



InsureShield®
Shipping Insurance
by UPS Capital

Technical Implementation Reference Guide

Claims API

US Version

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1 Overview

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1.1 APIs

The acronym "API" stands for "Application Programming Interface".

APIs in their simplest form allow the transmission of data. APIs are an industry standard interface designed for external/internal software programs to accomplish specific tasks, usually for retrieving or modifying data in applications. In more advanced approaches, APIs are deployed to deliver streaming video, audio, and telephony services via smartphones, televisions, or internet-enabled kiosks.

The most popular approach to APIs is the open-data movement. Using APIs, data owners can easily expose information from data silos, allowing public or private access to large and small datasets.

UPS Capital APIs provide methods to interact/perform operations on their client transactional data within the UPS Capital network.

Programmers use the APIs to make interactive applications, websites and other projects. These programs will talk to the UPS Capital IT systems over industry standard network protocols. APIs are built using existing web technology, specifically the HTTP/HTTPS protocol that the World Wide Web employs to deliver content around the globe.

We conform to the design principles of Representational State Transfer (REST). Typically, we use a RESTful design for our APIs. The concept of REST is to separate the API structure into logical resources.

We use the HTTP methods GET, DELETE, POST and PUT to operate with the resources.

- Methods to retrieve data from the API require a GET request.
- Methods that create data require a POST request.
- Methods that update data require a PUT request.
- Methods that delete data require a DELETE request.

The API presently supports the JSON format only.

APIs require a particular HTTP method to return an error response if the request is not made with the correct payload (aka input).

1.2 Getting Started

The first step is to ensure all the contractual agreements between UPS Capital (UPSC) and the UPSC customer are completed. Once the agreements are finalized, the UPSC IT API integration team will setup a sandbox environment for the new customer to enable the API interactions. The IT team will reach out to the UPSC API team for user credentials and other information for enabling secure REST API- based interactions with UPS Capital IT systems.

1.3 Security / Authentication

UPS Capital APIs use secure OAUTH tokens for service authentication. During the customer onboarding process, the customer procures credentials for accessing the Token API. Any calls to the REST API endpoints (excluding Token API) should be made with bearer tokens in the request headers. The token can be retrieved from the Token API specified below. The token will be usable for 4 hours. It is refreshed after 4 hours and it is required to be updated to a new token once refreshed..

TOKEN API

Endpoint: <https://onlinetoolsuat.ups.com/ent-services/security/v1/oauth/token>

Request Parameters

No request body

Request Headers

Username

Password

Token API (Response)

```
{
  "token_type": "Bearer",
  "issued_at": "1747851532915",
  "client_id": "",
  "access_token": "",
  "expires_in": "14399",
  "status": "approved"
}
```

Token_type	String Indicates token type
Issued_at	String Indicates the time token was requested in Epoch format.
Client_id	String Indicates a unique identifier of customer (same as username).
Access_token	String Indicates token to be used for calling other APIs
Expires_in	String Indicates the time token will expire in Epoch format.
Status_	String Indicates if token retrieval is approved.

2 Claim Service - APIs

Claim Service - URLs

UPS Capital Claims API

The API's purpose is to allow customers to submit claim information and retrieve claim status. The customer receives a unique token with certain customer credentials generated by UPSC for enabling communication between provider (UPS Capital) and consumer (Customer). The customer will also receive an IBM Client ID and IBM Client Secret from UPSC.

2.1 Create a Claim

Customers can create a claim by providing the required information.

POST

<https://onlinetoolsuat.ups.com/ent-services/capon-insurance/v2/claims>

This method creates a claim.

Request

Request Parameters

body * (required)

Quote object needs to be sent to the API as a request payload...

Request Headers

Content Type : application/json

Authorization: Bearer: < secure token>

Model :

CreateClaim

```
{
  partnerId      String Required
                  Indicates Partner Id, assigned by UPS Capital to the customer
                  ex: XYZ001.
  policyNumber   String
                  Required Indicates the customer's insurance policy # with
                  UPSC. Ex: "111876-2953".
  claimantRole   String
                  Required
                  Indicates the relationship to the insured.
                  Enter:
                    "insured"
```


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usePolicyPayee	String Required Indicates choice of payee option with yes or no. Options: "y" or "Y": use the policy holder as the payee. (Ex. 1) "n" or "N": allows direct payment to end user. (Ex. 2)
payeeId	String Required Indicates the specific payeeID that the claim is associated with

claimDetails	ClaimDetails { bol shipDate lossDate lossCause commodity merchandiseAmount	String Required Indicates customer's shipment tracking #. string(\$date) Required Indicates package shipment date. Fmt: YYYY-MM-DD Ex: "2018-12-28" string(\$date) Required Indicates package loss date (must be after ship date). Fmt: YYYY-MM-DD Ex: "2018-12-30" String Required Indicates the cause of the claim. Refer to table 5.3 . Options: "delay" "damage_Ext" "fallout_Ext" "abandonment" "air_crash" "loss_Ext" String Required Indicates the commodity type of the claim. Refer to table 5.1 . Number(\$double) Required Indicates the Insured Value of the shipment. Fmt: 0.00 Ex: "1000.00"
---------------------	--	---

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<code>merchandiseDescription</code>	String Required Merchandise details such as serial #, model #, etc.
<code>damageDescription</code>	String Conditional Indicates the damage details for the shipment. Would need to send if the loss cause is "damage_Ext".
<code>repairable</code>	String Conditional Indicates whether the damaged items are repairable. Options: "y" "n"

<code>quantity</code>	String Required Indicates the # of items in the claim.
<code>carrier</code>	String Required Indicates the carrier info for the insured package. Refer to table 5.4 .
<code>reshipTrackingNumber</code>	String Conditional Indicates the tracking # for a reshipped package. Loss cause must be "loss_Ext" or "fallout_Ext". Only required if item(s) were reshipped.
<code>creditMemoRefundNo</code>	String Conditional Indicates the credit memo refund number for loss cause "loss_Ext" or "fallout_Ext". Only required if a refund was issued.
<code>referenceNumber</code>	Number Indicates an optional field mapped to reference details.
<code>shippingAmount</code>	String Required Indicates the amount paid for shipping. Fmt: 0.00 Eg: "1000.00"
<code>additionalNotes</code>	String Allows the customer to add comments to their claim.
<code>}</code>	

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contactDetails

ContactDetails

```
{ firstName      String
  Required
  lastName      String
  Required
  phoneNumber    String
  Required
  addressLine1   String
  addressLine2   String
  city           String
  state          String
  postalCode     String
  country        String
  emailAddress    String
  Required
}
```

senderDetails

SenderDetails

```
{
  fullName      String
  Required
  Also known as company name.
  addressLine1   String
  city           String
  Required
  state          String
  Required
  postalCode     String
  Required
  country        String
  Required
}
recipientDetails RecipientDetails
{ fullName      String
  Required
  Also known as company name.
  city           String
  Required
  state          String
  Required
  postalCode     String
  Required
  country        String
  Required
}
```

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payeeDetails

PayeeDetails

```
{ fullName
```

String
Conditional
Also known as company name.

```
    phoneNumber
```

String
Conditional

```
    addressLine1
```

String
Conditional

```
    addressLine2
```

String

```
    city
```

String
Conditional

```
    state
```

String
Conditional

```
    postalCode
```

String
Conditional

```
    country
```

String
Conditional

```
    emailAddress
```

String
Conditional

```
}
```

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Example 1:

```
{
  "partnerId": "Test001",
  "policyNumber": "111876-2953",
  "cliamentRole": "insured",
  "usePolicyPayee": "y",
  "claimDetails": {
    "bol": "1Z70193903Miles22",
    "shipDate": "2020-10-10",
    "lossDate": "2020-10-15",
    "lossCause": "delay",
    "commodity": "glass",
    "quantity": "1",
    "repairable": "n",
    "merchandiseDescription": "test",
    "reshipTrackingNumber" : "123",
    "creditMemoRefundNo" : "01",
    "damageDescription": "test",
    "merchandiseAmount": "0.00",
    "shippingAmount": "0.90",
    "referenceNumber": "123",
    "additionalNotes": "na",
    "carrier": "UPS"
  },
  "contactDetails": {
    "firstName": "test",
```

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```
"lastName": "test",  
"phoneNumber": "5555555555",  
"addressLine1": "122 Brown Lane",  
"city": "Sandy Springs",  
"state": "GA",  
"postalCode": "30328",  
"country": "US",  
"emailAddress": "test@ups.com"  
},  
"senderDetails": {  
  "fullName": "test name",  
  "addressLine1": "122 Brown Lane",  
  "city": "Sandy Springs",  
  "state": "GA",  
  "postalCode": "30328",  
  "country": "US"  
},  
"recipientDetails": {  
  "fullName": "Test name",  
  "addressLine1": "122 Brown Lane",  
  "city": "Sandy Springs",  
  "state": "GA",  
  "postalCode": "30328",  
  "country": "US"  
}  
}
```

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Example 2:

```
{
  "partnerId": "Test001",
  "policyNumber": "111876-2953",
  "claimantRole": "insured",
  "usePolicyPayee": "N",
  "claimDetails": {
    "bol": "1Z70193903Miles22",
    "shipDate": "2020-10-10",
    "lossDate": "2020-10-15",
    "lossCause": "delay",
    "commodity": "glass",
    "quantity": "1",
    "repairable": "n",
    "merchandiseDescription": "test",
    "reshipTrackingNumber": "123",
    "creditMemoRefundNo": "01",
    "damageDescription": "test",
    "merchandiseAmount": "0.00",
    "shippingAmount": "0.90",
    "referenceNumber": "123",
    "additionalNotes": "na",
    "carrier": "UPS"
  },
  "contactDetails": {
    "firstName": "test",
    "lastName": "test",
    "phoneNumber": "5555555555",
    "addressLine1": "122 Brown Lane",
    "city": "Sandy Springs",
    "state": "GA",
    "postalCode": "30328",
    "country": "US",
    "emailAddress": "test@ups.com"
  },
  "senderDetails": {
    "fullName": "test name",
    "addressLine1": "122 Brown Lane",
    "city": "Sandy Springs",
    "state": "GA",
    "postalCode": "30328",
    "country": "US"
  },
  "recipientDetails": {
    "fullName": "Test name",
    "addressLine1": "122 Brown Lane",
    "city": "Sandy Springs",
    "state": "GA",
    "postalCode": "30328",
    "country": "US"
  },
  "payeeDetails": {
    "fullName": "test name",
    "phoneNumber": "5555555555",
    "addressLine1": "35 Glenlake Parkway NE",
    "city": "Sandy Springs",
    "state": "GA",

```

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```
"postalCode": "30328",  
"country": "US",  
"emailAddress": "test@ups.com"  
} }
```

Response

```
{  
  "claimNumber": "000-01-878522"  
}
```


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Response Content Type : application/json	
Code	Description
200	Successful Operation
400	Invalid payload format ApiResponseFault <pre>{ "errors": [{ "errorCode": "400", "errorMessage": "" }] }</pre>
401	Authentication Error ApiResponseFault <pre>"response": { "errors": [{ "code": "250002", "message": "Invalid Authentication Information." }] }</pre>

2.2 Upload Document

This API allows for the customer to upload required claim documents to an existing claim. **The customer must build the parameter to limit document size to 5MB or less to successfully pass.**

POST

<https://onlinetoolsuat.ups.com/ent-services/capon-insurance/v1/claims/uploadDocument>

This method allows the customer to upload documents for an existing claim.

Request

Request Parameters

body * (required)

Quote object needs to be sent to the API as a request payload...

Request Headers

Content Type : application/json

Authorization: Bearer: < secure token>

Model :

Upload Document

file: Attach required document to the payload

documentUploadRequest:

```
{
  claimNumber      String
                  Required
                  Indicates the claim number for the filed claim.

  name             String
                  Required Indicates the name of the document including the
                  extension.
                  Ex: "DamageScreenPhoto.jpg"

  mimeType         String
                  Required
                  Indicates file type of the document from the browser.

  documentType     String
                  Required
                  Indicates the type of document required for claim review.
                  Full documentType list available in table 4.2.
                  Ex: "invoice_Ext"

  docUID           String
                  Required
```

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Unique identifier of the document.
Ex: "001"

}

Example:

```
file: "Testing.msg"

{
  "claimNumber": "000-01-133854",
  "name": "Testing.msg",
  "mimeType": "application/vnd.ms-outlook",
  "docUID": "001",
  "documentType": "letter_received" }
```

Response
Content Type : application/json

Code	Description
200	Successful Operation "Document has been uploaded successfully"
400	Invalid payload format ApiResponseFault <pre>{ "errors": [{ "errorCode": "400", "errorMessage": "" }] }</pre>

401

Authentication Error

ApiResponseFault

```
"response": {  
  "errors": [  
    {  
      "code": "250002",  
      "message": "Invalid  
Authentication Information."  
    }  
  ]  
}
```

Example:

200 - Successful Operation

"Document has been uploaded successfully"

2.3 Claim Status

The customer's status or update on the filed claim.

GET

<https://onlinetoolsuat.ups.com/ent-services/capon-insurance/v1/claims/status/claimNumber>

This method allows the customer to check the status of their claim.

Request

Request Parameters

body * (required)

Quote object needs to be sent to the API as a request payload...

Request Headers

Content Type : application/json

Authorization: Bearer: < secure token >

Response

Response

Content Type : application/json

Code	Description
------	-------------

200	Successful Operation ClaimStatus
-----	----------------------------------

```
{
  shippingDetailsDTO {
    referenceNumber,
```

Number

Indicates an optional field mapped to reference details

```
    invoiceAmount
```

String

Indicates the total dollar amount displayed of a particular invoice.

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},

policy {

accountNumber

String

Indicates the unique numbers that identify the account

},

documents: [

{

"claimNumber": "000-02-265981",

String

Indicates the claim number for the filed claim.

"name": "Test.pdf",

String

Indicates the name of the document excluding the extension.

Ex: "DamageScreenPhoto.jpg"

"mimeType": "application/pdf",

String

Indicates file type of the document from the browser.

"sessionID": "35fe55b7-82b7-425c-929e-f7c9c0382aa1",

String

Indicates a unique token identifier assigned to users for a duration of time.

"author": "User",

String

Indicates a user with specific privileges to maintain the system.

"docUID": "Test.pdf",

String

Unique identifier of the document.

Ex: "001"

"dateModified": "2022-06-03T18:43:31Z",

String

Indicates the last date and time the file was updated.

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"documentType": "payment_summary_Ext"

String

Indicates the type of document required for claim review. Full document type list available in table 5.2.
Ex: "invoice_Ext"

}

],

"claimNumber": "000-02-265981",

String

Indicates the claim number for the filed claim.

idrdocList: [

Indicates the documents needed to proceed with claim

"Credit Memo",

String

Indicates the credit memo refund number for loss cause which is only required if a refund was issued.

"Photograph",

String

Indicates the photo(s) of the damaged box and/or merchandise.

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"Bill of Lading",	String Indicates a detailed list of a shipment of goods in the form of a receipt.
"Delivery Receipt",	String Indicates the proof of delivery of products or services.
"Notice to Carrier",	String Indicates the proof of notice to relevant carrier(s).
"Original Invoice",	String Indicates the original itemized transaction document between a buyer and seller.
"Proof of Value",	String Indicates the value of products or services.
"Reshipment Tracking Number",	String Indicates the tracking number for the replacement order.
"Other",	String Indicates additional request(s).
],	
payeeAddress: {	
"contactRoles": [Indicates roles of policy payee
"policy_payee_Ext",	String Indicates choice of payee
"claimant",	String Indicates the relationship to the insured.
"checkpayee"	String Indicates the customer to whom a check is written out.
],	
"contactDTO": {	
"displayname": "Hy Cite Enterprises LLC",	String
"contactName": "Hy Cite Enterprises LLC",	String
"subtype": "Company",	String
"primaryAddress": {	
"displayname": "35 Glenlake Pkwy NE,	String
Atlanta, GA 30328",	
"publicID": "cc:17702691",	String
"addressLine1": "35 Glenlake Pkwy NE",	String
"postalCode": "30328",	String
"country": "US",	String
"addressType": "billing",	String
"code": "30328",	String
"City": "Atlanta",	String
"State": "GA"	String

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400	Invalid payload format ApiResponseFault <pre>{ "errors": [{ "errorCode": "400", "errorMessage": "" }] }</pre>
401	Authentication Error ApiResponseFault <pre>"response": { "errors": [{ "code": "250002", "message": "Invalid Authentication Information." }] }</pre>

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<pre> }, "workNumber": "999-999-9999", "emailAddress1": "sdonaghy@ups.com", "contactType": "Company" } }, customerDisplayStatus: "Paid", checks: [{ "checkNumber": "UPCCLM003139843", "payee": ["Hy Cite Enterprises LLC"], "grossAmount": { "amount": 473.61, "currency": "usd" }, "paymentMethod": "ACH", "issueDate": "2022-06-02" }, { "claimAmount_Ext": "537.76 usd" }] } </pre>	<p>String Indicates the email address listed for policy payee</p> <p>String Indicates the current claims status.</p> <p>String Indicates a series of numbers and/or letter confirming payment.</p> <p>String Indicates the customer to whom money is to be paid.</p> <p>Double Indicates the amount paid out</p> <p>String Indicates the currency of payment.</p> <p>String Indicates the method customer receives payment. (Ex. ACH/Check)</p> <p>String Indicates the date of payment in Zulu time (T00:00:00Z). May require conversion to local time</p> <p>String Indicates the total claim amount.</p>
--	---

400	<p>Bad request</p> <pre> ApiResponseFault{ code integer(\$int32) message string description string errors [errors{ code string message string field string }] }</pre>
Example:	

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200 – Successful Operation

```
{
  "shippingDetailsDTO": {
    "referenceNumber": "25816202, 78577",
    "invoiceAmount": "537.76 usd"
  },
  "policy": {
    "accountNumber": "4609130306"
  },
  "documents": [
    {
      "claimNumber": "000-02-265981",
      "canDelete": false,
      "workingPublicID": "cc:2719198",
      "name": "Test.pdf",
      "mimeType": "application/pdf",
      "status": "final",
      "publicID": "cc:2719198",
      "sessionID": "35fe55b7-82b7-425c-929e-f7c9c0382aa1",
      "author": "Super User",
      "docUID": "Test.pdf",
      "dateModified": "2022-06-03T18:43:31Z",
      "documentType": "payment_summary_Ext"
    }
  ],
  "claimNumber": "000-02-265981",
  "idrdocList": [
    "Credit Memo",
    "Photograph"
  ],
  "payeeAddress": {
    "contactRolesDisplay": [
      "Policy Payee",
      "Claimant"
    ]
  }
}
```

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```

        "Check Payee"
    ],
    "contactRoles": [
        "policy_payee_Ext",
        "claimant",
        "checkpayee"
    ],
    "contactDTO": {
        "displayName": "Hy Cite Enterprises LLC",
        "contactName": "Hy Cite Enterprises LLC",
        "subtype": "Company",
        "primaryAddress": {
            "displayName": "35 Glenlake Pkwy NE, Atlanta, GA 30328",
            "publicID": "cc:17702691",
            "addressLine1": "35 Glenlake Pkwy NE",
            "postalCode": "30328",
            "country": "US",
            "addressType": "billing",
            "code": "30328",
            "City": "Atlanta",
            "State": "GA"
        },
        "workNumber": "999-999-9999",
        "emailAddress1": "sdonaghy@ups.com",
        "contactType": "Company"
    }
},
"customerDisplayStatus": "Paid",
"checks": [
    {
        "checkNumber": "UPCCLM003139843",
        "payee": [
            "Hy Cite Enterprises LLC"
        ],
        "grossAmount": {
            "amount": 473.61,
            "currency": "usd"
        },
        "paymentMethod": "ACH",
        "issueDate": "2022-06-02"
    }
],
"claimAmount_Ext": "537.76 usd"
}

```

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2.2.1 Claim Status Responses

"claimStatus":	Definition
"Claim Received"	Claim has been entered into the UPSC claims management system, awaiting review.
"Documents Pending"	Additional documents (ex. Invoice, photos) are required to complete claim processing.
"Investigation Pending"	Further investigation necessary to determine claim resolution.
"Submitted for Payment"	Claim has been approved and submitted for payment processing.
"Paid"	Payment has been processed and issued to customer.
"Withdrawn"	Claim has been removed by the customer.
"Denied"	Claim has been denied given the available information.
"Closed"	Claim has been reviewed and closed due to a variety of scenarios (ex: duplicate entry).

3 Claims Messaging - APIs

3. Claims Messaging - URLs

UPS Capital Claims API

The API's purpose is to allow seamless messaging integration between the Insureshield Online Porta/Claims Portal and Guidewire (GW) by creating three new endpoints. These APIS will allow partners to pull claim messaging data and send claims/messages to GW for adjuster workflows.

3.1 CP - getMessageld

This method allows customers to get all message IDs for a specific claim

POST

<https://onlinetoolsuat.ups.com/ent-services/capon-insurance/v2/claim/message/id>

This method allows customers to message adjusters

Request

Request Parameters

body * (required)

Quote object needs to be sent to the API as a request payload...

Request Headers

Content Type : application/json

Authorization: Bearer: < secure token>

Model :

Claims Messaging

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```
{
  policyNumber      String
                    Indicates the customer's insurance policy # with UPSC. Ex:
                    "111876-295"

  message           String
                    Indicates the message that customers send to retrieve message
                    IDs for Ex: "give me all message ids"

  claimNumber       String
                    Required
                    Indicates the claim number for the filed claim.
}
```

Example:

```
{
  "policyNumber": "15914024-016010",
  "message": "give me all message ids",
  "claimNumber": "000-03-708124"
}
```

Response

Response Content Type : application/json	
Code	Description
200	Successful Operation
400	Invalid payload format ApiResponseFault <pre>{ "errors": [{ "errorCode": "400", "errorMessage": "" }] }</pre>

	<pre>] } </pre>
401	<p>Authentication Error</p> <p>ApiResponseFault</p> <pre> "response": { "errors": [{ "code":"250002", "message":"Invalid Authentication Information." }] } </pre>

Example:

200 – Successful Operation

```

{
  "totalCount": "17",
  "messageIds": [
    "cc:35873",
    "cc:37060",
    "cc:37720",
    "cc:38156",
    "cc:37468",
    "cc:38448",
    "cc:38638",

```

```
"cc:38642",  
"cc:39343",  
"cc:39218",  
"cc:39831",  
"cc:40467",  
"cc:41724",  
"cc:41494",  
"cc:131304",  
"cc:131305",  
"cc:131306"  
],  
"message": "Message IDs for policy: 15914024-  
016010, claimNum 000-03-708124",  
"code": "0"
```

3.2 CP – getMessageDetails

This method allows customers to fetch detailed message content for specified message IDs

POST

<https://onlinetoolsuat.ups.com/ent-services/capon-insurance/v2/claim/message/details>

This method customers to check details for messages using message IDs

Request

Request Parameters

body * (required)

Quote object needs to be sent to the API as a request payload...

Request Headers

Content Type : application/json

Authorization: Bearer: < secure token>

Model:

Detailed Claims Messaging

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```
{  
  policyNumber      String  
                    Indicates the customer's insurance policy # with UPSC. Ex: "111876-  
                    2953".  
  
  message           String  
                    Indicates the message that customers send to retrieve message IDs  
                    for a claim  
                    Ex: "give me all message ids"  
  
  claimNumber       String  
                    Indicates the claim number for the filed claim.  
  
  messageIDs        String  
                    Required  
                    Indicates the message id attached to detailed message content  
}
```

Example:

```
{  
  "policyNumber": "15914024-016010",  
  "message": "give me all message ids",  
  "claimNumber": "000-03-708124"  
  "messageIDs": [  
    "cc:402"  
  ]  
}
```

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Response

Response Content Type : application/json	
Code	Description
200	Successful Operation
400	Invalid payload format ApiResponseFault <pre>{ "errors": [{ "errorCode": "400", "errorMessage": "" }] }</pre>
401	Authentication Error ApiResponseFault <pre>"response": { "errors": [{ "code": "250002", "message": "Invalid Authentication Information." }] }</pre>

Example:

200 - Successful Operation

```
{  
  "messages": [  
    {  
      "author": "April Dunn",  
      "body": "Hi Lashan, payment has been  
requested.",  
      "claimId": "cc:2310717",  
      "claimNumber": "000-02-310721",  
      "isAdjuster": true,  
      "isAutoMessage": false,  
      "isMessageRead": true,  
      "isMessageSoftDeleted": true,  
      "messageId": "cc:402",  
      "time": "2023-02-22T21:28:43.435Z",  
      "topic": "general"  
    }  
  ],  
  "totalCount": "1"  
}
```

3.3 CP - createMessage

This method allows customers to send a new message or claim from Narvar to Guidewire for adjuster review.

POST

<https://onlinetoolsuat.ups.com/ent-services/capon-insurance/v2/customer/message/create>

This method allows customers to message adjustors

Request

Request Parameters

body * (required)

Quote object needs to be sent to the API as a request payload...

Request Headers

Content Type : application/json

Authorization: Bearer: < secure token>

Model : Create Message

```
{
  policyNumber      String
                    Indicates the customer's insurance policy # with UPSC. Ex: "111876-2953".

  message           String
                    Indicates the message that customers send to retrieve message IDs for a claim.
                    Ex: "give me all message ids"

  claimNumber       String
                    Indicates the claim number for the filed claim.

  messages          String
                    Required
                    Indicates the messages attached to associated claim and policy number.

  {
    author           String
                    Indicates the author of the message
  }
}
```

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body **String**
Indicates the content of message that customers created and submitted

claimId **String**
Indicates the unique claim identified assigned to each submission

claimNumber **String**
Indicates the claim number for the filed claim

isMessageRead **String**
Indicates if message has been read within GuideWire Portal

isMessageSoftDeleted **String**
Indicates if message has been deleted within Guidewire Portal

time **String**
Indicates the time and date message was sent

}

totalCount **String**
Indicates the total message count being created

Example:

```
{
  "policyNumber": "15914024-P0012171",
  "message": "creating multiple messages",
  "claimNumber": "999-95-491410",
  "messages": [
    {
      "author": "jd : 21",
      "body": "multiple message : new message m1, from demo 2nd try",
      "claimId": "cc:202",
      "claimNumber": "000-00-000203",
      "isAutoMessage": false,
      "isMessageRead": true,
      "isMessageSoftDeleted": false,
      "time": "2022-12-07T22:14:54.404Z"
    },
    {
      "author": "jd : 21",
      "body": "multiple message : new message m2 from demo 2nd try",
      "claimId": "cc:202",
      "claimNumber": "000-00-000203",
      "isMessageRead": true,
      "isMessageSoftDeleted": false,
      "messageId": "",
      "time": "2022-12-07T22:04:58.129Z"
    },
    {
      "author": "jd : 21",
      "body": "multiple message : updating 21 -> m3 from demo",
      "claimId": "cc:202",
      "claimNumber": "000-05-487220",
      "isMessageRead": false,
      "isMessageSoftDeleted": false,
      "messageId": "cc:101",
      "time": "2022-12-01T22:08:09.110Z"
    }
  ]
}
```

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```
{
  "policyNumber": "15914024-P0012171",
  "message": "creating multiple messages",
  "claimNumber": "999-95-491410",
  "messages": [
    {
      "author": "jd : 21",
      "body": "multiple message : new message m1, from demo 2nd try",
      "claimId": "cc:202",
      "claimNumber": "000-00-000203",
      "isAutoMessage": false,
      "isMessageRead": true,
      "isMessageSoftDeleted": false,
      "time": "2022-12-07T22:14:54.404Z"
    },
    {
      "author": "jd : 21",
      "body": "multiple message : new message m2 from demo 2nd try",
      "claimId": "cc:202",
      "claimNumber": "000-00-000203",
      "isMessageRead": true,
      "isMessageSoftDeleted": false,
      "messageId": "",
      "time": "2022-12-07T22:04:58.129Z"
    },
    {
      "author": "jd : 21",
      "body": "multiple message : updating 21 -> m3 from demo",
      "claimId": "cc:202",
      "claimNumber": "000-05-487220",
      "isMessageRead": false,
      "isMessageSoftDeleted": false,
      "messageId": "cc:101",
      "time": "2022-12-01T22:08:09.110Z"
    }
  ],
  "totalCount": 3
}
```

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Response Content Type : application/json	
Code	Description
200	Successful Operation
400	Invalid payload format ApiResponseFault <pre> { "errors": [{ "errorCode": "400", "errorMessage": "" }] }</pre>
401	Authentication Error ApiResponseFault <pre> "response": { "errors": [{ "code": "250002", "message": "Invalid Authentication Information." }] }</pre>

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200 - Successful Operation

```
{
  "policyNumber": "15914024-P0012171",
  "message": "creating multiple messages",
  "claimNumber": "999-95-491410",
  "messages": [
    {
      "author": "jd : 21",
      "body": "multiple message : new
message m1, from demo 2nd try",
      "claimId": "cc:202",
      "claimNumber": "000-00-000203",
      "isAutoMessage": false,
      "isMessageRead": true,
      "isMessageSoftDeleted": false,
      "time": "2022-12-07T22:14:54.404Z"
    },
    {
      "author": "jd : 21",
      "body": "multiple message : new
message m2 from demo 2nd try",
      "claimId": "cc:202",
      "claimNumber": "000-00-000203",
      "isMessageRead": true,
      "isMessageSoftDeleted": false,
      "messageId": "",
      "time": "2022-12-07T22:04:58.129Z"
    },
    {
      "author": "jd : 21",
      "body": "multiple message : updating 21
-> m3 from demo",
      "claimId": "cc:202",
```

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```
"claimNumber": "000-05-487220",  
"isMessageRead": false,  
"isMessageSoftDeleted": false,  
"messageId": "cc:101",  
"time": "2022-12-01T22:08:09.110Z"  
}  
],  
"totalCount": 6
```


4 Error Messages

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4.1 Error Messages Matrix

API	Scenario	Error Code	Error Messages
Token API	Invalid credentials for Token API	10401	Client credentials are invalid
All APIs (excluding token API)	Token has timed out	250002	Invalid Authentication Information
Create Claim	Partner ID field is missing	400	Partner Id Invalid
Create Claim	Invalid Partner ID	400	Partner Id Invalid
Create Claim	Ship Date field is missing	400	Ship Date missing
Create Claim	usePolicyPayee is missing	400	Use Policy payee missing
Create Claim	Loss Date field is missing	400	Loss date missing
Create Claim	Loss Date field is invalid	400	LossDate should be a future date after shipdate or loss date should be greater than Shipdate.
Create Claim	Loss cause field is missing	400	Loss cause missing
Create Claim	Commodity field is missing	400	Please enter a valid commodity
Create Claim	Policy number field is missing	400	Policy Number must not be blank
Create Claim	Invalid Policy number	400	Policy Number invalid or missing
Create Claim	BOL (tracking number) is missing or invalid	400	BOL is missing
Create Claim	Merchandise Amount field is missing or invalid	400	Please enter a valid two decimal digits merchandise amount
Create Claim	Merchandise Description is invalid or NULL	400	ClaimDetail Merchandise Description invalid or missing



4.2 Field Validations

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All Address Fields- Address 1,2	Alphanumeric; Only the following special characters are allowed: - + & () / , ~ ` # . : ; " * '
All Address Fields - State	Valid US State Code for US, CA, or PR Country Code
All Address Fields - Country	Alphabetical
PartnerId	Alphanumeric
PolicyNumber	Numeric
ClaimantRole	Alphabetical
ReferenceNumber	Alphanumeric
LossDate	Date/Validation
LossCause	Abandonment/air_crash/damage_Ext/delay/loss_Ext/fallout_Ext (Table 4.3)
ShipperName	Alphanumeric; Only the following special characters are allowed: - + & () / , ~ ` # . : ; " * '
Carrier	Alphanumeric (Table 4.4)
ShipDate	Date/Validation
BOL	Alphanumeric
MerchandiseAmount	Decimal; no special characters
MerchandiseDescription	Alphanumeric; Only the following special characters are allowed: - + & () / , ~ ` # . : ; " * '
DamageDescription	Alphanumeric; Only the following special characters are allowed: - + & () / , ~ ` # . : ; " * '
Commodity	Alphanumeric; Only the following special characters are allowed: - + & () / , ~ ` # . : ; " * ' (should follow commodity list 4.1)
Quantity	Numeric
Repairable	y/n
ReshipTrackingNumber	Alphanumeric
CreditMemoRefundNo	Alphanumeric; Only the following special characters are allowed: - + & () / , ~ ` # . : ; " * '

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TrackingNumber	Alphanumeric
ShipmentAmount	Decimal; no special characters
AdditionalNotes	Alphanumeric; Only the following special characters are allowed: - + & () / , ~ ` # . : ; " ' % ? !

5 Support Tables

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5.1 Commodities

Commodity Type	TYPECODE
Agricultural Machinery and Parts	agricultural_machinery_parts
Apparel	apparel
Appliances - Small (toaster/blender)	appliances_small_toaster_blender
Art - Originals - Paintings, Prints, etc. / Sculpture / Reproduced / Copies	art_originals
Audio Equipment - Auto / Commercial / Home	audio_equipment
Auto / Machinery Parts - Containerized	auto_machinery
Bags / Paint / Pipes / Plastic Goods - consumer items	bags_paint
Baskets / Wickerware / Rattan	baskets_wickerware
Batteries - Commercial (Vehicle) / Consumer (A, AA, AAA)	batteries_commercial
Bedding - (blankets, linens, bedding, towels, etc.)	bedding_blankets
Beverages - Alcoholic	beverages_alcoholic
Beverages - Non - alcoholic	beverages_non_alcoholic
Bicycles	bicycles
Boats	boats
Cables - Audio / Video / Fiber optic / Metal / Wire	cables_audio
Cell Phones	cell_phones
Ceramic / Porcelain Products, Chinaware, Glassware and Crystal	ceramic_porcelain
Chemicals / Fertilizers / Fodder / Feed - Bulk	chemicals_fertilizers
Clocks, Watches	clocks_watches
Collectibles / Antiques	collectible_antiques
Commercial Electronics (Multiplexes, Web Hosts, VOIP, Security Systems, etc.)	commercial_electronics
Computer Chips / Video Cards	computer_chips

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Computer Servers / Parts / Drives / Mother Boards	computer_servers
Computers - Personal	computers_personal
Construction Equipment - Containerized - Heavy equipment (small tractor trailer/golf carts, etc.)	construction_equipment
Consumer Electronics (TV, VCR, DVD, Cameras, radios, recording equipment, etc.)	consumer_electronics
Cooking Utensils and Cookware / Restaurant Equipment / Supplies - Non-electronic	cooking_utensils
Cosmetics / Hair extensions, wigs and like products	cosmetics_hair
Dental Equipment	dental_equipment
Electronic Components	electronic_components
Electronic measuring devices/Calibration machines / Barometers / Instruments, scientific, optical and surgical	electronic_measuring
Fertilizers / Fodder / Feed - Consumer packaged	fertilizers_fodder
Food - Non-perishable, packaged, canned	food_nonperishable
Footwear	footwear
Furniture / Displays / Shelving - Contains Glass	furniture_displays
Furniture / Displays / Shelving - No Glass	furniture_displays_shelving
Gifts / Novelties - Not Fragile (teddy bears, golf balls, etc.)	gifts_novelties
Guns / Ammunition / Weapons	guns_ammunition
Hardware / Tools - Retail consumer products	hardware_tools
Hats, Caps, And other like products	hats_caps
Heating Ventilation or AC equipment / Water Heaters, Plumbing	heating_ventilation
Home Textiles (Bedding, Drapes, Linens, Pillows)	home_textiles
Household Items (Pots, Pans, Candles)	household_items
Ink / Office Supplies / Pens, Pencils	ink_office
Jewelry - Costume	jewelry_costume

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Jewelry - Designer	jewelry_designer
Lawn And Garden Tools and Equipment	lawn_garden
Leather, Harness and Saddlery Goods	leather_harness
Lighting Equipment / Supplies	lighting_equipment
Luggage, Bags, Briefcases - consumer items	luggage_bags
Lumber / Plywood	lumber_plywood
Machinery Parts-Containerized	machinery_parts
Medical Equipment / Supplies - Electrical	medical_equipment_electrical
Medical Equipment / Supplies - Non-Electrical	medical_equipment_nonelectrical
Metal - Aluminum, Copper, Steel - Scrap	metal_aluminum
Miscellaneous / Other	miscellaneous_other
Miscellaneous Personal	miscellaneous_personal
Motorcycles (boxed)	motorcycles_boxed
Musical Instruments and accessories (excluding piano, organ or similar)	musical_instruments
Office Equipment (Printers, Scanners, Fax)	office_equipment
Packaging material - bubble wrap, styrofoam	packaging_material
Paper Products - Commercial - Wastepaper, Cardboard	paper_products
Perfume	perfume
Perishables - Fruits, vegetables, fresh food	perishables_fruits
Pharmaceuticals	pharmaceuticals
Pipes - Cast iron and Metal	pipes_cast
Printed Matter - books, magazines, calendars, and other like products	printed_matter
Rope and Cordage	rope_cordage
Rubber, rings, seals, gaskets	rubber_rings
Rugs / Carpet	rugs_carpet

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Sewing Machines	sewing_machines
Silverware	silverware
Sporting Goods - Excluding guns, knives, etc.	sporting_goods
Stone Products - Slab / Tile / Other (Statues, vases, etc.)	stone_products
Surgical Dressings / Supplies	surgical_dressings
Tea / Spices / Coffee - Non-consumer packed	tea_spices
Textiles, Silk items, Home Products, Display Booths, Natural Fibers Items	textiles_silk
Tires	tires
Tobacco Products	tobacco_products
Toys / Games - For retail consumer (no handheld devices such as PSP, Nintendo DS, etc.)	toys_games
Wallpaper	wall_paper

5.2 Document Type

TYPECODE	NAME
invoice_Ext	Original Invoice
photo_Ext	Photograph
repaiestimate	Repair estimate
other	Other

5.3 Loss Cause Types

TYPECODE	NAME	DESCRIPTION
abandonment	Abandonment	Abandonment
air_crash	Crash of airplane	Crash of airplane
damage_Ext	Damage	Contents sustained damage
delay	Delay	Delay
loss_Ext	Loss	Package Missing

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fallout_Ext

Missing

Some or all contents are
missing

5.4 Carrier Types

Carrier typeList
UPS
A Duie Pyle
AAA Cooper
ABF FREIGHT SYSTEM
AIT Worldwide
APC Postal Logistics
ARAMEX
Arrow Express
CCT CANADA
CEVA LOGISTICS
CROWLEY LOGISTICS
Central Freight Lines
Central Transport
DAYLIGHT TRANSPORT
DAYTON FREIGHT

DHL
DICOM EXPRESS
DLS WORLDWIDE
EASTERN CONNECTION
ESTES
EXPEDITORS

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Estes Forwarding Worldwide
FORWARD AIR
FREIGHT EXPEDITERS
FRONTLINE FREIGHT
FWDN
FedEx
FedEx Freight
GLOBALTRANZ
GLOVALINK
GLS DENMARK
HERCULES
HOLLAND
JAS FORWARDING
JP EXPRESS
MIDWEST MOTOR EXPRESS
Manna
NEW PENN FREIGHT
New England Motor Freight
ONTRAC
Old Dominion Freight
Other
PILOT AIR FREIGHT
PILOT FREIGHT SERVICES
PITTOHIO
PLYCON
PUROLATOR FREIGHT

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Panama Transfer
RADIANT GLOBAL LOGISTICS
REDDAWAY
Roadrunner
SAIA
SMSA Express Transportation Company Ltd
SOUTHWESTERN MOTOR TRANSPORT
SPEEDEE
STI
STREAMLINE
Southeastern Freight Lines
TNT
UPS
UPS Freight
UPS Mail Innovation
UPS SCS
UPS SUREPOST
USF HOLLAND
USF REDDAWAY
USPS
WARD TRANSPORT
WATKINS SHEPARD
XPO GLOBAL LOGISTICS
XPO LAST MILE
XPRESS GLOBAL
YRC

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You Shop We Ship Denmark ApS