

For any queries on the Registration Form please contact the Onboarding Manager (sophie.baker@xchanging.com)

Instructions for filling out Write Back Customer Registration Details Forms for Production.

There are 2 tabs; "Write Back Service Details" and "XAG DRI Service Details". All tabs have mandatory details that are required to register. Any fields marked with a red asterisk (*) are mandatory and must be filled in on the tab.

Write Back Service Details

The Write Back Service Details tab captures registration information for the following Write Back services: Claim Event Notify,

Organisation Name: This should be the full name of your organisation NOT the shortened or abbreviated version.

Bureau/Carrier Code: Please provide details of all Production Carrier Codes for all Markets. Failure to advise of a Carrier Code on this form

Contract Start Date: This will be pre-populated with the go-live date. Please confirm that you intend to begin using Write Back Services on

Contract Name: Will be pre-populated with the ECF Write Back service.

User End Point: Please provide the End Point URL that your organisation will be using for the Claim Notify Service in Production.

Report Recipient: Please advise the contact details for the individual/mailbox that will need to receive the daily Write Back report.

XAG/DRI Service Details

The XAG DRI Service Details tab captures information for the following Write Back DRI Services: Search, Download and Upload and also

The Security Section is required to be filled out for DRI but also for Write Back so that Request and Response messages can be sent.

Service Provider Name: The organisation name of your Service Provider.

Contact Name: Someone within the SP organisation that can be contacted regarding messaging queries.

URL: Please provide the corresponding URL for the Prod environment that will be used for Inbound & Outbound DRI messages.

Security Certificate: Please ensure that only 1 certificate is attached & that it is saved as a .cer file (for easy identification).

LPC (Mainframe) Account Details

A generic log on is required for Notify & Retrieve. This generic user ID will be registered in SRM (Service Registration Management) by Write Back. Write Back will allow a claim agreement party to operate entirely from within their own systems to review & respond to claims without the account should be created with access to all functions except Security Admin for all Production carrier codes & have the suffix 'WB' i.e. LPC accounts are created by the local LPC administrator, not Xchanging, due to security rights. Service Providers should check with the local administrator. If a new/additional Carrier code is being added to the Write Back service, the Service Provider should check with the local administrator.

Note: If any mandatory fields are not populated, this will lead to the form being rejected by the Onboarding Manager until all mandatory

