



CLAIM IMAGE DOCUMENT RETURN API INTEGRATION GUIDE



ClaimImage Document Return API Integration Guide

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1. Revision History

Version	Date	Author	Notes
1.0	03/25/2022	K.Y, Audatex	Version 1.0

2. Preface

2.1 About Audatex and our solutions

Audatex claims solutions will improve productivity and drive faster, more accurate estimating, valuations, and insight for your business. We bring together a unique blend of insurers, collision repair professionals, independent appraisers, and manufacturers to assist in your automotive claim. The result is improved cycle time, along with streamlined communication and accuracy that you can count on.

2.2 About this Guide

This guide provides the necessary information to receive completed ClaimImage documents from Audatex to the Client platform. Assignments will be sent in CIECA BMS compliant format using webservices (RESTful API).

This guide describes what you need to know to do the following:

- Get started with your ClaimImage return integration
- Access the ClaimImage Return Data Mapping
- Contact Audatex Technical Support

3. Getting Started

Integration with Audatex EAPI services is fast and simple. Just follow these 7 steps:

1. Meet pre-requisites
2. Review technical specifications
3. Develop integration services on your side
4. Establish a secure connection with Audatex EAPI
5. Test connectivity and data flow
6. Complete User Acceptance Testing (UAT)
7. Go Live

5. Prerequisites

Clients must work with Audatex to review the scope and requirements of the integration. This phase will ensure all prerequisites are met to ensure a successful integration.

- The Client must be able to consume and expose RESTful APIs
- The Client must have a segregated development and test environment to complete Audatex EAPI testing and UAT. Audatex account representative will work with the Client to schedule and host a kickoff meeting. This meeting will be used to introduce critical technical resources, review the implementation timeline, and help answer any questions.

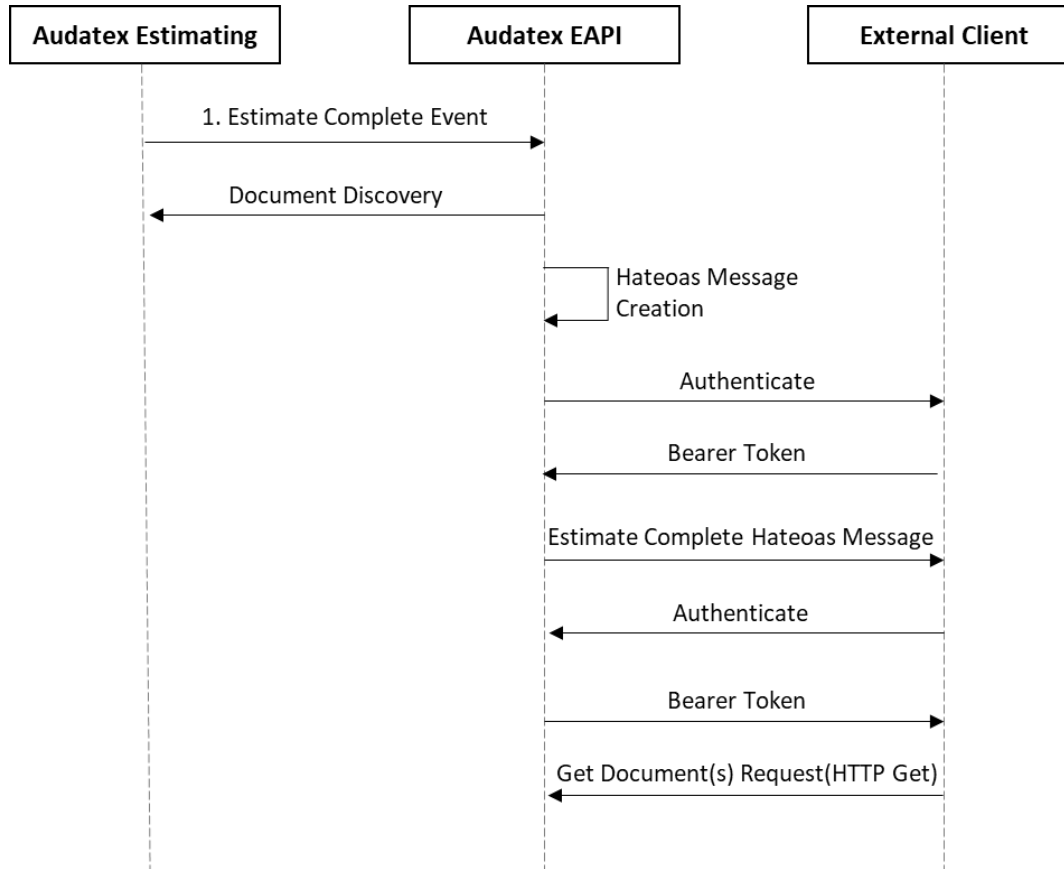
6 Technical References

6.1. API Summary

The following table contains a listing of the APIs included in this documentation:

Verb	Owner	Route	Description
POST	Audatex	<code>https://<base-url>/connect/token</code> Test base-url: "dispatch-login-demo.audatex.com" Prod base-url: "dispatch-login.audatex.com"	Authenticates client and provides access bearer token.
GET	Audatex	HREF link provided when the estimate event is complete. Example: <code>https://<base-url>/api/v1/claims/document/5ED7BC86-4CE8-429B-80CD-875C3C42211C</code>	HTTP Get method for retrieving ClaimImage related documents

6.2 ClaimImage Return Integration Process Overview



Once the client is provisioned on Audatex side, an automated electronic feed of ClaimImage Document Return data can then be transferred to the Client’s Claim Management System from the Audatex Claims Management System:

1. Audatex Estimate (ADXE) is completed.
2. Complete Event is consumed by Audatex EAPI
3. Audatex EAPI discovers all documents related to complete ClaimImage
4. Hateoas message is created within Audatex EAPI
5. Audatex EAPI Authenticates with Client API
6. Audatex EAPI sends Hateoas message to Client API
7. Client Authenticates with Audatex EAPI API
8. Client retrieves (HTTP Get) documents contained in HATEOAS message.

6.3 API Specifications

6.3.1. Authenticate - Audatex

Clients will need to authenticate when they call any of the Audatex Integrations APIs.

The following are the supported authentication methods from which one of them can be selected:

- Basic Authorization
- OAuth

Method: POST

URL: `https://<base-url>/connect/token`

Owner: Audatex

This API authenticates the user based on the provided user id and password.

A successful request returns the HTTP status code: **201 CREATED**

Verb	Route	Description
POST	/api/authorize	Authenticates the user and provides access token.

URLs:

- TEST URL: <https://dispatch-login-demo.audatex.com/connect/token>
- PROD URL: <https://dispatch-login.audatex.com/connect/token>

Notes:

- Production environment needs that client provide the endpoints - URL and authentication to setup previously. While for testing environments, the client needs to provide into the request all information.
- If the client needs the IP ranges for the configuration, the following IP addresses should be considered:
 - Tanzu Test: 170.76.172.18
 - Tanzu Prod: 170.76.172.20

Token Request

x-www-form-urlencoded

```
{
  "Clientid": "b2b.fnol",
  "Secret": "fnol-secret",
  "Scope": "b2b.fnol.documents",
  "grant_type": "client_credentials",
  "username": "XXXX",
  "password": "XXXX"
}
```

Data Dictionary

Key	Description
client_id	b2b.fnol
client_secret	fnol-secret
grant_type	client_credentials
scope	b2b.fnol.documents
username	Audatex user id provided by Audatex Integration. Customer has option to use same or different ids to accessing the Assignment API and the Estimate Return API respectively
password	Password provided by Audatex Integrations

Sample Auth Response

```
{
  "access_token":
"eyJhbGciOiJIUzI1NiIsInR5cCI6IkpzZW50b3R5IiwiaWF0IjEyNDY5OTQ0LmV4IiwiaXNjb3R5IjoiYXNjaCI7fQ==",
  "expires_in": 43200,
  "token_type": "Bearer"
}
```

Data Dictionary

Key	Description
access_token	authentication token
expires_in	token TTL in seconds
token_type	Type of authentication

6.3.2. Endpoint Specification During Assignment Creation Request – External Client

Prior to using either Estimate Return API or Claim Image API, client should have defined URL/endpoint in the Assignment API request or should have setup predefined routes with Audatex.

Please also note that the client needs to include the necessary client ID, client secret, client password for subsequent communication.

Method: POST

URL: To be defined by client

Owner: External Client

The following is a client request example for assignment creation. Client would specify the endpoints for assignment acknowledgement, the Estimate Return and/or Claim Image return. Audatex will then get client URL from one of the below highlighted types.

Note. If Client doesn't provide URL for Claim Image. Audatex will use the Estimate Return URL

Request Sample JSON

```
{
  "header": {
    "messageType": "Audatex.Assignment"
  },
  "body": {
    "bmsVer": "5.7.0",
    "claimNumber": "Claim-123-01",
    "content": "PD94bWwgdmVy...Binary64Encoded BMS AssignmentAddRq "
  },
  "responseRoute": {
    "authorization": {
      "href": "https://somecloud.auth0.example.com/ ",
      "body": {
        "client_Id": "sample_client_id",
        "client_Secret": "sample_client_secret",
        "audience": "https://someurl.com/ms/audatex/api/v2",
        "scope": "string"
      }
    }
  },
}
```

```

"responseMessage": [
  {
    "type": "Assignment",
    "href": "client defined endpoint for assignment acknowledgement"
  },
  {
    "type": "EstimateReturn",
    "href": "client defined endpoint for Estimate Return message"
  },
  {
    "type": "ClaimImageReturn",
    "href": "client defined endpoint for Claim Image message"
  }
]
}

```

6.3.3. Claim Image HATEOAS message

Audatex sends HREF links into HATEOAS message to client when Estimate Completed event has occurred. Client can then consume the information within their code.

HATEOAS message will be delivered to the client to the endpoint specified previously.

Method: POST

Owner: External Client

URL: <client defined>

Data Dictionary

Key	Description
ClaimNumber	
body:links:Rel	ClaimImage
body:links:Method	HTTP Method
body:links:Href	HTTP URL to related document
body:links:Type	Mime Type
body:links:info:	null

Audatex Sample JSON

```
{
  "Header" : {
    "Rquid" : "1prod24032022-3761-445a-9e7f-63c9d9d9ddf6",
    "Cid" : "5ED7BC86-4CE8-429B-80CD-875C3C42211C",
    "MessageType" : "Audatex.Event.EstimateComplete"
  },
  "Body" : {
    "ClaimNumber" : "V2-1PROD24022022",
    "Links" : [
      {
        "Rel" : "claimImage",
        "Method" : "GET",
        "Href" : "https://api-prod.audatex.com/GetImage/api/v1/claims/document/5ED7BC86-4CE8-429B-80CD-875C3C42211C",
        "Type" : "application/json",
        "Info" : null
      }
    ],
    "PassThroughData" : ""
  }
}
```

6.3.4. Retrieve Claim Image

Customer needs to have valid token before using the GET method to retrieve Claim Image.

Verb	Owner	Route	Description
POST	Audatex	https://<base-url>/connect/token UAT base-url: "dispatch-login-demo.audatex.com" Prod base-url:" dispatch-login.audatex.com"	Authenticates client and provides access bearer token.
GET	Audatex	HREF link provided when the estimate event is complete. Example: https://<base-url> /api/v1/claims/document/5ED7BC86-4CE8-429B-80CD-875C3C42211C	HTTP Get method for retrieving ClaimImage related documents

Method: GET

Owner: Audatex

URL: Specified in ClaimImage Complete Message

The following JSON example is what the customer will receive as result to retrieve the claim image

Data Dictionary

Key	Description
Claim Number	Claim Number
ImageID	Audatex image ID that ClaimImage was created with.
Extention	File Extension
Payload	Binary64 encoded image
DataType	Pdf. Base64

Sample JSON [from Audatex to customer]

```
"body": {  
  "claimNumber": "1DEMO03032022",  
  "createdForProfileId": "",  
  "imageId": "991E9AA1-9EEE-406F-90E4-74F7A1315B8F",  
  "attachmentId": "",  
  "requestNbr": null,  
  "extension": "pdf",  
  "payload": "JVBERi0xLjcKJcfsj6lKNyAwIG9iago8PC9MZW5ndGggO=",  
  "dataType": "pdf.Base64"  
}
```

7 Establishing a secured connection with Audatex EAPI

7.1 Securing Connection Options

7.1.1 Audatex to Client

- a. Whitelisting IP's: Audatex will provide IP range so the client can whitelist to allow traffic to necessary resources.
- b. VPN Connection – A VPN can be set up between the two parties to facilitate secure communication.
- c. SSL over Internet
- d. Supported authentications: Basic Auth and OAuth2 (See appendix for samples)

7.1.2 Client to Audatex

- a. Endpoints are exposed using SSL protocol over the internet.

8 Test Connectivity and Data Flow

System Integration Testing will be performed in order to cover the below areas:

- a. Detect Defect early
- b. Get earlier feedback on the acceptability of the individual module
- c. Have flexibility on scheduling of Defect fixes, which can be overlapped with development
- d. To ensure data flow, control flow, timing, memory usage, and software requirements is correct

9 User Acceptance Testing (UAT)

Based on client requirements in the Project Charter Audatex will put forth a set of best practice test cases and work with the client to have an approved list of test cases to execute.

After developers have completed System Integration Testing (SIT) in the test environment, the insurance carrier or integration partner will work with Audatex integration teams to complete UAT in Audatex testing environments. UAT must be scheduled with Audatex to ensure resource availability for both parties.

10 Going Live

A production implementation can be scheduled no earlier than 5 business days after the UAT signoff from the Audatex client.

11 Technical Support

	United States	Canada
API Availability	Audatex maintains full services hosting from 6:30 am EST until 12:00 am EST Monday through Saturday (Standard or Daylight Savings Time as applicable) and 10:00 am EST until 2:00 pm EST on Sunday. Services may be available outside of these time frames, but availability is subject to maintenance.	Audatex maintains full services hosting from 6:30 am EST until 12:00 am EST Monday through Saturday (Standard or Daylight Savings Time as applicable) and 10:00 am EST until 2:00 pm EST on Sunday. Services may be available outside of these time frames, but availability is subject to maintenance.
Scheduled Maintenance	Audatex reserves the right to do maintenance whenever necessary. Audatex will strive to limit downtime during normal business hours as outlined in Hours of Operation. Maintenance will normally be scheduled throughout the week.	Audatex reserves the right to do maintenance whenever necessary. Audatex will strive to limit downtime during normal business hours as outlined in Hours of Operation. Maintenance will normally be scheduled throughout the week.
Emergency Maintenance	If emergency maintenance is required, Audatex reserves the right to provide the maintenance with minimal impact on the user community.	If emergency maintenance is required, Audatex reserves the right to provide the maintenance with minimal impact on the user community.
Support Center Hours	Technical assistance is available 8:00 am to 8:00 pm EST Monday through Friday and 9:00 am to 1:00 pm EST Saturday.	Technical assistance is available 8:00 am to 8:00 pm EST Monday through Friday and 9:00 am to 1:00 pm EST Saturday.
Support Center Contact Information	• Phone Number: 1-800-669-4237 • For self-service support, please visit www.mysupportgarage.com • To open a case for support, choose Contact Us. • Emails will receive a response within 1-2 business days	• Phone Number: 1-866-420-2048 • For self-service support, please visit www.training.audatex.us • Email canadatechsupport@audatex.com • Emails will receive a response within 1-2 business days

12 Contact US

24/7 Training & Technical Support

MySupportGarage.com

Email Support

AXUS.AASupportContact@audatex.com

Contact Us

(855) 316-3205

13 APPENDIXES

FAQ

1. Does Audatex need to enable the claimImageReturn to start receiving the single PDF document URL?
 - Audatex will be configured ClaimImageReturn in TEST (DEMO) environment when is required by client.
2. Is the client going to still get the XML report and can use it to extract this information so that it will be easy for the business user to know for which claimant the PDF was received and the damage amount?
 - Yes, the client will receive both XML and Claim Image PDF.