

# getClaimInformation

Superseded Specifications	
Document status	DRAFT
Document owner	<a href="#">Garrett, Michael</a>
Document version	v0.1
Designer	<a href="#">Garrett, Michael</a>
Solution Review	<a href="#">Lewis, Robert</a> , <a href="#">Plunkett, Shane</a>
Classification	Confidential

## Version History

Version	Date	Status	Description	Updated By
0.1	30 Nov 2020	DRAFT	Initial proposal	Changes performed by <a href="#">Garrett, Michael</a>
0.2	11 Jun 2021	DRAFT	Added additional fields to the getClaimInfo response	Changes performed by <a href="#">Garrett, Michael</a>

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## Change History

Date	Author	JIRA	Description
25 Feb 2021	<a href="#">Garrett, Michael Rondon, Magali</a>	<a href="#">ANET-18111</a> - Getting issue details... <input type="button" value="STATUS"/>	Added the following new fields to the main contact object <ul style="list-style-type: none"><li>• Address</li><li>• Suburb</li><li>• State</li><li>• Postcode</li></ul>
11 Jun 2021	<a href="#">Garrett, Michael</a>	<a href="#">ANET-17049</a> - Getting issue details... <input type="button" value="STATUS"/>	Added the following fields to the getClaimInfo response <ul style="list-style-type: none"><li>• ownerContributionAmount</li></ul>

## Summary

The getClaimInformation function is used to download the claim information into the BMS system for a given claim.

getClaimInformation would typically occur after performing getTaskList to get the basic information necessary to complete this call.

Claim Information covers the following data:

- Claim Number
- The insurer that the generated claim is for
- Excess information

- Any repair booking associated with the claim
- Claim main contact details

Claim information can be retrieved using either claim number/display name or quote request number/quote request version number. The parameters are listed in the table below.

- If credentials are incorrect and Authentication fail message response is send.
- For identifying a claim can be used Display Name + Claim Number or QuoteRequestNumber +QuoteRequestVersionNumber; either one. If one of the fields are not included in the message, e.g. included Display Name and not include Claim Number, a Missing Mandatory Field response is sent. (example below)

## Applicable Quoting Methods

Quoting Method	AudaNet Quoting Method	AudaBridge Quoting Method
	✔	✔

## getClaimInformation

### Request Parameters

Field Name	Field Type	Comments
*userId	String	
*password	String	
claimNumber	String	If used, delete quoteRequestNumber and quoteRequestVersionNumber fields
displayName	String	if used, delete quoteRequestNumber and quoteRequestVersionNumber fields
quoteRequestNumber	String	if used, delete claimNumber and displayName fields
quoteRequestVersionNumber	String	if used, delete claimNumber and displayName fields
*generator	String	
version	String	

\* denotes a mandatory field.

### Example Request

```
<?xml version="1.0" encoding="UTF-8"?>
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/" xmlns:ws="http://ws.axnbusiness.b2b.audatex.com">
  <soapenv:Header />
  <soapenv:Body>
    <ws:getClaimInfoRequest>
      <ws:credential>
        <ws:userId>userid</ws:userId>
        <ws:password>password</ws:password>
      </ws:credential>
      <ws:versions>
        <ws:generator>AXN</ws:generator>
        <!--Optional:-->
      </ws:versions>
      <!--You have a CHOICE of the next 2 items at this level-->
      <ws:claimNumber>testClaim1910-01</ws:claimNumber>
      <ws:displayName>ALZ013942</ws:displayName>
      <ws:quoteRequestNumber>ALZ013942</ws:quoteRequestNumber>
      <ws:quoteRequestVersionNumber>1</ws:quoteRequestVersionNumber>
    </ws:getClaimInfoRequest>
  </soapenv:Body>
</soapenv:Envelope>
```

## Example Response

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
  <soapenv:Body>
    <ws:getClaimInfoResponse xmlns:ws="http://ws.axnbusiness.b2b.audatex.com">
      <ws:serviceResponse>
        <ws:Code>Service.OK</ws:Code>
        <ws:Severity>0</ws:Severity>
        <ws:Message>Operation completed successfully</ws:Message>
      </ws:serviceResponse>
      <ws:claim>
        <ws:claimNumber>testClaim1910-01</ws:claimNumber>
        <ws:workProvider>Allianz Australia Insurance Limited</ws:workProvider>
        <ws:totalExcessAmount>500</ws:totalExcessAmount>
          <ws:outstandingExcessAmount>500</ws:outstandingExcessAmount>
          <ws:ownerContributionAmount>500</ws:ownerContributionAmount>
        <ws:bookingAppointmentDateTime>2015-08-20T01:00:00.000</ws:bookingAppointmentDateTime>
        <ws:mainContact>
          <ws:firstName>First</ws:firstName>
          <ws:lastName>Last INS</ws:lastName>
          <ws:phone>20000002</ws:phone>
          <ws:mobile>1234565434</ws:mobile>
          <ws:email>INSemail@mail.au</ws:email>
            <ws:address>123 Fake Street</ws:address>
            <ws:suburb>Suburb</ws:address>
            <ws:state>VIC</ws:state>
            <ws:postCode>3000</ws:postCode>
          </ws:mainContact>
        </ws:claim>
      </ws:getClaimInfoResponse>
    </soapenv:Body>
  </soapenv:Envelope>
```

## Example Response - Authentication Exception

```
<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
  <soapenv:Body>
    <ns1:getClaimInfoResponse xmlns="http://ws.axnbusiness.b2b.audatex.com" xmlns:ns1="http://ws.axnbusiness.b2b.audatex.com">
      <ns1:serviceResponse>
        <ns1:Code>Authentication.Failed</ns1:Code>
        <ns1:Severity>2</ns1:Severity>
        <ns1:Message>Authentication failed, please provide the correct username/password</ns1:Message>
      </ns1:serviceResponse>
    </ns1:getClaimInfoResponse>
  </soapenv:Body>
</soapenv:Envelope>
```

## Example Response - Claim not found

```

<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsd="http://www.w3.org/2001
/XMLSchema" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
  <soapenv:Body>
    <ns1:getClaimInfoResponse xmlns="http://ws.axnbusiness.b2b.audatex.com" xmlns:ns1="http://ws.axnbusiness.
b2b.audatex.com">
      <ns1:serviceResponse>
        <ns1:Code>Task.Not.Found.Claim</ns1:Code>
        <ns1:Severity>2</ns1:Severity>
        <ns1:Message>No task was found with the claim number and display name specified</ns1:Message>
      </ns1:serviceResponse>
    </ns1:getClaimInfoResponse>
  </soapenv:Body>
</soapenv:Envelope>

```

## Example Response - Mandatory field missing

### Mandatory Field Missing

```

<soapenv:Envelope xmlns:soapenv="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsd="http://www.w3.org/2001
/XMLSchema" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
  <soapenv:Body>
    <ns1:getClaimInfoResponse xmlns="http://ws.axnbusiness.b2b.audatex.com" xmlns:ns1="http://ws.axnbusiness.
b2b.audatex.com">
      <ns1:serviceResponse>
        <ns1:Code>Mandatory.Fields.Missing</ns1:Code>
        <ns1:Severity>2</ns1:Severity>
        <ns1:Message>Either quoteRequestNumber + quoteRequestVersionNumber or claimNumber + displayName
have to be specified as input</ns1:Message>
      </ns1:serviceResponse>
    </ns1:getClaimInfoResponse>
  </soapenv:Body>
</soapenv:Envelope>

```