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DXC Assure Claims

Meet consumer expectations and optimize processes with a flexible, scalable, and configurable claims management system.

DXC Assure Claims & Viewpost Integration Guide

(For customers of DXC Assure Claims at v.18.4 or above)

Release version 24.3

September 2024



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The Electronic Claims Payments Process for v. 18.4 or above

With a view to facilitate a seamless electronic payment process the Electronic Claims Payments (ECP) for its users, DXC Assure Claims integrates with Viewpost thereby making transacting smoother on the platform. Assure claims & Viewpost have designed a solution to make it easy for you to send payment instructions.

DXC Assure Claims | Release: v.24.3 | September 2024

With a view to facilitate a seamless Electronic Payment process the Electronic Claims Payments (ECP) for its users, DXC Assure Claims integrates with Viewpost thereby making transacting smoother on the platform. Assure Claims & Viewpost have designed a solution to make it easy for you to send payment instructions. All you need to do is register a company on Viewpost, add your bank account, Configure Assure Claims settings and then do the normal check printing process.

The Payment along with the Explanation of Benefits (EOB's) if any would be sent directly to Viewpost System. You would not need to worry about printing and mailing the actual check as everything is handled automatically by Viewpost.

Additionally, Roll Up Payments feature is also supported in the integration along with appropriate validations to ensure smooth processing of payments by Viewpost System.

Users of Assure Claims must carry out the below mentioned one-time exercise to be able to complete this integration process. The process entails the following 3 steps –

- Step 1 – Creating a Viewpost Account and Registering a Bank Account
- Step 2 – Completing Enrollment
- Step 3 – Configuring RMA and Activating Payments

Creating a Viewpost Account and Registering a Bank Account

The Viewpost registration process, shown below, walks you through the steps you need to get started. Note that you may be presented with options to add a signature or logo, but these items aren't required initially. Your Viewpost representative will assist you with these items in Step 2.

Create Account

Follow this URL to create a Viewpost account:

<https://app.viewpost.com/register/Riskmaster>

The screenshot shows the registration page for Viewpost. At the top, there is a blue header with the Viewpost logo on the left, the text "Creating an account is painless. (Isn't often you can say that in business.)" in the center, and a "LOG IN" link on the right. Below the header is a white section with the DXC technology | RISKMASTER logo and a welcome message: "We welcome you, in partnership with DXC technology. Sign up now to start sending electronic invoices and payments." The main content area is divided into two columns. The left column contains a list of four steps: Step 1: Create a Viewpost account. Step 2: Register your bank account. Step 3: Contact support@viewpost.com. Step 4: Generate an API key. The right column contains a registration form with fields for Company Name, First Name, Last Name, Work Phone, Email Address, Verify Email Address, Password, and Create Password. There is also a checkbox for "I'm not a robot" and a CAPTCHA icon. A blue "Create Account" button is at the bottom of the form. Below the button, there is a link to "Terms of Use, Payment Terms, and Privacy Policy." At the bottom of the page, there is a footer with links for "Viewpost.com | About | Terms | Privacy | Security | Contact | Support" and copyright information: "Copyright © 2018, Viewpost IP Holdings, LLC. All Rights Reserved. See business below."

Viewpost integrates seamlessly with RISKMASTER, enabling you to send electronic claims payments with ease.

Step 1: Create a Viewpost account. Use the form on this page to get started.

Step 2: Register your bank account. You'll be guided through this step as you create your account.

Step 3: Contact support@viewpost.com. We'll assist in finishing the implementation process (typically completed within two weeks).

- Creating a paper check
- Adding Viewpost as a vendor
- Testing check stock with your bank*
- Communication to Vendors*

** if needed*

Step 4: Generate an API key. You'll copy this key back into RISKMASTER.


Company Name

First Name Last Name

Work Phone

Email Address Verify Email Address

Password

I'm not a robot 
reCAPTCHA
Privacy - Terms

[Create Account](#)

By creating an account, you accept our [Terms of Use](#), [Payment Terms](#), and [Privacy Policy](#).

Completing Enrollment

Once you've created your account, a Viewpost representative will contact you and assist in completing the enrollment process, which typically requires seven business days or less and involves:

- Creating a paper check
- Adding a logo and check signature
- Adding Viewpost as a vendor
- Testing check stock if required by your bank
- Communicating with vendors as needed

Note

Upon completion you will receive an email from Viewpost that will include the Bulk API URL.

Add Company Details

Additional company information is required for payment transactions.

Account Setup: 24-Seven Marts - Store 008

Progress: Company Details (Active) | Connect Your Bank | Sign & Secure Account

Let's get to know each other.
Tell us more about your business. * required

Address Line 1 *
888 Howard Street

Address Line 2
12th Floor

City *
San Francisco

State *
CA

ZIP Code *
94105

Work Phone
123 456-7890

Business Type
Select...

Industry
Select...

Accounting Package
Select...

[Continue](#)

Connect a Bank Account

Enter your bank routing and account numbers to register a bank account.

Account Setup: 24-Seven Marts - Store 008

Progress: Company Details | **Connect Your Bank** (Active) | Sign & Secure Account

Connect your bank account.
Enter your routing and account numbers and get verified in 1-3 days. * required

Account Nickname
Business Checking

Routing Number *
012345678

Account Number *
987654321

Verify Account Number *
987654321

Sample Check
FOR
⑆000000186⑆ 000000529⑆
Routing Number Account Number

Bank Name
Fifth Third Bank

[Back](#) [Continue](#)

Your security is important to us.

Secure Your Account

Viewpost enables you to use two-factor authentication to secure your account with a mobile phone (top) or by answering unique security questions (bottom).

This screenshot shows the 'Sign and secure your account' step of the account setup process. At the top, a blue header reads 'Account Setup: 24-Seven Marts - Store 008'. Below it is a progress bar with three stages: 'Company Details', 'Connect Your Bank', and 'Sign & Secure Account', with the third stage being active. The main heading is 'Sign and secure your account.' followed by the text: 'Keep your account safe by enabling two-factor authentication. Don't want to use a smartphone? [Answer security questions.](#)' Below this is a form for 'Step 1 of 2' with the instruction 'Enter phone number to receive a verification code.' A text input field contains '(925) 789-0123' and a blue 'Send' button is to its right. A grey 'Continue' button is located at the bottom right of the form area.

This screenshot shows the 'Sign and secure your account' step of the account setup process. At the top, a blue header reads 'Account Setup: 24-Seven Marts - Store 008'. Below it is a progress bar with three stages: 'Company Details', 'Connect Your Bank', and 'Sign & Secure Account', with the third stage being active. The main heading is 'Sign and secure your account.' followed by the text: 'Keep your account safe by answering these security questions. Prefer to use a smartphone? [Enable two-factor authentication.](#)' Below this are three rows of security questions. Each row consists of a dropdown menu for the question (e.g., 'Security Question 1...') and a text input field for the answer ('Your answer'). A grey 'Continue' button is located at the bottom right of the form area.

Configuring DXC Assure Claims and Activating Payments

After enrollment is complete, you can generate an API Authentication Token in Viewpost. The 2 steps involved in the process include configuring the:

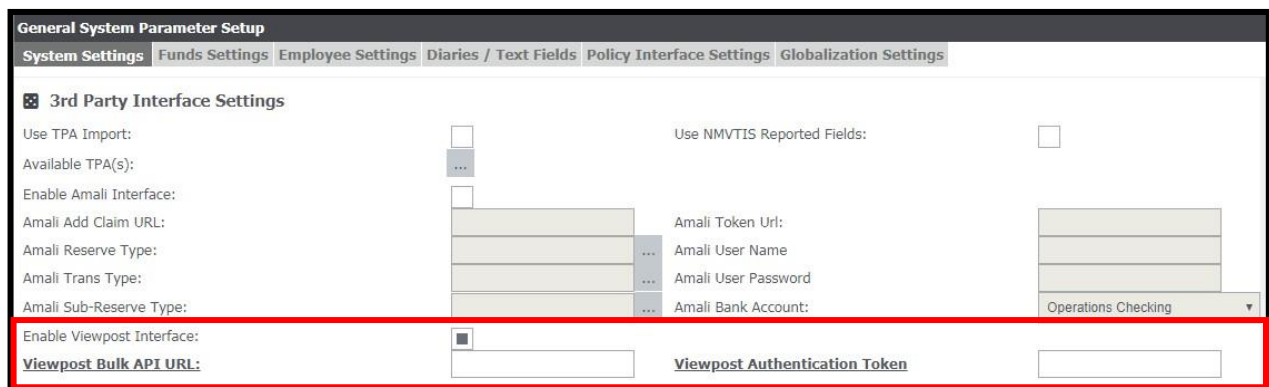
- General System Parameter Setup Screen
- Payment Parameter Setup Screen

General System Parameter Setup Screen

You will then need to configure the System Parameters Setup in Insurance RISKMASTER. Under the third-party area you will need to:

- Enable the Viewpost interface
- Add the Viewpost Bulk API URL supplied in an email by Viewpost
- Copy the API Authentication Token to the Viewpost Authentication Token

Please refer to the screenshot below to view these settings under General System Parameters Setup.



Payment Parameter Setup Screen

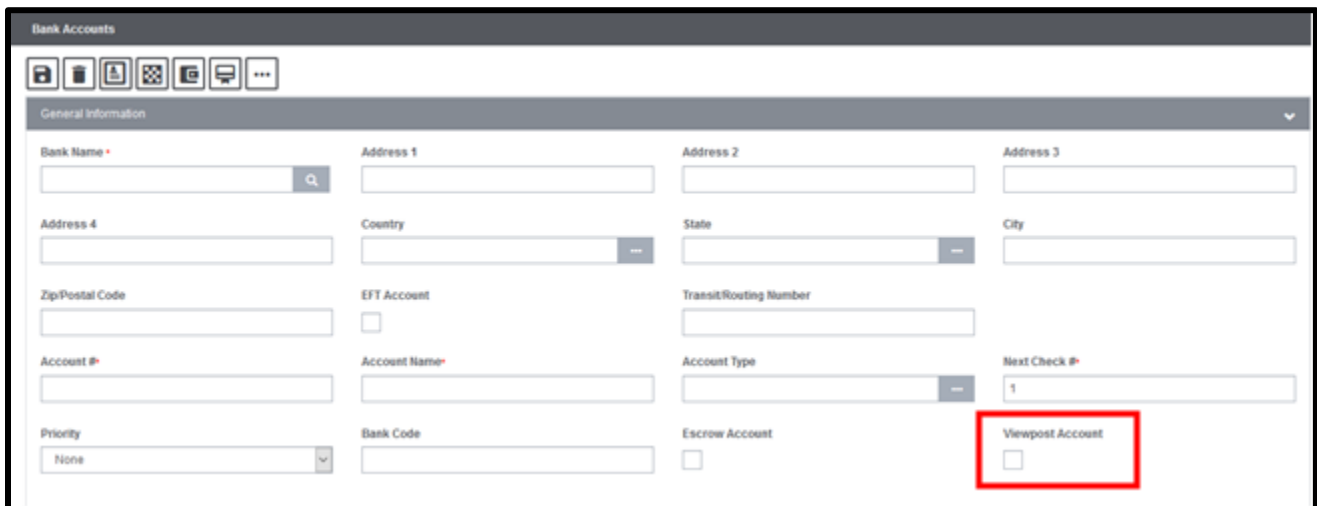
For all payments which need to be pushed to Viewpost, their distribution type needs to be mapped to the Print Check To File option as **Viewpost** only.



Configuring the Bank Account in Assure Claims

A new Viewpost Account checkbox field will be displayed on the Bank Account window once the Viewpost setting is enabled from the General System Parameter Setup screen.

If this setting is selected, then, the bank account will be eligible of making or receiving electronic payment via Viewpost.



This implies that when a Viewpost distribution Type is selected for a Transaction/Payment, then, that payment will be considered a Viewpost payment. Additionally, only Viewpost Bank can be selected for such payments. Otherwise, an error message will be displayed.

However, Print Check button will not be displayed on a Viewpost payment as the checks of these payments can only be printed via Task.

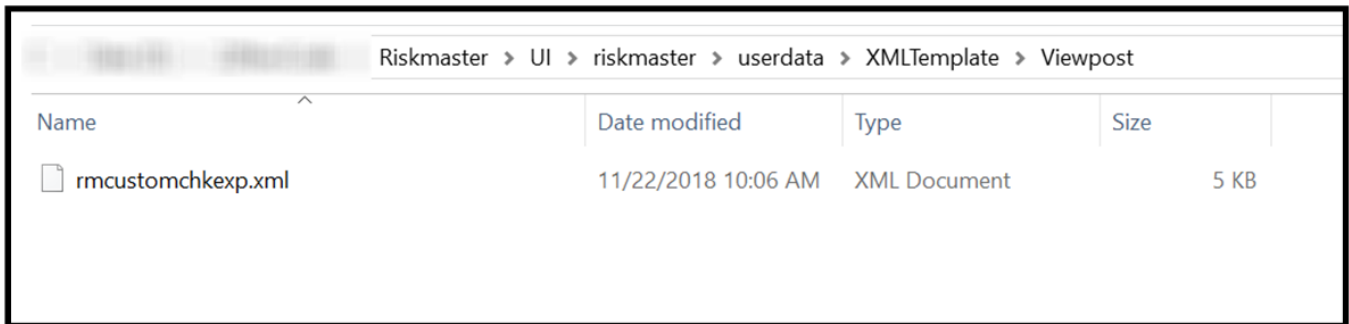
Similarly, if a Viewpost Distribution Type is mapped with a regular mail, then, that mail will not be displayed on the Print Checks window. For instance, if the Xpress Mail is mapped with a Viewpost Distribution Type, then, the option will not be displayed in the Distribution Type field of the Print Checks window. That is, the respective Viewpost checks can only be printed through Task Manager and not via any other method.

Furthermore, the Roll Up functionality has now been available in Viewpost as well. This implied that multiple payments can now be rolled up and printed as a single check.

Copy the Viewpost Custom XML in the Print Check folder of the Assure Claims Application

To extract data as per the Viewpost standards, we need to provide the Viewpost Custom XML file in the Print Check folder of the Insurance RISKMASTER application. Please follow the steps as mentioned below:

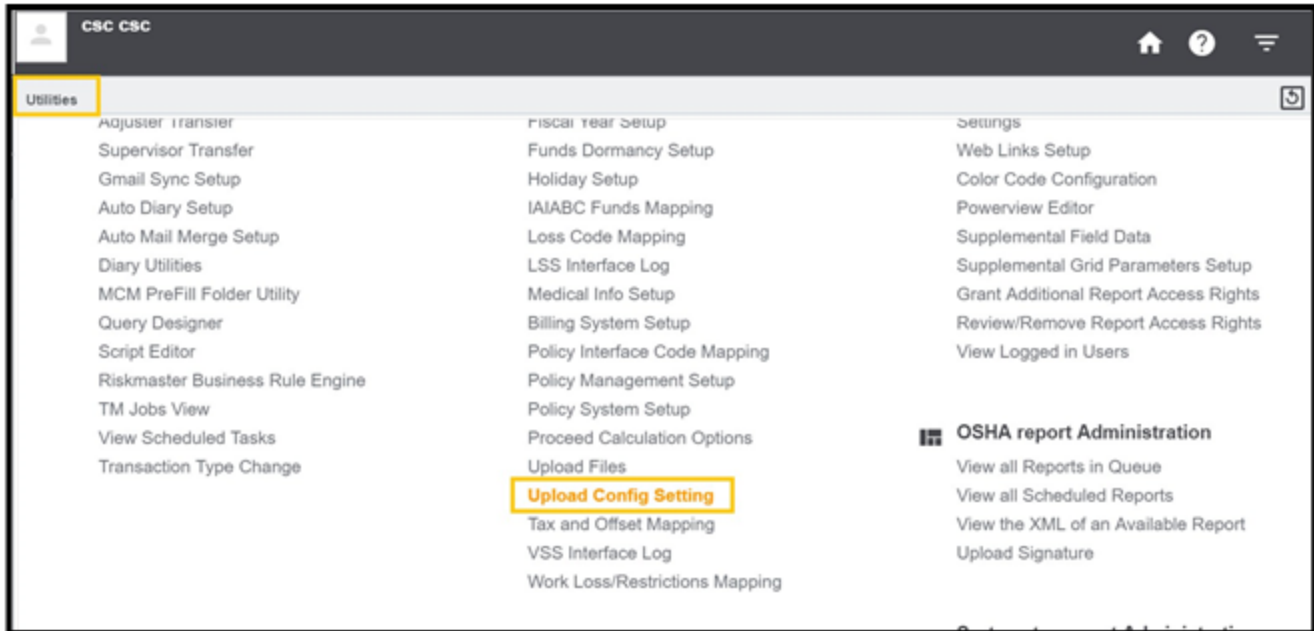
- Copy XML "mcustomchkexp.xml" from "riskmaster\userdata\XMLTemplate\Viewpost" and
- Paste it in "riskmaster\userdata\PrintChecks".



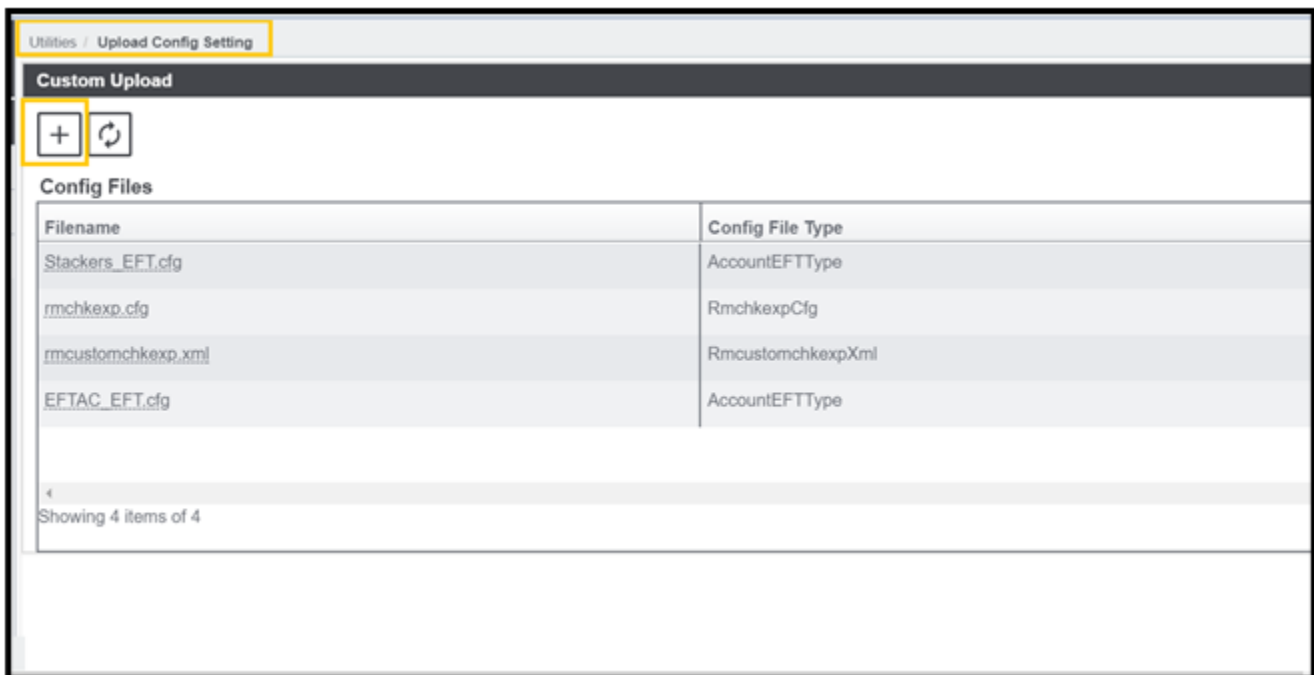
Viewpost Custom XML Steps for Multitenant Environment

In case the DXC Assure Claims, environment is over a Multitenant Environment (MT) then, the following steps need to be carried out:

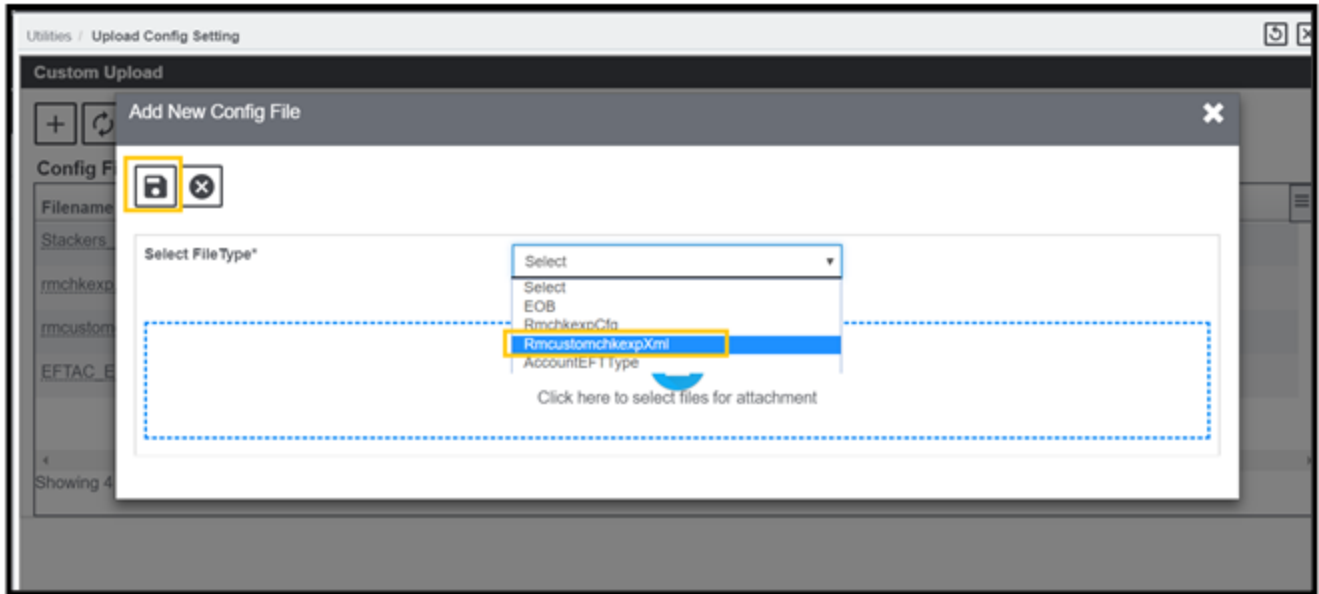
- Select Upload Config Setting under Utilities.



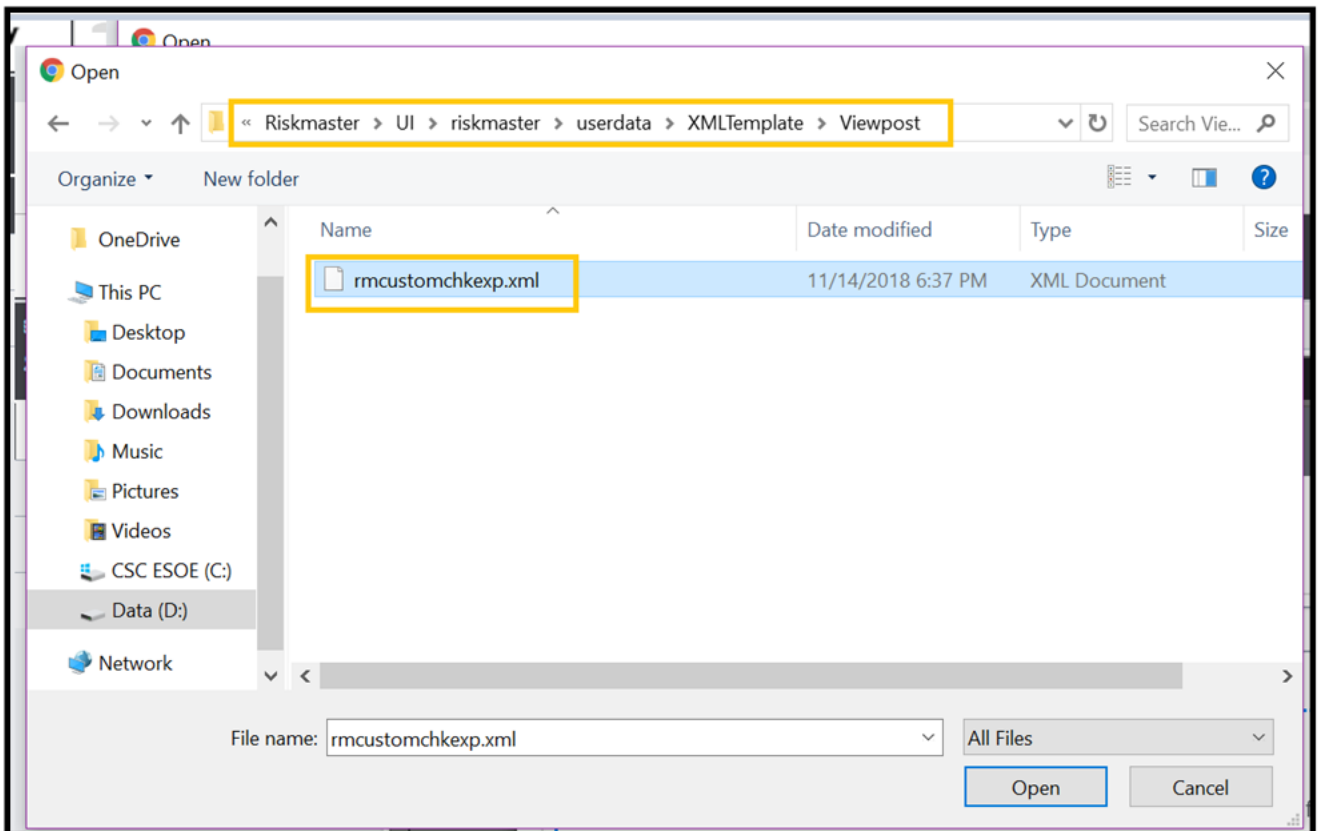
- Select the "Add New" command button.



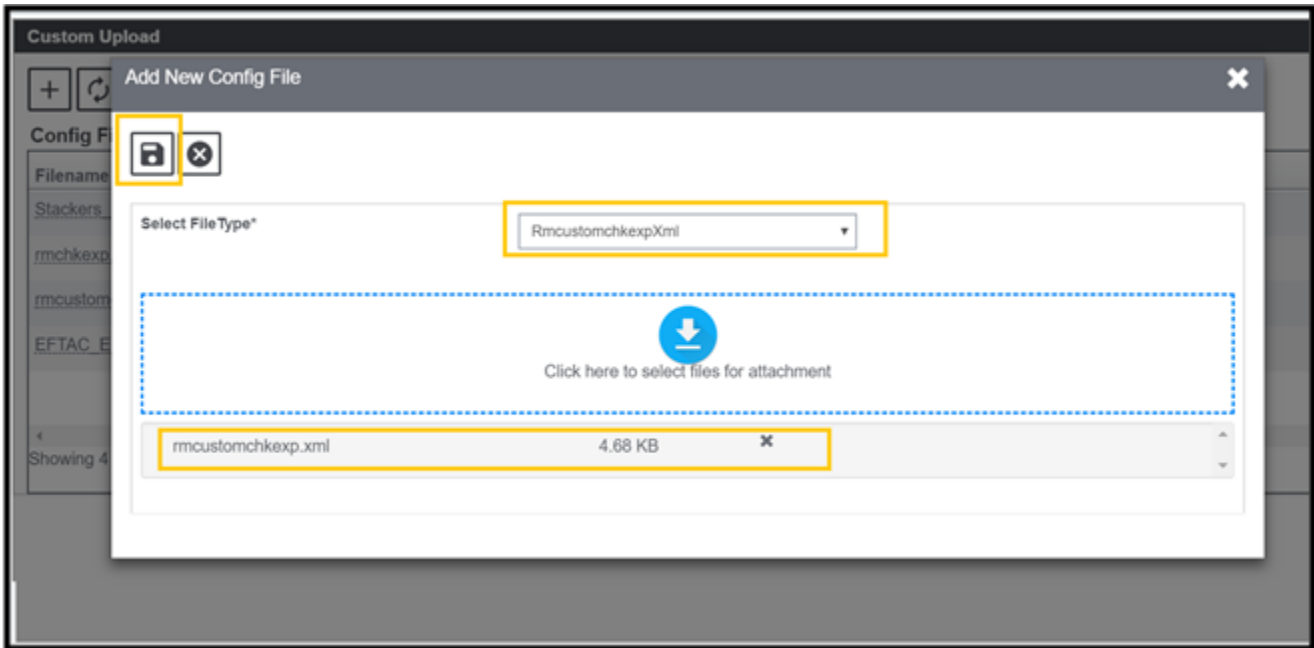
- Select "mcustomchkexp.xml" from the Select File Type dropdown.



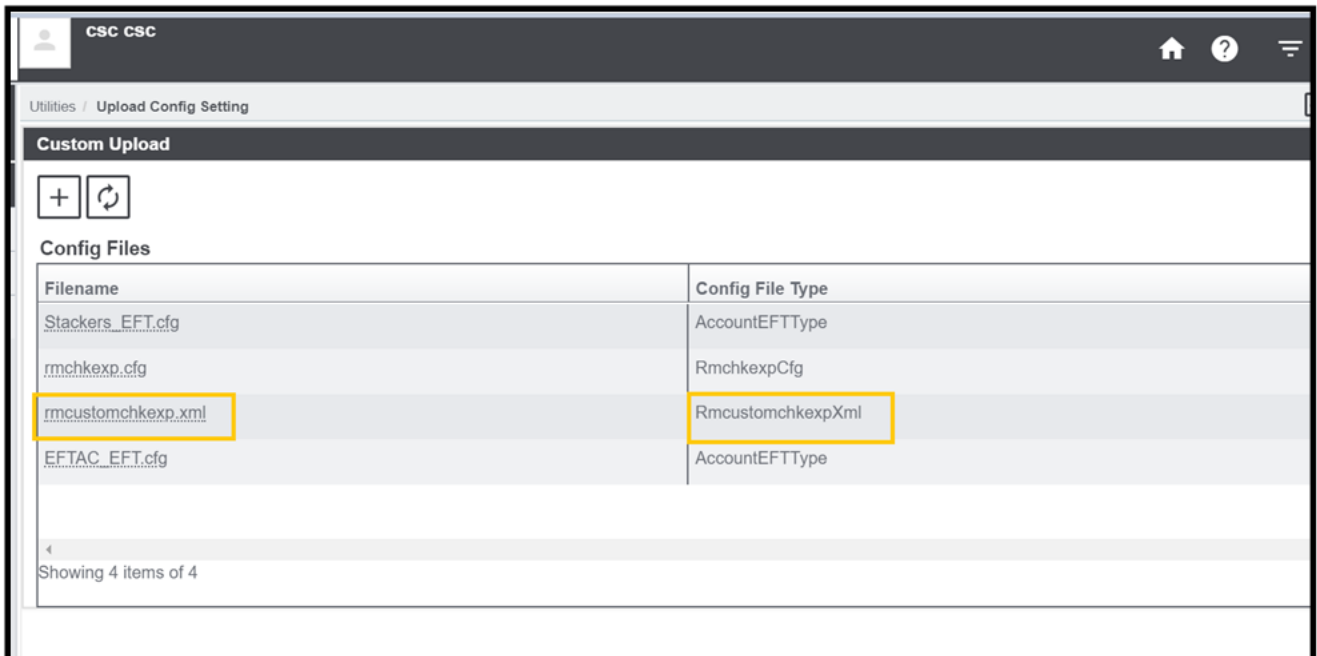
- Browse the XML from the below mentioned path of your server where the Insurance RISKMASTER application is installed.
 - "riskmaster\userdata\XMLTemplate\Viewpost"



- Click the Save command button.



- The Custom Upload screen will get displayed as shown below.



Viewpost Support

You can contact Viewpost Support in case you require any assistance.

Email: support@viewpost.com



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