



Connecting
The Industry™

MSV Config Guide

In CAPS, connection choices are agreed between the repairers and the work providers. While they are making the connections, someone needs to ensure that the management system used by the repairer is correctly configured to handle these connections.

| Selected endpoint | Required management system configuration | WP Sends Work |
|---------------------------------------|--|---------------|
| AA | Note there are 3 AA networks: Innovation AA scheme, AA-Claims and AA Accident Assist | |
| AA-Claims | Ensure the system recognises AACLAIMS | - |
| AA Accident Assist | Ensure the system recognises AA_ACCIDENT_ASSIST | - |
| Accident Repair Management Ltd (ARM) | Ensure the system recognises the ACCREPMAN insurer code | Yes |
| Activate Group | Ensure system recognises ACTIVATE insurer code | Yes |
| ADMIRAL (REPEX) | Ensure system recognises ADMIRA insurer code | Yes |
| ALLIANZ (Active Web) | Ensure system recognises ALLIAN insurer Code | ? |
| Arms Auto (ARMS_AUTO_1 (Direct)) | Apply 'ARMS_AUTO_1' interest to any jobs to go out to ARMS | No |
| Avant Claims | Avant Claims handle LV and Esure work, but do not use the normal LV or Esure codes. Instead they use the codes AVANT_ESURE and AVANT_LV. The repairer is working for, and billing Avant. The repairer would need accounts for Avant. | Yes |
| Avon and Somerset Police (Fusion) | Ensure system recognises _DX_AVONSOMPOL insurer code | Yes |
| AXA Insurance DAC | Ensure system recognises AXA_IRELAND | No |
| CI Claims (Fusion) | Ensure system recognises CICLAIMS insurer code | Yes |
| COVEA (Active Web) | Ensure system recognises COVEA insurer code and applies it to relevant work | ? |
| DLG (Active Web) | Ensure the system recognises the Direct Line Group insurer codes (see list below) and applies them to relevant work | ? |
| ECP (Fusion) | Ensure the system recognises insurer codes used by ECP | Yes |
| Enterprise Cars (Performance Gateway) | Ensure ENTERPRISE ENTERPRISE_RFL or ENTERPRISE_FLEXE or ENTERPRISE_HGV insurer codes are applied to appropriate work | No |
| ESURE (Active Web) | Ensure system recognises ESURE and SHEILAS insurer codes and that they are applied to relevant work | ? |

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| EyeLoad | This is an unusual application as it is a planning system being run by the repairer. There is no access to it by a third party like a work provider. Eyeload expects to get updates on ALL jobs in the repairer system, so if a site is signed up for EyeLoad everything they send to CAPS gets sent on to Eyeload. | N/A |
| Fleet Accident Repair Group (FARG) | Ensure the system recognises the FARGL insurer code | Yes |
| FMG Support Group Ltd (Claimwatch) | There should be no new connections by this means | Yes |
| FMG Support Group Ltd (FMG_PROD (Direct)) | Ensure FMG insurer code is recognised | Yes |
| Gallagher Basset (CAA_SERVICE (Direct)) | Ensure the system recognises the CAA insurer code | Yes |
| Incident Management Solutions | Need to be able to recognise IMS or ENTERPRISE_RFL insurer codes, depending on the type of work the repairer is doing. | Yes |
| Innovation group | Ensure Innovation insurers recognised and used on relevant work (see list below) | Yes |
| Innovation Group AA scheme | Need to use the IG-AA (yes that is a dash) code on any jobs that should send updates | No |
| Innovation Group Saga Scheme | Need to use the IG-SAGA (yes that is a dash) code on any jobs that should send updates | No |
| Itas Citroen, Itas Mercedes, Itas Peugeot, Itas Porsche, Itas Vauxhall | Need to apply the CLARITY interest to jobs that need to send updates to Itas. | No |
| Kinderton Group | See table of Kinderton Insurance codes | Yes |
| Lex AutoLease | Lex Autolease use Inter-Est. Need to recognise LEX_AUTOLEASE insurer code | Yes |
| LV (Active Web) | Ensure LV insurers recognised and applied to relevant work (see list below) | ? |
| MSL | Ensure the MSL Insurer codes listed below are recognised. | Yes |
| NARG (Active Web) | Ensure NARG insurer codes are recognised and applied to relevant work | ? |
| NATIONWIDE (Active Web) | Ensure NATIONWIDE insurer code is recognised and applied to relevant work | ? |
| QUINDELL (Active Web) | Ensure QUINDELL insurer codes is recognised and applied to relevant work | ? |
| RSA (Active Web) | Ensure RSA insurer codes are supported and applied to relevant work (see list below) | ? |
| S&G Response | Ensure support for relevant S&G Insurer codes. See list below | Yes |
| Saga | See Innovation group Saga Scheme | |
| Tesco Underwriting | Ensure the system applies the TU insurer code | No |
| Thrifty (Active Web) | Ensure the insurer codes THRIFTYRE and THRIFTYIL are supported | ? |
| VWIRELAND (Fusion) | Ensure support for relevant Insurer codes | Yes |

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|--------------------------|--|-----|
| Zenith Vehicle Contracts | Ensure ZENVC insurer code is recognised. NOTE <i>Zenith Vehicle Contracts</i> is not related in any way to <i>Zenith Insurance</i> | Yes |
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Systems where the WP is sending new job notifications

In cases where WPs are sending the initial work notification to a repairer, they need to be made aware that the ad-hoc local creation of jobs for that work provider is normally frowned on. The repairer needs to be made aware of the need to accept or reject incoming work in a timely way and the consequences of rejection (it will most likely be allocated elsewhere).

In the case of WP-Notified jobs, it is especially important that the management system maintains the CAPS convention of returning any Interests that were received from the WP untouched.

Systems that receive updates on jobs that they did not notify

In these cases, there is local control on

- What insurer codes get applied
- What interest codes get applied
- What jobs are considered to require update transmissions to CAPS

In these cases, care needs to be taken to ensure that multiple versions of a job will not be sending updates to CAPS that could be interpreted by the data consumer as distinct jobs.

Insurer codes

Direct Line Group insurer codes

| | |
|-------------|----------------------------|
| RBS | RBS Insurance |
| CHURCH | Churchill Insurance |
| DIRECT | Direct Line |
| NIG | NIG Skandia |
| PRIV | Privilege Insurance |
| PRU | Prudential |
| UKINS | UK Insurance |
| EGG | EGG |
| PEUG | Peugot Insurance |
| SAINSBURYS | Sainsburys Insurance |
| CITROENI | CITROEN INSURANCE LTD |
| NATWEST | NATWEST MOTOR CLAIMS |
| ROYALTIES | Royalties |
| ROYALLONDON | Royal London |
| UKINSTP | UK Insurance (Third Party) |
| DIRECTSUPP | DLG Supplementary Work |
| DIRECT4B | Direct Line 4 Business |
| DLGVWG | DLG Volkswagen |
| DARWIN | Darwin Insurance |

ECP Insurer Codes

| | |
|--------------------|-----------------------------------|
| XSDIRECT | XS Direct www.xsdirect.ie |
| GREGORY | Gregory Distribution Ltd |
| ABELLIO | Abellio |
| MFSPRESTIGE | Managed Fleet Services Prestige |
| MFS_OTHER | Managed Fleet Other |
| CUNNINGHAM_COMM | Cunningham Lindsay Commercial |
| ELITEINS | Elite Insurance |
| ENVIRONMENT_AGENCY | Environment Agency |
| NOBLE_CLAIMS | Noble Claims Services, Carshalton |
| BROKER_ASS | Reco Assist |
| HORIZON | Horizon Vehicle Management Ltd |
| CUNNINGHAM | Cunningham Lindsey Insurance |
| AMLIN | Amlin PLC Insurance |

Innovation Group insurer codes

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|----------|----------------------|
| INMOT | Innovation Motorcare |
| INMOTNFU | Innovation (NFU) |

Kinderton Insurer Codes

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|----------|---|
| KAMSTAND | KINDERTON Standard Network Menu Pricing |
| KAMBPOKE | KINDERTON 18.5%/ old menu pricing |
| KAMOTHER | KINDERTON GROUP Other |
| KINFAULT | KINDERTON Fault Menu Pricing |
| KAMVERN | KINDERTON Verex Non-Fault |
| KINVERF | KINDERTON Verex Fault |

LV insurer codes

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|-------|--------------------|
| LV | Liverpool Victoria |
| LVOWN | LV Direct |

MSL Insurer Codes

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|-----------------|-------------------------|
| MSL_AR_REP | MSL Agreed Rates Repair |
| MSL_CREDIT_REG | MSL Credit Repair |
| MSL_NETWORK_REP | MSL Network Repair |

NARG insurer codes

There is a large set of NARG insurer codes. I do not have any details on which of these are relevant, and new ones turn up fairly regularly. At the time of writing there were:

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|------------|------------------------------|
| NARGCL | NARG Commercial Legal |
| NARGSITA | NARGSITA |
| NARGTRAV | NARG Travelers |
| NARGHI | NARG Haven Insurance |
| NARGUKAA | NARGUKAA |
| NARGBL | NARG Bristol London |
| NARGED | NARG Easidrive |
| NARGFL | NARG Fleet Logic |
| NARGKIND | NARG Kindertons |
| NARGBD | NARG Broker Direct |
| NARGCCL | NARG CCL CL |
| NARGCAMS | NARGCAMS |
| NARGLVHGV | NARGLVHGV |
| NARGAVIVA | NARGAVIVA |
| NARGZUR | NARG Zurich |
| NARGCEF | NARG City Electrical Factors |
| NARGBODY | NARGBODY |
| NARGRSA | NARG RSA |
| NARGLVFL | NARG LV Fleetlogic |
| NARGFCA | NARGFCA |
| NARGCLOT | NARGCLOT |
| NARGUC | NARGUC |
| NARGHTZ | NARG Hertz Europe |
| NARG | National ARG |
| NARGAAS | Narg Active Auto Solutions |
| NARGDLGDL | NARG DLG DIRECTLINE |
| NARGDLGCH | NARG DLG CHURCHILL |
| NARGDLGPRI | NARG DLG PRIVILEGE |
| NARGDLGSAI | NARG DLG SAINSBURY |
| NARGDLGPRU | NARG DLG PRUDENTIAL |
| NARGDLGNW | NARG DLG NATWEST |
| NARGDLGPEU | NARG DLG PEUGEOT |
| NARGDLGRBS | NARG DLG RBS |
| NARGDLGCIT | NARG DLG CITROEN |
| NARGDLGEGG | NARG DLG EGG |
| NARGDLGROY | NARG DLG ROYALTIES |
| NARGDLGUKI | NARG DLG UKINSURANCE |
| NARGDLGRL | NARG DLG ROYALLONDON |
| NARGDLGD4B | NARG DLG DIRECT4B |
| NARGDLGTPI | NARG DLG UKI_TP |
| NARGDLGSUP | NARG DLG SUPPLEMENTARY |
| NARGDLGNIG | NARG DLG NIG |
| NARGAFS | NARG Active Fleet Solutions |

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|------------|--------------------------------------|
| NARGTTS | NARG TTS 360 |
| NARGCCLMCE | NARG CCL MCE |
| NARGMSIF | NARG Markerstudy Insurance Fault |
| NARGMSINF | NARG Markerstudy Insurance Non Fault |
| NARGZENF | NARG Zenith Fault |
| NARGZENNF | NARG Zenith Non Fault |
| NARGZENMF | NARG Zenith Marque Fault |
| NARGZENMNF | NARG Zenith Marque Non Fault |
| NARGGEOF | NARG Geoffrey Fault |
| NARGGEONF | NARG Geoffrey Non Fault |
| NARGCVR | NARGCVR |
| NARGSPC | NARGSPC |
| NARGAEX | NARGAEX |
| NARGCCLBD | NARGCCLBD |
| NARGCITW | NARG Thames Water |
| NARGCIO | NARG Orbit |
| NARGCIVC | NARG Voyage Care |
| NARGWMP | NARG West Mercia Police |
| NARGNFCL | NARG Commercial Legal Non-Fault |
| NARGESSW | NARG Sheilas Wheels |
| NARGESES | NARG Esure |

RSA Insurer codes

| | |
|--------|--------------------|
| RSA | Royal Sun Alliance |
| RSAMOT | RSA Motability |
| RSAMT | RSA More Than |

S&G Response Codes

| CAPS Code | Network Description |
|--------------|--------------------------------|
| S_AND_G | S&G Response |
| SG_FLEET_T1 | S&G Fleet Tier 1 |
| SG_FLEET_T2 | S&G Fleet Tier 2 |
| SG_NF_T1 | S&G Non Fault Tier 1 |
| SG_NF_T2 | S&G Non Fault Tier 2 |
| SG_MOBILE | S&G Mobile Network |
| SG_FA | S&G Fix Auto Approved Network |
| SG_HALO | S&G Halo Network |
| SG_ARMOURED | S&G Armoured Network |
| SG_PSA | S&G PSA Network |
| SG_BD_ELITE | S&G BD Elite Network |
| SG_EASIRENT | S&G Easirent Network |
| SG_HADLEIGH | S&G Hadleigh Claims Management |
| SG_CAR | S&G Car Network |
| SG_HGV | S&G HGV Network |
| SG_LCV | S&G LCV Network |
| SG_MOTORHOME | S&G Motorhome Network |

Thrifty Codes

| | |
|-----------|------------------|
| THRIFTYIL | Thrifty In Life |
| THRIFTYRE | Thrifty Refinish |