will be sent between DXC systems and the registered recipient's system to confirm the receipt of the message. These represent a technical rather than a functional step so are not detailed in the sections below.

### 3.3.2 DRI Message Specification – 1. Document Upload Message

#### 3.3.2.1 Input/Trigger

This message will be triggered by the occurrence of one of the following events:

- Loading of a Claim document to a UCR for which a ICOS record already exists this will be picked up in a process (DRI Notify) to check for new documents loaded against a UCR. The process (DRI Notify) will run every minutes, therefore upload messages will be sent at the latest 60 minutes after the initial load of the document with an average of 30 minutes between load and notification.
- Creation of a ICOS record for a UCR to which documents have already been loaded the process to check for pre-loaded documents on a UCR will be run off the back of the ICOS data-pump. The ICOS data-pump runs at intervals of circa 3 minutes therefore users will receive the upload message containing these documents within a few minutes of the claim transaction being raised in ICOS.

Before the outbound DRI upload message is sent, a validation step will check that the registered recipient is on the ACL of the UCR folder. N.B.:

- 1. The loader of the document can elect whether they wish to be notified of documents they themselves have loaded as part of the registration process.
- 2. Brokers will receive notification of all documents unless they are specifically excluded from the ACL of the folder or the documents are Classified as "Coverage".

In case of any failure during the document access, the system will initiate the retry mechanism. Please refer to RETRY MECHNANISM section for more details.



## 3.3.2.2 Message content

This DRI message will be initiated by DXC on the occurrence of one of the events specified in section 4.3.2.1 above.

DXC will provide the following data in the message. Note: this is in addition to the data required from a technical perspective, details of which can be found in the DRI Technical Interface Document A&S R4UMR - This will be a mandatory field.

- 1. UCR This will be a mandatory field.
- 2. TR\* This will be an optional field.
- 3. Role (i.e. lead, co-lead or follower)
- 4. Carrier reference
- 5. A download of the document

\* As ECF functionality does not force the use of a TR when a broker loads a document to a claim, it will not always be possible to provide a TR in the Outbound DRI Notification message. Additionally, a document can be referenced by more than one TR: in this case DXC will send one notification for the document referencing the first TR only.

#### 3.3.2.3 Validation

DXC will monitor that the document upload message successfully leaves DXC systems. Refer to section 6 for DXC's error handling procedure should the message not be successfully sent.

DXC will not monitor that the document upload message has been received by the registered recipient's system.



# 4 OUTBOUND DRI NOTIFICATIONS PROCESS – ELECTRONIC POLICIES

## 4.1 'Pull' users

This section details the message flows for users registered as 'Pull' users i.e. those users registered to receive notifications of documents in the first instance, with the option to send a download request to obtain a copy of the document itself subsequently.

This is DXC's preferred method of registration to manage the volume and size of messages.

#### 4.1.1 DRI Message Flow ('Pull')



Note: The dashed lines represent the synchronous messages that will be sent between DXC systems and the registered recipient's system to confirm the receipt of each message. These represent a technical rather than a functional step so are not detailed in the sections below.

#### 4.1.2 DRI Message Specification – 1. Notification Message

#### 4.1.2.1 Input/Trigger

This message will be triggered by the occurrence of the following event:

• Loading of a Signed Policy or Signed Policy Endorsement document to a UMR- this will be picked up in a process (DRI Notify) to check for new documents of type "Signed Policy" and "Signed Policy Endorsement". The process will run every minutes, therefore notifications will be sent 60 minutes after the initial load at the latest with an average of 30 minutes for the notification of new documents.

Before the outbound DRI notification message is sent, a validation step will check that the registered recipient is on the ACL of the UMR folder.

In case of any failure during the document access, the system will initiate the retry mechanism. Please refer to RETRY MECHNANISM section for more details.



## 4.1.2.2 Message content

This DRI message will be initiated by DXC on the occurrence of one of the events specified in section 5.3.2.1 above.

DXC will provide the following data in the message. Note: this is in addition to the data required from a technical perspective, details of which can be found in the DRI Technical Interface Document A&S R4:

- 1. UMR
- 2. Document ID or Document Reference and Document Version
- 3. A Notify Token Id to uniquely identify a document in its business context, contained in the <rlc:ServiceProvider><rlc:Contact><rlc:Description> tag

No documents will be attached to this message.

#### 4.1.2.3 Validation

DXC will monitor that the notification message successfully leaves DXC systems. Refer to section 6 for DXC's error handling procedure should the message not be successfully sent.

DXC will not monitor that the notification message has been received by the registered recipient's system.

#### 4.1.3 DRI Message Specification – 2. Download Request Message

#### 4.1.3.1 Input/Trigger

Registered recipients of the notification message will have the option to send a download request message on receipt of the notification message detailed in section 5.3.2 above.

In case of any failure during the document access, the system will initiate the retry mechanism. Please refer to RETRY MECHNANISM section for more details.

#### 4.1.3.2 Message content

This message is already supported under the current DRI implementation.

The message will provide the following information from a functional perspective:

- 1. UMR
- 2. A list of the document(s) that the registered recipient wishes to download.
- 3. A Notify Token Id to uniquely identify a document in its business context, contained in the <rlc:ServiceProvider><rlc:Contact><rlc:Description> tag

The detailed data content of these messages is detailed in section 4.6 (Data Content of Download Request message) in the DRI Technical Interface Document A&S R4.

No documents will be attached to this message.

#### 4.1.3.3 Validation

Validation will be carried out on receipt of the download request message to ensure that the message conforms to ACORD DRI standards as well as any other existing business level validation as defined in the DRI Technical Interface Document A&S R4.

If the message fails any of the validation a synchronous response message will be sent with an Acknowledgement status of "Rejected". Recipients should have their own error handling procedure in place to deal with any rejections.



## 4.1.4 DRI Message Specification – 3. Download Response Message

#### 4.1.4.1 Input/Trigger

This message will be sent by DXC on receipt of a download request message as detailed in section 5.3.3 above.

### 4.1.4.2 Message content

This message is already supported under the current DRI implementation.

The message will contain downloads of the document(s) listed in the download request message. The data content of these messages is detailed in section 4.5 (Data Content of Download Response message) in the DRI Technical Interface Document A&S R4.

### 4.1.4.3 Validation

DXC will monitor that the notification message successfully leaves DXC systems. Refer to section 6 for DXC's error handling procedure should the message not be successfully sent.

DXC will not monitor that the notification message has been received by the registered recipient's system.

## 4.2 'Push' users

This section details the message flows for users registered as 'Push' users i.e. those users registered to receive downloads of claims documents without any prior notification of the documents being loaded to the IMR.

#### 4.2.1 DRI Message Flow ('Push')



Note: The dashed lines represent the synchronous messages that will be sent between DXC systems and the registered recipient's system to confirm the receipt of each message. These represent a technical rather than a functional step so are not detailed in the sections below.

#### 4.2.2 DRI Message Specification – 1. Document Upload Message

#### 4.2.2.1 Input/Trigger

This message will be triggered by the occurrence of the following event:



• Loading of a Signed Policy or Signed Policy Endorsement document to a UMR- this will be picked up in a process (DRI Notify) to check for new documents of type "Signed Policy" and "Signed Policy Endorsement". The process will run every minutes, therefore upload messages will be sent 60 minutes after the initial load at the latest with an average of 30 minutes for the sending of upload message containing new documents.

Before the outbound DRI upload message is sent, a validation step will check that the registered recipient is on the ACL of the UMR folder.

In case of any failure during the document access, the system will initiate the retry mechanism. Please refer to RETRY MECHNANISM section for more details.

#### 4.2.2.2 Message content

This DRI message will be initiated by DXC on the occurrence of one of the events specified in section 5.4.2.1 above.

DXC will provide the following data in the message. Note: this is in addition to the data required from a technical perspective, details of which can be found in the DRI Technical Interface Document A&S R4:

- 1. UMR
- 2. A download of the document

#### 4.2.2.3 Validation

DXC will monitor that the document upload message successfully leaves DXC systems. Refer to section 6 for DXC's error handling procedure should the message not be successfully sent.

DXC will not monitor that the document upload message has been received by the registered recipient's system.



# **5 ERROR HANDLING PROCESS**

Outbound DRI notification messages which fail to leave DXC systems will be monitored and DXC Application Support will attempt to resend these notifications up to five times during a day. Any outstanding failures will be collated in an end-of-day process.

A report of any outstanding failures will be sent to the registered recipient. This report will only be sent out if there are any failures to report.

This report will contain the following data fields:

- Report date
- UMR
- UCR (if applicable i.e. only for claims notifications)
- Document ID or Document Reference and Document Version
- Notify Token Id

Note: DXC will not monitor the receipt of a notification response message, and therefore there will be no re-send capability provided for messages which have successfully left DXC's own systems. This is to contain message volumes and ensure that IMR stability is not impacted.

Notify Token Id will apply to all Outbound Notify messages only, it will not apply to any of the Outbound Upload messages.

Recipients will perform their own reconciliation to identify any inconsistencies.

# 6 Retry Mechanism

#### **Overview:**

When the Outbound DRI process tries to fetch document from the WSMP and the "Object Not Found" exception is thrown, the Outbound DRI process will verify that retry is required (configurable) or not. In the case where retry is required, the application waits for 500 MS (configurable) and tries again. In situation where the retry attempt results in the same exception, this process is repeated up to 5 times (configurable).

#### 1) Retry Required is TRUE

Case 1:- After 5 times still document was not found.

In this case, code will pass on the exception, and standard exception handling process will be followed.

Case 2:- Document is found in before retries of 5 times:

The retry loop will be stopped and system will move ahead as normal.

Case 3:- Document found at the first time.

This is a normal case and the retry mechanism will not come into picture in this case.

2) Retry required is FALSE

In this case the system will pass on the exception and standard exception handling process will be followed



Variables which will be introduced as a part of making the retry attributes configurable and at the end will be included in environment properties file (env.properties)

wsmp.documentNotFound.doRetry = true wsmp.documentNotFound.maxRetryCount = 5 wsmp.documentNotFound.retryAfterTimePeriod = 500

# 7 REPORTING REQUIREMENTS

DXC will provide a daily report that provides details of all Outbound DRI notifications sent by DXC to a registered organisation.

The report should contain the following data fields:

- UMR
- UCR (if applicable i.e. only for claims notifications)
- Document ID or Document Reference and Document Version
- Status

Registered recipients will use this report as the basis for performing reconciliations between notifications sent by DXC and those received in the recipient's system. If inconsistencies are identified, users can subsequently send a Download Request message to synchronise their repository with the IMR.

Daily reconciliation report: This report is sent to each partner registered with DXC, and having any OB DRI notification for that day. The final report details will be communicated in final Troika analysis.