Dispute applications   
File and WEB service structure

SmartVista Standard

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Introduction

History

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| --- | --- | --- | --- |
| Revision | Date | Author | Details |
| 0.1 | 04.08.2016 | Alalykin A. | First version of the document |

Document purpose

The document is intended for developers of interface with the SmartVista system in terms of dispute applications. The document describes content and structure of the interface.

References

SVAP Web Services schema and its underlying components are required for SmartVista.  
The following are the locations of the WSDL and XSD files.

SVAP WSDL: svap.wsdl

SVAP XSD: svap\_dispute.xsd

XML document structure

General

Application for managing SmartVista disputes is a XML document containing all necessary information to create a dispute. The application may be sent to SmartVista in offline mode via a file or in online mode via a WEB service. In both cases, the data structure is identical. Several applications can be transferred at once in a single file. Therefore, XML document in the file contains additional root tag APPLICATIONS, which contains several tags APPLICATION. In case of a web service only one application is sent by a single call, and the root tag is always APPLICATION.

As a result of the application processing, system returns the same structure with additional tags. In the case of unsuccessful processing that tag is ERROR. Tag ERROR is tied to the tag which processing is failed. In the case of successful application’s processing some tags with automatically generated identifiers may be added in the application structure.

If online validation and processing of an application via a WEB service is unsuccessful, field <faultstring> in response contains human-readable description of an error, block <detail> may contain field <details> with additional information for error’s clarification.

This document describes the overall structure of a dispute application and lists of all possible tags. However, the final structure of an application (a set of mandatory tags) depends on an application’s destination (see a description of the tag APPLICATION\_FLOW\_ID).

Each tag type COMPLEX may contain an attribute ID. This is a unique identifier tag within a single application. It is not mandatory. This attribute is used to link the tags if one tag is referring to another. To link one tag to another using the tag’s attribute REF\_ID. This relationship can be used, for example, when it is necessary to establish a connection between a card and an account that an application describes using different tags. In the case when a complex tag should contain a value, it is given in the attribute VALUE.

For some text or a complex tags it is needed to define language that provides the information is contained in the tag. For that purpose attribute LANGUAGE is added, it should contain the value from the dictionary of languages. If a particular tag is a multilingual and it is possible to add several these tags, then they can be added only once per a language.

List of tags

| Tag name | Data type | Length | Occurs | Description |
| --- | --- | --- | --- | --- |
| application | | | | |
| application\_id | long | 16 | 0-1 | Unique ID of an application in SmartVista |
| application\_number | string | 200 | 0-1 | Unique number of an application generated by an external system |
| application\_date | date |  | 0-1 | Date when an application was created in an external system |
| application\_type | string | 8 | 1-1 | Application type. Constant: APTPDSPT – dispute application. |
| application\_flow\_id | int | 4 | 1-1 | It describes an application purpose and is chosen from a predefined list. For dispute applications flow ID is always 15xx. |
| application\_status | string | 8 | 1-1 | Application status. It contains a value from dictionary APST. |
| customer\_number | string | 200 | 0-1 | Customer number |
| card\_number | string | 24 | 0-1 | Card number (PAN) |
| account\_number | string | 32 | 0-1 | Account number |
| dispute\_reason | string | 8 | 1-1 | Dispute reason. It contains a value from dictionary DSPR. |
| error | complex |  | 0-\* | It contains data error that occurred during processing the parent element |
| error | | | | |
| error\_code | string | 200 | 1-1 | Error code |
| error\_desc | string | 2000 | 1-1 | Description |
| error\_element | string | 200 | 1-1 | XML tag of error origin |
| error\_details | string | 2000 | 0-1 | Additional information |

APPLICATIONS

Tag is used as the root tag in a file for off-line mode. It contains the one or more applications (tag APPLICATION).

APPLICATION

Tag contains a complete one application. It is the root tag in the case of online transferring application via a web service.

APPLICATION\_ID

The unique identifier of the application in SmartVista.

APPLICATION\_NUMBER

The unique identifier of the external application. For synchronization between SmartVista and the external system which is original system for application.

APPLICATION\_DATE

Date when an application was created in an external system.

APPLICATION\_TYPE

Type of an application.

| Code | Description |
| --- | --- |
| APTPDSPT | Dispute application |

APPLICATION\_FLOW\_ID

Business process that is used for application registration. It defines the final structure of tags (set of mandatory fields, default values, etc.). So it describes the application destination – action that will be executed as a result of the application processing.

| Code | Description |
| --- | --- |
| 1501 | Dispute investigation |

APPLICATION\_STATUS

Status of application in which it is created in the system. Depends on the status, an application is processed immediately after importing, or it requires an additional verification by an operator.

|  |  |
| --- | --- |
| Code | Description |
| APST0001 | Just created |
| APST0011 | Ready for review |
| APST0012 | Accepted |
| APST0013 | Rejected |

CUSTOMER\_NUMBER

Customer number.

CARD\_NUMBER

Card number.

ACCOUNT\_NUMBER

Account number.

DISPUTE\_REASON

Dispute reason, it is a dictionary value.

|  |  |
| --- | --- |
| Code | Description |
| DSPRABJR | Operation is disclaimed by the client |
| DSPRWAMT | Wrong operation amount |
| DSPRDBLT | Duplicated operation |

ERROR

ERROR\_CODE

Symbolic error code.

ERROR\_DESC

Human-readable description of error.

ERROR\_ELEMENT

XML tag being processed when error was raised.

ERROR\_DETAILS

Additional parameters and values for error clarification. Each type of error may use different set of parameters.

|  |  |
| --- | --- |
| Code | Description |
|  |  |