

FIS (FAQs)

1. Is there any documentation for FIS?

Yes, we have the [FIS documentation](#) which contains the API documentation, API flow, sandbox UI, and other details.

2. We are going to implement FIS in our seller app. Can I get any resources or a development plan?

For implementing FIS in your seller app, you can refer to the following resources and development plan:

API Documentation: Review the [API documentation](#) for FIS to understand the endpoints & request/response formats.

3. How can I test My Seller App FIS implementation?

You can easily test it through our [Sandbox UI](#)

Here are the steps you can refer to :

- Create a new request with the respective action call
- Check the response
- Check request tracer where on_action calls will be represented
- Select the transaction ID on which you are working on
- Repeat the process for further calls

4. Is there any Swagger collection for FIS?

Yes, we have one available [here](#) for various fields within FIS:

You just need to choose the appropriate version based on your field

- For Personal Loans: release-FIS12-2.0.0
- For Invoice Loans: draft-FIS12-invoice-2.1.0
- For Marine Insurance: draft-FIS13-marine
- For Mutual Funds: draft-mutual-funds
- For Health Insurance: draft-FIS13-health

5. Is there any example of how flow is carried out for FIS?

Yes, we have here [flow UIs](#) for various fields within FIS:

- For Personal Loans: release-FIS12-2.0.0
- For Invoice Loans: draft-FIS12-invoice-2.1.0
- For Marine Insurance: draft-FIS13-marine
- For Mutual Funds: draft-mutual-funds
- For Health Insurance: draft-FIS13-health

If you'd like to see an example of how flow is executed for FIS, explore these versions and select FlowUI that aligns with your specific requirements.

6. What types of loans are typically offered by FIS?

Invoice loans: Describes an unsecured credit facility that allows a business to borrow money using high-value unpaid invoices as collateral. Borrower must enable GST API access in the GSTN portal as a prerequisite for applying for an unsecured loan

Personal loans: Describes an unsecured credit provided by financial institutions based on criteria like employment history, repayment capacity, income level, profession, and credit history

FIS(Personal Loan FIS12 - 2.0.0)

/search

7. Are SETTLEMENT_TERMS required?

Yes, SETTLEMENT_TERMS are mandatory.

8. What is Settlement Term should be defined and be it independent of API?

Settlement terms refer to the conditions and parameters that dictate how financial transactions are finalized between parties involved in a business deal or agreement. These settlement terms ensure that transactions are completed efficiently, accurately, and by the agreed-upon terms and conditions.

8. What is the significance or meaning of "delay_interest" within the context of the provided descriptor code "SETTLEMENT_TERMS"?

This is the annual rate of interest that the Payment Collector will be charged if they delay a payment to the counterparty Network Participant for more information you can refer [here](#).

9. What are static terms?

This will be the URL of a web page where the standard Terms and Conditions of the Network Participant - which are not covered in the API Specification for more information you can refer [here](#).

10. What are the different fee types available for the Buyer App?

The Buyer App fee can be specified as "amount," "percent," or "percent-annualized."

12. What does "amount" mean in the context of Buyer App fees?

When set to "amount," it signifies that the Buyer App's fee is a flat amount in INR.

13. What does "percent" signify regarding Buyer App fees?

If set to "percent," it indicates that the Buyer App's fee is an absolute percentage of the total loan amount.

14. What does "percent-annualized" denote concerning Buyer App fees?

"Percent-annualized" means that the Buyer App's fee is calculated as a percentage of the total loan disbursed for a 12-month tenure loan.

16. What does the Buyer App Fee Percentage attribute represent?

This attribute signifies the percentage of the Buyer App's fee and should be interpreted in connection with the "type" field mentioned earlier for more information you can refer [here](#).

17. How is the Buyer App Fee Percentage applied in different scenarios?

Depending on the "type" specified (amount, percent, or percent-annualized), this percentage determines the fee charged by the Buyer App. For example, if the value is set at "5" and the "type" is "percent-annualized," it means the Buyer App Fee is 5% of the Total Order Value for a 12-month tenure loan.

18. What does the Buyer App Fee Amount attribute represent?

This attribute denotes the specific amount of the Buyer App's fee, to be interpreted in connection with the "type" field for more information you can refer [here](#).

19. How is the Buyer App Fee Amount applied based on the "type" field?

If the "type" is set to "Amount," the Buyer App Fee is the specified amount in INR.

20. What is TLC?

"TLC" stands for "Transaction-Level Contract." It refers to agreements made between network participants (NPs) at the transaction level. These contracts govern the terms and conditions specific to individual transactions conducted within a network or platform.

11. If "offline_contract" is set to True, does that mean TCL terms are required?

1. TLC terms will still be present even if the offline contract is set to "TRUE".
2. However, the terms that will be referred to will be an offline contract.

This is required because the BAP's /search is broadcasted and will be received by BPPs with and without the offline contract and to maintain the schema of the protocol.

/on_search

10. What are the descriptor codes defined inside the "General Information" tag?

Inside the "General Information" tag, there are 6 descriptor codes defined with the following names:

- Minimum Interest Rate
- Maximum Interest Rate
- Minimum Tenure
- Maximum Tenure
- Minimum Loan Amount
- Maximum Loan Amount

12. In Customer Information form what is meant by Account Aggregator ID?

Account aggregator is a third party integration, which needs to be done at the buyer app end. If a user doesn't have an AA ID, then the buyer app will have the integration with the account aggregators (off the network) Where the user will create an AA id, then that id will be passed to the form.

13. What is gro_name in catalog/providers/tags?
Grievance Resolution Officer (GRO)

xinput

13. What is the purpose of the xinput?

The XInput schema facilitates seamless communication between buyers and sellers by enabling the exchange of additional information through forms, ensuring a smooth transaction process for more information you can refer this [Feature UI\(xinput form response\)](#)

14. What information does the "head" section of the input contain?

The "head" section contains basic details regarding the form, such as the form name, index, and an array containing all the form headings.

15. What does the "mime_type" attribute signify in the xinput?

The "mime_type" attribute describes the type of MIME, which can be either "text/html" or "application/html", "text/html-multi".

16. How does the rendering of a form differ based on the MIME type?

If the MIME type is "text/html," the buyer app renders a form presented in HTML format. If it is "application/HTML," the seller provides a link to an external HTML page where the buyer can submit the required information.

17. What is the significance of the "submission_id" in the form response?

The "submission_id" is a unique ID provided to the buyer upon successful form submission, which can be used to retrieve the latest status of the form.

18. How can a buyer obtain the latest status of a submitted form?

After successful submission, the buyer can receive the latest status either by being provided with a submission_id or by sending a status call with the ref_id to request the latest form status.

19. What are the possible values of the "status" attribute in the form response?

The "status" attribute denotes the latest state of the form after submission and can have values such as SUCCESS, PENDING, REJECTED, or APPROVED.

20. How is index in form defined?

index: Specifies the minimum, current, and maximum indexes.

- min: Minimum index value default value 0
- cur: Current index value of the form
- max: Maximum index value of the form

21. How do you skip a form?

You have the option to skip the form in your payload by setting xinput/required to false.

22. How do I submit the form for Health insurance (family floater) plan where multiple family member's form is to be submitted?

To submit a form for a family floater health insurance plan, where multiple family members' forms need to be submitted, the buyer can choose the mime type text/html-multi. This allows the buyer to append details for multiple family members.

23. What is the purpose of text/html-multi form type?

The text/html-multi form type allows the buyer app to include multiple form fields similar to the original form, enabling the addition of extra details.

24. How does text/html-multi differ from other form types?

Unlike traditional form types, text/html-multi permits the inclusion of multiple instances of the same form fields, facilitating the submission of additional details.

25. Can you provide an example of how to use text/html-multi?

Certainly! Below is an example of how the buyer app can submit the form using text/html-multi construct:

The buyer app should capture multiple instances of the same form fields and submit them using the specified JSON format, as demonstrated in the provided example.

Json:

```
{
  "dob": ["17/11/2021", "19/12/2003"],
  "panValue": ["RKPUS3413T", "SKPUS3413L"]
}
```

26. Is the data transmitting through forms secured?

Certainly! When you submit the form, a unique ID is generated for a specific time period, ensuring security. This ID will then be utilized in subsequent calls.

27. When do I move forward in the journey from /select phase to /init.?

When the "cur" and "max" values in the index are equal, a transition from "select" to "init" can be made.

28. What is the meaning of the Form status - "APPROVED" and "SUCCESS. And how does it impact my implementation.

Within your message.order.items.xinput.form_response.status, you will find the status of your form, which includes the following enums:

- SUCCESS: Indicates successful submission of the form.
- APPROVED: Indicates approval for capturing borrower consent to collect their information.

29. What happens if an error occurs while submitting the form?

If an error occurs during form submission, an appropriate error code and message will be sent.

30. Can you provide an example of an error response message and its components?

Certainly, When an error occurs, for instance, due to incorrect data sent in the request, the error response may appear as follows:

Need more context on this

Note: While submitting text/HTML form, API headers will contain [Content-Type: "multipart/form-data"].

```
{
  "message": {
    "ack": {
      "status": "NACK"
    }
  },
  "error": {
    "code": "07",
    "message": "Data sent in the request is not correct"
  }
}
```

31. Is context mandatory for error response?

No, it's not mandatory

32. Is message body mandatory for error response?

No, it's not mandatory

33. What information does the form response include for text/HTML submissions?

For text/HTML submissions, the form response includes the latest status of the form ("status") and a unique submission ID ("submission_id") provided to the buyer upon successful submission.

/select and on_select

39. How are multiple select and on_select calls defined?

The borrower chooses the personal loan service.

- 1) The borrower selects the specific personal loan service they are interested in.
- 2) The lender platform generates a consent request for capturing the borrower's consent.

Approval of consent request

- 1) The BAP approves the consent request and sends the loan product, the loan provider, and the customer's identity to the BPP.
- 2) The lender platform generates a consent request for capturing the borrower's consent.

The borrower chooses the personal loan service.

- 1) The borrower selects the specific personal loan service they are interested in.
- 2) The lender platform responds with detailed information and the necessary application form for the selected personal loan service.

40. How is the loan quote structured?

The loan quote includes details such as the principal amount, interest, processing fee, insurance charges, net disbursed amount, and other charges, along with a time-to-live (TTL) duration.

41. What should I do if I have any other payment element apart from the ones mentioned in the example.

You can provide this information in `quote.breakup`

42. What are the contact details provided for customer support?

The payload contains customer support contact information including email, phone number, and a link for grievance redressal.

43. What loan-related information is included in the payload?

The payload contains loan details and includes RBI-approved KFS terms. For further information on KFS terms, please consult the KFS document located under the `feature_UI` here in the provided [link](#).

44. When the borrower adjusts the loan amount in the form provided by the lender, what is the subsequent action taken?

In headers following forms are given

"Set Loan Amount", and "Know your Customer"

- The lender has added a form URL for the borrower to adjust the loan amount.
- The payload for `on_select` includes the lender-added form URL
- The borrower selects the link from this form.
- Following this `on_select`, the borrower sends a "select" call with the form submission ID.

45. Can the borrower change the loan tenure?

The borrower adjusts the loan tenure in the form by the lender

In headers following forms are given

"Set Loan Amount", and "Know your Customer"

- The lender has added a form URL for the borrower to adjust the loan tenure.
- The payload for `on_select` includes the lender-added form URL
- The borrower selects the link from this form.

- Following this on_select, the borrower sends a "select" call with the form submission ID in xinput.

/init and on_init

46. Where does the lender activate forms such as links for KYC, bank details, and e-mandate?

In the on_select call, the lender initiates the activation of forms such as links for KYC, bank details, and e-mandate.

47. How are multiple init and on_init calls defined?

The borrower initiates the personal loan request by filling the form.

Init: The borrower platform initiates the personal loan request by filling out forms such as KYC details, bank details, and e-mandate.

On_init: The lender platform accepts the borrower's request terms, displays loan status details and may include additional terms if any.

NOTE: The borrower receives the bank account mandate form details form on this call

The borrower initiates the personal loan request

Init: The borrower platform initiates the personal loan request by filling out the forms

On_init: The lender accepts the personal loan request and displays loan status details and requests for e-mandate details.

The borrower initiates the personal loan request with account details

Init: The borrower platform shares the request's terms and initialises the personal loan application.

On_init: The lender platform accepts the borrower's request terms and may include additional terms if needed.

48. What is an e-mandate details form?

An e-mandate details form is a document used in electronic transactions to establish a mandate, which is an authorization given by a customer to a service provider to collect payments from their bank account regularly.

34. How does the payment collector decide on payment.collected_by?

If set to "BAP", it means that the Buyer App will collect processing fees if any from the Buyer.

If set to "BPP", it means that the Seller App will collect processing fees if any from the Buyer.

35. Account details shared for the path

"message.order.payments.params.bank_account_number" is for whom.

It's bank_account_number of bap.

37. What are the enums defined and their significance in payment.@ondc/org/settlement_basis?

Enums: "Delivery", "return_window_expiry", "invoice_receipt"

Example:

1. Upon confirmation of order delivery, then set this to "delivery"
2. Upon expiry of cancellation/ return window, then set this to "return_window_expiry"
3. Upon receipt of an invoice from the counterparty, then this to "invoice_receipt"

/confirm and /on_confirm

49. How does the loan agreement process typically unfold when the borrower receives the loan agreement details form?

The borrower platform confirms the personal loan request by signing the agreement and providing all the necessary information as per the terms.

50. What are the fees associated with the personal loan?

The fees associated with the personal loan include a finder's fee, which is calculated as a percentage of the annualised loan amount.

51. What is the process for confirming the loan agreement?

You will receive a loan agreement details form via the provided link. Upon completion and submission of this form, your payment will be confirmed.

52. Is there an option for offline contract processing?

Yes, offline contract processing is available for personal loans. You can request an offline contract for your convenience.

53. What happens if there is a delay in payment?

In case of a delay in payment, there may be an associated interest rate. Please refer to the provided settlement terms for more details.

54. How can one know whether a form is submitted successfully or not? Do we get any acknowledgement?

Yes, we do get the form submission acknowledgment in an unsolicited on_status call, we get the latest status of the form in form_response inside the xinput object along with the submission id.

55. How do I know that I have filled all the forms or the final form for a particular call?

Inside the xinput object we have the index property, when the cur and max value are equal that indicates that this is the last form for this particular call.

56. Can we alter add_ons in further calls?

Yes, we can alter the add_ons but they cannot be removed in the future calls from which they were added, but one can add more to the same.

57. In the scenario of an application form submitted via application/html, how does the buyer obtain updates on the form's status, considering the redirection upon submission?

To keep the buyer informed about the latest status of the application form, the seller sends unsolicited on_status calls, accompanied by Submission_ID. The buyer can request the latest form status by sending a status call with the corresponding ref_id. In either case, the seller responds with the most recent status of the submitted form.

58. In the context of buyer-initiated status calls, what does the ref_id typically refer to?

When a buyer initiates a status call, the ref_id typically refers to the transaction_id. This identifier is used because, during select or init calls, the order hasn't been created yet, necessitating the use of transaction_id as the ref_id for obtaining status updates.

FIS(Invoice Loan FIS12 - 2.1.0)

59. What are the basic fundamental differences between invoice and personal loans?

Type of loan provided on search

- Type of search request will be INVOICE_BASED_LOAN
- In a business case scenario for personal loan requirements, it's common for a provider to extend a single offer to the user. Conversely, in the case of invoice financing, there may be multiple offers available, each tied to a different invoice.
- In the context of invoice, offers are generated during the "on_search" process, whereas in personal loans, the offers are generated during the "select" phase. These phases will continue till purchasable units are provided.

60. Why are there multiple calls for search and on_search?

1. **Search:** Explore available invoice based loan options by conducting search over the network.

on_search: The lender platform provides a comprehensive catalog of various loan types including invoice based loans.

Form: On the above on_search in xinput lender platform sends the form for Invoice based loan to get all the relevant details like UDYAM, contact, GSTIN profile, GSTR1, GSTR2, and GSTR3B.

Note: JSON format to upload the docs as part of form submission

2. **Search:** Find suitable invoice based loan services, here you will also provide the submission id for the previous form.

on_search: The lender platform provides a comprehensive catalog of various loan types including invoice based loans also the lender platform generates a consent request for capturing the borrower's consent.

3. **search:** Find suitable invoice based loan services.

on_search: The lender platform provides a comprehensive catalog of various loan types including invoice based loans.

61. Is there a specified duration for the offer's validity?

Yes, the offer includes a defined expiry time, which is specified in the quote.ttl .

62. What is quote.id on on_select?

Here quote.id is lead id or loan_id which is created at lenders end whenever they receive user information based on the offer they have generate further lender create lead id at there system that further mapped to loan id.

63. In /on_confirm API, what are different codes for message/order/fulfillments/state/descriptor?

It refers to portraying the present status of order fulfillments. It encapsulates the real time information on the progress and completion status of the fulfillment process.

INITIATED: When loan gets initiated by lender

SANCTIONED: Loan sanction is the approval of the loan by lender

DISBURSED: When the lender delivers the amount to the borrower after verification and approval

PENDING: When the loan is in pending state

REJECTED: When the loan request gets rejected by lender due to some reason

COMPLETED: When the overall process for loan gets over