

Allianz Global Assistance Insurance Integration Guide (Cancellation)

Partner Guide – XML structure

Version 4.0

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A. Document Information

About this guide

This guide provides technical information about integrating Allianz Global Assistance's (**AGA**) eCommerce platform (**eMAGIN**) cancellation service within the Business partner's (**B-Partner**) environment. eMAGIN uses XML request and response messages which can be run on any platform and in any programming language. The messages are transported via REST over HTTP.

This guide covers the process of constructing the two services using XML API

Intended Audience

This document is intended for developers of B2B2C Business Partners, integrating eMAGIN's XML interface into their own applications or websites.

It is recommended that someone with web site, XML or application programming experience reads this guide and implements the XML API.

It is also assumed that the B-Partner has already integrated the respective pricing and purchase (Subscription or Booking) services

Version control

Version	Author	Reason for update	Date issued
3.0	Simon Wong	First updated version for 2014	16/05/2014
4.0	Tarek Jarraya	First updated version for 2015	20/03/2015

B. Platform overview

Allianz Global Assistance's (AGA) global eCommerce platform (eMAGIN) provides an easy-to-connect API for B2B2C partner integration. The seamless technical interfaces provide a full transparent end-customer experience.

In this mode of online real-time sale ("Integrated"), the insurance products are embedded into the partner's web site, within the core products booking path.

This document describes in both functional & technical terms the "cancellation" service that the platform offers

i. Cancellation service:

Cancellation service refers to case where the insurance is to be cancelled via the business partner (in the case where the core product is also cancelled). In this scenario, the B-partner simply needs to send to eMAGIN a cancellation request.

C. Data Format

This section describes the data format to be used in the various XML feeds that are exchanged between the Business partner's web site and Allianz Global Assistance's eCommerce platform.

The platform will reject feeds containing data that are formatted incorrectly.

1. Text encoding

The data transferred must be encoded in UTF-8 format.

All data transmitted should not contain special characters such as "<" or ">" that may be misinterpreted by the engine as a new tag. Special characters should be html-encoded.

All data sent between the XML tags should be on a single line:

<xmlTag>a line of data</xmlTag>

<xmlTag>

That is not

Valid

</xmlTag>

2. REST service

All information transmitted between the partner and the platform is transported via REST over HTTP technology. Both the pricing and subscription services can be accessed via both http and https. A description of the REST technology is available in the following link:

http://en.wikipedia.org/wiki/Representational_state_transfer

D. XML message for Cancellation Service

1. Cancellation Request Message Structure

Legend:

Information provided by Allianz Global Assistance to the partner (fixed default values)

Information specific to each quotation provided by the B-partner

```
<?xml version="1.0" encoding="UTF-8"?>
<cancellationRequest>
  <principal>CancellationKey</principal>
  <contractNumber>CONTRACT_NUMBER</contractNumber>
  <comment>cancellation by webservice</comment>
</cancellationRequest>
```

Labels explanation:

tag	attribute or content	Description of the field	Fixed Value or Variable Value
-----	----------------------------	--------------------------	-------------------------------------

/cancellation/requestValues			
securityKey (mandatory)	content	Security key identifying the partner for the platform. It is associated to the partner name.	securityKey
contractNumber (mandatory)	content	This is the contract number issued to the customer through the subscription or booking service.	CONTRACT_NUMBER
comment (optional)	content	Reason of cancellation	Text

2. Cancellation Response Message Structure

Legend:

```
<?xml version="1.0" encoding="UTF-8"?>
<sub:CancellationResult xmlns:sub="http://www.mondial-assistance.com/ecommerce/schema/>
  <sub:state>ACK</sub:state>
  <sub:message></sub:message>
  <sub:ticket>CANCELLATION_NUMBER</sub:ticket>
</sub:CancellationResult>
```

Labels explanation:

tag	attribute or content	Description of the field	Value
/cancellationACK			
cancellationNumber	content	This is the reference of the reception of cancellation request	CANCELLATION_NUMBER

E. ANNEXE : Error Codes

1. Error messages

In some cases, instead of a positive response, the platform can generate a negative response informing the B-partner that some information is incorrect/or missing

Legend:

Dynamic information provided by **Allianz Global Assistance**

```
<sub:CancellationResult xmlns:sub="http://www.mondial-assistance.com/ecommerce/schema/">
  <sub:state>NACK</sub:state>
  <sub:message>Security violation: principal unknow</sub:message>
  <sub:ticket></sub:ticket>
</sub:CancellationResult>
```

2. Error codes in Cancellation Service

State	Message	Explanation
NACK	Security violation: principal unknow	The password is not correct, verify password used or contact AGA