



## **DTCC Web Services In Force Transaction Implementation Guide**

Last Updated: December 2017



**Based on the ACORD Life and Annuity Standards v 2.22**

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# 1 INTRODUCTION

The purpose of this guide is to explain how the DTCC Web Service InForce Transaction process works and the messages supporting it. Accompanying this guide are several other related files. These include:

- IFT Web Services Technical Reference Guide
- IFT Web Services Connectivity Guide
- IFT Web Services Implementation Guide
- IFT Web Services Message Data Dictionary
- IFT Transaction XML Schemas and WSDL files
- IFT Sample Messages
- ACORD Life and Annuity Standard public schemas v2.22. For more information contact ACORD at [Life@acord.org](mailto:Life@acord.org). The public standards are available on their website at [www.acord.org](http://www.acord.org).
- For DTCC implementation questions, please visit our website at [www.dtcc.com/insurance](http://www.dtcc.com/insurance) or contact your I&RS relationship manager.

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## 1.1 Process Overview

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DTCC's Insurance & Retirement Services (I&RS) developed the In-Force Transactions (IFT) set of web services transactions to extend its support of the entire life cycle of an insurance contract. IFT replaces the error-prone, manual and paper-based post-issue activities with quicker and safer automated processes from request through to transaction confirmation. With I&RS providing this centralized, standardized system, carriers and distributors both gain greater transparency into these transactions that occur between carriers and producers. This access to data also supports regulatory demands for greater oversight of market activity.

The InForce Transactions (IFT) web service functionality routes messages between distributors and insurance carriers using XML technologies to transmit and receive real time requests to support multiple post issue transactions.

DTCC supports multiple ACORD TXLife messages. The IFT Web Services are comprised of the following key post-issue transactions:

- **Arrangements** (ACORD 107 message) is a one time change to a service feature on an insurance contract. Arrangements can consist of the following programs such as Systematic Withdrawals, Dollar Cost Averaging, Automatic Payments, Asset Allocation, etc.
- **Death Notification** (ACORD 810 message) provides the insurance carrier with a notification that a death has occurred to one or more parties to the in force/active policy or contract.
- **Financial Withdrawals** (ACORD 105 message) is a one time full or partial redemption of funds from an insurance contract.
- **Fund Transfer** (ACORD 102 message) is a direct exchange or on-time reallocation of the underlying funds within a variable insurance asset. This request includes modifications to the service features affected by the exchange.
- **Policy Administration** (ACORD 113 message) provides a defined set of changes to an in force/active policy or contract. This message supports both party and communication changes.

In addition, several of the above messages begin with one of the following inquiry messages:

- **Values Inquiry** (ACORD 212 message) is used to return various policy values for a specific in force/active policy or contract. The Values Inquiry transaction begins the Financial Withdrawals, Fund Transfers, and Arrangements transaction messages.
- **Policy Administrative Inquiry** (ACORD 115 message) is used to obtain the policy information needed specifically to perform basic policy administration activities. This message allows the Distributor or Vendor Platform to gather necessary information about an in force/active policy to determine the administrative changes that are allowed. The Policy Administrative Inquiry transaction begins a Policy Administration transaction message.

The distributor will transmit a Values or Policy Administration inquiry transaction via DTCC to the Carrier. The Carrier will then respond to the request immediately (real-time) with applicable information. Once information is received back by the Distributor, the firm can update the contract information that the agent will use to determine whether to initiate a follow up IFT web services request transaction.

The distributor/solution provider will integrate Values or Policy Administration inquiry, along with Product Profile (PPfA) information and Position and Values (POV) information into their application system based on its own implementation requirements. Distributors may implement solutions that differ, including levels of automation, timing requirements, and limitations for data updates.

In support of a Financial Withdrawal, following the Values Inquiry, the agent may also choose to request a withdrawal payment quote prior to submitting a withdrawal message. The Withdrawal Quote (ACORD TXLife 212, subtype 21208) is a subset of the regular Values Inquiry message. This would be used prior to sending a Withdrawal (105) message.

Following the Value or Policy Administration Inquiry transactions, the agent may initiate an inforce transaction.

- Recognizing that different distributors will support different levels of automation in their application system with regard to allowable and required information, at least the information required in the Inforce Transaction Request per the DTCC InForce Transaction Implementation Guide is expected to be included.
- Since this initiative results from distributor suitability and compliance requirements, each distributor may require additional information to be provided by the Agent.

The distributor's system is expected to validate the Agent's data entry in accordance with carrier and distributor transaction requirements. This process may include validation of data in accordance with product rules, generic transfer rules and distributor requirements. Rules will be based on the product profile and positions information that the distributor receives in their normal process.

Once the Agent has submitted the transaction, the distributor may evaluate the transaction for suitability and compliance or forward the transaction immediately to the carrier. If the distributor determines the transaction should not be sent to the carrier, the distributor will perform the required actions (such as notifying the Agent).

- The carrier will never know of the proposed transaction that was rejected by the distributor.

- For those messages that the distributor decides should be sent to the carrier, the distributor will create the transaction.
  - Some distributors may send the transaction to the carrier in “real time” (i.e. immediately) and some may “batch” transfers together and submit at a certain point during the day. For Distributors that will batch transactions internally, they will still be required to send as multiple single transactions to DTCC.

The IFT web service will expect transactions to be received as multiple single transactions. **A TXLife Wrapper will have a single transaction.** DTCC will process each transaction message as received.

DTCC will perform industry defined edits and assuming the transaction passes DTCC edits, it will be sent to the Carrier. Once the transaction request is sent to the carrier, the carrier will perform immediate or “real time” validation on the content of the request. This validation may involve consideration of transaction integrity that can be evaluated before fund prices are available and the actual transaction is processed by the carrier’s administration system during the overnight batch cycle. The validation that may occur includes edits such as: the policy exists, the Agent was pre-authorized by the owner for the financial or non-financial transaction, or specifically, the amount being requested from the source fund(s) can be removed, the destination funds are valid, etc. The level of validation that is performed during the day will be determined by each carrier and possibly “trading partner agreement.”

Regardless of the complexity of validation, after receiving the original request, the carrier will create an immediate response message (called a Day 1 response). If the transaction meets initial validation requirements and the carrier accepts the request, the carrier will queue the transaction for processing on their administration system for that night’s cycle and will send a pending response back on the same day.

- If the transaction does not meet initial validation requirements, the carrier will create a reject response indicating that they have rejected the transaction for reasons included in the Day 1 response message. It is likely but not required that the Carrier will save the transaction for archival and research purposes, but it will not be queued for processing. Distributors will be expected to submit a new in-good-order request to correct the problem if so desired.

After the response is created, the carrier will immediately send it to the DTCC. The response will include the original TransRefGUID so the distributor/solutions provider can match the original request to the carrier’s response. Presuming the response passes DTCC edits, the Day 1 response message will be passed to the distributor/solution provider.

After the transaction is processed in the nightly batch cycle, the carrier will send a response to the message indicating whether the transaction processing was successful or that it failed. This is also known as the Day 2 confirm. The response message will include the original TransRefGuid so the distributor can match the original request to both responses. The second response message (called Day 2 confirm response message) will not be sent via web services. It will be sent in a batch mode using XML format. All transaction messages are supported on the Day 2 confirm except for Death Notification (TXLife 810), Values Inquiry (TXLife 212) and Policy Administration Inquiry (TXLife 115) messages.

- If the transaction was successfully processed by the carrier, a “success’ status will be returned. Transaction details and resulting fund values/units will not be provided in the Day 2 confirm

response since this information is expected to be provided within daily Financial Activity Reporting (FAR) files if so desired for the financial transactions..

- If the transaction was not successfully processed by the carrier, a “Failure” status will be returned with the reason(s) why the transaction failed. Note that the transaction will NOT be reprocessed by the carrier. Distributors will be expected to submit a new in-good-order request (with a new unique Trans Ref Guid) to correct the problem if so desired.
  - Example – Source fund drops below minimum due to market conditions
  - Conflict occurs with another transaction submitted occurs after pre-edit check occurred.
- If the transaction was not processed by the Carrier due to an internal issue, but the Carrier expects to correct the problem and process, a “pending” status will be returned as a Day 2 confirm response. The Carrier may continue to send a pending status each day until the transaction is either processed or failed. **Note: DTCC will allow the transaction to be open for 10 business days.** A TransRefGuid that is more than 10 business days old will be rejected by DTCC and the transaction will be marked as ‘Closed’ with no further updates allowed.

### **Cancellations (for TXLife 102, 105, 107 and 113)**

After a transaction is initiated by the Agent, they may decide to cancel the transaction within the same market day. If the distributor has not yet sent the original request to the carrier, they will not send the Cancel request to the carrier.

If the original request has been sent to the carrier earlier that day and the market is still open, the distributor will create a Cancel request.

Assuming the cancellation request passes the DTCC edits, the transaction will be sent to the carrier.

When the carrier receives the request to cancel the original transaction, the carrier will evaluate the original request and determine if it can be processed. The carrier will either:

- Remove the transaction from the queue to be processed and create a “success” response message indicating the cancellation transaction was successful, OR
- Create a “failure” response message to indicate the transaction could not be cancelled with the applicable reject reason code.

The Response transaction will be sent by the carrier to the DTCC. Assuming the transaction passes DTCC edits, the transaction will be sent to the distributor. Only carrier cancellation response messages with a Transaction Result Code of “Success” or “Success with Information” will be marked as ‘Closed’.

### **IFT Cancellation**

Distributor sends cancellation notice using the TransType of the original Request messages, which also includes the original TransRefGuid and Transaction Mode set to cancel “TransMode=6”. See data dictionary for more detail on structure of Cancellation message.

A Cancellation request results in one of two scenarios:

- On Cancellation Success (where TransResultCode = 1) or Success with Information (where TransResultCode = 2) – The message is closed and the Distributor, DTCC and Carrier receive no further transactions. Each is responsible for ‘closing’ out their messages.

- On Cancellation Failure – The original Request proceeds within the carrier's process and will ultimately result in a "Success" or "Failure" within a Day 2 confirmation message.

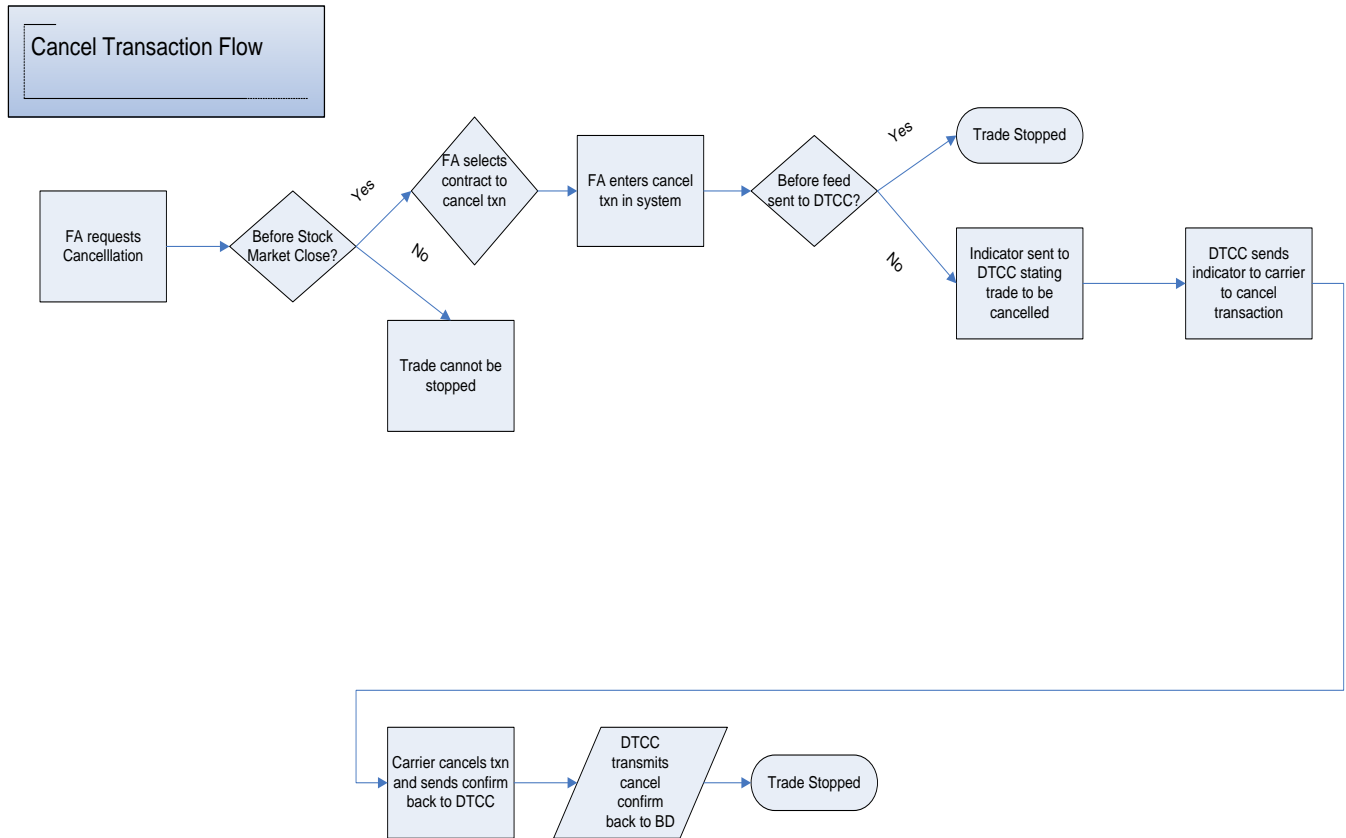
**Cancellation Processing Flow:**

- 1) Cancellation transaction message(s) are sent from Distributor to DTCC
- 2) If Cancellation transaction passes DTCC edit process, transaction is forwarded to Carrier.
- 3a) If Cancellation transaction does not pass DTCC edit process, message is returned to Distributor with Edit Reject information.
- 3b) If Cancellation transaction does not reach Carrier due to connectivity issues, the transaction is returned to the Distributor indicating a failure to connect (called a Timeout). DTCC will try 3 times to connect before returning transaction status to Distributor. An email alert will be sent to carrier's email address on record reporting the connection failure.
- 4) Cancellation Response transaction message(s) are sent from Carrier to DTCC
- 5) If Cancellation Response passes DTCC edit process, transaction is forwarded to Distributor.
- 6a) – If Cancellation Response transaction does not pass DTCC edit process, message is returned to Carrier with Edit Reject information. The carrier cannot correct and resubmit this transaction; the communication connection with DTCC is closed.

Distributor must time stamp cancellation message with current date and a time prior to 4pm ET for the cancellation to be accepted by DTCC.



## Cancellation Process Work Flow Diagram



Note: Carrier also has the capability to reject a cancellation confirmation back to the distributor. The flow shows the case in which the Carrier agrees to cancel the original transaction.

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## 1.2 Technical Requirements

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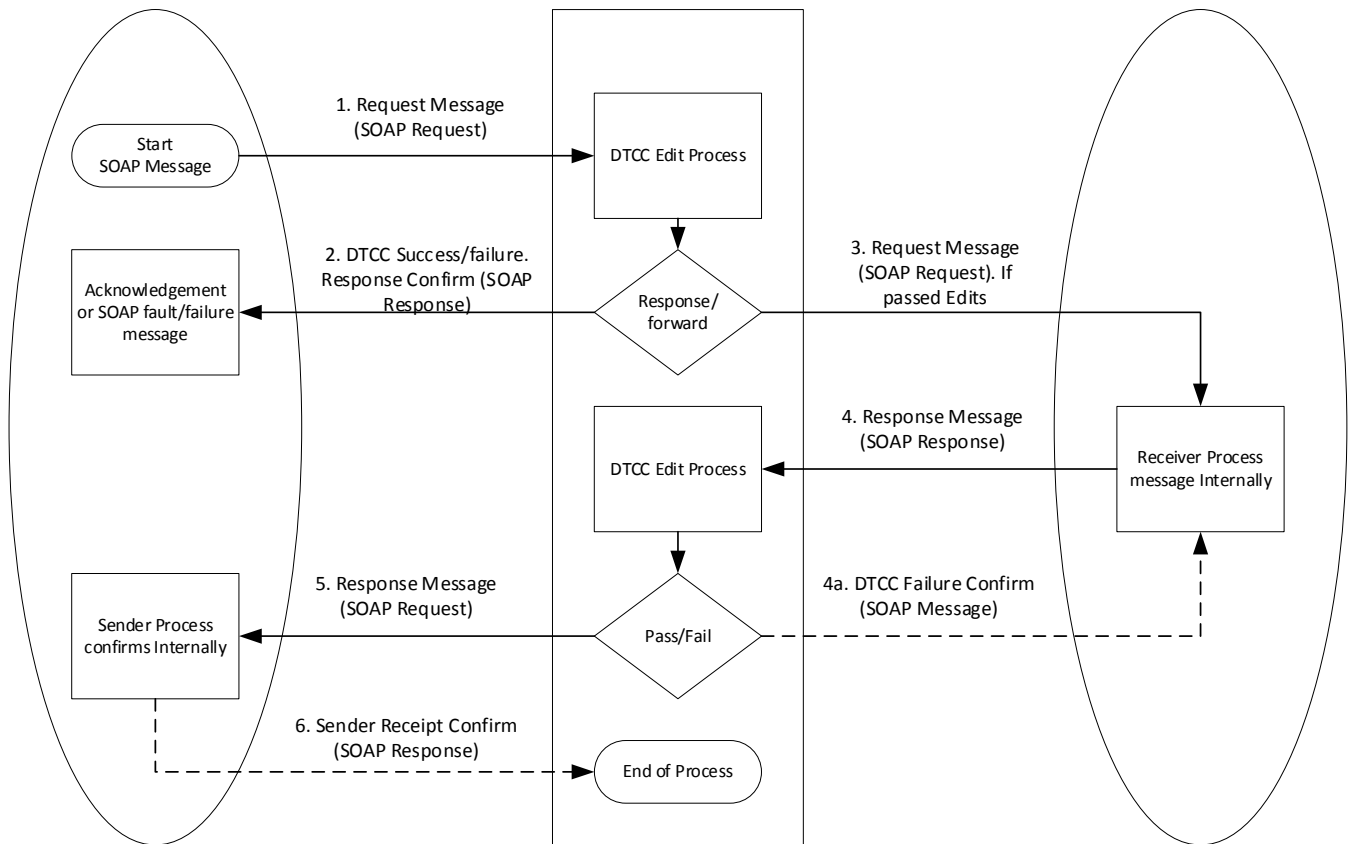
Refer to DTCC Technical Guide for connectivity instructions, certificate usage, including SOAP Wrapper details.

### 1.2.1 Security

All companies using this functionality will be participants of DTCC. Clients can use SMART or Internet to send and receive messages. DTCC recommends SMART network. Clients can send the message using DTCC issued certificate and populating WSSE security headers in SOAP header. Clients that are receiving messages from DTCC can use one-way SSL with certificates from certified authority or 2 way SSL.

**Inforce Transaction Work Flow Diagrams**

**Asynchronous message flow:**

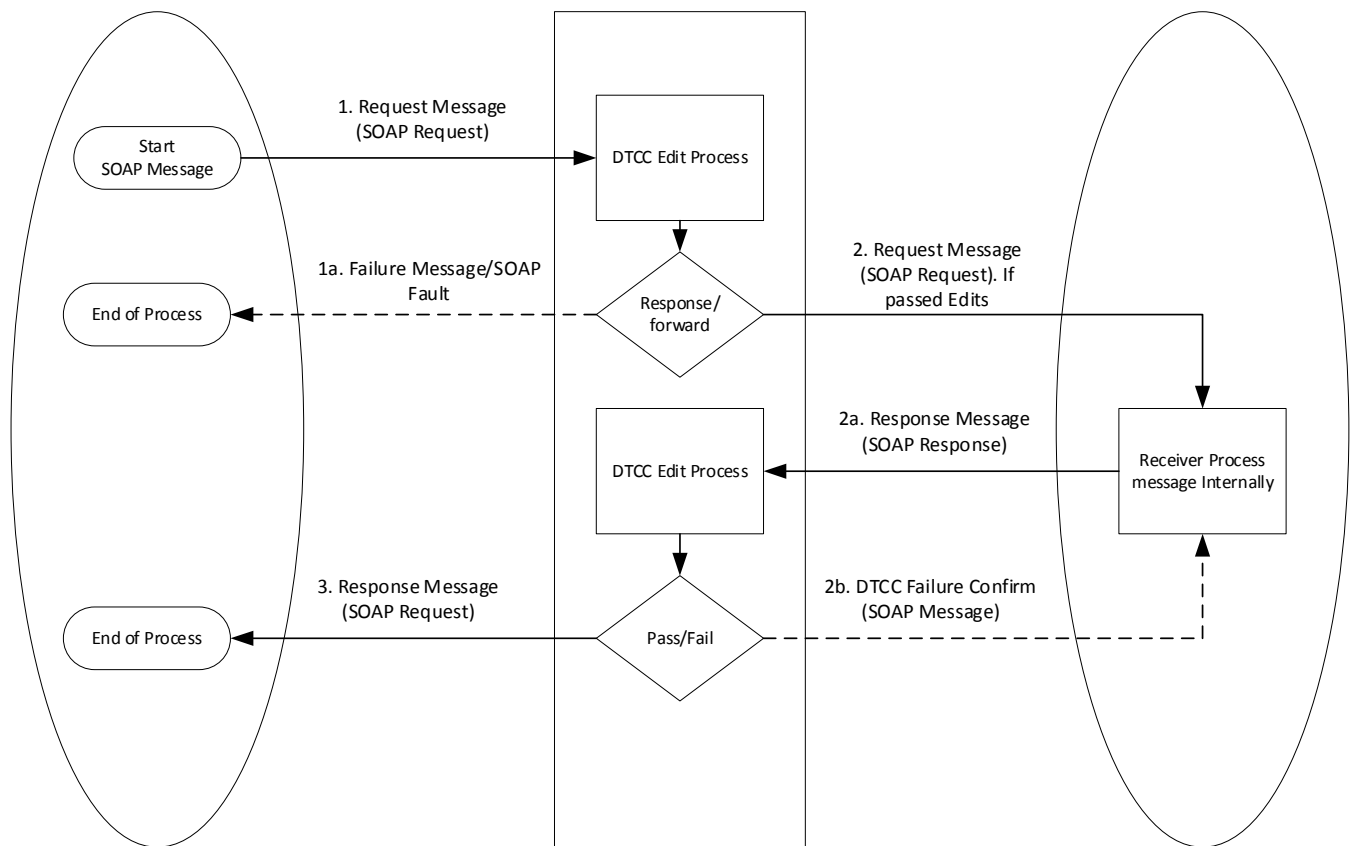


The above flow represents asynchronous mechanism for 105, 107, 113 and 810 messages

- 1 - Sender transmits message request to DTCC
- 2 - DTCC validates (schema and business validations) the message and sends the acknowledgement message response back to Sender in case of successfully passing DTCC edits. DTCC sends response with SOAP fault or SOAP message with validation errors to Sender in case of DTCC edit failures and process ends
- 3 - Based on Step 2 (passing edits), DTCC sends message request to Receiver
- 4 - Receiver sends response message back to DTCC. This response message provides initial information on whether the message can be processed (Day 1 response)
- 4a - If response message fails DTCC edits (schema and business validations), DTCC sends a notification of failure message back to Receiver. At the same time DTCC sends Sender a message notifying Receiver message failed DTCC edits. The process ends here

- 5 - Based on Step 4 (passing edits), DTCC sends message response received from Receiver to Sender. From DTCC stand point the process ends
- 6 - Sender can respond back to DTCC message to end the process. Note, Step 6 is optional. DTCC will not process the Step 6 response and does not require it. Only needed if Sender needs to send it to complete its real-time call

### Synchronous message flow:



The above process represents synchronous mechanism applicable for 102, 212 and 115 messages

- 1 - Sender transmits message request to DTCC
- 1a - DTCC validates (schema and business validations) the message. In case of DTCC edit failures, DTCC sends response with SOAP fault or SOAP message with validation errors to Sender and process ends
- 2 - Based on Step 1 (passing edits), DTCC sends message request to Receiver
- 2a - Receiver sends response message back to DTCC. This response message provides initial information on whether the message can be processed (Day 1 response)
- 2b - If response message fails DTCC edits (schema and business validations), DTCC sends a notification of failure message back to Receiver.

- 3 - Based on Step 2a, in case of passing the edits DTCC sends message response received from Receiver to Sender. In case of DTCC edit failures, DTCC sends response back to Sender notifying Receivers response failed DTCC edits. The process ends

### **Inforce Transaction – Day 1 – Distributor initiated Transaction**

- 1) Request Transaction Message(s) are sent from Distributor to DTCC.
- 2) If request transaction does not pass DTCC edit process, a DTCC response message is returned to Distributor with Edit Reject information.
- 3) If request transaction passes DTCC edit process, transaction is forwarded to Carrier.
- 4) If request transaction does not reach Carrier due to connectivity issues, the transaction is returned to the Distributor indicating a failure to connect. This is called a 'Timeout'. DTCC will try 3 times to connect before returning transaction.
- 5) Response transaction message(s) are sent from Carrier to DTCC
- 6) If Carrier Response transaction passes DTCC edit process; transaction is forwarded to Distributor.
- 7) If Carrier Response transaction does not pass DTCC edit process, message is returned to Carrier with Edit Reject information (this is the resend Request WSDL operation).
- 8) Once the transaction reaches the carrier, if DTCC does not receive a response back a 'timeout' message will be sent back to the distributor. TXLife 102, 105, 107, and 113 messages will be attempted 3 times with up to 5 minutes between attempts. The TXLife 115 and 212 messages will be sent once and will timeout after 60 seconds.
- 9) If Response transaction does not pass DTCC edit process, DTCC will create a properly constructed response message with an "unknown" 200/600 (200 for edits failure and 600 for timeouts) status and a reject reason of "Carrier message did not pass DTCC edits".

### **Pending Response Not Received by the Distributor**

There are two reasons a response would not be received by a Distributor:

1. Edit Reject
2. Connectivity Failure

If the Distributor does not get a carrier response message in a time period determined by the Distributor, the Distributor will notify the agent that the confirmation was not received and the agent should contact Carrier for status.

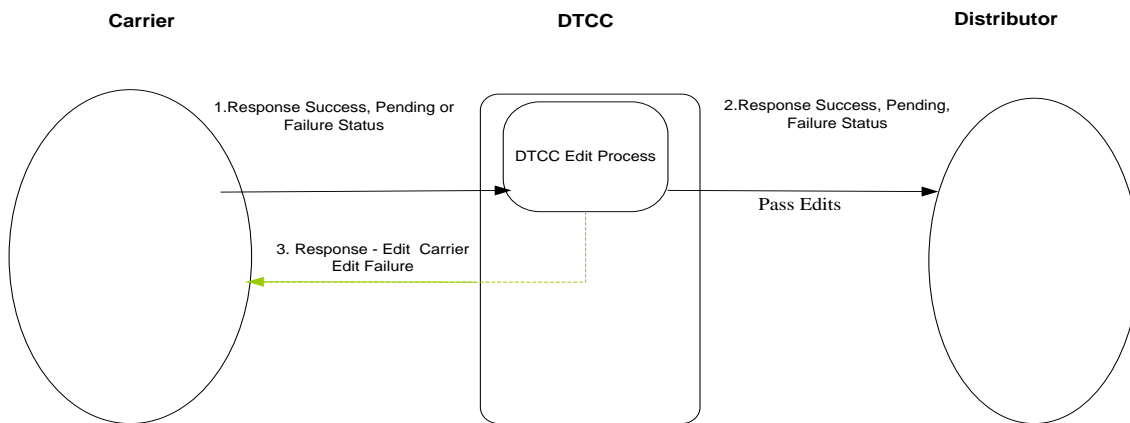
Once the Carrier responds to the transaction, the real-time call is complete.

In edit reject situations, the Carrier may choose to contact the Distributor or the Distributor may have a process in place to call the Carrier because the carrier response was never received. The Carrier receives a reject notification from DTCC. For all transaction types the Distributor also receives a notification from DTCC that the Carrier response has rejected.

In a connectivity failure situation, the Carrier assumes the response was processed and delivered to the Distributor. DTCC will not provide the Carrier with a connectivity failure response. The Distributor will

have to contact the Carrier directly to find out the status or review the transaction's status on the DTCC Portal's Messaging Dashboard utility.

**Day 2 Confirmation Process Flow**



**Carrier**

**Response Transaction – Accept or Reject – Day 2 – After Batch Processing Confirm**

Carrier Day 2 Confirm Response will be sent in a batched file. The data will be sent using XML format. Files will be sent using CDTs datatrak and received via CDTs autoroute. Web services will not be used to send the Day 2 Confirm transactions.

- 1) Day 2 Response transaction message(s) are sent from Carrier to DTCC within a datatrak input file.
- 2) If Day 2 confirm passes the DTCC edit process, the transaction is forwarded to Distributor within a autoroute output file.
- 3) If Day 2 Response transaction does not pass DTCC edit process, message is returned to Carrier with Edit Reject information within an autoroute output file.

DTCC will store pending or open transactions for 10 business days by TransRefGuid., Carriers will have up to 10 business days, if needed, to send a success or failure day 2 confirmation. Output Cycles for Day 2 Confirm will be at 7am and 1 pm ET. Output is not available on weekends and holidays.

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#### 1.4 Values Inquiry (212) or Policy Administration (115) Transaction

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- **Values Inquiry** (ACORD 212 message) is used to return various policy values for a specific in force/active policy or contract. The Values Inquiry transaction precedes the Financial Withdrawals, Fund Transfers, and Arrangements transaction messages.
- **Policy Administrative Inquiry** (ACORD 115 message) is used to obtain the policy information needed specifically to perform basic policy administration activities. This message allows the Distributor or Vendor Platform to gather necessary information about an in force/active policy to determine the administrative changes that are allowed. The Policy Administrative Inquiry transaction precedes a Policy Administration transaction message.

The distributor will transmit a Values or Policy Administration Inquiry transaction via DTCC to the Carrier. The Carrier will then respond to the request immediately (real-time) with applicable information. Once information is received back by the Distributor, the firm can update the contract information that the agent will use to determine whether to initiate a request transaction.

In order to support a contract snapshot, firms will need to develop two different type of inquiry messages using ACORD XML that will be used in conjunction with the financial and non-financial transaction request process. **A Values Inquiry or Policy Administration Inquiry request is expected to be utilized prior to the first inforce transaction attempt of a specific contract. If a Carrier rejects a request on a Day 1 carrier response message, then an agent may attempt a second Inquiry request for the same contract without the distributor initiating a redundant inquiry. The process does not require an inquiry message nor will DTCC validate that a inquiry is sent prior to a transaction request.**

##### **Policy Administration Inquiry will include, but not limited to:**

- Current Contract Party roles (owner, annuitant, beneficiary, etc)
- Allowed non-financial transactions

##### **Values Inquiry will include, but not limited to:**

###### **For Fund Transfers:**

- Current Funds that owner is invested in
- Available Funds restricted from fund transfers
- Funds available for fund transfers
  - Note: A fund no longer available in the product, should **not** be sent in the Values Inquiry message.

##### **Fund Transfer Rules for Values Inquiry:**

- Carriers should only send funds in Values Inquiry that are in the PPfA
  - If a Carrier sends a fund in the Values Inquiry response message that is not in the PPfA, it will be assumed by the Distributor that this was done in error and will prompt a phone call to the Carrier to address the issue.
- If a Carrier sends Values Inquiry response message that is missing a fund in the PPfA, it will be assumed by the Distributor that the fund is not available in the product and will not be included in its list of available funds on the distributor front-end.

If Values Inquiry Response indicates a policy restriction, there is no need to send sub accounts.

This will enable distributors to get all the information upfront in the Values Inquiry response message instead of comparing the Value Inquiry response message to the PPfA to figure out the available funds.

**Withdrawals:**

- Current Funds that owner is invested in
- Available Funds restricted from withdrawals

See Data Dictionary for a complete list of field allowed within the Values Inquiry message.

Please note: Values Inquiry response messages should include all arrangements currently active on the contract.

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## **1.5 ACORD Insurance Standards**

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These messages are based on the ACORD Life and Annuity Standards, version 2.22.00, ACORD provides an open insurance industry XML vocabulary which defines a common, consistent view of insurance information. All messages herein are based on the ACORD Life Standards Data Model. This means every message regardless of sender and/or receiver (or systems) and regardless of process all share a consistent means of describing like data – a fund is always an fund (sub account actually) and is always formatted and defined the same. This consistency reduces translation effort (and errors) and insures that all participants in the insurance value chain can share a common understanding as well as view of insurance data.

For more information contact ACORD at [Life@acord.org](mailto:Life@acord.org). The public standards are available on their website at [www.acord.org](http://www.acord.org).

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## **1.6 ACORD Product Profile for Annuities (PPfA)**

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This process relies on the ACORD Product Profile for Annuities message (PPfA), more formally known as a Policy Product for an annuity. The PPfA message provides richly detailed product rules including which funds (subaccounts) are available and other contract provisions. It is assumed that the information from the PPfA is available for this Fund Transfer process; however it is received and kept current before this process begins. See the ACORD Product Profile for Annuity Implementation Guide for details.

Specifically the PPfA provides for the Fund Transfer details of all funds/sub accounts available for the policy.

**Carriers may be required to update current PPfA's to add transaction specific rules.**



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## **1.7 POV Requirements**

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Not applicable at this time.

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## **1.8 DTCC Hours of Operation**

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PAI and VI Requests/Cancel Requests	Monday to Friday – 7am to 7pm ET
PAI and VI Confirms/Cancel Confirms	Monday to Friday – 7am to 7:30pm ET
DN, FTR, PA, AR, WD Requests/Cancel Requests	Monday to Friday – 7 am to 4pm ET
DN, FTR, PA, AR, WD Confirms/Cancel Confirms	Monday to Friday – 7 am to 4:30pm ET

Carrier gets an extra half hour in the pm to confirm last minute transactions.  
Any transmissions outside of the days and times listed will be rejected by DTCC.

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## **1.9 Early Market Close Days**

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Early market close days are considered any day that the New York Stock Exchange (NYSE) closes earlier than its regular close time of 4pm ET. An early market close can be a scheduled early market close (such as the day after Thanksgiving) or an unscheduled early close due to an unforeseen event.

DTCC will not change its schedule on early market close days. Distributors and Carriers must integrate early market close days into their procedures.

On early market close days, Distributors are expected to not send a transaction after the scheduled close time. However, if a Distributor does not prevent a transaction from being sent after the early market close time, DTCC will not reject and send to the Carrier. In addition, on early market close days, Carriers may start their end of the day process early.

Carriers will need to have systems in place to reject the transaction or pend the transaction until next business day depending on the internal procedures in place.

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## **1.10 Day 2 Confirm**

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### **Datatrak**

**Test – 46163**

**Production - 26163**

Only Carriers need to setup CDTS Datatrak. Distributors will not submit Day 2 confirms.

### **Autoroute - Both Carrier and Distributors need to be setup up for autoroute.**

**Test – 02980163**

**Production - 02340163**

Both Carriers and Distributors will need to be setup for CDTS Autoroute. Distributors need it to receive Day 2 confirm files and Carriers need it for edit rejects of Day 2 confirm files sent back to them.

### **Cycles**

Cycle 1 – 7am ET

Cycle 2 – 1pm ET

### **Fund Transfer Day “2” Confirmation Status Scenarios:**

**Scenario 1:** Request Received and Processed Properly

Result Code = 1 (SUCCESS) – No Follow-up Required

**Scenario 2:** Request Received and Failed in Batch Cycle due to rule violation

Result Code = 5 (FAILURE) – No Follow-up Required

**Scenario 3:** Request Received and Failed in Batch Cycle due Carrier Cycle issue

Result Code = 4 (RECDPENDINFO)      Result Info Code = 600 (UNABLEATTHISTIME)

***Carrier to Follow-up with Broker after Failed Attempt to process Fund Transfer***

**Note to Carriers:**

**A Day 2 Confirm cannot be sent the same day you receive a transaction request. It must be sent, at minimum, the next business day. If you send the Day 2 confirm same day as receiving the request message, DTCC will reject it back to the carrier.**

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**1.11 Agent Authorizations**

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Carriers and Distributors should make sure they are in agreement with the definition of electronic authorizations prior to implementing this service.

## 2 ACORD STANDARD MESSAGE DETAILS

### 2.1 ACORD XML Message Structure Overview

The ACORD Life and Annuity Standards are built first on a common data model. All specific insurance business processes, aka messages, are then defined using the life data model, with only those elements necessary are used. All messages however will always define a given element in the same way, thus promoting reuse, consistency and a common vocabulary for describing insurance concepts. When looking at only a specific message the design of the message may seem un-optimal, and indeed it most likely is. This is due to the greater objective of always having insurance concepts modeled in the same consistent method regardless of process or message. For more information contact ACORD at [Life@acord.org](mailto:Life@acord.org). The public standards are available on their website at [www.acord.org](http://www.acord.org).

#### 2.1.1 Basic Message Construct

Every message begins with a message or transaction 'header'. It defines the transaction type and transaction level information like date & time, etc. Its' basic form is...

TXLife

TXLife**Request**  
**TransRefGUID**  
OLifE (specific message business data)

And then the response comes back as...

TXLife

TXLife**Response**  
**TransRefGUID** ← Matching the GUID of the original request  
TransResult ← Location of success or failure and details  
OLifE (specific message business data)

Each message then has a specific set of expected business data to accompany or be returned in a request or response message. The basic form for the messages here (a subset of the overall ACORD Life Data Model) is...

OLifE

Holding – (one per message)  
Policy  
    Life or Annuity (one per policy)  
    Investment (one per policy)  
    SubAccount (one per fund)  
Party – (one for each entity in the message; e.g. Distributor, Agent, Owner, Annuitant, etc.)  
    Person or Organization  
    Producer (either an individual or a distributor)

## 2.2 Message Transaction Catalog

The following message transactions are part of the In Force Web Transaction Service, each are documented in the tables and examples which follow in this guide. There are seven possible specific message transactions you may send or receive.

Request (102 – Fund Transfer, 105- Withdrawal, 107 Arrangement, 113 Policy Administration, 810 Death Notification)	This is the initial message to begin or initiate a request. It is required to begin the process/request. It is sent from the requestor (Distributor) to the Receiver – first DTCC then after validation to the Carrier.
Response (102 – Fund Transfer, 105- Withdrawal, 107 Arrangement, 113 Policy Administration, 810 Death Notification)	<p>This is a response used by Carriers on day 1 when the transaction passes the pre-batch edit rules in the Carrier system. The Carrier expects to process the transaction during the nightly batch cycle.</p> <p>This response may be used by Carriers on day 2 if a transaction previously indicated as pending on the day 1 confirms were not processed that night due to internal Carrier issues that need to be fixed. Pending should only be sent on day 2 if the Carrier expects to process the transaction within a short period of time.</p>
(102 – Fund Transfer, 105- Withdrawal, 107 Arrangement, 113 Policy Administration) - Success	This is the normal expected response back from the carrier on minimum day 2 (after nightly batch cycle), through the DTCC, indicating a previous Request has processed successful and is complete.
Response (102 – Fund Transfer, 105- Withdrawal, 107 Arrangement, 113 Policy Administration, 810 Death Notification) - Failure	<p>This response may come from two possible sources. When from the DTCC it is an immediate indication that the request was ill-formed and failed some DTCC validation edit. This is documented in the response (detailed below).</p> <p>This response may also come from the carrier indicating a failure of the message during their processing. Again details of why it failed are documented in the response message (detailed below)</p>
Request (102 – Fund Transfer, 105- Withdrawal, 107 Arrangement, 113 Policy Administration) – Cancellation	This is an optional message to cancel a previously requested Request Message. It is ONLY valid PRIOR to receiving a Success message and should only be sent before the carrier has begun processing their pending requests – generally this would always be same day.
Response (102 – Fund Transfer, 105- Withdrawal, 107 Arrangement, 113 Policy Administration) – Cancellation Success	This is the response to a cancellation request acknowledging that the cancellation was successful and no fund transaction took place. It is as if the original request did not occur.
Response (102 – Fund Transfer,	This is the response to a cancellation request indicating that

105- Withdrawal, 107 Arrangement, 113 Policy Administration)– Cancellation Failure	the carrier could not cancel. The receiver should then also receive either a success or failure to the original Request and the cancel is in essence ignored.
Policy Administration Inquiry Request (115)	This is a request from a distributor for updated contract information.
Policy Administration Inquiry Response (115)	This is a response from a carrier of the updated contract information.
Values Inquiry Request (212)	This is a request from a distributor for updated contract information.
Values Inquiry Response (212)	This is a response from a carrier of the updated contract information.
Day 2 Response	This is a response on second business day that provides final confirmation of transaction.

### 3 DTCC MESSAGING DASHBOARD

DTCC offers its web service clients a utility, the Messaging Dashboard, to view their own IFT Web Services processing transactions. The Messaging Dashboard offers its web services clients a web application utility to view their own transactions from submission request message through submission response message. This utility is offered to client operators, who have requested and granted access to Messaging Dashboard, as a client friendly lens to view their firm’s transaction status and transaction details. Messaging Dashboard is a client friendly way to view your firm’s transactions through a DTCC Portal application, but should not be a substitute for directly processing web services messages. Messaging Dashboard is a recommended compliment for impacted Operations and Systems Department personnel to easily view their transaction’s status on a real time basis.

To access the Messaging Dashboard from the DTCC Portal, please request this Portal utility service when initially subscribing for the I&RS IFT Web Services product or when you speak with your I&RS Relationship Manager.

### 4 CHANGE LOG

Date	Version	Change
4/19/11	v.01	Initial draft
12/1/11	v.02	Updated
08/3/12	v.03	Changed Day 2 output cycle 2 from 9 am to 1 pm
09/18/13	v.04	Section 1.8 Reduced hours of operation by 2 hours (now 5pm and 5:30pm)

08/26/15	v.05	Updated to include Non-Financial transaction messages (113, 115, and 810)
11/5/2015	v.10	Posted to I&RS website
09/21/2017	v.11	Updated based on modifications to the cancellation process per the September 2017 enhancement release.
December 2017	v.12	Updates to define latest changes and processing.