



DXC Assure Claims & Viewpost Integration Guide

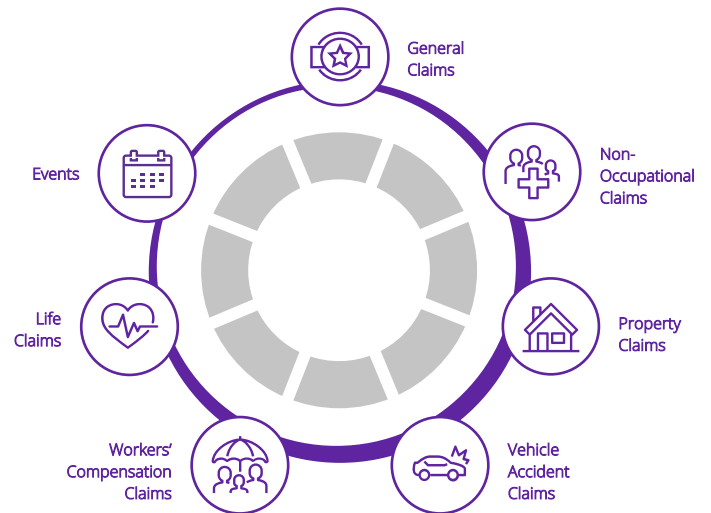
For customers of DXC Assure Claims at v.18.3 or lower

Release Version: 22.3

September 2022

DXC Assure Claims

Empowering Corporate Claims and Self-Insured Organizations with an integrated RMIS solution



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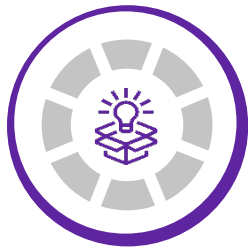
All questions regarding this documentation should be routed through customer assistance, Blythewood, SC, on Phone: 800-420-6007 or Email: risksupp@dxc.com

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What's New at DXC Technology?



THIS SECTION CAPTURES IN BRIEF, THE LATEST NEWS, AND EVENTS AT DXC TECHNOLOGY THAT HAVE A DIRECT BEARING ON OUR CUSTOMERS AND EMPLOYEES.



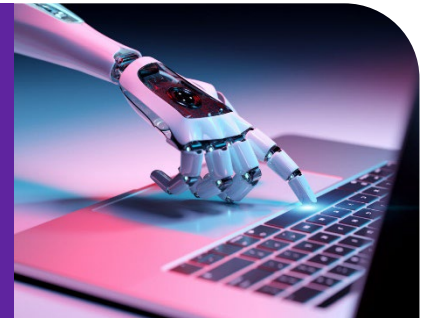
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What's new at DXC Technology



NelsonHall names DXC a leader in Property and Casualty Operations Transformation

DXC Technology was recognized by analyst firm [NelsonHall](#) as a **Leader**, its highest designated ranking, in three market segments in its NEAT evaluation for 2022. DXC's capabilities were positioned as a Leader in:

- **New Business Setup/Underwriting Capability**
- **Customer/Distribution Service Administration Capability**
- **Claims Administration Capability**

Leaders are vendors that exhibit both a high capability relative to their peers to deliver immediate benefit and a high capability relative to their peers to meet future client requirements.



READ MORE ON THE AWARDS & RECOGNITION PAGE

NELSONHALL P&C OPERATIONS TRANSFORMATION REPORT

DXC is proud to be exhibiting at National Comp 2022

DXC is proud to be an exhibitor at the forthcoming **National Comp 2022**, where we will feature a new release of **DXC Assure Claims**, integration of **ODG** medical treatment and return-to-work guidelines plus drug formulary, and DXC Litigation Insights.



October 19 – 21, 2022

Date

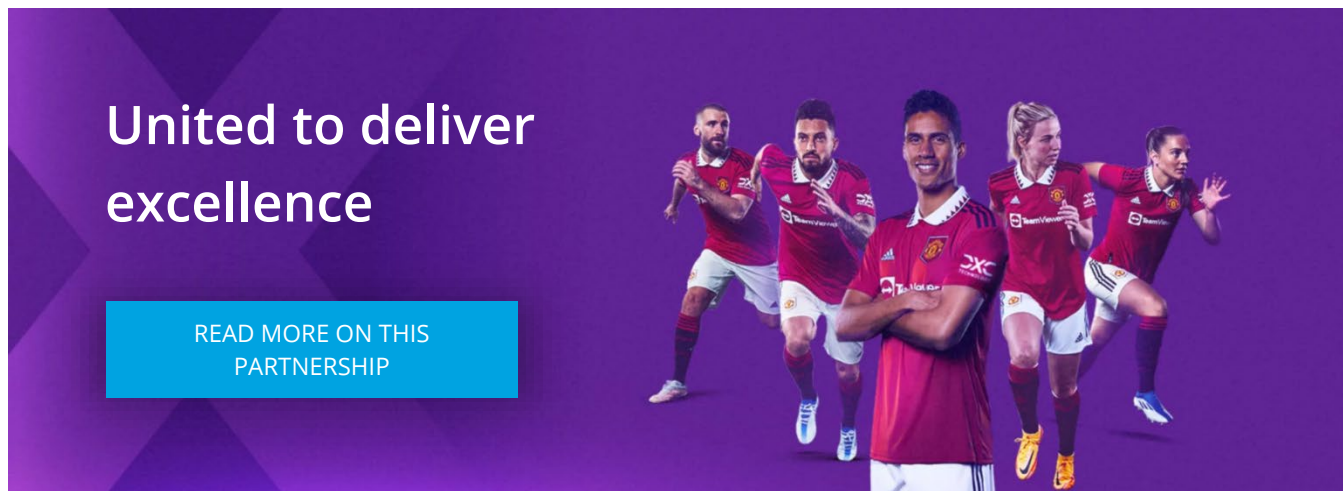


Location

Las Vegas, NV

FIND OUT MORE ABOUT DXC AT NATIONAL COMP 2022

DXC and Manchester United are partnering to enhance its digital offering to fans



DXC is proud to partner with **Manchester United** as the team's [technology partner](#), DXC will work with United to improve the way its 1.1 billion fans around the world engage with the club, as well as to enhance its daily business operations.



DXC will also help Manchester United become more data-driven, harnessing the power of data and analytics technologies across all aspects of the club.

Newsroom and Customer Success stories



Newsroom

The DXC Technology Newsroom is your resource for the latest news, press releases and corporate information.

Find out why DXC Technology made news today!

READ THE LATEST NEWS ON DXC TECHNOLOGY



Customer Success Stories

Customer stories help us enhance our credibility in the market and increase our chance to win more business. Hear our customers share their business transformation and innovation stories in their own voices and words.

EXPLORE OUR CUSTOMER
SUCCESS STORIES

The Assure Claims Academy

The **Assure Claims Academy** portal went live on **June 10, 2022**. This portal is accessible via the **Claims Microsite** and can be used to self-assess one's knowledge, and know-how, of the DXC Assure Claims application with utmost ease.



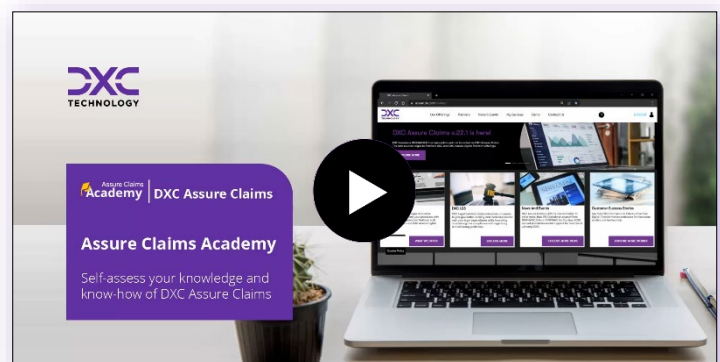
Uses of the Assure Claims Academy

The Assure Claims Academy portal:

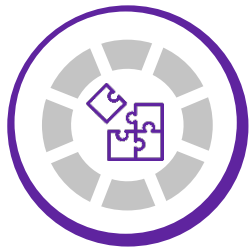
- Offers Numerous quizzes or tests
- Can be used to evaluate your know-how of the various features and functionalities from across the different zones of DXC Assure Claims
- Acts as an excellent skill & knowledge assessment tool for Customers of DXC Assure Claims, and Employees of DXC Technology.

Watch the video below to know more about the Assure Claims Academy.

VISIT ASSURE CLAIMS ACADEMY



General Overview



THIS DOCUMENT IS DESIGNED TO SERVE AS A STEP-BY-STEP GUIDE FOR THE COMPLETION OF THE RISKMASTER - VIEWPOST INTEGRATION PROCESS.



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General Overview



This document is designed to serve as a step-by-step guide for the completion of the **RISKMASTER - Viewpost** integration process for versions 15.4 till 18.3 only.

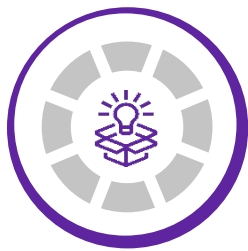
The steps mentioned herein only need to be performed once to be able to push payments from **RISKMASTER** to **Viewpost**.

This document also contains information about DXC Technology and RISKMASTER along with necessary contact information including that for **Viewpost Support** as well.

Note

- **RISKMASTER versions 15.4 till 18.3 support integration with Viewpost**
- The software was named RISKMASTER in v.18.3 release.
- Prior to v.18.3 release, the software was called RISKMASTER Accelerator.
- In this document, the software will be referred to as RISKMASTER.

The Electronic Claims Payments Process for v. 18.3 or lower



WITH A VIEW TO FACILITATE THE ELECTRONIC CLAIMS PAYMENTS (ECP) FOR ITS USERS, RISKMASTER INTEGRATES WITH VIEWPOST THEREBY MAKING TRANSACTING SMOOTHER ON THE PLATFORM.



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The Electronic Claims Payments Process for v. 18.3 or lower



With a view to facilitate the Electronic Claims Payments (ECP) for its users, RISKMASTER integrates with Viewpost thereby making transacting smoother on the platform.

Users of RISKMASTER v.15.4 till v.18.3 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 RISKMASTER and Activating Payments

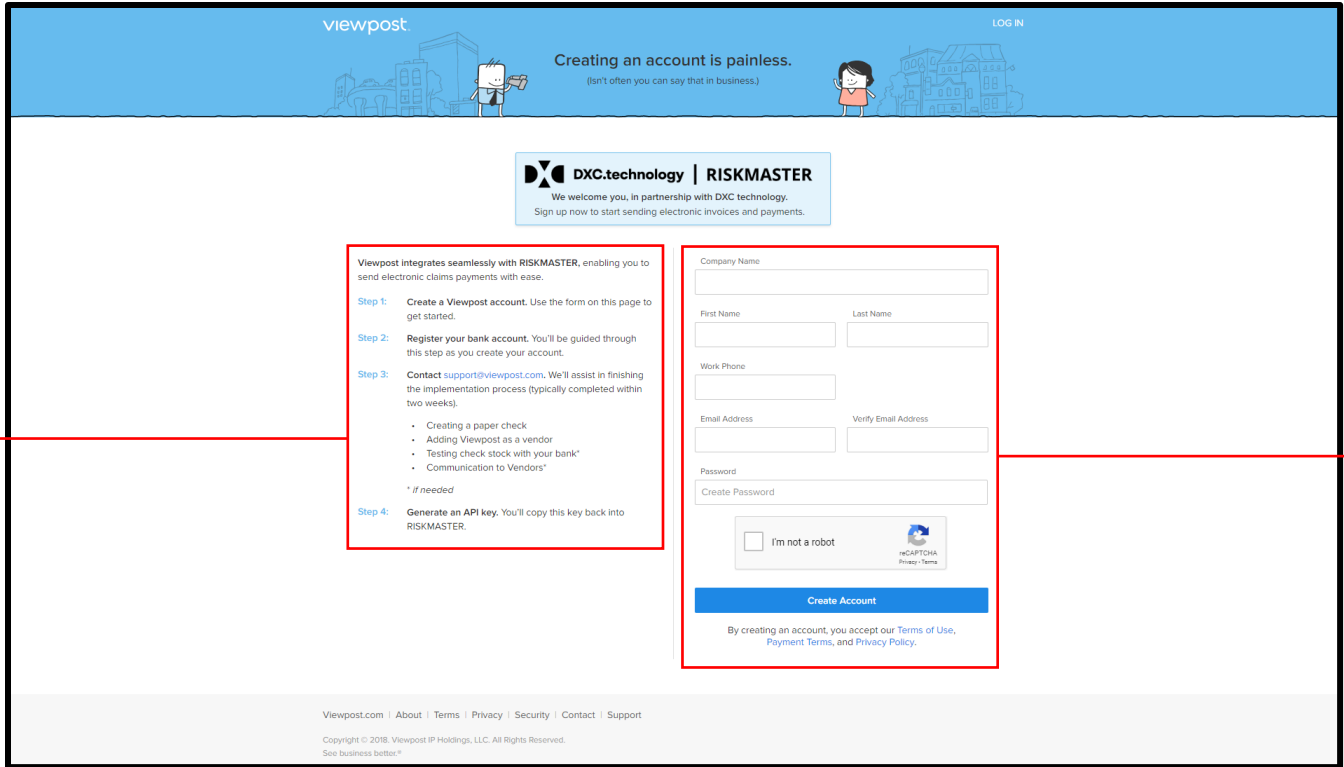
Creating a Viewpost Account and Registering a Bank Account

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 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>



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.

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.

The screenshot shows a web form titled "Account Setup: 24-Seven Marts - Store 008". At the top, there is a progress bar with three steps: "Company Details" (active), "Connect Your Bank", and "Sign & Secure Account". Below the progress bar, the heading "Let's get to know each other." is followed by the instruction "Tell us more about your business." and a "* required" note. The form contains several input fields: "Address Line 1" with the value "888 Howard Street", "Address Line 2" with "12th Floor", "City" with "San Francisco", "State" with a dropdown menu showing "CA", "ZIP Code" with "94105", and "Work Phone" with "123 456-7890". There are also three dropdown menus for "Business Type", "Industry", and "Accounting Package", all currently showing "Select...". A blue "Continue" button is located at the bottom right of the form.

Connect a Bank Account

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

The screenshot shows a web form titled "Account Setup: 24-Seven Marts - Store 008". The progress bar indicates the current step is "Connect Your Bank", with "Company Details" and "Sign & Secure Account" as previous and next steps, respectively. The main heading is "Connect your bank account." followed by the instruction "Enter your routing and account numbers and get verified in 1-3 days." and a "* required" note. The form contains the following fields: "Account Nickname" (filled with "Business Checking"), "Routing Number *" (filled with "012345678"), "Account Number *" (filled with "987654321"), "Verify Account Number *" (filled with "987654321"), and "Bank Name" (filled with "Fifth Third Bank"). A "Sample Check" image is displayed with yellow callouts pointing to the "Routing Number" and "Account Number" fields on the check. At the bottom, there is a security notice "Your security is important to us." and two buttons: "Back" and "Continue".

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).

Account Setup: 24-Seven Marts - Store 008

Company Details Connect Your Bank Sign & Secure Account

Sign and secure your account.

Keep your account safe by enabling two-factor authentication. Don't want to use a smartphone? [Answer security questions.](#)

Step 1 of 2
Enter phone number to receive a verification code.

(925) 789-0123 **Send**

Continue

Account Setup: 24-Seven Marts - Store 008

Company Details Connect Your Bank Sign & Secure Account

Sign and secure your account.

Keep your account safe by answering these security questions. Prefer to use a smartphone? [Enable two-factor authentication.](#)

Security Question 1... Your answer

Security Question 2... Your answer

Security Question 3... Your answer

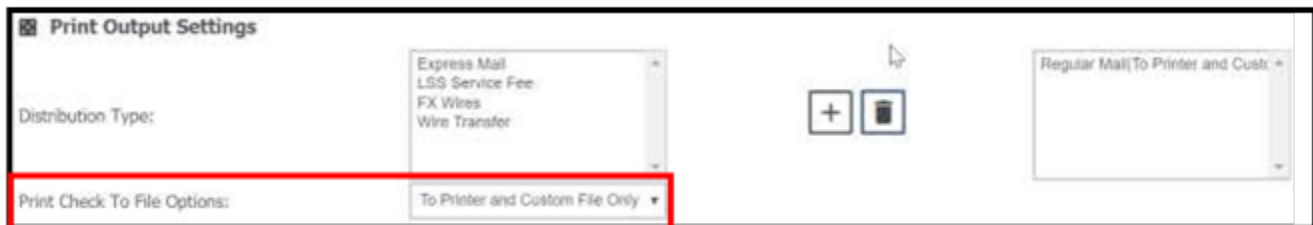
Continue

Configuring RISKMASTER and Activating Payments

After enrollment is complete, you need to configure RISKMASTER to point checks in CSV format. For this follow the process mentioned below:

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 **“To Printer and Custom File Only”**.



Provide the Viewpost Custom XML in the Print Check folder of 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 RISKMASTER application. Please follow the steps as mentioned below:

- Contact RISKMASTER support to get Viewpost Custom XML “Rmcustomchkexp.xml” and
- Paste it in “Riskmaster\userdata\PrintChecks”.

How to Print Checks?

1. Task Manager Batch Job (Preferred Option)

- Schedule Print Check Job to run once a day.
- Make sure correct distribution type is selected on payments as per the configuration done above.
- Once the job is successfully run then you can download the CSV from the Task Manager Job logs
- You need to copy the CSV file and manually upload to Viewpost website.

2. Normal Print Checks Menu

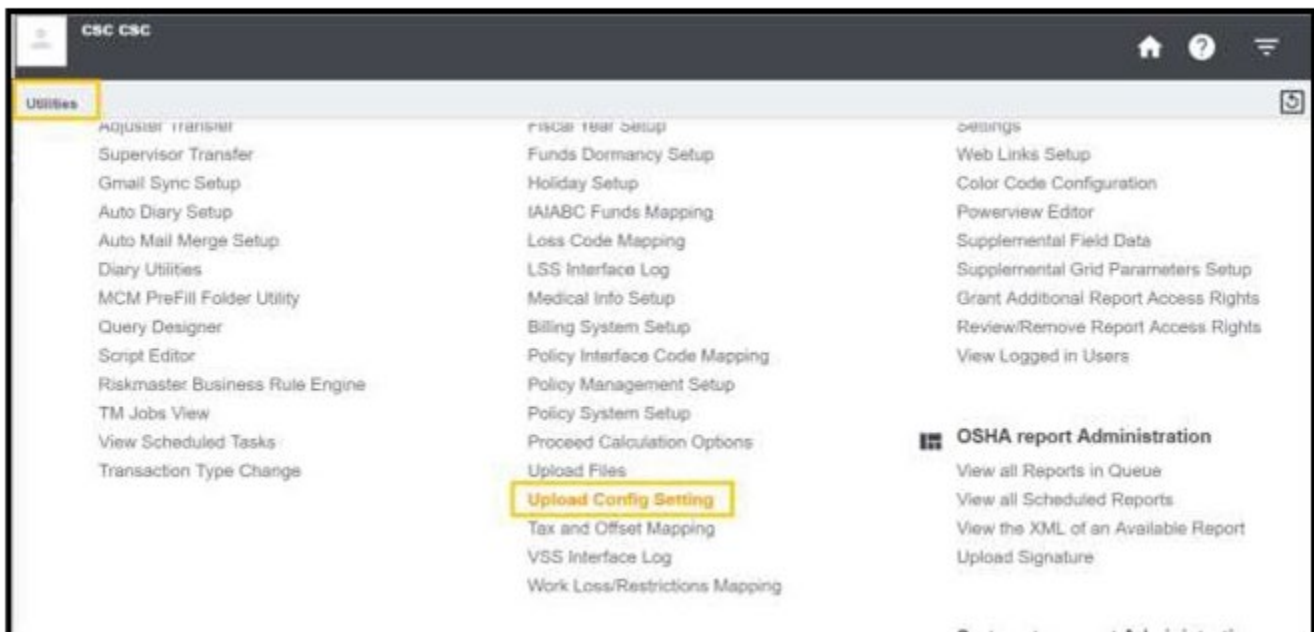
- Run Print Checks normally and complete the process.

- Make sure correct distribution type is selected on payments as per the configuration done above.
- There must be a CSV file generated on the server at “Riskmaster\userdata\PrintChecks”
- You need to copy the CSV file and manually upload to Viewpost website.
- Please remove the old CSV file from the location before printing checks again to avoid duplicate payments.

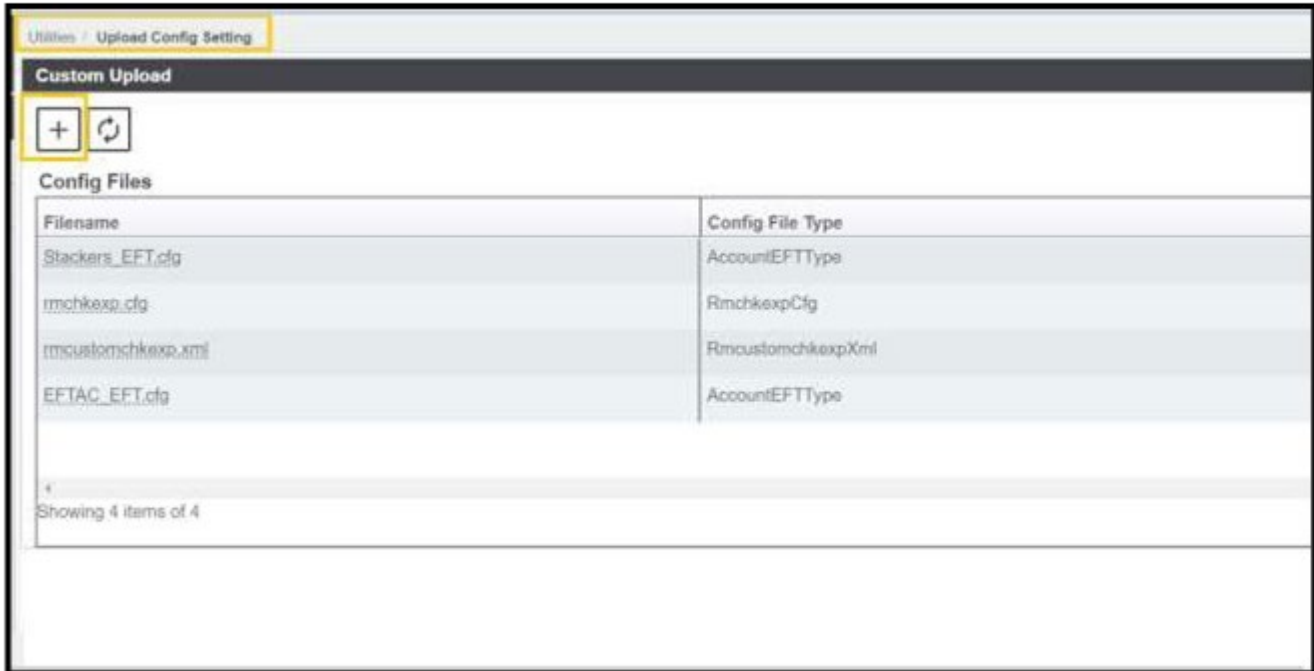
Viewpost Custom XML Steps for Multitenant Environment

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

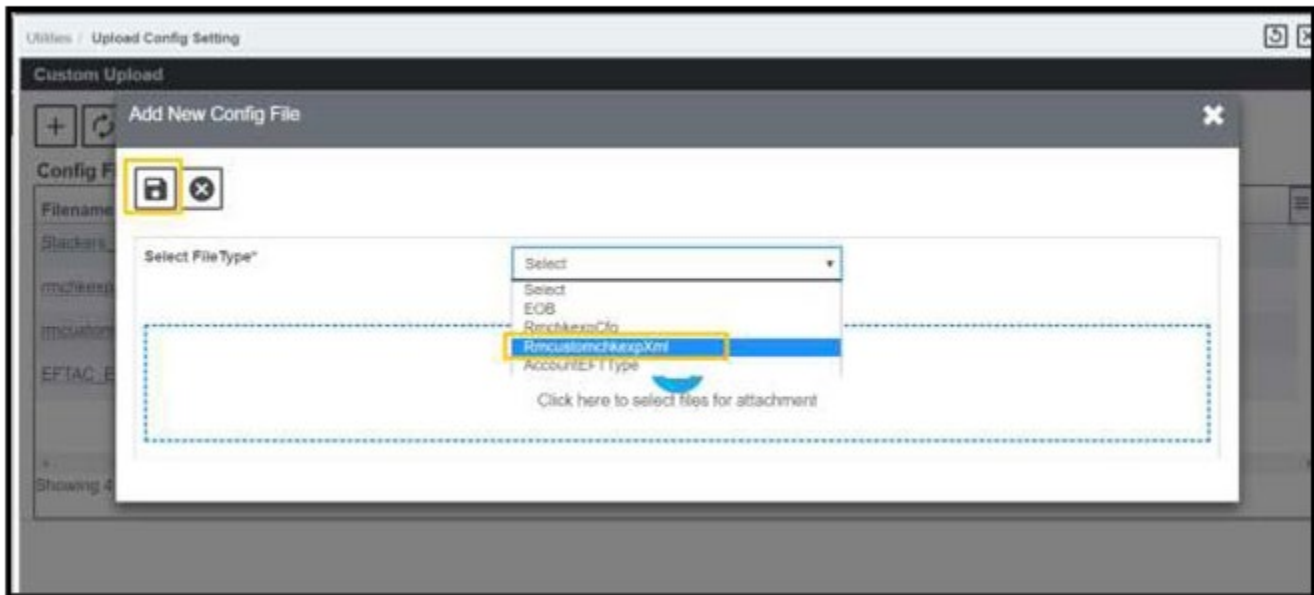
- Select Upload Config Setting under Utilities.



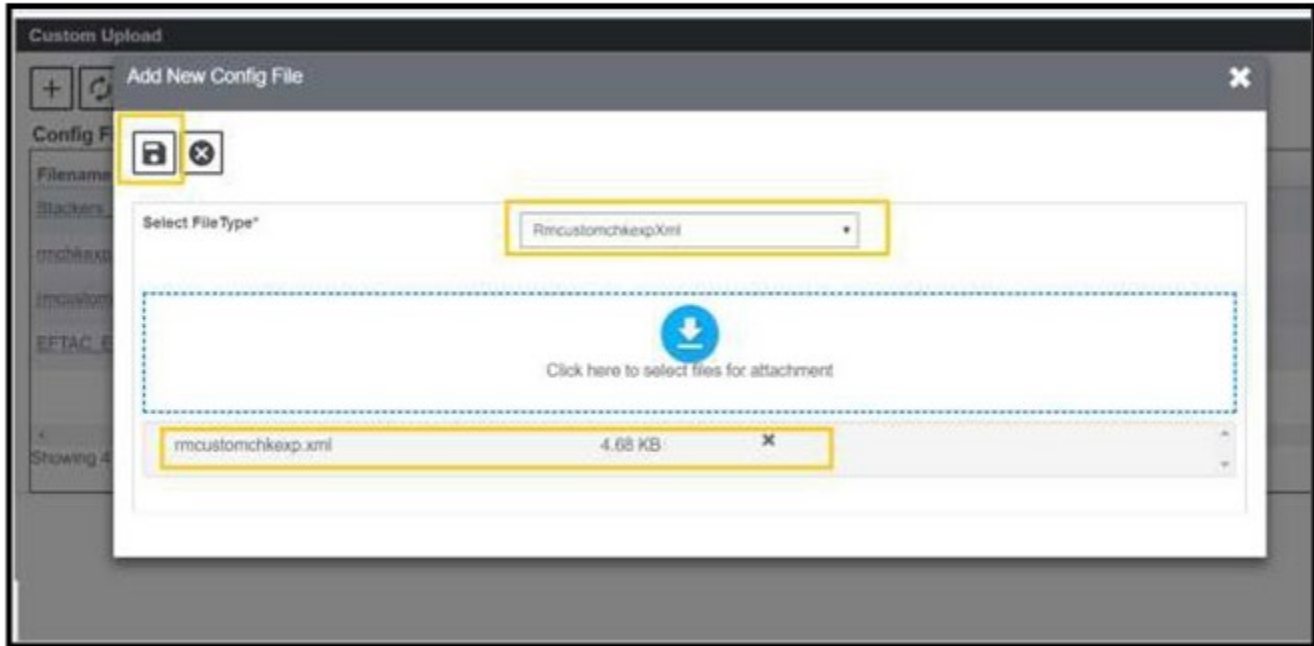
- Select the “Add New” command button



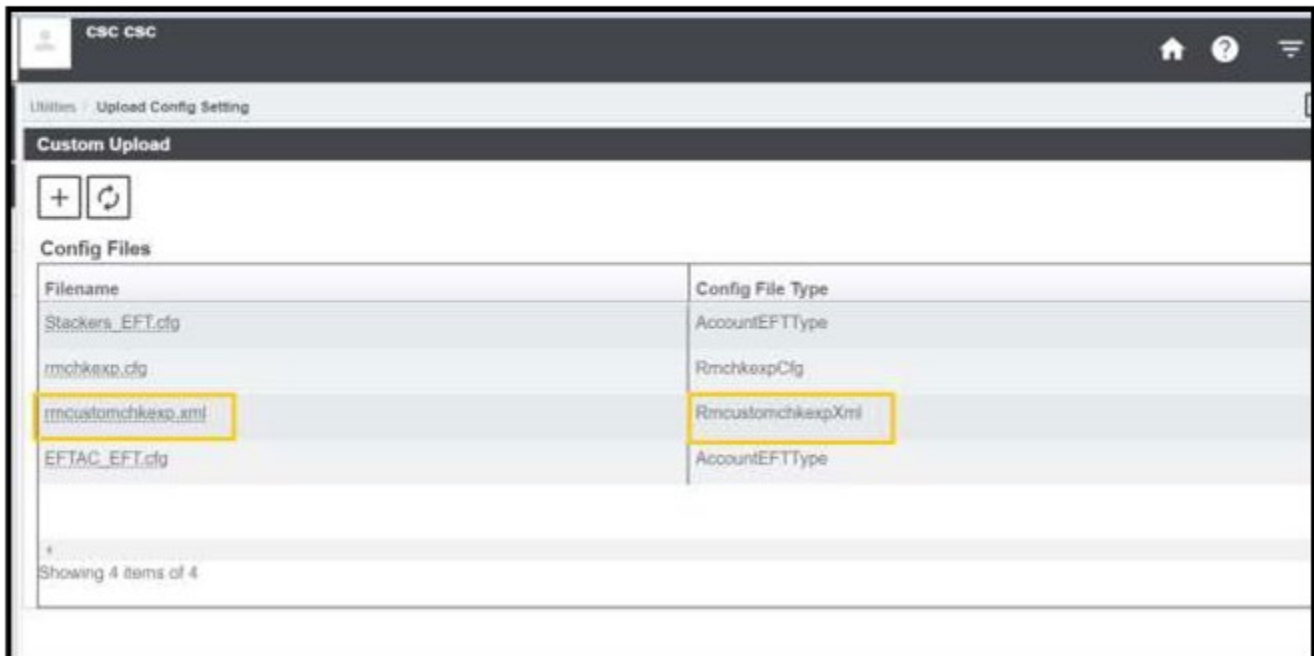
- Select "Rmcustomchkexp.xml" from the Select File Type dropdown.



- Browse the XML which was shared by the Support Desk in the previous step.
- 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

About Us & Contact Info



DXC TECHNOLOGY IS A FORTUNE 500 GLOBAL IT SERVICES LEADER. OUR MORE THAN 130,000 PEOPLE IN 70-PLUS COUNTRIES ARE ENTRUSTED BY OUR CUSTOMERS TO DELIVER WHAT MATTERS MOST. WE USE THE POWER OF TECHNOLOGY TO DELIVER MISSION CRITICAL IT SERVICES ACROSS THE ENTERPRISE TECHNOLOGY STACK TO DRIVE BUSINESS IMPACT



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About Us & Contact Info



DXC Technology

We deliver the mission critical IT services that move the world.



70+
countries

130,000+
employees

240+
fortune 500 customers

60+
years of innovation

Delivering eXcellence for our Customers and Colleagues

DXC Technology is a Fortune 500 global IT services leader. Our more than 130,000 people in 70-plus countries are entrusted by our customers to deliver what matters most. We use the power of technology to deliver mission critical IT services across the Enterprise Technology Stack to drive business impact. DXC is an employer of choice with strong values, and fosters a culture of inclusion, belonging and corporate citizenship. We are DXC.

[READ MORE ABOUT DXC
TECHNOLOGY](#)

DXC Assure Claims

DXC Assure Claims is an integrated Claims Administration Platform that consolidates multiple functions into one cohesive solution to provide accurate and up-to-date business functions using the latest technology.

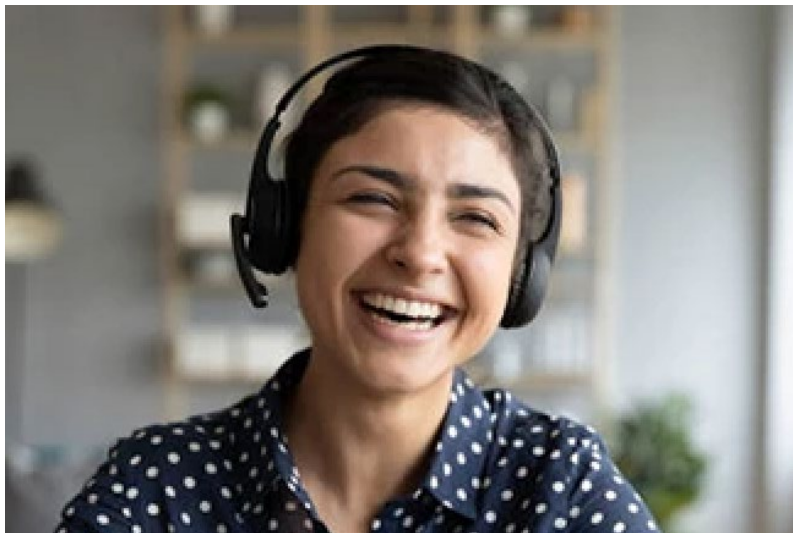
This browser-based software provides real-time analytics to help you spot trends and mitigate future losses. It gives your staff a highly efficient system that simplifies workflows and promotes best practices throughout your organization. It helps ensure that your claimants receive first-class service, besides providing your management team with a means to track key metrics to control costs and improve performance.

[READ MORE ON THE DXC CLAIMS MICROSITE](#)

[DXC BLOG - INSURANCE & TECHNOLOGY](#)

Thousands of Risk and Claim professionals rely on DXC Assure Claims to manage all types of Claims, making it one of the industry's leading Claims Management Systems. This active client community ensures that DXC Assure Claims is continually supported and enhanced - keeping your Claims processing running smoothly today and in the future.

Contact Us



The Assure Claims Support Center provides manned telephone support services at these times -

8:00 AM - 8:30 PM, EST, Monday through Friday.

Additional and after-hours coverage may be available upon request.



risksupp@dxc.com



[1-877-275-3676](tel:1-877-275-3676)



DXC Technology

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Auburn Hills,
Michigan 48326





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SOFTWARE

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Assure Claims Support Helpdesk

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