



NEW PARTNER INTEGRATION

TROUBLESHOOTING GUIDE (JSON)

Version 1.1

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1 Purpose

An implementation with Allianz Partners will integrate insurance offers into the Partner's website/booking path by sending Quote Requests to the Allianz Partners' web services. The Partner will send a subsequent Purchase Request to Allianz Partners when a customer wishes to purchase insurance. Occasionally an error can occur. The purpose of this document is to describe the error messages that could occur during an integration with Allianz Partners and what the Partner should do when/if they receive an error.

2 Quote Application Errors

When the Partner sends a request to Allianz Partners for an insurance quote, quoting validation errors can occasionally occur. Table 1 below describes the types of errors that could occur and the action section describes how to most easily resolve them.

Table 1

Error Code	Error/Status Message	Description/Reason
REJECTED	Missing Data for required field(s).	Missing Request categories.
REJECTED	Missing Data for required field(s).	Missing Data for required field(s). Travel details, lodging details or event details are not sent in the request.
REJECTED	Missing Data for required field(s).	Departure Date is missing.
REJECTED	Missing Data for required field(s).	Return Date is missing.
REJECTED	Invalid Data for required field(s).	Requested Date must be before Departure Date. Return date is missing for Round Trips.
REJECTED	Invalid Data for required field(s).	For Round Trips, Departure Date must be before Return Date.
REJECTED	Invalid Data for required field(s).	Rental car start date must be after the request date time.
REJECTED	Invalid Data for required field(s).	Rental car start date must be before or on return date.
REJECTED	Invalid Data for required field(s).	Total trip cost cannot be zero.
REJECTED	Invalid Data for required field(s).	Number of rooms must be at least 1.
REJECTED	Invalid Data for required field(s).	Check-In Date must be before Check-Out Date.
REJECTED	Invalid Data for required field(s).	Request should have at least 1 event with startDate > purchaseDate.
FAILURE	Unable to authenticate.	Partner credentials are invalid. Correct the password.
FAILURE	Unable to authenticate.	Partner Password is missing. Send the password.

Error Code	Error/Status Message	Description/Reason
FAILURE	Value cannot be null.	The incorrect User ID is being sent. Correct the User ID.
FAILURE	Partner credentials are invalid.	Invalid distributor. Correct the User ID.
Action: If any of these errors occur, the Partner should take the following steps for resolution: 1. Verify the fields being sent match those shared in the Requirements Document. 2. Correct the request and resend. 3. Otherwise, follow up with your Allianz Partners contact for troubleshooting assistance.		

3 Quote Service Errors

When the Partner sends a request to Allianz Partners for an insurance quote, quoting application errors can occasionally occur. Table 2 below describes the types of errors that could occur and how to most easily resolve them.

Table 2

Error Code	Error/Status Message	Description/Reason
503	Service Unavailable	When starting a new server, during its initialization period, it will return a 503 indicating that is not available to process a request. This is extremely rare in the production environment but can occur in some of the testing environments. This is a temporary situation and the request can normally be retried.
500	Internal Server Error	When an unexpected error occurs within the CoreGatewayApi service, a 500 is returned. No details are included in the response.
Action: If any of these errors occur, the Partner should take the following steps for resolution: 1. Attempt to send the Quote Request again after a few minutes. 2. Otherwise, serve static default offer and/or follow up with your Allianz Partners contact for troubleshooting assistance.		
Error Code	Error/Status Message	Description/Reason
401	Unauthorized	Partner credentials are missing or incorrect.
200	Invalid Requests	The service performs some basic validation of the data in the incoming request. For example, the return date of a trip must be after the departure date. If any of these validations fail, a 200 will be returned with a 'Reject' response status.

Action:

If any of these errors occur, the Partner should take the following steps for resolution:

1. Verify that the data element values match those shared in the Requirements Document.
2. Correct the request and resend.
3. Otherwise, follow up with your Allianz Partners contact for troubleshooting assistance.

Error Code	Error/Status Message	Description/Reason
200	Unsupported Request	If insurance is not available for this request, a 200 will be returned with a 'Reject' response status. This indicates that one of many business rules, such as product eligibility, do not allow an insurance offer. No details are included in the response.
Action: Insurance is unavailable. No action required.		

System Errors – In addition to these errors, which are returned by the application, system-level errors can be returned. For example, the web server can reject a request if there are invalid characters, which is typically returned as a 500 (Internal Server Error). If the URL is not correct, a 404 (Not Found) error is returned. Note, that if a Content-Type of “application/json” is not included in the request header a 404 will be returned, even if the URL is correct. Lastly, a malformed request or requests with the wrong syntax will generally return a 404 error.

4 Purchase Errors

Purchase errors can occur when attempting to process insurance policies with Allianz Partners. Table 3 below describes the types of errors that could occur and how to most easily resolve them. Section 4.1 provides examples of generic error messaging (to be further refined during the implementation process) to display to the customer.

Table 3

Code	Error/Status Message	Description/Reason
SUCCESS	All products processed. PENDING	Initial validation passed (XML format, Partner credentials, ACCAM, dup check, etc.). The attempt to charge the credit card will be done after the response is returned to the Partner (Asynchronous process).
SUCCESS	All products processed. CHARGED	Initial validation passed (XML format, Partner credentials, ACCAM, dup check, etc.) and the card has been charged prior to Allianz Partners returning a purchase response to the Partner (Synchronous process).
SUCCESS	All products processed. DUPLICATE	Field level validation success but order failed to be added because another Purchase was already processed with the same Partner Booking ID within 24 hours of the Purchase Date. <u>If action is required</u> , resend with unique Partner Booking ID. Correct the request and resend. Otherwise follow up with your Allianz Partners contact for troubleshooting assistance.
Code	Error/Status Message	Description/Reason
FAILURE	Invalid data : Invalid Total Price	Invalid or missing total price.
FAILURE	Invalid data : Invalid Trip Dates	The trip date invalid. If trip date is before the purchase date or purchase does not have valid start or end date.
FAILURE	Invalid data : Invalid Region for Product	Invalid Region for Product.

Code	Error/Status Message	Description/Reason
Action: If any of these errors occur, the Partner should take the following steps for resolution: 1. Verify that the total price, trip dates, and region match the price, dates and region sent in the <u>Quote Request</u> as described in the Requirements document. 2. Correct and resend. 3. If retry is unsuccessful, display a customer friendly error message and/or follow up with your Allianz Partners contact for troubleshooting assistance.		
Code	Error/Status Message	Description/Reason
FAILURE	Invalid Data: Invalid Product: '001003483'	Invalid or unaccepted product.
FAILURE	Missing data : Missing Product	Invalid or missing product ID.
FAILURE	Invalid data : Invalid Product Price	Invalid product price. Check price – Price must equal premium + taxes + donation.
FAILURE	Invalid data: Invalid Total Price and Product Price	Invalid or missing total price or product price.
Action: If any of these errors occur, the Partner should take the following steps for resolution: 1. Verify that the product ID, total price and product price match the product ID, total price and product price sent in the <u>Quote Response</u>. 2. Correct and resend. 3. If retry is unsuccessful, display a customer friendly error message and/or follow up with your Allianz Partners contact for troubleshooting assistance. 4. If the Partner is responsible for charging the customer, it is critical that the Partner contact Allianz Partners immediately to determine next steps as the customer has been charged for insurance but will not receive a policy due to the purchase failure.		
Code	Error/Status Message	Description/Reason
FAILURE	Failure while writing SendPurchases request to Access America database.	Unable to write in database due to connection/validation issue.

Code	Error/Status Message	Description/Reason
Action: If this error should occur, the Partner should take the following steps for resolution: 1. Adjust the Partner booking ID to be equal or less than 25 characters and review the request for other syntax related issues. 2. Correct and resend. 3. If retry is unsuccessful, display a customer friendly error message and/or follow-up with your Allianz Partners contact for troubleshooting assistance.		
FAILURE	Invalid Data: Invalid ACCAM: 'F0337262'	Invalid or unaccepted ACCAM.
FAILURE	Missing Data: Missing ACCAM	Missing or blank ACCAM.
FAILURE	System Error: Invalid or missing partner information.	Invalid or unaccepted user ID or password.
FAILURE	Invalid data : Invalid business unit.	The business unit passed is invalid for the purchase.
FAILURE	System error : Not authorized to sell Cash Withheld policies	Purchase request sent with incorrect payment method (in this case "CW" instead of "CC").
FAILURE	Invalid data : Invalid or Missing Billing Information	Invalid and or missing billing information. Review the Purchaser object.
FAILURE	Missing data: Missing Owner or Insured	Missing owner or insured list. If owner or insured list is empty in the request. Initial validation failed. Primary insured information is missing.
FAILURE	Invalid data : Product has more than 1 primary Owner or Insured	Only one insured with Type = PRIMARY is allowed.
FAILURE	Missing data : Missing ProductBookingID	The product booking ID data element contains the policy number and is used by Partners that create their own policy numbers. This error message will be returned if the request is missing the product booking ID. This error can also occur if the policy number is missing from a policy modification or cancellation request.
FAILURE	Failure while charging credit card.	Card declined. Verify credit card details.

Code	Error/Status Message	Description/Reason
Action: If any of these errors occur, the Partner should take the following steps for resolution: 1. Verify the request contains the applicable data element populated as shared in the Requirements Document. 2. Correct the request and resend. 3. Otherwise, follow up with your Allianz Partners contact for troubleshooting assistance.		

4.1 Customer Messaging for Purchase Errors

Listed below are some examples of suggested error messages to provide to the customer in the event of a purchase failure. Note, the specific error messaging to the customer may vary depending on the Partner integration.

EVENT

Your tickets are still unprotected

We're sorry, an issue occurred while completing your ticket insurance purchase. Please call XXX-XXX-XXXX to protect your tickets.

Your tickets are still unprotected

We're sorry, an issue occurred while completing your ticket insurance purchase. Please [protect your tickets](#) online or call XXX-XXX-XXXX.

TRAVEL

Your trip is still unprotected

We're sorry, an issue occurred while completing your travel insurance purchase. Please call XXX-XXX-XXXX to protect your trip.

Your trip is still unprotected

We're sorry, an issue occurred while completing your travel insurance purchase. Please [protect your trip](#) online or call XXX-XXX-XXXX.

TUITION

Your tuition is still unprotected

We're sorry, an issue occurred while completing your tuition insurance purchase. Please call GradGuard to protect your school payments.

Your tuition is still unprotected

We're sorry, an issue occurred while completing your tuition insurance purchase. Please [protect your school payments](#) online or call GradGuard.