

Customer-Service Web Services User Guide
Oracle Financial Services Lending and Leasing
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1. List of Customer-Service web services

S.No	Service Name	Service Desc	Service URL
1	CSSAccountDetailsRequestService	Service to fetch Account Details by account number	https://<Host>:<Port>/<Deployment Context>/CSSAccountDetailsRequestService
2	CSSAccountSearchRequestService	Service to fetch Account Details by attributes such as AccountNumber, CustomerFirstName, CustomerLastName, SSN	https://<Host>:<Port>/<Deployment Context>/CSSAccountSearchRequestService
3	CSSPostTransactionsRequestService	To post different transactions such as update address, update phone number, update ACH details, etc	https://<Host>:<Port>/<Deployment Context>/CSSPostTransactionsRequestService
4	CSSAccountPayOffQuoteRequestService	To get the account payoff quote	https://<Host>:<Port>/<Deployment Context>/CSSAccountPayOffQuoteRequestService

1.1) CSSAccountDetailsRequestService

Purpose of service	To search account details by string account number
Service WSDL	CSSAccountDetailsRequestService.wsdl
Input Schema	Not Applicable
Input Type	java.lang.String
Return Type	java.lang.String
Exception	java.lang.Exception(<i>Refer Errors/Exceptions section for more details</i>)
Service Function	getAccountDetails(String accountNumber)
Sample Input	Account Number(such as 20130200011098)
Sample Output	Refer Sample Output d

1.2) CSSAccountSearchRequestService

Purpose of service	To search account details by various customer attributes such as Account Number, Customer First Name, Customer Last Name, SSN, Phone Number, Birth Date or Vehicle Identification Number
Service WSDL	CSSAccountSearchRequestService.wsdl
Input Schema	dbkws_xcs.xsd

Input Type	java.lang.String(An XML String)
Return Type	java.lang.String(An XML String)
Exception	java.lang.Exception(<i>Refer Errors/Exceptions section for more details</i>)
Service Function	doAccountSearch(String requestStr)

Search by Account Number: The service return results for the primary customer mapped to the account input.

Sample Input	Refer Sample Input a.i
Sample Output	Refer Sample Output a.i

Search by Customer First Name: This service will search by the first name of the primary customer. The service return results for the primary customer mapped to the first name input.

Sample Input	Refer Sample Input a.ii
Sample Output	Refer Sample Output a.ii

Search by Customer Last Name: This service will search by the last name of the primary customer. The service return results for the primary customer mapped to the last name input.

Sample Input	Refer Sample Input a.iii
Sample Output	Refer Sample Output a.iii

Search by SSN: This service will search by the SSN of the primary customer. The service return results for the primary customer mapped to the SSN input.

Sample Input	Refer Sample Input a.iv
Sample Output	Refer Sample Output a.iv

Search by Phone Number: This service will search by the phone number of the primary customer. The service return results for the primary customer mapped to the phone number input.

Sample Input	Refer Sample Input a.v
Sample Output	Refer Sample Output a.v

Search by Birth Date: This service will search by the birth date of the primary customer. The service return results for the primary customer mapped to the birth date input.

Sample Input	Refer Sample Input a.vi
Sample Output	Refer Sample Output a.vi

Search by Vehicle Identification Number: The service return results for the primary customer mapped to the VIN input.

Sample Input	Refer Sample Input a.vii
Sample Output	Refer Sample Output a.vii

1.3) CSSPostTransactionsRequestService

Purpose of service	To post different transactions such as update address, update phone number, update email address or ACH Maintenance
Service WSDL	CSSPostTransactionsRequestService.wsdl
Input Schema	dbkws_xcs_upd.xsd
Input Type	java.lang.String(An XML String)
Return Type	java.lang.String(An XML String)
Exception	java.lang.Exception(<i>Refer Errors/Exceptions section for more details</i>)
Service Function	postTransactions(String requestStr)

Customer Email Update: This transaction is used to update the customer email address in customer set-up.

Sample Input	Refer Sample Input b.i
Sample Output	Refer Sample Output b.i

Address Details Update: This transaction is used to update the customer address in the Address set-up

Sample Input	Refer Sample Input b.ii
Sample Output	Refer Sample Output b.ii

Address Phone Number Update: This transaction is used to update the customer phone number in the Address Set-up

Sample Input	Refer Sample Input b.iii
Sample Output	Refer Sample Output b.iii

ACH Maintenance: This transaction is used to maintain the ACH transactions set-up in Account ACH details Set-up

Sample Input	Refer Sample Input b.iv
Sample Output	Refer Sample Output b.iv

New ACH: This transaction is used to create New ACH transactions in Account ACH details Set-up

Sample Input	Refer Sample Input b.v
Sample Output	Refer Sample Output b.v

One Time ACH: This transaction is used to add onetime ACH transactions in Account ACH details Set-up

Sample Input	Refer Sample Input b.vi
Sample Output	Refer Sample Output b.vi

Stop All ACH: This transaction is used to stop (*deactivate*) all ACH transactions for an account in the Account ACH details Set-up

Sample Input	Refer Sample Input b.vii
Sample Output	Refer Sample Output b.vii

Stop ACH: This transaction is used to stop (*deactivate*) a single ACH transaction for an account in the Account ACH details Set-up. **Note that the Default ACH transaction should be the last transaction to be Stopped using STOP ACH.**

Sample Input	Refer Sample Input b.viii
Sample Output	Refer Sample Output b.viii

Add Telecom Details: This transaction is used to add a new telecom record for an account in the telecoms set-up.

Sample Input	Refer Sample Input b.ix
Sample Output	Refer Sample Output b.ix

Maintain Telecom Details: This transaction is used to maintain an existing telecom record for an account in the telecoms set-up. If the search results multiple rows, the first row of result fetch will be updated.

Sample Input	Refer Sample Input b.x
Sample Output	Refer Sample Output b.x

Maintain Employment Details: This transaction is used to maintain an existing employment record for an account in the employments set-up. If the search results multiple rows, the first row of result fetch will be updated.

Sample Input	Refer Sample Input b.xi
Sample Output	Refer Sample Output b.xi

1.4) CSSAccountPayOffQuoteRequestService

Purpose of service	To get the account payoff quote
Service WSDL	CSSAccountPayOffQuoteRequestService.wsdl
Input Schema	dbkws_xcs.xsd, dbkws_xcs_upd.xsd * (* <i>dbkws_xcs_upd.xsd also performs validation on the</i>

	input)
Input Type	java.lang.String(An XML String)
Return Type	java.lang.String(An XML String)
Exception	java.lang.Exception(<i>Refer Errors/Exceptions section for more details</i>)
Service Function	getPayOffQuote(String requestStr)
Sample Input	Refer Sample Input c
Sample Output	Refer Sample Output c

2. Sample Inputs

Imp Note:

- Optional attribute with a null value (where we don't have a value) are not allowed in the input payload.
- _UserCode (TESTUSER in the sample input) in the input XML should have responsibility assigned to post the transaction otherwise “Transaction <Transaction Type> not allowed for responsibility” error will be thrown.***
- _Version in the XML input should be "10.0" as the current version of the services is 10.***

a. CSSAccountSearchRequestService

Input attribute list:

Attribute	Use	Data Type	Comments
_AccountNumber	Optional	String	
_CustomerFirstName	Optional	String	
_CustomerLastName	Optional	String	
_SSN	Optional	PositiveInteger	
_VIN_LastFourDigit	Optional	String	
_CustomerPhoneNumber	Optional	Long	
_CustomerBirthDate	Optional	Date Time	

i. AccountNumber

```
<?xml version='1.0' ?>
<CUSTOMER_SERVICE xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:noNamespaceSchemaLocation="">
<CUSTOMER_SEARCH _AccountNumber="20130200011098"></CUSTOMER_SEARCH>
</CUSTOMER_SERVICE>
```

ii. CustomerFirstName

```
<?xml version='1.0' ?>
<CUSTOMER_SERVICE xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:noNamespaceSchemaLocation="">
<CUSTOMER_SEARCH _CustomerFirstName="JOHN"></CUSTOMER_SEARCH>
</CUSTOMER_SERVICE>
```

iii. CustomerLastName

```
<?xml version='1.0' ?>
<CUSTOMER_SERVICE xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:noNamespaceSchemaLocation="">
<CUSTOMER_SEARCH _CustomerLastName="DOE"></CUSTOMER_SEARCH>
</CUSTOMER_SERVICE>
```

iv. SSN

```
<?xml version='1.0' ?>
<CUSTOMER_SERVICE xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:noNamespaceSchemaLocation="">
<CUSTOMER_SEARCH _SSN="999999999"></CUSTOMER_SEARCH>
</CUSTOMER_SERVICE>
```

v. Phone Number

```
<?xml version='1.0' ?>
<CUSTOMER_SERVICE xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:noNamespaceSchemaLocation="">
<CUSTOMER_SEARCH _CustomerPhoneNumber='2123456544'></CUSTOMER_SEARCH>
</CUSTOMER_SERVICE>
```

vi. BirthDate

```
<?xml version='1.0' ?>
<CUSTOMER_SERVICE xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:noNamespaceSchemaLocation="">
<CUSTOMER_SEARCH _CustomerBirthDate='1983-02-10T00:00:00'></CUSTOMER_SEARCH>
</CUSTOMER_SERVICE>
```

vii. Vehicle Identification Number

```
<?xml version='1.0' ?>
<CUSTOMER_SERVICE xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xsi:noNamespaceSchemaLocation="">
<CUSTOMER_SEARCH _VIN_LastFourDigit='8252'></CUSTOMER_SEARCH>
</CUSTOMER_SERVICE>
```

b. CSSPostTransactionsRequestService

i. Customer Email Address Update Transaction

Input attribute list:

Attribute	Use	Data Type	Comments
_BatchTxn_Indicator	Optional	Enumeration: Y, N	
_AccountNumber	Mandatory	String	
_EffectiveDate	Mandatory	Date	Should not be less than the GL post/Process date
_Email_Address	Optional	String	
_BirthDate	Optional		
_Relation_Type	Mandatory	Refers RELATION_TYPE_CD (RELATION TYPE CODES)	
_SSN	Optional	Positive Integer	

_Marital_Status	Optional	Refers lookup - MARITAL_STATUS_CD (MARITAL STATUS CODES)	
_Disability_Indicator	Optional	Enumeration: Y, N	
_Driving_License_Number	Optional	String	
_Number_Of_Dependents	Optional	Int	
_DrivingLicenseState	Optional	String	

Sample Input:

```
<?xml version="1.0" encoding="UTF-8"?>
<CUSTOMER_SERVICE_UPDATE _UserCode="TESTUSER" _Version="10.0">
  <CUSTOMER_DETAILS_CHANGES _AccountNumber="20111200012575" _BirthDate="1983-02-10"
    _Disability_Indicator="N"
      _Driving_License_Number="436164136547457" _EffectiveDate="2014-02-27"
      _Email_Address="a.a007@gmail.com" _Marital_Status="SINGLE" _Number_Of_Dependents="2"
      _Relation_Type="PRIM" _SSN="999999999"/>
</CUSTOMER_SERVICE_UPDATE>
```

ii. Address Details Update

Input attribute list:

Attribute	Use	Data Type	Comments
_BatchTxn_Indicator	Optional	Enumeration: Y, N	
_AccountNumber	Mandatory	String	
_EffectiveDate	Mandatory	Date	Should not be less than the GL post/Process date
_Relation_Type	Mandatory	Refers RELATION_TYPE_CD (RELATION TYPE CODES)	
_Postal_Type	Mandatory	Refers POSTAL_ADDRESS_TYPE_CD (POSTAL ADDRESS TYPE CODES)	
_Mailing_Indicator	Mandatory	Enumeration: Y,N	
_Type	Mandatory	Refers ADDRESS_TYPE_CD (ADDRESS TYPE CODE)	
_Number	Optional	String	
_Street_Pre_Type	Optional	STREET_PRE_TYPE_CD (STREET PRE TYPE CODES)	
_Street_Name	Optional	Refers STREET_NAME(STREET NAME)	
_Street_Type	Optional	Refers STREET_TYPE_CD (Street Type codes) lookup	
_Street_Post_Type	Optional	STREET_POST_TYPE_CD (STREET POST TYPE CODES)	
_Suite_Number	Optional	String	
_Address2	Optional	String	
_Zip	Mandatory	String	

_City	Mandatory	String	
_State	Mandatory	String	
_Phone	Mandatory	PositiveInteger	
_Zip_Extension	Optional	String	
_Country	Mandatory	String	
_Comment	Optional	String	
_Block	Optional	String	
_Location	Optional	String	
_Permission_To_Call_IND	Mandatory	Enumeration: Y,N	

Sample Input:

```
<?xml version="1.0" encoding="UTF-8"?>
<CUSTOMER_SERVICE_UPDATE _UserCode="TESTUSER" _Version="10.0">
  <CUSTOMER_ADDRESS_CHANGES _AccountNumber="20111200012575" _City="Plainsboro" _Comment="Test
update of the address"
    _Country="US" _EffectiveDate="2014-02-27" _Mailing_Indicator="Y" _Number="1"
    _Phone="2123456544" _Postal_Type="NM" _Relation_Type="PRIM" _State="NJ"
    _Street_Name="Washington St" _Street_Type="ST" _Suite_Number="123" _Type="H"
    _Zip="08536" _Permission_To_Call_IND="Y"/>
</CUSTOMER_SERVICE_UPDATE>
```

iii. Address Phone Number Update

Input attribute list:

Attribute	Use	Data Type	Comments
_BatchTxn_Indicator	Optional	Enumeration: Y, N	
_AccountNumber	Mandatory	String	
_EffectiveDate	Mandatory	Date	Should not be less than the GL post/Process date
_Relation_Type	Mandatory	Refers RELATION_TYPE_CD (RELATION TYPE CODES)	
_Address_Type	Optional	Refers ADDRESS_TYPE_CD (ADDRESS TYPE CODES)	
_Phone	Mandatory	Positive Integer	
_Permission_To_Call_IND	Mandatory	Enumeration: Y,N	

Sample Input:

```
<?xml version="1.0" encoding="UTF-8"?>
<CUSTOMER_SERVICE_UPDATE _UserCode="TESTUSER" _Version="10.0">
  <CUSTOMER_PHONE_NUMBER_CHANGES _AccountNumber="20111200012575" _Address_Type="H"
    _EffectiveDate="2014-02-27" _Phone="2123456544" _Relation_Type="PRIM"
    _Permission_To_Call_IND="Y"/>
</CUSTOMER_SERVICE_UPDATE>
```

iv. ACH Maintenance

Input attribute list:

Attribute	Use	Data Type	Comments
_BatchTxn_Indicator	Optional	Enumeration: Y,N	

_EffectiveDate	Mandatory	Date	Should not be less than the GL post/Process date
_AccountNumber	Mandatory	String	
_PaymentAmount	Optional	Double	
_PaymentDay	Optional	PositiveInteger	
_FrequencyCode	Optional	Refers ACH_PMT_FREQ_CD_CUR(ACH PAYMENT FREQUENCY CURRENT CODE)	
_PaymentAmountExcess	Optional	Double	
_EndDate	Optional	Date	
_DefaultIndicator	Optional	Enumeration: Y, N	
_ReferenceNumber	Mandatory	String	
_ACHFee	Optional	Double	
_ACHFee_Indicator	Optional	Enumeration: Y, N	

Sample Input: Following is a sample input to update **PaymentAmount** and **PaymentDay** for an ACH transaction.

```
<?xml version="1.0" encoding="UTF-8"?>
<CUSTOMER_SERVICE_UPDATE _UserCode="TESTUSER" _Version="10.0">
<ACCOUNT_ACH_MAINTENANCE _AccountNumber="20131200050052"
_EffectiveDate="2014-04-11" _PaymentAmount="7587.76" _PaymentDay="24"
_ReferenceNumber="20140618009139" />
</CUSTOMER_SERVICE_UPDATE>
```

v. New ACH

Input attribute list:

Attribute	Use	Data Type	Comments
_EffectiveDate	Mandatory	Date	Should not be less than the GL post/Process date
_BankName	Mandatory	String(Max:80)	
_BankRoutingNumber	Mandatory	String(Max:30)	
_BankAccountType	Mandatory	Enumeration: C, S	
_BankAccountNumber	Mandatory	String(Max:30)	
_PaymentDay	Mandatory	PositiveInteger	
_PaymentAmount	Mandatory	Double	
_PaymentAmountExcess	Mandatory	Double	
_ACHFee	Optional	Double	
_ACHFee_Indicator	Mandatory	Enumeration: Y, N	When set to Y, the _ACHFee value should greater than or equal to the value defined as per minimum fee rules
_FrequencyCode	Mandatory	Refers ACH_PMT_FREQ_CD_CUR(ACH PAYMENT FREQUENCY CURRENT CODE)	
_StartDate	Mandatory	Date	

_EndDate	Optional	Date	
_DefaultIndicator	Mandatory	Enumeration: Y, N	
_StatusCode	Mandatory	String(Max:30)	
_BatchTxn_Indicator	Optional	Enumeration: Y, N	
_AccountNumber	Mandatory	String(Max:30)	

Sample Input: Following is a sample input to create a New default ACH

```
<?xml version="1.0" encoding="UTF-8"?>
<CUSTOMER_SERVICE_UPDATE _UserCode="TESTUSER" _Version="10.0">
  <ACCOUNT_ACH_NEW _EffectiveDate="2014-04-22" _AccountNumber="20120200010421"
    _BankAccountNumber="4445544449" _BankAccountType="C"
    _BankName="ABC" _BankRoutingNumber="333331233"
    _FrequencyCode="M" _PaymentDay="25" _PaymentAmount="332.33"
    _PaymentAmountExcess="19.97" _EndDate="2015-04-16"
    _StartDate="2014-04-22" _StatusCode="ACTIVE"
    _ACHFee="12.24" _DefaultIndicator="Y" _ACHFee_Indicator="Y"/>
</CUSTOMER_SERVICE_UPDATE>
```

vi. One Time ACH

Input attribute list:

Attribute	Use	Data Type	Comments
_EffectiveDate	Mandatory	Date	Should not be less than the GL post/Process date
_BankName	Mandatory	String(Max:80)	
_BankCity	Optional	String(Max:30)	
_BankState	Optional	Refers STATE_CD (STATE CODES (SUB CODE USED FOR TIME ZONE))	
_BankRoutingNumber	Mandatory	String(Max:30)	
_BankAccountType	Mandatory	Enumeration: C, S	
_FullNameOnAccount	Mandatory	String(Max:80)	
_BankAccountNumber	Mandatory	String(Max:30)	
_DebitDate	Mandatory	Date	
_PaymentAmount	Mandatory	Double	
_Fee	Optional	Double	
_ACHFee_Indicator	Mandatory	Enumeration: Y, N	When set to Y, the _Fee value should greater than or equal to the value defined as per minimum fee rules
_SecretQuestion	Optional	String(Max:30)	
_AnswerToSQ	Optional	String(Max:30)	
_WhoAuthorized	Optional	String(Max:30)	
_CheckNumber	Optional	PositiveInteger	
_Relation_Type	Optional	Refers RELATION_TYPE_CD (RELATION TYPE	

		CODES)	
_DrawerName	Optional	String(Max:30)	
_DrawerAddress1	Optional	String(Max:30)	
_DrawerAddress2	Optional	String(Max:30)	
_DrawerCity	Optional	String(Max:30)	
_DrawerState	Optional	Same as _BankState attribute	
_DrawerZip	Optional	String(Max:30)	
_BatchTxn_Indicator	Optional	Enumeration: Y, N	
_AccountNumber	Mandatory	String(Max:30)	

Sample Input: Following is a sample input to create Onetime ACH

```
<?xml version="1.0" encoding="UTF-8"?>
<CUSTOMER_SERVICE_UPDATE _UserCode="TESTUSER" _Version="10.0">
  <ACCOUNT_ONETIME_ACH_PAYMENT _BatchTxn_Indicator="N"
    _AccountNumber="20120100010026"
    _BankAccountNumber="0987654321"
    _BankAccountType="C" _BankName="ABC"
    _BankRoutingNumber="987654321"
    _FullNameOnAccount="JOHN DOE"
    _EffectiveDate="2014-04-21"
    _DebitDate="2014-04-30" _PaymentAmount="330"
    _ACHFee_Indicator="Y" _Fee="2"/>
</CUSTOMER_SERVICE_UPDATE>
```

vii. Stop All ACH

Input attribute list:

Attribute	Use	Data Type	Comments
_EffectiveDate	Mandatory	Date	Should not be less than the GL post/Process date
_AccountNumber	Mandatory	String(Max:30)	

Sample Input: Following is a sample input to Stop All ACH for an Account.

```
<?xml version="1.0" encoding="UTF-8"?>
<CUSTOMER_SERVICE_UPDATE _UserCode="TESTUSER" _Version="10.0">
  <STOP_ALL_ACH_MAINTENANCE _AccountNumber="20120200010421"
    _EffectiveDate="2014-04-22"/>
</CUSTOMER_SERVICE_UPDATE>
```

viii. Stop ACH

Input attribute list:

Attribute	Use	Data Type	Comments
_EffectiveDate	Mandatory	Date	Should not be less than the GL post/Process date
_ReferenceNumber	Mandatory	String(Max:30)	
_AccountNumber	Mandatory	String(Max:30)	

Sample Input: Following is a sample input to Stop All ACH for an Account.

```
<?xml version="1.0" encoding="UTF-8"?>
<CUSTOMER_SERVICE_UPDATE _UserCode="TESTUSER" _Version="10.0">
  <STOP_ACH_MAINTENANCE _EffectiveDate="2014-04-23"
    _AccountNumber="20120100010125"
    _ReferenceNumber="201424011037"/>
</CUSTOMER_SERVICE_UPDATE>
```

ix. Add Telecom Details

Input attribute list:

Attribute	Use	Data Type	Comments
_BatchTxn_Indicator	Optional	Enumeration: Y, N	
_AccountNumber	Mandatory	String(Max:30)	Only Accounts with ACTIVE and CHGOFF status
_EffectiveDate	Mandatory	Date	Should not be less than the GL post/Process date
_Relation_Type	Mandatory	Refers RELATION_TYPE _CD (RELATION TYPE CODES)	
_Current	Mandatory	Enumeration: Y, N	
_Type	Mandatory	Refers TELECOM_TYPE_ CD (TELECOMMUNI CATIONS TYPE CODES)	Signifies the type of Telecom record: A : ANSWERING SERVICE C : CAR/MOBILE PHONE F : FAX G : PAGER H : OTHER HOME PHONE M : MODEM ADDRESS P : PHONE W : OTHER WORK PHONE
_Phone	Mandatory	PositiveInteger	
_Phone_Extension	Optional	Integer	
_TimeZone	Optional	String(Max:30)	Refer the lookup set-up for Time Zone values
_StartTime	Optional	PositiveInteger	Format -- HHMM (in 12 hour format)
_StartPeriod	Optional	String(Max:2)	Values : AM, PM
_EndTime	Optional	PositiveInteger	Format -- HHMM (in 12 hour format)
_EndPeriod	Optional	String(Max:2)	Values : AM, PM
_Permission_To_Call_IND	Mandatory	Enumeration: Y,N	

Sample Input: Following is a sample input to add a new telecom record for an Account in the telecoms set-up.

```
<?xml version="1.0" encoding="UTF-8" ?>
<CUSTOMER_SERVICE_UPDATE _UserCode="TESTUSER" _Version="10.0">
  <CUSTOMER_NEW_TELECOM _BatchTxn_Indicator="N" _AccountNumber="2012010026"
    _EffectiveDate="2014-04-29" _Relation_Type="PRIM"
    _Current="Y" _Type="C" _Phone="123456789"
    _Phone_Extension="909" _TimeZone="US/PACIFIC"
    _StartTime="0915" _StartPeriod="AM"
    _EndTime="0630" _EndPeriod="PM" _Permission_To_Call_IND="Y"/>
</CUSTOMER_SERVICE_UPDATE>
```

- x. Maintain Telecom Details

Input attribute list:

Attribute	Use	Data Type	Comments
_BatchTxn_Indicator	Optional	Enumeration: Y, N	
_AccountNumber	Mandatory	String(Max:30)	Only Accounts with ACTIVE and CHGOFF status
_EffectiveDate	Mandatory	Date	Should not be less than the GL post/Process date
_Relation_Type	Mandatory	Refers RELATION_TYPE_CD (RELATION TYPE CODES)	
_Current	Mandatory	Enumeration: Y, N	
_Type	Mandatory	Refers TELECOM_TYPE_CD (TELECOMMUNICATIONS TYPE CODES)	Signifies the type of Telecom record. A : ANSWERING SERVICE C : CAR/MOBILE PHONE F : FAX G : PAGER H : OTHER HOME PHONE M : MODEM ADDRESS P : PHONE W : OTHER WORK PHONE
_Phone	Optional	PositiveInteger	
_Phone_Extension	Optional	Integer	
_TimeZone	Optional	String(Max:30)	Refer the lookup set-up for Time Zone values
_StartTime	Optional	PositiveInteger	Format -- HHMM (in 12 hour format)
_StartPeriod	Optional	String(Max:2)	Values: AM, PM. Refer the lookup set-up for Period values
_EndTime	Optional	PositiveInteger	Format -- HHMM (in 12 hour format)
_EndPeriod	Optional	String(Max:2)	Values: AM, PM. Refer the lookup set-up for Period values

<u>_Permission_To_Call_IND</u>	Mandatory	Enumeration: Y,N	
--------------------------------	-----------	---------------------	--

Sample Input: Following is a sample input to maintain an existing telecom record for an Account in the telecoms set-up.

```
<?xml version="1.0" encoding="UTF-8" ?>
<CUSTOMER_SERVICE_UPDATE _UserCode="TESTUSER" _Version="10.0">
  <CUSTOMER_TELECOM_MAINTENANCE _BatchTxn_Indicator="N"
    _AccountNumber="20120110026"
    _EffectiveDate="2014-04-29"
    _Relation_Type="PRIM" _Current="Y" _Type="C"
    _Phone="123456789" _Phone_Extension="909"
    _TimeZone="US/PACIFIC" _StartTime="0900"
    _StartPeriod="AM" _EndTime="1100"
    _EndPeriod="PM" _Permission_To_Call_IND="Y" />
</CUSTOMER_SERVICE_UPDATE>
```

xi. Maintain Employment Details

Input attribute list:

Attribute	Use	Data Type	Comments
<u>_BatchTxn_Indicator</u>	Optional	Enumeration: Y, N	
<u>_AccountNumber</u>	Mandatory	String(Max:30)	Only Accounts with ACTIVE and CHGOFF status
<u>_EffectiveDate</u>	Mandatory	Date	Should not be less than the GL post/Process date
<u>_Relation_Type</u>	Mandatory	Enumeration: 2NDRY, COS, COS2, COS2_SPOUSE, COS_SPOUSE, PRIM,SPOUSE	
<u>_Current</u>	Mandatory	Enumeration: Y, N	
<u>_Type</u>	Mandatory	String(Max:30)	Signifies the type of Employment record. Refer the lookup set-up for Employment Type values
<u>_Occupation</u>	Optional	String(Max:30)	
<u>_Title</u>	Optional	String(Max:30)	
<u>_Department</u>	Optional	String(Max:30)	
<u>_Country</u>	Optional	String(Max:2)	
<u>_Address_Nbr</u>	Optional	String(Max:30)	
<u>_City</u>	Optional	String(Max:30)	
<u>_State</u>	Optional	Refers STATE_CD (STATE CODES (SUB CODE USED FOR TIME	

		ZONE))	
_Address_Line_1	Optional	String(Max:80)	
_Address_Line_2	Optional	String(Max:80)	
_Zip	Optional	String(Max:30)	Refer the lookup set-up for Zip Code values
_Zip_Extension	Optional	String(Max:30)	
_Phone	Optional	PositiveInteger	
_Phone_Extension	Optional	Integer	
_Comment	Optional	String(Max:240)	
_Permission_To_Call_IND	Mandatory	Enumeration: Y,N	

Sample Input: Following is a sample input to maintain an existing employment record for an Account.

```
<?xml version="1.0" encoding="UTF-8" ?>
<CUSTOMER_SERVICE_UPDATE _UserCode="TESTUSER" _Version="10.0">
  <CUSTOMER_EMP_DETAILS_MAINTENANCE _BatchTxn_Indicator="N"
    _AccountNumber="2012010026"
    _EffectiveDate="2014-04-29"
    _Relation_Type="PRIM" _Current="Y" _Type="F"
    _Occupation="MGR" _Title="SENIOR DIRECTOR"
    _Department="MARKETING" _Country="US" _Address_Nbr="3107"
    _City="Plainsboro" _State="NJ" _Address_Line_1="Ravens Crest"
    _Address_Line_2="DRIVE" _Zip="08536" _Zip_Extension="609"
    _Phone="6092035555" _Phone_Extension="905"
    _Comment="Test Update" _Permission_To_Call_IND="Y"/>
</CUSTOMER_SERVICE_UPDATE>
```

c. CSSAccountPayOffQuoteRequestService

Input attribute list:

Attribute	Use	Data Type	Comments
_AccountNumber	Mandatory	String	
_EffectiveDate	Mandatory	DateTime	
_ValidUpToDate	Mandatory	DateTime	
_AssessFee_Indicator	Optional	Enumeration: Y,N	
_LetterPrint_Indicator	Optional	Enumeration: Y,N	
_Comment	Optional	String	

Sample Input:

```
<?xml version="1.0" encoding="UTF-8"?>
<CUSTOMER_SERVICE _UserCode="TESTUSER" _Version="10.0">
  <ACCOUNT_PAYOFF_QUOTE _AccountNumber="20111200012575" _AssessFee_Indicator="N"
    _Comment="Updating Payoff Quote"
    _EffectiveDate="2014-11-09T11:53:15" _LetterPrint_Indicator="N"
    _ValidUpToDate="2014-11-20T11:53:15"/>
</CUSTOMER_SERVICE>
```

3. Sample Outputs

a. CSSAccountSearchRequestService

- i) AccountNumber: This service can return multiple records. Each different record will be available in a different **<CUSTOMER_SEARCH_SUMMARY>** tag.
- ```
<?xml version="1.0" encoding="UTF-8"?>
<CUSTOMER_SERVICE>
 <CUSTOMER_SEARCH_SUMMARY _Account_Number="20130200011098" _CustomerId="2005"
 _Email_Address="s.s@gmail.com"
 _FirstName="JOHN" _LastName="DOE" _Product="LOAN-VE" _Status="ACTIVE"
 _Title="JOHN DOE"/>
 <CUSTOMER_SEARCH_SUMMARY/>
</CUSTOMER_SERVICE>
```
- ii) CustomerFirstName: This service can return multiple records. Each different record will be available in a different **<CUSTOMER\_SEARCH\_SUMMARY>** tag.
- ```
<?xml version="1.0" encoding="UTF-8"?>
<CUSTOMER_SERVICE>
  <CUSTOMER_SEARCH_SUMMARY _Account_Number="20130200011098" _CustomerId="2005"
    _Email_Address="s.s@gmail.com"
      _FirstName="JOHN" _LastName="DOE" _Product="LOAN-VE" _Status="ACTIVE"
        _Title="JOHN DOE"/>
  <CUSTOMER_SEARCH_SUMMARY/>
</CUSTOMER_SERVICE>
```
- iii) CustomerLastName: This service can return multiple records. Each different record will be available in a different **<CUSTOMER_SEARCH_SUMMARY>** tag.
- ```
<?xml version="1.0" encoding="UTF-8"?>
<CUSTOMER_SERVICE>
 <CUSTOMER_SEARCH_SUMMARY _Account_Number="20130200011098" _CustomerId="2005"
 _Email_Address="s.s@gmail.com"
 _FirstName="JOHN" _LastName="DOE" _Product="LOAN-VE" _Status="ACTIVE"
 _Title="JOHN DOE"/>
 <CUSTOMER_SEARCH_SUMMARY/>
</CUSTOMER_SERVICE>
```
- iv) SSN: This service can return multiple records. Each different record will be available in a different **<CUSTOMER\_SEARCH\_SUMMARY>** tag
- ```
<?xml version="1.0" encoding="UTF-8"?>
<CUSTOMER_SERVICE>
  <CUSTOMER_SEARCH_SUMMARY _Account_Number="20130200011098" _CustomerId="2005"
    _Email_Address="s.s@gmail.com"
      _FirstName="JOHN" _LastName="DOE" _Product="LOAN-VE" _Status="ACTIVE"
        _Title="JOHN DOE"/>
  <CUSTOMER_SEARCH_SUMMARY/>
</CUSTOMER_SERVICE>
```
- v) Phone number: This service can return multiple records. Each different record will be available in a different **<CUSTOMER_SEARCH_SUMMARY>** tag
- ```
<?xml version="1.0" encoding="UTF-8"?>
<CUSTOMER_SERVICE>
 <CUSTOMER_SEARCH_SUMMARY _Account_Number="20130200011098" _CustomerId="2005"
 _Email_Address="s.s@gmail.com"
 _FirstName="JOHN" _LastName="DOE" _Product="LOAN-VE" _Status="ACTIVE"
 _Title="JOHN DOE"/>
 <CUSTOMER_SEARCH_SUMMARY/>
</CUSTOMER_SERVICE>
```

- vi) BirthDate: This service can return multiple records. Each different record will be available in a different <CUSTOMER\_SEARCH\_SUMMARY> tag

```
<?xml version="1.0" encoding="UTF-8"?>
<CUSTOMER_SERVICE>
 <CUSTOMER_SEARCH_SUMMARY _Account_Number="20130200011098" _CustomerId="2005"
 _Email_Address="s.s@gmail.com"
 _FirstName="JOHN" _LastName="DOE" _Product="LOAN-VE" _Status="ACTIVE"
 _Title="JOHN DOE"/>
</CUSTOMER_SEARCH_SUMMARY>
</CUSTOMER_SERVICE>
```

- vii) Vehicle Identification Number: This service can return multiple records. Each different record will be available in a different <CUSTOMER\_SEARCH\_SUMMARY> tag

```
<?xml version="1.0" encoding="UTF-8"?>
<CUSTOMER_SERVICE>
 <CUSTOMER_SEARCH_SUMMARY _Account_Number="20130200011098" _CustomerId="2005"
 _Email_Address="s.s@gmail.com"
 _FirstName="JOHN" _LastName="DOE" _Product="LOAN-VE" _Status="ACTIVE"
 _Title="JOHN DOE"/>
</CUSTOMER_SEARCH_SUMMARY>
</CUSTOMER_SERVICE>
```

## b. CSSPostTransactionsRequestService

- i. Customer Email Address Update

### Successful Transaction Posting:

```
<?xml version="1.0" encoding="UTF-8"?>
<CUSTOMER_SERVICE_UPDATE _UserCode="TESTUSER" _Version="10.0">
 <CUSTOMER_DETAILS_CHANGES _AccountNumber="20111200012575"
 _BirthDate="1983-02-10" _Disability_Indicator="N"
 _Driving_License_Number="436164136547457"
 _EffectiveDate="2014-02-27"
 _Email_Address="a.a007@gmail.com"
 _Marital_Status="SINGLE" _Number_Of_Dependents="2"
 _Relation_Type="PRIM" _SSN="999999999">
 <RESULT _Id="24143"
 _Result=" - ***** Transaction Posting Successful *****"/>
 </CUSTOMER_DETAILS_CHANGES>
</CUSTOMER_SERVICE_UPDATE>
```

### Un-successful Transaction Posting:

```
<?xml version="1.0" encoding="UTF-8"?>
<CUSTOMER_SERVICE_UPDATE _UserCode="TESTUSER" _Version="10.0">
 <CUSTOMER_DETAILS_CHANGES _AccountNumber="20111200012575"
 _BirthDate="1983-02-10" _Disability_Indicator="N"
 _EffectiveDate="2014-03-03"
 _Email_Address="test@gmail.com"
 _Marital_Status="SINGLE" _Number_Of_Dependents="2"
 _Relation_Type="PRIM" _SSN="999999999">
 <RESULT _Result="Unable to process transaction due to unknown error."/>
 </CUSTOMER_DETAILS_CHANGES>
</CUSTOMER_SERVICE_UPDATE>
```

- ii. Address Details Update

### Successful Transaction Posting:

```
<?xml version="1.0" encoding="UTF-8"?>
<CUSTOMER_SERVICE_UPDATE _UserCode="TESTUSER" _Version="10.0">
 <CUSTOMER_ADDRESS_CHANGES _AccountNumber="20111200012575" _City="Plainsboro"
 _Comment="Test update of the address"
 _Country="US" _EffectiveDate="2014-02-27"
 _Mailing_Indicator="Y" _Number="1"
 _Phone="2123456544" _Postal_Type="NM"
 _Relation_Type="PRIM" _State="NJ"
 _Street_Name="Washington St" _Street_Type="ST">
```

```

 _Suite_Number="123" _Type="H" _Zip="08536" _Permission_To_Call_IND="Y">
<RESULT _Id="24144"
 _Result=" - ***** Transaction Posting Successful *****"/>
</CUSTOMER_ADDRESS_CHANGES>
</CUSTOMER_SERVICE_UPDATE>

```

#### **Un-successful Transaction Posting:**

```

<?xml version="1.0" encoding="UTF-8"?>
<CUSTOMER_SERVICE_UPDATE _UserCode="TESTUSER" _Version="10.0">
 <CUSTOMER_ADDRESS_CHANGES _AccountNumber="2011120001257"
 _City="Plainsboro" _Comment="test"
 _Country="US" _EffectiveDate="2014-03-03"
 _Mailing_Indicator="Y" _Number="1"
 _Phone="2123456544" _Postal_Type="NM"
 _Relation_Type="PRIM" _State="NJ"
 _Street_Name="Washington St" _Street_Type="ST"
 _Suite_Number="123" _Type="H" _Zip="08536" _Permission_To_Call_IND="Y">
 <RESULT _Result="Unable' process=" transaction=" due=" to=" unknown="
 error."/>
 </CUSTOMER_ADDRESS_CHANGES>
</CUSTOMER_SERVICE_UPDATE>

```

#### iii. Address Phone Number Update

#### **Successful Transaction Posting:**

```

<?xml version="1.0" encoding="UTF-8"?>
<CUSTOMER_SERVICE_UPDATE _UserCode="TESTUSER" _Version="10.0">
 <CUSTOMER_PHONE_NUMBER_CHANGES _AccountNumber="20111200012575"
 _Address_Type="H" _EffectiveDate="2014-02-27"
 _Phone="2123456544" _Relation_Type="PRIM" _Permission_To_Call_IND="Y">
 <RESULT _Id="24145"
 _Result=" - ***** Transaction Posting Successful *****"/>
 </CUSTOMER_PHONE_NUMBER_CHANGES>
</CUSTOMER_SERVICE_UPDATE>

```

#### **Un-successful Transaction Posting:**

```

<?xml version="1.0" encoding="UTF-8"?>
<CUSTOMER_SERVICE_UPDATE _UserCode="TESTUSER" _Version="10.0">
 <CUSTOMER_PHONE_NUMBER_CHANGES _AccountNumber="2011120001257"
 _Address_Type="H"
 _EffectiveDate="2014-03-03"
 _Phone="2123456544" _Relation_Type="PRIM" _Permission_To_Call_IND="Y">
 <RESULT _Result="Unable' process=" transaction=" due=" to=" unknown="
 error."/>
 </CUSTOMER_PHONE_NUMBER_CHANGES>
</CUSTOMER_SERVICE_UPDATE>

```

#### iv. ACH Maintenance

#### **Successful Transaction Posting:**

```

<?xml version="1.0" encoding="UTF-8"?>
<CUSTOMER_SERVICE_UPDATE _UserCode="TESTUSER" _Version="10.0">
 <ACCOUNT_ACH_MAINTENANCE _AccountNumber="20131200050052"
 _BatchTxn_Indicator="N" _EffectiveDate="2014-04-11"
 _PaymentAmount="7587.76" _PaymentDay="24"
 _ReferenceNumber="20140618009139">
 <RESULT _Id="17295" _Result="POSTED"
 _Result_Details=" - ***** Transaction Posting Successful *****"/>
 </ACCOUNT_ACH_MAINTENANCE>
</CUSTOMER_SERVICE_UPDATE>

```

#### **Un-successful Transaction Posting:**

```
<?xml version="1.0" encoding="UTF-8"?>
<CUSTOMER_SERVICE_UPDATE _UserCode="TESTUSER" _Version="10.0">
 <ACCOUNT_ACH_MAINTENANCE _AccountNumber="20131200050054"
 _BatchTxn_Indicator="N" _EffectiveDate="2014-04-11"
 _PaymentAmount="7587.76" _PaymentDay="24"
 _ReferenceNumber="20140618009139">
 <RESULT _Result="ERROR"
 _Result_Details="Unable to process transaction due to unknown error."/>
 </ACCOUNT_ACH_MAINTENANCE>
</CUSTOMER_SERVICE_UPDATE>
```

v. New ACH

**Successful Transaction Posting:** A successful posting will generate a transaction reference number, which can later be used to maintain the add ACH.

```
<?xml version="1.0" encoding="UTF-8"?>
<CUSTOMER_SERVICE_UPDATE _UserCode="TESTUSER" _Version="10.0">
 <ACCOUNT_ACH_NEW _ACHFee="12.24" _ACHFee_Indicator="Y"
 _AccountNumber="20120200010421"
 _BankAccountNumber="4245548449" _BankAccountType="C"
 _BankName="BOFA" _BankRoutingNumber="332931233"
 _DefaultIndicator="Y" _EffectiveDate="2014-04-23"
 _EndDate="2016-04-23" _FrequencyCode="M"
 _PaymentAmount="332.33" _PaymentAmountExcess="19.97"
 _PaymentDay="25" _StartDate="2014-04-23"
 _StatusCode="ACTIVE">
 <RESULT _Id="18290" _Result="POSTED"
 _Result_Details=" - ***** Transaction Posting Successful ***** Reference - #:20140423011032"/>
 </ACCOUNT_ACH_NEW>
</CUSTOMER_SERVICE_UPDATE>
```

**Un-successful Transaction Posting:**

```
<?xml version="1.0" encoding="UTF-8"?>
<CUSTOMER_SERVICE_UPDATE _UserCode="TESTUSER" _Version="10.0">
 <ACCOUNT_ACH_NEW _ACHFee="12.24" _ACHFee_Indicator="Y"
 _AccountNumber="20120200010421"
 _BankAccountNumber="4445544449" _BankAccountType="C"
 _BankName="ABC" _BankRoutingNumber="333331233"
 _DefaultIndicator="Y" _EffectiveDate="2014-04-22"
 _EndDate="2015-04-16" _FrequencyCode="M"
 _PaymentAmount="332.33" _PaymentAmountExcess="19.97"
 _PaymentDay="25" _StartDate="2014-04-22"
 _StatusCode="INACTIVE">
 <RESULT _Id="18283" _Result="ERROR"
 _Result_Details="Unable to process transaction due to unknown error."/>
 </ACCOUNT_ACH_NEW>
</CUSTOMER_SERVICE_UPDATE>
```

vi. One Time ACH

**Successful Transaction Posting:**

```
<?xml version="1.0" encoding="UTF-8"?>
<CUSTOMER_SERVICE_UPDATE _UserCode="TESTUSER" _Version="10.0">
 <ACCOUNT_ONETIME_ACH_PAYMENT _ACHFee_Indicator="N"
 _AccountNumber="20120100010026"
 _BankAccountNumber="0985554321"
 _BankAccountType="C" _BankName="JPMC"
 _BankRoutingNumber="900654321"
 _BatchTxn_Indicator="N" _DebitDate="2014-04-30"
 _EffectiveDate="2014-04-21"
 _FullNameOnAccount="JOHN DOE"
 _PaymentAmount="429">
 <RESULT _Id="18237" _Result="POSTED"
 _Result_Details=" - ***** Transaction Posting Successful ***** Reference - #:20140430011027"/>
 </ACCOUNT_ONETIME_ACH_PAYMENT>
</CUSTOMER_SERVICE_UPDATE>
```

**Un-successful Transaction Posting:**

```
<?xml version="1.0" encoding="UTF-8"?>
<CUSTOMER_SERVICE_UPDATE _UserCode="TESTUSER" _Version="10.0">
 <ACCOUNT_ONETIME_ACH_PAYMENT _ACHFee_Indicator="Y"
 _AccountNumber="20131200050052"
 _BankAccountNumber="7777111222"
 _BankAccountType="C" _BankName="BOFA"
 _BankRoutingNumber="777711222"
 _BatchTxn_Indicator="N" _DebitDate="2014-01-24"
 _EffectiveDate="2014-04-21" _Fee="122"
 _FullNameOnAccount="JOHN DOE"
 _PaymentAmount="1430">
 <RESULT _Id="18232" _Result="ERROR"
 _Result_Details="Unable to process transaction due to unknown error"/>
 </ACCOUNT_ONETIME_ACH_PAYMENT>
</CUSTOMER_SERVICE_UPDATE>
```

vii. Stop All ACH

**Successful Transaction Posting:**

```
<?xml version="1.0" encoding="UTF-8"?>
<CUSTOMER_SERVICE_UPDATE _UserCode="TESTUSER" _Version="10.0">
 <STOP_ALL_ACH_MAINTENANCE _AccountNumber="20131200050052"
 _EffectiveDate="2014-04-22">
 <RESULT _Id="18252" _Result="POSTED"
 _Result_Details=" - ***** Transaction Posting Successful *****"/>
 </STOP_ALL_ACH_MAINTENANCE>
</CUSTOMER_SERVICE_UPDATE>
```

**Un-successful Transaction Posting:**

```
<?xml version="1.0" encoding="UTF-8"?>
<CUSTOMER_SERVICE_UPDATE _UserCode="TESTUSER" _Version="10.0">
 <STOP_ALL_ACH_MAINTENANCE _AccountNumber="20120200010421"
 _EffectiveDate="2014-04-22">
 <RESULT _Id="18251" _Result="ERROR"
 _Result_Details="Unable to process transaction due to unknown error"/>
 </STOP_ALL_ACH_MAINTENANCE>
</CUSTOMER_SERVICE_UPDATE>
```

viii. Stop ACH

**Successful Transaction Posting:**

```
<?xml version="1.0" encoding="UTF-8"?>
<CUSTOMER_SERVICE_UPDATE _UserCode="TESTUSER" _Version="10.0">
 <STOP_ACH_MAINTENANCE _AccountNumber="20120100010092"
 _EffectiveDate="2014-04-23" _ReferenceNumber="20140618009139">
 <RESULT _Id="18303" _Result="POSTED"
 _Result_Details=" - ***** Transaction Posting Successful *****"/>
 </STOP_ACH_MAINTENANCE>
</CUSTOMER_SERVICE_UPDATE>
```

**Un-successful Transaction Posting:**

```
<?xml version="1.0" encoding="UTF-8"?>
<CUSTOMER_SERVICE_UPDATE _UserCode="TESTUSER" _Version="10.0">
 <STOP_ACH_MAINTENANCE _AccountNumber="20120100010092"
 _EffectiveDate="2014-04-23" _ReferenceNumber="20140618009139">
 <RESULT _Result="ERROR"
 _Result_Details="Unable to process transaction due to unknown error."/>
 </STOP_ACH_MAINTENANCE>
</CUSTOMER_SERVICE_UPDATE>
```

ix. Add Telecom Details

**Successful Transaction Posting:**

```
<?xml version="1.0" encoding="UTF-8"?>
<CUSTOMER_SERVICE_UPDATE _UserCode="TESTUSR" _Version="10.0">
 <CUSTOMER_NEW_TELECOM _AccountNumber="2012010133" _BatchTxn_Indicator="N"
 _Current="Y" _EffectiveDate="2014-04-30" _EndPeriod="PM"
 _EndTime="0920" _Phone="6092306666">
```

```

 _Phone_Extension="909" _Relation_Type="SPOUSE"
 _StartPeriod="AM" _StartTime="0115"
 _TimeZone="US/PACIFIC" _Type="C" _Permission_To_Call_IND="Y">
<RESULT _Id="19306" _Result="POSTED"
 _Result_Details=" - ***** Transaction Posting Successful *****"/>
</CUSTOMER_NEW_TELECOM>
</CUSTOMER_SERVICE_UPDATE>

```

**Un-successful Transaction Posting:**

```

<?xml version="1.0" encoding="UTF-8"?>
<CUSTOMER_SERVICE_UPDATE _UserCode="TESTUSER" _Version="10.0">
 <CUSTOMER_NEW_TELECOM _AccountNumber="201011097" _BatchTxn_Indicator="N"
 _Current="N" _EffectiveDate="2014-04-30" _EndPeriod="PM"
 _EndTime="0920" _Phone="6092306666"
 _Phone_Extension="909" _Relation_Type="PRIM"
 _StartPeriod="AM" _StartTime="0911"
 _TimeZone="US/PACIFIC" _Type="C" _Permission_To_Call_IND="Y">
 <RESULT _Id="19260" _Result="ERROR"
 _Result_Details="Unable to process transaction due to unknown error."/>
 </CUSTOMER_NEW_TELECOM>
</CUSTOMER_SERVICE_UPDATE>

```

x. Maintain Telecom Details

**Successful Transaction Posting:**

```

<CUSTOMER_SERVICE_UPDATE _UserCode="TESTUSER" _Version="10.0">
 <CUSTOMER_TELECOM_MAINTENANCE _AccountNumber="2012010026"
 _BatchTxn_Indicator="N" _Current="Y"
 _EffectiveDate="2014-04-30" _EndPeriod="PM"
 _EndTime="0800" _Phone="123006789"
 _Phone_Extension="905" _Relation_Type="PRIM"
 _StartPeriod="AM" _StartTime="0800"
 _TimeZone="US/PACIFIC" _Type="C" _Permission_To_Call_IND="Y">
 <RESULT _Id="19256" _Result="POSTED"
 _Result_Details=" - ***** Transaction Posting Successful *****"/>
 </CUSTOMER_TELECOM_MAINTENANCE>
</CUSTOMER_SERVICE_UPDATE>

```

**Un-successful Transaction Posting:**

```

<CUSTOMER_SERVICE_UPDATE _UserCode="TESTUSR" _Version="10.0">
 <CUSTOMER_TELECOM_MAINTENANCE _AccountNumber="20121097"
 _BatchTxn_Indicator="N" _Current="Y"
 _EffectiveDate="2014-04-30" _EndPeriod="PM"
 _EndTime="0900" _Phone="918066593921"
 _Phone_Extension="905" _Relation_Type="PRIM"
 _StartPeriod="AM" _StartTime="0700"
 _TimeZone="US/PACIFIC" _Type="C" _Permission_To_Call_IND="Y">
 <RESULT _Id="19258" _Result="ERROR"
 _Result_Details="Unable to process transaction due to unknown error."/>
 </CUSTOMER_TELECOM_MAINTENANCE>
</CUSTOMER_SERVICE_UPDATE>

```

xi. Maintain Employment Details

**Successful Transaction Posting:**

```

<?xml version="1.0" encoding="UTF-8"?>
<CUSTOMER_SERVICE_UPDATE _UserCode="TESTUSR" _Version="10.0">
 <CUSTOMER_EMP_DETAILS_MAINTENANCE _AccountNumber="20120258"
 _Address_Line_1="Ravens Crest"
 _Address_Line_2="DRIVE" _Address_Nbr="3107"
 _BatchTxn_Indicator="N" _City="Plainsboro"
 _Comment="Test Update" _Country="US"
 _Current="Y" _Department="MARKETING"
 _EffectiveDate="2014-04-30"
 _Occupation="MGR" _Phone="6436781233"
 _Phone_Extension="203" _Relation_Type="PRIM"
 _State="NJ" _Title="SENIOR DIRECTOR"
 _Type="F" _Zip="08536" _Zip_Extension="270" _Permission_To_Call_IND="Y">
 <RESULT _Id="19291" _Result="POSTED"
 _Result_Details=" - ***** Transaction Posting Successful *****"/>
 </CUSTOMER_EMP_DETAILS_MAINTENANCE>
</CUSTOMER_SERVICE_UPDATE>

```

```
</CUSTOMER_EMP_DETAILS_MAINTENANCE>
</CUSTOMER_SERVICE_UPDATE>
```

**Un-successful Transaction Posting:**

```
<?xml version="1.0" encoding="UTF-8"?>
<CUSTOMER_SERVICE_UPDATE _UserCode="TESTUSR" _Version="10.0">
 <CUSTOMER_EMP_DETAILS_MAINTENANCE _AccountNumber="20120263"
 _Address_Line_1="Ravens Crest"
 _Address_Line_2="DRIVE" _Address_Nbr="3107"
 _BatchTxn_Indicator="N" _City="Plainsboro"
 _Comment="Test Update" _Country="US"
 _Current="Y" _Department="MARKETING"
 _EffectiveDate="2014-04-30"
 _Occupation="MGR" _Phone="6436781233"
 _Phone_Extension="203" _Relation_Type="PRIM"
 _State="NJ" _Title="SENIOR DIRECTOR"
 _Type="F" _Zip="08536" _Zip_Extension="270" _Permission_To_Call_IND="Y">
 <RESULT _Id="19292" _Result="ERROR"
 _Result_Details="Unable to process transaction due to unknown error"/>
 </CUSTOMER_EMP_DETAILS_MAINTENANCE>
</CUSTOMER_SERVICE_UPDATE>
```

**c. CSSAccountPayOffQuoteRequestService**

**Successful pay off quote:**

```
<?xml version="1.0" encoding="UTF-8"?>
<CUSTOMER_SERVICE _UserCode="TESTUSER" _Version="10.0">
 <ACCOUNT_PAYOFF_QUOTE _AccountNumber="20111200012575"
 _AssessFee_Indicator="N" _Comment="Updating"
 Payoff="" Quote=""
 _EffectiveDate="2014-01-28T11:53:15"
 _LetterPrint_Indicator="N"
 _ValidUpToDate="2014-11-20T11:53:15">
 <RESULT _Amount="142462.03" _Id="24162" _Result="POSTED"
 _Result_Details="ADVANCE="" PRINCIPAL="USD" NSF="USD"
 EXTENSION="USD" FEE="" PHONE="" PAY="USD" BANKRUPTCY="USD"
 REPOSESSION="" FORECLOSURE="USD" EXPENSE="" SERVICING="USD"
 FUTURE="" LATE="" CHARGE="USD" PREPAYMENT="" PENALTY="USD"
 ACCRUED="USD" PAYOFF="USD" INTEREST="" PER="" DIEM="USD"
 Transaction="" Posting="" Successful=""
 _ValidUpToDate="2014-11-20T00:00:00"/>
 </ACCOUNT_PAYOFF_QUOTE>
</CUSTOMER_SERVICE>
```

**When Pay off quote effective date is in future:**

```
<?xml version="1.0" encoding="UTF-8"?>
<CUSTOMER_SERVICE _UserCode="TESTUSER" _Version="10.0">
 <ACCOUNT_PAYOFF_QUOTE _AccountNumber="20120100010034"
 _AssessFee_Indicator="N"
 _Comment="Updating Payoff Quote"
 _EffectiveDate="2014-11-09T11:53:15"
 _LetterPrint_Indicator="N"
 _ValidUpToDate="2014-11-20T11:53:15">
 <RESULT _Amount="0.00" _Id="12017" _Result="OPEN"
 _Result_Details="Txn Dt 11/09/2014 greater than Process Dt 02/26/2014 - Transaction Posting will occur on
 Txn Dt"
 _ValidUpToDate="2014-11-20T00:00:00"/>
 </ACCOUNT_PAYOFF_QUOTE>
</CUSTOMER_SERVICE>
```

**When Pay off quote effective date was in past:**

```
<?xml version="1.0" encoding="UTF-8"?>
<CUSTOMER_SERVICE _UserCode="EVENT" _Version="10.0">
 <ACCOUNT_PAYOFF_QUOTE _AccountNumber="20111200012575" _AssessFee_Indicator="N"
 _Comment="Updating Payoff Quote"
 _EffectiveDate="2014-01-28T11:53:15"
 _LetterPrint_Indicator="N"
 _ValidUpToDate="2014-11-20T11:53:15">
```

```

<RESULT _Amount="142462.03" _Id="24162" _Result="POSTED"
 _Result_Details=" - ADVANCE / PRINCIPAL = USD 100,000.00 - INTEREST
= USD 13.86 - FEE LATE CHARGE = USD 380.00 - FEE NSF = USD 0.00 - FEE
EXTENSION = USD 0.00 - FEE PHONE PAY = USD 0.00 - EXPENSE
BANKRUPTCY = USD 0.00 - EXPENSE REPOSESSION/FORECLOSURE = USD 0.00 -
EXPENSE SERVICING = USD 0.00 - FUTURE LATE CHARGE = USD 300.00 -
PREPAYMENT PENALTY = USD 100.00 - INTEREST ACCRUED = USD 41,668.17 -
PAYOFF = USD 142,462.03 - INTEREST PER DIEM = USD 38.83 - *****
Transaction Posting Successful *****"
 _ValidUpToDate="2014-11-20T00:00:00"/>
</ACCOUNT_PAYOFF_QUOTE>
</CUSTOMER_SERVICE>

```

**Un-successful payoff quote :**

```

<?xml version="1.0" encoding="UTF-8"?>
<CUSTOMER_SERVICE _UserCode="TESTUSER" _Version="10.0">
 <ACCOUNT_PAYOFF_QUOTE _AccountNumber="91200012575" _AssessFee_Indicator="N"
 _Comment="Updating Payoff Quote"
 _EffectiveDate="2014-02-28T11:53:15"
 _LetterPrint_Indicator="N"
 _ValidUpToDate="2014-11-20T11:53:15">
 <RESULT _Result="ERROR"
 _Result_Details="Unable to process transaction due to unknown error."/>
 </ACCOUNT_PAYOFF_QUOTE>
</CUSTOMER_SERVICE>

```

- d. **CSSAccountDetailsRequestService:** The response for this service can have multiple/repeating tags. In the response below **CUSTOMER\_DETAILS, TRANSACTION\_HISTORY, ADDRESS\_DETAILS, TELECOM\_DETAILS, ACH\_DETAILS and ACCOUNT\_BALANCE** tags are repeating.

```

<?xml version="1.0" encoding="UTF-8"?>
<CUSTOMER_SERVICE>
 <ACCOUNT_DETAILS _AccContractDt="2012-01-10 00:00:00.0" _AccDueDlqAmt="0"
 _AccDueDt1="2013-12-10 00:00:00.0" _AccDueNsfAmt="0"
 _AccDueTotalAmt="0" _AccFuturePayoffAmt="0"
 _AccFuturePayoffDt="2014-03-30 00:00:00.0"
 _AccMaturityDt="2015-01-10 00:00:00.0"
 _AccMaturityDtCur="2015-01-10 00:00:00.0"
 _Account_Number="20120100010042"
 _ActiveDate="2013-12-31 00:00:00.0" _Bankruptcy_Indicator="N"
 _BillMethodCode="LV" _CurrentPaymentAmount="449.98"
 _CurrentPayoffAmount="0.00" _DownPaymentAmount="0"
 _DueDateNext="2014-01-10 00:00:00.0" _FinancedAmount="15000"
 _FinanceCharge="1199.28"
 _FirstPaymentDate="2012-02-10 00:00:00.0"
 _LastPaymentDate="2014-03-20T00:00:00" _LateChargeAmount="0"
 _LoanBalance="0.00" _NextPaymentDueAmount="449.98"
 _NextPaymentDueDate="2013-12-10T00:00:00" _OtherDueAmount="0"
 _PaymentAmount="449.98" _PaymentAmountLast="100"
 _Product="LOAN-VE" _Rate="4.9900"
 _Repo_Foreclosure_Indicator="N"
 _SalePremiumPercent="16199.28" _Term="36"
 _TotalPayments="16199.28">
 <CUSTOMER_DETAILS _Birth_Date="1975-02-13T00:00:00" _Class_Type="UNDEFINED"
 _CustomerId="1007" _Driving_License_Number="C-12090-12378"
 _Driving_License_StateCode="GA"
 _Email_Address="LOUISEY@GROUP.com" _EthnicCode="ETH_04"
 _FirstName="RUSSELWEQ" _GenderCode="U" _LanguageCode="E"
 _LastName="TIFFANY" _Marital_Status="MARRIED"
 _Middle_Name="A" _Mother_Maiden_Name="SMITHSON"
 _Number_Of_Dependents="9" _Relation_Type="PRIM"
 _SSN="1051" _Skip_Indicator="N"
 _Stop_Correspondence_Indicator="N">
 <ADDRESS_DETAILS _Address1="8844 DANBURY LN " _AddressType="H"
 _City="AGANA" _Country="US" _Current_Indicator="Y"
 _Mailing_Indicator="Y" _Number="8844" _Permission_To_Call_Ind="Y" _Phone="9783333211"

```

```

 _Postal_Type="NM" _State="GA" _Street_Name="DANBURY LN"
 _Zip="96928"/>
<TELECOM_DETAILS _Tel_Best_Call_End_Time="720"
 _Tel_Best_Call_Start_Time="700"
 _Tel_Call_End_Time_Period_Cd="PM"
 _Tel_Call_Start_Time_Period_Cd="AM" _Tel_Current_Ind="N" _Permission_To_Call_Ind="Y"
 _Tel_Phone="918066593921" _Tel_Phone_Extn="0"
 _Tel_Telecom_Type_Cd="C" _Tel_Time_Zone_Cd="US/PACIFIC"/>
<TELECOM_DETAILS _Tel_Best_Call_End_Time="720"
 _Tel_Best_Call_Start_Time="911"
 _Tel_Call_End_Time_Period_Cd="PM"
 _Tel_Call_Start_Time_Period_Cd="AM" _Tel_Current_Ind="N" _Permission_To_Call_Ind="Y"
 _Tel_Phone="6092306666" _Tel_Phone_Extn="909"
 _Tel_Telecom_Type_Cd="C" _Tel_Time_Zone_Cd="US/PACIFIC"/>
<TELECOM_DETAILS _Tel_Current_Ind="Y" _Permission_To_Call_Ind="Y" _Tel_Phone="1234561008"
 _Tel_Phone_Extn="43" _Tel_Telecom_Type_Cd="P"
 _Tel_Time_Zone_Cd="US/EASTERN"/>
</CUSTOMER_DETAILS>
<CUSTOMER_DETAILS _Birth_Date="1973-03-18T00:00:00" _Class_Type="UNDEFINED"
 _CustomerId="1008" _Driving_License_Number="C-12090-16123"
 _Driving_License_StateCode="GA"
 _Email_Address="MARTYY@PRTESTUSER.com"
 _EthnicCode="ETH_04" _FirstName="GRACE XGT"
 _GenderCode="U" _LanguageCode="E" _LastName="TIFFANY"
 _Marital_Status="MARRIED" _Middle_Name="B"
 _Mother_Maiden_Name="FANGS" _Number_Of_Dependents="9"
 _Relation_Type="SPOUSE" _SSN="1052" _Skip_Indicator="N"
 _Stop_Correspondence_Indicator="N">
<ADDRESS_DETAILS _Address1="8844 DANBURY LN " _AddressType="H"
 _City="AGANA" _Country="US" _Current_Indicator="Y"
 _Mailing_Indicator="Y" _Number="8844" _Phone="9783333211"
 _Postal_Type="NM" _State="GA" _Street_Name="DANBURY LN"
 _Zip="96928"/>
<TELECOM_DETAILS _Tel_Best_Call_End_Time="630"
 _Tel_Best_Call_Start_Time="915"
 _Tel_Call_End_Time_Period_Cd="PM"
 _Tel_Call_Start_Time_Period_Cd="AM" _Tel_Current_Ind="Y"
 _Tel_Phone="9900046679" _Tel_Phone_Extn="909"
 _Tel_Telecom_Type_Cd="C" _Tel_Time_Zone_Cd="US/PACIFIC"/>
<TELECOM_DETAILS _Tel_Current_Ind="Y" _Tel_Phone="987654342"
 _Tel_Phone_Extn="44" _Tel_Telecom_Type_Cd="F"
 _Tel_Time_Zone_Cd="US/EASTERN"/>
</CUSTOMER_DETAILS>
<TRANSACTION_HISTORY _Advance="0.00" _Amount="50.00" _Code="PAYMENT"
 _Date="2014-02-13T00:00:00" _Description="PAYMENT"
 _Escrow="0.00" _Expenses="0.00" _Fees="50.00"
 _GroupSubTypeCode="CREDIT_CARD" _GroupTypeCode="PAY"
 _Interest="0.00" _ModeCode="C" _Other="0.00"
 _Reference="TEST1">
<PAYMENT_ALLOCATIONS _Amount="50.00" _Code="FLC_CHGOFF"
 _Description="CHGOFF LATE CHARGE"/>
</TRANSACTION_HISTORY>
<TRANSACTION_HISTORY _Advance="0.00" _Amount="100.00" _Code="PAYMENT"
 _Date="2014-03-20T00:00:00" _Description="PAYMENT"
 _Escrow="0.00" _Expenses="0.00" _Fees="0.00"
 _GroupSubTypeCode="PAY_MANUAL" _GroupTypeCode="PAY"
 _Interest="100.00" _ModeCode="P" _Other="0.00"
 _Reference="PAYMENT FOR VEHICLE LOAN">
<PAYMENT_ALLOCATIONS _Amount="100.00" _Code="INT_CHGOFF"
 _Description="CHGOFF INTEREST"/>
</TRANSACTION_HISTORY>
<TRANSACTION_HISTORY _Advance="0.00" _Amount="100.00" _Code="PAYMENT"
 _Date="2014-02-18T00:00:00" _Description="PAYMENT"
 _Escrow="0.00" _Expenses="0.00" _Fees="100.00"
 _GroupSubTypeCode="PAY_MANUAL" _GroupTypeCode="PAY"

```

```

 _Interest="0.00" _ModeCode="C" _Other="0.00">
<PAYMENT_ALLOCATIONS _Amount="100.00" _Code="FLC_CHGOFF"
 _Description="CHGOFF LATE CHARGE"/>
</TRANSACTION_HISTORY>
<TRANSACTION_HISTORY _Advance="0.00" _Amount="200.00" _Code="PAYMENT"
 _Date="2014-01-17T00:00:00" _Description="PAYMENT"
 _Escrow="0.00" _Expenses="0.00" _Fees="127.50"
 _GroupSubTypeCode="PAY_MANUAL" _GroupTypeCode="PAY"
 _Interest="72.50" _ModeCode="C" _Other="0.00">
<PAYMENT_ALLOCATIONS _Amount="127.50" _Code="FLC_CHGOFF"
 _Description="CHGOFF LATE CHARGE"/>
<PAYMENT_ALLOCATIONS _Amount="72.50" _Code="INT_CHGOFF"
 _Description="CHGOFF INTEREST"/>
</TRANSACTION_HISTORY>
<TRANSACTION_HISTORY _Advance="0.00" _Amount="240.00" _Code="PAYMENT"
 _Date="2014-01-16T00:00:00" _Description="PAYMENT"
 _Escrow="0.00" _Expenses="0.00" _Fees="240.00"
 _GroupSubTypeCode="PDC_PAYMENTS" _GroupTypeCode="PAY"
 _Interest="0.00" _ModeCode="C" _Other="0.00"
 _Reference="TEST 2">
<PAYMENT_ALLOCATIONS _Amount="240.00" _Code="FLC_CHGOFF"
 _Description="CHGOFF LATE CHARGE"/>
</TRANSACTION_HISTORY>
<COLLATERAL_DETAILS _Address1="STONEY ROAD" _Address_Number="1011"
 _Body="2DR" _City="BURNSVILLE" _Class="USED"
 _Country="US" _Id="2B4GP45G1XR378252" _Make="CHEVROLET"
 _Model="MONTE CARLO" _Primary_Indicator="Y"
 _Registration_Number="UNDEFINED" _State="MN"
 _StatusCode="ACTIVE" _Sub_Type="CAR" _Type="VEHICLE"
 _Year="2012" _Zip="55722" _Zip_Extension="1001">
<VALUATION_DETAILS _Current_Indicator="Y" _Retail_Value="0.00"
 _SourceCode="INV" _Usage="0" _Usage_Value="0.00"
 _Valuation_Date="2012-01-10T00:00:00"
 _Wholesale_Value="0.00"/>
</COLLATERAL_DETAILS>
<ACH_DETAILS _ACHFee="50.24" _ACHFee_Indicator="Y" _AccountNumber="92478747345" _AccountType="S"
 _Amount="400.33" _BankName="CITYBANK" _BankRoutingNumber="800783476"
 _CreatedBy="TESTUSER"
 _DebitDate="4000-12-31T00:00:00" _DefaultIndicator="Y"
 _EndDate="2015-04-16T00:00:00"
 _Frequency="M" _NextProcessDate="1800-01-01T00:00:00"
 _PaymentAmountExcess="20.97" _PaymentDay="25"
 _ReferenceNumber="20140618009140" _StartDate="2014-06-18T00:00:00"/>
<ACH_DETAILS _ACHFee="30.24" _ACHFee_Indicator="Y" _AccountNumber="1238747345" _AccountType="S"
 _Amount="380.33" _BankName="JPM" _BankRoutingNumber="710113476" _CreatedBy="TESTUSER"
 _DebitDate="4000-12-31T00:00:00" _DefaultIndicator="Y"
 _EndDate="2015-04-16T00:00:00"
 _Frequency="M" _NextProcessDate="1800-01-01T00:00:00"
 _PaymentAmountExcess="22.83" _PaymentDay="15"
 _ReferenceNumber="20140718009140" _StartDate="2014-05-18T00:00:00"/>
<ONETIME_ACH_DETAILS _DebitDate="4000-12-31T00:00:00"/>
<DEALER_DETAILS _Address1="623 COBB PARKWAY NORTH" _City="MARIETTA"
 _ContactName="JACK" _Country="US" _DealerId="UNDEFINED"
 _DealerTaxId="458766000"
 _Dealer_Name="ADVANCE LEASING AND RENT A CAR TEST MORE THAN 80 CHARACTER
CHECK DDDDDDDDDDDDDDDDD"
 _Fax="7704246360" _Lender_DealerId="GA-00004"
 _Phone="7704246450" _State="GA" _StatusCode="ACTIVE"
 _Zip="30062"/>
<ACCOUNT_BALANCE _AblBalPdYtd="0" _AblBalPdYtd1="0" _AblTxnTypeCd="ADV"/>
<ACCOUNT_BALANCE _AblBalPdYtd="0" _AblBalPdYtd1="0" _AblTxnTypeCd="EBKR"/>
<ACCOUNT_BALANCE _AblBalPdYtd="0" _AblBalPdYtd1="0" _AblTxnTypeCd="ERPO"/>
<ACCOUNT_BALANCE _AblBalPdYtd="0" _AblBalPdYtd1="0" _AblTxnTypeCd="ESVC"/>
<ACCOUNT_BALANCE _AblBalPdYtd="0" _AblBalPdYtd1="0" _AblTxnTypeCd="FDLY"/>
<ACCOUNT_BALANCE _AblBalPdYtd="0" _AblBalPdYtd1="0" _AblTxnTypeCd="FEXT"/>

```

```
<ACCOUNT_BALANCE _AblBalPdYtd="0" _AblBalPdYtd1="0" _AblTxnTypeCd="FLC"/>
<ACCOUNT_BALANCE _AblBalPdYtd="0" _AblBalPdYtd1="0" _AblTxnTypeCd="FNSF"/>
<ACCOUNT_BALANCE _AblBalPdYtd="0" _AblBalPdYtd1="0" _AblTxnTypeCd="FPHP"/>
<ACCOUNT_BALANCE _AblBalPdYtd="0" _AblBalPdYtd1="0" _AblTxnTypeCd="FPMF"/>
<ACCOUNT_BALANCE _AblBalPdYtd="0" _AblBalPdYtd1="0" _AblTxnTypeCd="FPPP"/>
<ACCOUNT_BALANCE _AblBalPdYtd="0" _AblBalPdYtd1="0"
 _AblTxnTypeCd="FRENTAL_FEE"/>
<ACCOUNT_BALANCE _AblBalPdYtd="0" _AblBalPdYtd1="0" _AblTxnTypeCd="INT"/>
</ACCOUNT_DETAILS>
</CUSTOMER_SERVICE>
```

#### 4. Errors/Exceptions:

##### a. CSSAccountSearchRequestService

| Scenario                                      | Response                                                                                              | Exception                          |
|-----------------------------------------------|-------------------------------------------------------------------------------------------------------|------------------------------------|
| Incorrect Input or Details not available      | <?xml version="1.0" encoding="UTF-8"?><CUSTOMER_SERVICE><CUSTOMER_SEARCH_SUMMARY/></CUSTOMER_SERVICE> | No Exception                       |
| Service down                                  | NULL                                                                                                  | No Exception                       |
| Configuration Error(Missing Data Source)      | NULL                                                                                                  | javax.naming.NameNotFoundException |
| Configuration Error(Missing /INVALID package) | NULL                                                                                                  | java.sql.SQLException              |

##### b. CSSPostTransactionsRequestService

| Scenario                                                                                            | Response (Please refer the Un-successful Transaction Posting under Sample Output for response payload details. These messages are just part of the response) | Exception                          |
|-----------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|
| Invalid Input or Details not available                                                              | Unable to process transaction due to unknown error                                                                                                           | No Exception                       |
| Service down                                                                                        | NULL                                                                                                                                                         | No Exception                       |
| Missing required Element in Input                                                                   | NULL                                                                                                                                                         | java.lang.RuntimeException         |
| Configuration Error(Missing /INVALID package)                                                       | Unable to process transaction due to unknown error                                                                                                           | java.sql.SQLException              |
| Configuration Error(Missing Data Source)                                                            | Unable to process transaction due to unknown error                                                                                                           | javax.naming.NameNotFoundException |
| When the value for the field referring lookup set-up is not available                               | Invalid Lookup Code / (SYS-SYS-SYS-TNM-000054) - Transaction Posting Failed                                                                                  | No Exception                       |
| When _Fee value is for One Time ACH is less the defined value as per the defined rules              | As per defined rules minimum fee should be < > - (SYS-SYS-SYS-TNM-000429) - Transaction Posting Failed                                                       | No Exception                       |
| When trying to update a record for an invalid account and relation type combination                 | Invalid Customer Id (SYS-SYS-SYS-TNM-000444) - Transaction Posting Failed                                                                                    | No Exception                       |
| When the transaction(One Time ACH) debit date is less than the process date(defined as CMN GL date) | Phone Pay debit date cannot be less than GL post date - (SYS-SYS-SYS-TNM-000462) - Transaction Posting Failed                                                | No Exception                       |
| When trying to post transaction for account with status other than "ACTIVE" and "CHGOFF"            | Transaction <Transaction> not allowed for status <Status> - (SYS-SYS-SYS-TNM-000471) - Transaction Posting Failed                                            | No Exception                       |
| When the transaction date(effective date) is less than the process date(defined as CMN GL date)     | Txn Dt MM/DD/YYYY less than Process Dt MM/DD/YYYY - (SYS-SYS-SYS-TNM-000473) - Transaction Posting Failed                                                    | No Exception                       |
| When stopping an ACH transaction with an in-correct <b>reference number</b> .                       | The Ref # entered do not match with any active ACH for this - account (SYS-SYS-SYS-TNM-001432) - Transaction Posting Failed                                  | No Exception                       |

|                                                                                                                                                                                             |                                                                                                                   |              |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------|--------------|
| When trying to stop default ACH transaction while other ACH transactions for the same account are Active.<br><b>Note that the Default ACH should be the last transaction to be Stopped.</b> | Cannot stop default ACH if there are other Active ACH - (SYS-SYS-SYS-TNM-001433) - Transaction Posting Failed     | No Exception |
| When trying to add a second default ACH transaction                                                                                                                                         | A default ACH already exists (SYS-SYS-SYS-TNM-001465) - Transaction Posting Failed                                | No Exception |
| When the transaction(New ACH) start date is less than the process date(defined as CMN GL date)                                                                                              | ACH start date cannot be less than system date - (SYS-SYS-SYS-TNM-001470) - Transaction Posting Failed            | No Exception |
| When the transaction is posted with Invalid start time                                                                                                                                      | Invalid Start Time (SYS-SYS-SYS-UNDEFINED-001530) - Transaction Posting Failed                                    | No Exception |
| When the transaction is posted with Invalid end time                                                                                                                                        | Invalid End Time (SYS-SYS-SYS-UNDEFINED-001531) - Transaction Posting Failed                                      | No Exception |
| When trying to update a telecom record for an invalid Type and Indicator combination                                                                                                        | No Telecom data found for the given Type and Indicator - (SYS-SYS-SYS-TNM-001615) - Transaction Posting Failed    | No Exception |
| When trying to update a employment record for an invalid Type and Indicator combination                                                                                                     | No Employment data found for the given Type and Indicator - (SYS-SYS-SYS-TNM-001616) - Transaction Posting Failed | No Exception |

### c. CSSAccountPayOffQuoteRequestService

| Scenario                                      | Response                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Exception                       |
|-----------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|
| Incorrect Input or Details not available      | <?xml version="1.0" encoding="UTF-8"?><CUSTOMER_SERVICE _UserCode="TESTUSER" _Version="10.0"><ACCOUNT_PAYOFF_QUOTE _AccountNumber="2011120001257" _AssessFee_Indicator="N" _Comment="Updating Payoff Quote" _EffectiveDate="2014-02-25T11:53:15" _LetterPrint_Indicator="N" _ValidUpToDate="2014-11-20T11:53:15"><RESULT _Result="ERROR" _Result_Details="Unable to process transaction due to unknown error."/></ACCOUNT_PAYOFF_QUOTE></CUSTOMER_SERVICE>  | No Exception                    |
| Service down                                  | NULL                                                                                                                                                                                                                                                                                                                                                                                                                                                        | No Exception                    |
| Validation issue                              | NULL                                                                                                                                                                                                                                                                                                                                                                                                                                                        | javax.xml.transform.Transformer |
| Missing required element in input             | NULL                                                                                                                                                                                                                                                                                                                                                                                                                                                        | javax.xml.transform.Transformer |
| Configuration Error(Missing /INVALID package) | <?xml version="1.0" encoding="UTF-8"?><CUSTOMER_SERVICE _UserCode="TESTUSER" _Version="10.0"><ACCOUNT_PAYOFF_QUOTE _AccountNumber="20111200012575" _AssessFee_Indicator="N" _Comment="Updating Payoff Quote" _EffectiveDate="2014-02-25T11:53:15" _LetterPrint_Indicator="N" _ValidUpToDate="2014-11-20T11:53:15"><RESULT _Result="ERROR" _Result_Details="Unable to process transaction due to unknown error."/></ACCOUNT_PAYOFF_QUOTE></CUSTOMER_SERVICE> | java.sql.SQLException           |
| Null Input                                    | NULL                                                                                                                                                                                                                                                                                                                                                                                                                                                        | java.lang.NullPointerException  |

|                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                    |
|------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|
| Configuration Error(Missing Data Source) | <?xml version="1.0" encoding="UTF-8"?><CUSTOMER_SERVICE _UserCode="TESTUSER" _Version="10.0"><ACCOUNT_PAYOFF_QUOTE _AccountNumber="20111200012575" _AssessFee_Indicator="N" _Comment="Updating Payoff Quote" _EffectiveDate="2014-02-25T11:53:15" _LetterPrint_Indicator="N" _ValidUpToDate="2014-11-20T11:53:15"><RESULT _Result="ERROR" _Result_Details="Unable to process transaction due to unknown error."/></ACCOUNT_PAYOFF_QUOTE></CUSTOMER_SERVICE> | javax.naming.NameNotFoundException |
|------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|

#### d. CSSAccountDetailsRequestService

| Scenario                                      | Response | Exception                          |
|-----------------------------------------------|----------|------------------------------------|
| Invalid Input or Details not available        | NULL     | No Exception                       |
| Service down                                  | NULL     | No Exception                       |
| Configuration Error(Missing /INVALID package) | NULL     | java.sql.SQLException              |
| Configuration Error(Missing Data Source)      | NULL     | javax.naming.NameNotFoundException |

## 5. Revision History

### Changes for Interim webservices Patch released on July 22, 2014

#### Requirement:

1. Add **\_CreatedBy** attribute under **ACH\_DETAILS** element for **CSSAccountDetailsRequestService**.  
The value signifies who has created/set-up the ACH transaction.

| Section | Segment                         | Field/Value | Action | Description of Change             |
|---------|---------------------------------|-------------|--------|-----------------------------------|
| 3.d     | CSSAccountDetailsRequestService | _CreatedBy  | Added  | Added the field under ACH_DETAILS |

### Changes for web services Patch released on June 27, 2014

#### Requirements:

1. The transaction “Phone Number Update” will be referred as “Address Phone Number Update” under **CSSPostTransactionsRequestService**.

| Section | Segment                           | Field/Value | Action   | Description of Change                                                        |
|---------|-----------------------------------|-------------|----------|------------------------------------------------------------------------------|
| 1.3     | CSSPostTransactionsRequestService | N/A         | Modified | Modified the name of “Phone Number Update” to “Address Phone Number Update”. |
| 2.b.iii | CSSPostTransactionsRequestService | N/A         | Modified | Modified the name of “Phone Number Update” to “Address Phone Number Update”. |
| 3.b.iii | CSSPostTransactionsRequestService | N/A         | Modified | Modified the name of “Phone Number Update” to “Address Phone Number Update”. |

### Changes for web services Patch released on June 17, 2014

#### Requirements:

1. The reference number input has been converted into mandatory field instead of the combination of Bank Account Number, Bank Name, Bank Routing Number and Bank Account Type. The ACH Maintenance and Stop ACH transactions of **CSSPostTransactionsRequestService** service will post based on Reference Number. The fields -- Bank Account Number, Bank Name, Bank Routing Number and Bank Account Type are no longer used to maintain or Stop an ACH.
2. Added Payment Amount Excess, Reference Number, End Date (ACH end date), ACH Fee, ACH Fee Indicator, Debit Date and Default Indicator in ACH details for the account for **CSSAccountDetailsRequestService** service.

| Section            | Segment                           | Field/Value | Action   | Description of Change                                                                                                                                                                                                     |
|--------------------|-----------------------------------|-------------|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2.b.iv<br>2.b.viii | CSSPostTransactionsRequestService | N/A         | Modified | Modified Reference Number to mandatory input for Stop ACH and ACH Maintenance transactions. The Bank Account Number, Bank Name, Bank Routing Number, Bank Account Type are no longer required to Stop or maintain an ACH. |
| 3.d                | CSSAccountDetailsRequestService   | N/A         | Added    | Added Payment Amount Excess, Reference Number, End Date (ACH end date), ACH Fee, ACH Fee Indicator, Debit Date and Default Indicator under ACH details for the account.                                                   |

## Changes for web services Patch released on June 03, 2014

### Requirements:

1. Enhance CSSPostTransactionsRequestService service to pass Permission to Call Indicator in telecom, address and employment set-up.
2. Enhance CSSAccountDetailsRequestService service to display the Permission to call indicator in telecom and address details for the account.

| Section                                        | Segment                           | Field/Value | Action | Description of Change                                                                                                                                                                                   |
|------------------------------------------------|-----------------------------------|-------------|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2.b.ii<br>2.b.iii<br>2.b.ix<br>2.b.x<br>2.b.xi | CSSPostTransactionsRequestService | N/A         | Added  | Added attribute Permission to call indicator for Add Telecom Details, Maintain Telecom Details, Maintain Employment Details, Address Details Update and Phone Number Update transactions.               |
| 3.b.ii<br>3.b.iii<br>3.b.ix<br>3.b.x<br>3.b.xi | CSSPostTransactionsRequestService | N/A         | Added  | Added the Permission to call indicator in the outputs for Add Telecom Details, Maintain Telecom Details, Maintain Employment Details, Maintain Address Details and Maintain Phone Details transactions. |
| 3.d                                            | CSSAccountDetailsRequestService   | N/A         | Added  | Added Permission to call indicator details in the response under Telecom and Address details.                                                                                                           |

## Changes for Interim web services Patch released on May 06, 2014

### Requirements:

1. Enhance CSSAccountSearchRequestService service to support the search by the phone number added on telecom set-up.
2. Enhance CSSAccountDetailsRequestService service display the telecom details for the account.

| Section | Segment                         | Field/Value | Action   | Description of Change                                                      |
|---------|---------------------------------|-------------|----------|----------------------------------------------------------------------------|
| 1.2     | CSSAccountSearchRequestService  | N/A         | Modified | Added Details about the services                                           |
| 3.d     | CSSAccountDetailsRequestService | N/A         | Modified | Added the new response with the details from Telecom set-up for an account |

## Changes for Interim web services Patch released on May 02, 2014

### Requirements:

1. Enhance *CSSPostTransactionsRequestService* service to support Insert and Update of Telecom record in Telecoms set-up and Update of Employment record in Employments set-up.

| Section | Segment                           | Field/Value | Action | Description of Change                                                                                                                            |
|---------|-----------------------------------|-------------|--------|--------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.3     | CSSPostTransactionsRequestService | N/A         | Added  | Added reference for <b>Add Telecom Details, Maintain Telecom Details and Maintain Employment Details</b> transactions                            |
| 2.b     | CSSPostTransactionsRequestService | N/A         | Added  | Added the attribute list and sample inputs for <b>Add Telecom Details, Maintain Telecom Details and Maintain Employment Details</b> transactions |
| 3.b     | CSSPostTransactionsRequestService | N/A         | Added  | Added sample outputs for <b>Add Telecom Details, Maintain Telecom Details and Maintain Employment Details</b> transactions                       |
| 4.b     | CSSPostTransactionsRequestService | N/A         | Added  | Added the error messages for the new transactions                                                                                                |

## Changes for Patch-Set: 7 released on April 25, 2014

### Requirements:

- Enhance CSSPostTransactionsRequestService service to support New ACH, One Time ACH, Stop ACH and Stop All ACH transactions through webservice

| Section | Segment                             | Field/Value | Action  | Description of Change                                                                                                                                                                  |
|---------|-------------------------------------|-------------|---------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.3     | CSSPostTransactionsRequestService   | N/A         | Added   | Added reference for <b>New ACH, One Time ACH, Stop ACH and Stop All ACH</b> transactions                                                                                               |
| 1.4     | CSSAccountPayOffQuoteRequestService | N/A         | Added   | Added the missing reference for of <a href="#">dbkws_xcs_upd.xsd</a> in input schemas                                                                                                  |
| 2       | ImpNote                             | N/A         | Added   | Added Important notes regarding CSSPostTransactionsRequestService service                                                                                                              |
| 2.b     | CSSPostTransactionsRequestService   | N/A         | Added   | Added the attribute list and sample inputs for <b>New ACH, One Time ACH, Stop ACH and Stop All ACH</b> transactions                                                                    |
| 3.b     | CSSPostTransactionsRequestService   | N/A         | Added   | Added sample outputs for <b>New ACH, One Time ACH, Stop ACH and Stop All ACH</b> transactions                                                                                          |
| 3.c     | CSSAccountPayOffQuoteRequestService | N/A         | Added   | Added sample output for scenario : <b>When Pay off quote effective date was in past</b>                                                                                                |
| 4.b     | CSSPostTransactionsRequestService   | N/A         | Added   | Added the error messages for the new transactions                                                                                                                                      |
| 4.c     | CSSAccountPayOffQuoteRequestService | N/A         | Removed | Removed message for successful scenarios from errors/exceptions section. The message for scenario : <b>When Pay off quote effective date was in past</b> has been moved to section 4.c |

## Changes for Interim webservices Patch released on April 11, 2014

### Requirements:

- Enhance ACH maintenance transaction of CSSPostTransactionsRequestService accept reference number, ACH Fee and ACH Default Indicator inputs
- Modify the date field's datatype from **datetime** to **date** in CSSPostTransactionsRequestService service
- Add new fields in the Account Details output of CSSAccountDetailsRequestService

| Section | Segment                           | Field/Value    | Action  | Description of Change                                        |
|---------|-----------------------------------|----------------|---------|--------------------------------------------------------------|
| 2.b.i   | CSSPostTransactionsRequestService | _EffectiveDate | Changed | Modified the data type from <b>datetime</b> to <b>date</b> . |
| 2.b.i   | CSSPostTransactionsRequestService | _BirthDate     | Changed | Modified the data type from <b>datetime</b> to <b>date</b> . |

|         |                                   |                                                                                                                                                                       |         |                                                                                                                                                                 |
|---------|-----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2.b.ii  | CSSPostTransactionsRequestService | _EffectiveDate                                                                                                                                                        | Changed | Modified the data type from <b>datetime</b> to <b>date</b> .                                                                                                    |
| 2.b.iii | CSSPostTransactionsRequestService | _EffectiveDate                                                                                                                                                        | Changed | Modified the data type from <b>datetime</b> to <b>date</b> .                                                                                                    |
| 2.b.iv  | CSSPostTransactionsRequestService | _EffectiveDate                                                                                                                                                        | Changed | Modified the data type from <b>datetime</b> to <b>date</b> .                                                                                                    |
| 2.b.iv  | CSSPostTransactionsRequestService | _PaymentAmount                                                                                                                                                        | Changed | This attribute has been modified from mandatory to optional                                                                                                     |
| 2.b.iv  | CSSPostTransactionsRequestService | _PaymentDay                                                                                                                                                           | Changed | This attribute has been modified from mandatory to optional                                                                                                     |
| 2.b.iv  | CSSPostTransactionsRequestService | _FrequencyCode                                                                                                                                                        | Changed | This attribute has been modified from mandatory to optional                                                                                                     |
| 2.b.iv  | CSSPostTransactionsRequestService | _StartDate                                                                                                                                                            | Removed | This attribute has been removed from the webservice input                                                                                                       |
| 2.b.iv  | CSSPostTransactionsRequestService | _EndDate                                                                                                                                                              | Changed | This attribute has been modified from mandatory to optional                                                                                                     |
| 2.b.iv  | CSSPostTransactionsRequestService | _DefaultIndicator                                                                                                                                                     | Changed | This attribute has been modified from mandatory to optional                                                                                                     |
| 2.b.iv  | CSSPostTransactionsRequestService | _StatusCode                                                                                                                                                           | Removed | This attribute has been removed from the webservice input                                                                                                       |
| 2.b.iv  | CSSPostTransactionsRequestService | _ReferenceNumber                                                                                                                                                      | Added   | This attribute has been added to locate a transaction                                                                                                           |
| 2.b.iv  | CSSPostTransactionsRequestService | _ACHFee                                                                                                                                                               | Added   | This attribute has been added to accept ACH Fee                                                                                                                 |
| 2.b.iv  | CSSPostTransactionsRequestService | _ACHFee_Indicator                                                                                                                                                     | Added   | This attribute will specify whether to override the default ACH at account level with the above ACH fee value or not                                            |
| 3.d     | CSSAccountDetailsRequestService   | _AccContractDt<br>_AccDueDlqAmt<br>_AccDueDt1<br>_AccDueNsfAmt<br>_AccDueTotalAmt<br>_AccFuturePayoffAmt<br>_AccFuturePayoffDt<br>_AccMaturityDt<br>_AccMaturityDtCur | Added   | These attributes have been added into <b>ACCOUNT_DETAILS</b> tag of the response                                                                                |
| 3.d     | CSSAccountDetailsRequestService   | <ACCOUNT_BALANCE<br>_AblBalPdYtd=""<br>_AblBalPdYtd1=""<br>_AblTxnTypeCd=""/>                                                                                         | Added   | <b>ACCOUNT_BALANCE</b> tag along with 3 attributes have been added into the response. There will be as many tags as the number of AblTxnTypeCd for the account. |



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