

NLAD Pre-Production Guide Testing RAD with API Accounts

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Overview

The information below describes how carriers can test the features of RAD in NLAD if they use an API to perform NLAD transactions.

Linking Representative IDs to an API in the NLAD pre-production environment has two purposes:

1. It allows service providers to test the process of linking Representative IDs to an API ID in NLAD using the two methods available:
 - Linking one-by-one on the “Update NLAD Subaccount” page, or
 - Linking in bulk using the “Manage Representative IDs” page.
2. It allows service providers to test the [validations](#) on a Representative ID that will occur during transactions.

How to Link a Representative ID to an API ID in Pre-Production

You must use the test Representative IDs [provided below](#) to test the process of linking a Representative ID to an API ID in NLAD pre-production.

Link test Representative IDs to an API ID one-by-one:

1. Log in to NLAD using your ETC Administrator account. (You can use the same log in information you use to access NLAD production or a test account if you have one; however, any testing performed in the pre-production environment is not reflected in the production environment.)
2. Navigate to the “Manage NLAD Subaccounts” page from the left-hand navigation panel.
3. Select the blue link for “View all Subaccounts.”
4. Sort the “Authorized NLAD Subaccounts” table by Role to locate the API ID your company uses for testing. (If more than one API ID is listed, you may need to ask your technical team which ID they use for testing.)

5. Select the “Edit” link in the first column of the table to navigate to the “Update NLAD Subaccount” page.
6. Select the “Add New ETC Representative” button.
7. Enter the first name, last name, and Representative ID of the [test Representative](#) that you want to link to your API ID.
 - Select the checkbox next to “Master Agent (Optional)” and provide the first name, last name, and Representative ID of a different test representative if you want to test linking one representative to another as a Master Agent

Link test Representative IDs to an API ID in bulk

1. Download the linking file template from the [RAD Resources](#) page of USAC’s website.
2. Populate the template with the following for each representative you want to link to your API ID:
 - First name, last name, and Representative ID of the [test representative](#)
 - The API ID you want the representative to be linked to
 - First name, last name, and Representative of a different test representative if you want to test linking one representative to another as a Master Agent
3. Save your file in the .CSV format.
4. Log in to NLAD using your ETC Administrator account. (You can use the same log in information you use to access NLAD production or a test account if you have one; however, any testing performed in the pre-production environment is not reflected in the production environment.)
5. Navigate to the “Manage Representative IDs” page from the left-hand navigation panel.
6. Select the “Choose File” button and locate your file.
7. Select the “Upload” button.
8. A new entry will appear in the “Uploaded Files” table. It may take several minutes for your file to process.
9. If there were errors associated with any of the rows in your file, you will have the option to download a file from the “Errors” column of the table. The file will specify which row of your file had a problem and will provide an associated error message.
 - Any row in your file not specified as having an error will have processed successfully.

How to Test Validations on Representative IDs during transactions

After you link Representative IDs to an API ID, you can send transactions using those Representative IDs in the pre-production environment.

Use the revised NLAD API Specifications (available upon request by emailing LifelineSupport@usac.org) to make updates to verify, enroll, transfer, update, de-enroll, and Link Up requests. Two new fields have been added to each of these requests:

1. "repId": "",
2. "repNotAssisted": ""

The repId field should be used to send a Representative ID for the representative associated with the transaction. The repNotAssisted field should be used to indicate no representative was involved in the transaction (such as when an enrollment is submitted via a carrier’s online enrollment system).

Test Representative IDs of different statuses will yield different errors. See the [table below](#) for the expected response based on the status of the Representative ID.

Test Representative IDs

The following table describes the Representative IDs available for testing. There is no limit to the number of ETCs that can link a given Representative ID to an account.

Representative ID	First Name	Last Name	Status
123ABC456	Test	Blue	Invalid ID
789DEF012	Test	Rodriguez	Invalid ID
AB1234567	Test	Kay	Active
CD1234567	Test	Case	Active
EF1234567	Test	Jones	Locked
GH1234567	Test	Clear	Locked
JC1234567	Test	Jeremy	Locked
JK1234567	Test	Lyn	Unresolved registration errors
JK1234567	Test	Lee	Invalid first/last name
LM1234567	Test	Potter	Unresolved registration errors
PQ1234567	Test	Snapple	Active
RS1234567	Test	Stake	Active
RS1234567	Test	Green	Invalid first/last name
SM1234567	Test	Regina	Locked
TF1234567	Test	Snake	Inactive
ZT1234567	Test	Jones	Inactive

Expected Response by Status

The following table describes the response a service provider will receive when attempting to link a Representative ID of a certain status to an account or when attempting to submit a transaction with a Representative ID of a certain status.

Status	Expected Error When Linking	Expected Error During Transaction (UI)	Expected Error During Transaction (API/Batch)*
Active	n/a, successful transaction	n/a, successful transaction	n/a, successful transaction
Unresolved registration errors	Representative ID: Representative has unresolved registration errors.	n/a	repld: REPID_NOT_ACTIVE
Locked	Representative ID: Representative ID cannot be applied to new user accounts.	repld: Representative ID is not active.	repld: REPID_NOT_ACTIVE
Invalid ID	Representative ID: Representative ID not found.	n/a	repld: REPID_NOT_FOUND

Invalid first/last name	Representative ID: First Name, Last Name and Representative ID do not match.	n/a	n/a
Representative not linked	n/a	repId: Representative ID not linked.	repId: REPID_NOT_LINKED
Inactive	Representative ID: Representative has missed their annual agreement deadline.	repId: Representative has missed their annual agreement deadline.	repId: Representative has missed their annual agreement deadline.

* Please see the API Specifications for a full list of errors that a service provider may encounter related to the Representative ID fields when using the API to submit transactions.