World-Check One

API Frequently Asked Questions

Frequently Asked Questions for Client Developers

Document Version 0.1
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REFINITIV™

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THE BEGINNING

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FREQUENTLY ASKED QUESTIONS

WORLD-CHECK ONE API PRELIMINARY FAQS FOR CLIENT DEVELOPERS

The Refinitiv World-Check One API allows organisations to embed screening processes into their workflow for **onboarding**, **KYC**, **KY3P** and **due diligence**. It harnesses the global power of World-Check risk intelligence and the next generation of screening software.

The following are high level technical FAQs for developers who are planning for, or are in the process of, integrating the Refinitiv World-Check One API into their internal platform.

Tip: After subscription to the World-Check One API, you can access further documentation, schema and support on the designated Refinitiv API Developer Community.

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What is the architecture of the Refinitiv World-Check One API?

*The Refinitiv World-Check One API web services are delivered as **REST/JSON**.*

Which web services are included in the World-Check One API?

The following services are included on the World-Check One API:

- ***Case creation** and **initial screening** on the case.*
- ***Retrieve full match summaries for a case**, including those from **On-Going Screening** (OGS), and **all matches** regardless of their resolution state, or if they are new or previously existing, or if they have any outstanding actions (e.g. require review).*
- ***Retrieve full World-Check results** data for a specific World-Check case ID.*
- ***Flag an existing case for OGS** / deselect a case from OGS.*
- ***Edit an existing case** with the ability to modify the **case's name** and/or **secondary fields**.*
- ***Ad-hoc full re-screening** for an existing case.*
- ***Full case audit history**.*
- ***Request match to be resolved** within World-Check One (this is different from any resolution/remediation functionality you may already have in your own system).*
- ***Full case details**, including **matches** and their **resolution states**. "Notes" are retrieved separately via the case audit history (feature mentioned above).*

Which capabilities are available via the web interface (provided alongside the API) as well as in later releases of the API?

- *Assign a **batch name** to a set of cases.*
- *Request for a case to be **assigned** within World-Check One.*
- *Request for a case to be **archived/deleted** within World-Check One.*
- *Request for a **Media Check** screening to be run on a case.*
- *Request for a **Passport Check** screening to be run on a case.*
- *Request for an enhanced **vessel data screening** to be run on a case.*
- *Request for a **Country Risk Ranking** screening to be run.*
- *Request for an **Internal Watchlist** screening to be run on a case.*
- *Request to perform a **Zero Footprint Screening** when entering new case details (i.e. no audit of the case is kept).*

How does authentication work?

Message authentication is managed via API keys and message signatures.

How are sessions managed and is there a timeout?

There is no session concept with the message signature framework so no timeout.

How many names can my organisation screen?

*There is **no limit** to the number of names your organisation can screen, but an estimated volume needs to be provided to Refinitiv in order to determine the subscription fee. This volume can be seen on the **Integration Specification Document** or on the order form if a contract has already been signed.*

What happens if the transaction limit is exceeded?

*A **throttling policy** is enforced on authenticated requests. Transactions are queued until the number of transactions falls **below the limit** again (which could be 1 second later).*

What do I need to do to get access to the Refinitiv World-Check One API?

*When your organisation subscribes to the Refinitiv World-Check One API, you will need to provide details of your requirements and workflow when completing the **Integration Specification Document**. Once this is complete, you (the developer) will be provided with full access to the testing environment and the Refinitiv Developer Community.*

What is the Refinitiv Developer Community?

*The Refinitiv Developer Community is a public website that provides information about all of Refinitiv's APIs, including **full documentation** and **schema**.*

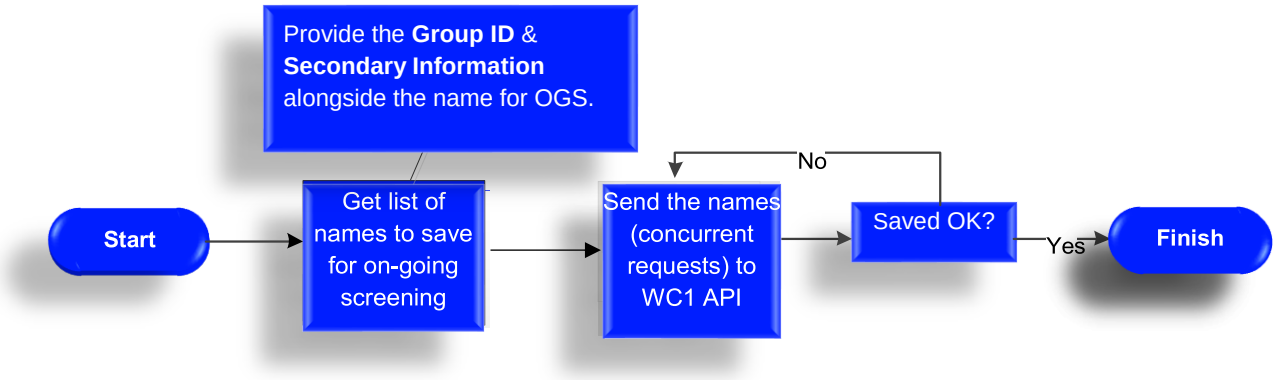
Anyone can visit the website and view basic information about World-Check One and other APIs. Access to the World-Check One API full documentation and schema is only provided once your company has subscribed to the service.

*If your company already subscribes to one of Refinitiv's screening products, you can obtain early access by going to the **Documentation tab** of the Developer Community and clicking on **Click here to request access to that content**. Full access to documentation will be provided to you within **2 UK business days**. You will still require your company to subscribe to the World-Check One API service in order to obtain the **API key** for the **Pilot** environment.*

Will I get help completing the Integration Specification Document?

Yes. A Refinitiv Product/Sales Specialist will go through your requirements initially, and once your organisation subscribes, a member of the Refinitiv Professional Services team will ask for more details and assist in the completion of the document

Could you provide an example of the flowchart or sequence diagram that is requested in the Integration Specification?



What is the Refinitiv branding that I am expected to use within my company's application?

*Where World-Check One content is surfaced on your internal platform, it is necessary for the following text to be placed nearby so that the data is clearly attributed to Refinitiv: "**Powered by Refinitiv World-Check One**" or "**From Refinitiv World-Check One**".*

Where World-Check One content is surfaced on a report, the Refinitiv logo should be included per the Refinitiv branding guidelines in the Refinitiv Brand Library (registration required).

*Please state on the **Integration Specification Document Form** where the text and/ or logo will be placed and send **screenshots** once you have completed your development work. Your Refinitiv Sales person will provide you with the form.*

Is there the same amount of data in the testing environment as in the live environment?

The testing environment will allow you to test your integration using a meaningful sample of your organisation's data for a limited period, based on Refinitiv World-Check One API commercial policy. **NOTE***: the data used in the test environment will not be available in the live environment.*

Is there anything else I need to consider before commencing development?

*In order to create and screen a case you will need to pass the relevant **Group ID** via the API. If you anticipate that new groups will be added to your account via the World-Check One interface, you need to consider how this new group will be accessed by your application. If your account will be very dynamic in nature, then you may need to pull the full set of Group IDs every time you create a case. Alternatively, if adding a new group is a rarity, then as part of the process you might consider having an **Update Groups** button in a secure area of your application, where only the World-Check Admin can access.*

What happens after development and testing?

*Refinitiv will run a **technical certification**. Once certification is complete, you are provided with access to the World-Check One API live production environment.*

What happens if I wish to add web services to my integrated development of the API?

*If you requested services in the Integration Specification Document which were **not available during your development phase*** then Refinitiv will advise you once these features are available and provide access to the same test environment as above. We will also provide support whilst you integrate the new web services into your platform. There is no extra charge for this.*

***If you did not request additional web services** in the original Integration Specification Document, we will need to create a **new document**. You will need to go through the development and certification processes again and there may be an additional fee for this. Please contact your Refinitiv Account Representative for more details.*

Please see FAQs 'Which capabilities are available via the web interface (provided alongside the API) and included in later releases of the API?**' and '**Which web services are included in the World-Check One API?'** above regarding which functions will be available in the first release and in later releases.*

How long will it take for me to get access to the documentation and Pilot environment so I can start my development work?

*Once your company has signed a contract with us, and it has been approved, it can take up **to 5 UK business days** before you receive your access to the **Developer Portal** and to the **"Pilot"** (test) environment. A Professional Services consultant will be in touch with you shortly after this. You will then be able to proceed with your development work.*

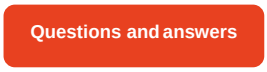
Where can I find documentation and support for the API during the development phase?

***Full documentation** and **support** is available via the Refinitiv Developer Community and from the **Refinitiv Professional Services team**. A member of the team will be in contact once your organisation has subscribed. If your company already subscribes to one of Refinitiv's screening product, you can obtain early access by going to the **Documentation tab** of the Developer Community and clicking on **Click here to request access to that content**. Full access to documentation will be provided to you within **2 UK business days**. You will still require your company to subscribe to the World-Check One API service in order to obtain the **API key** for the **Pilot** environment.*

How quickly will my technical API questions be answered during the development phase?

*During the development phase, you can use the **Q&A forum** in the **Developer Community** where you can already find many answers to your questions, and also get input from fellow developers. If raising queries through the Q&A forum, Refinitiv will normally respond within **2 UK business days**.*

*Either go directly to the Q&A forum by clicking here, or navigate to the top of the **Developer Community Home page** and click:*



How quickly will my questions concerning configuration, certifications and going live be answered?

*You should contact **Refinitiv Professional Services** using the **email** and **case number**, and they will then respond within **1 UK business day**.*

How long does it take for the certification process?

*Once you have contacted **Refinitiv Professional Services** to advise that your development work is complete, and sent screenshots of where you have used our branding (see FAQ **What is the Refinitiv branding that I am expected to use within my company's application?** above), it will take around **2 UK business days** before Professional Services can confirm if your work has passed the technical and branding certifications.*

How long does it take to get access to the live production environment once the certification stage is complete?

*Once **Professional Services** have confirmed that the certification is complete, it can take up to a further **3 UK business** days before you receive the details for the **live** production environment.*

What kind of support can I expect *after* I go live?

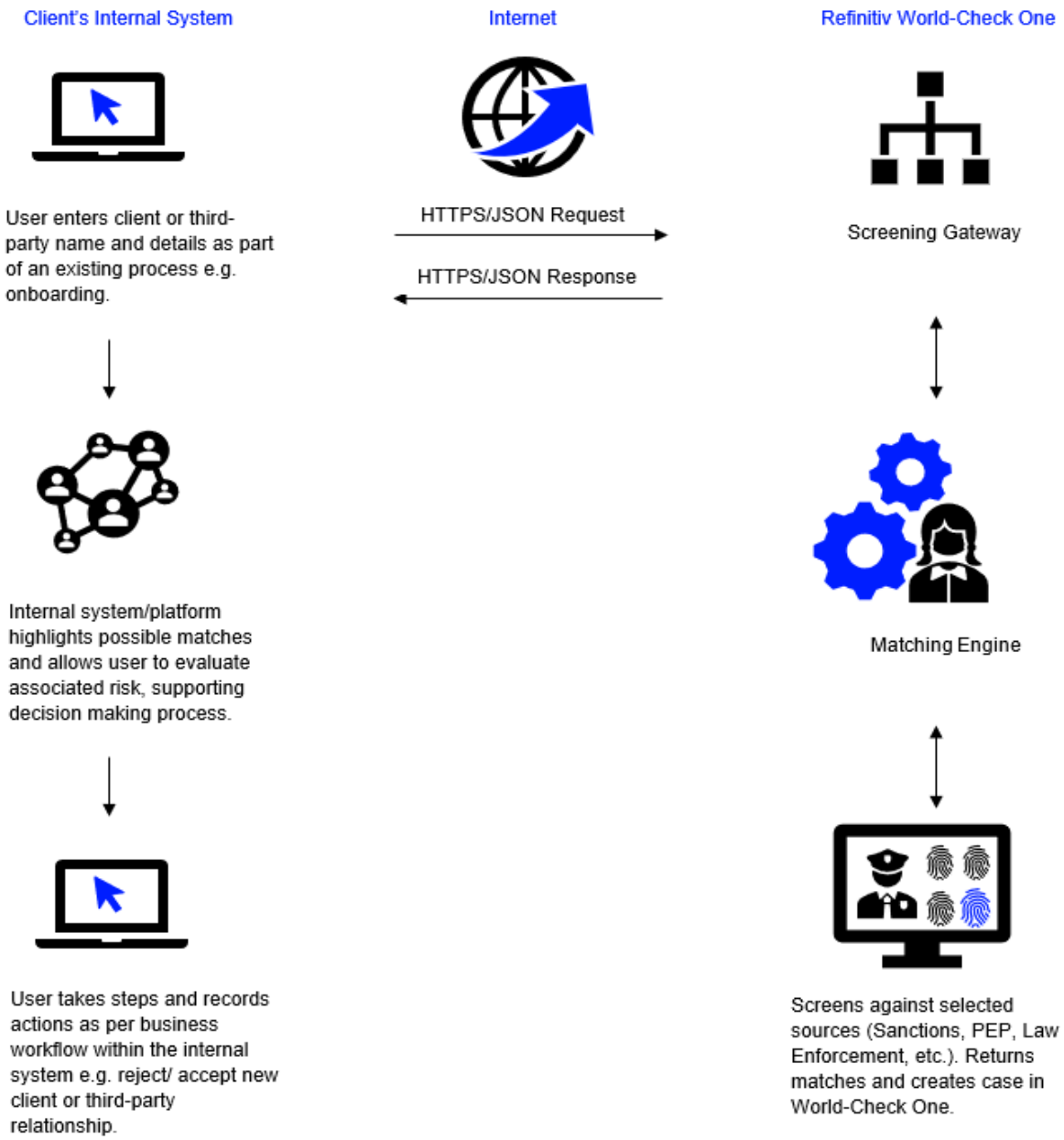
*For questions about World-Check One or access, you can get support from **Customer Services** using the **Help** area of World-Check One or you can send an email to the following address: grc.wc.support@refinitiv.com.*

*Questions sent to **Customer Services** will be answered within **2 UK business days**. For questions about **development**, please continue to use the **Q&A forum** within the **Developer Community** where questions are answered within **2 UK business days**.*

How do I find out more about subscribing to the Refinitiv World-Check One API?

*Please contact your **Refinitiv Account Representative** or if you are unsure whom to contact, go to the sales contact page of MyRefinitiv and fill in the form.*

Refinitiv World-Check One API Interaction Overview Diagram



Sources

Support: *sales contact page*

Direct support email address: *grc.wc.support@refinitiv.com*

Developer Community Homepage: *Refinitiv Developer Community*

Developer Community Support Documents: *Refinitiv API Developer Community*

Refinitiv Brand Library: *Refinitiv Brand Library*

Contact your **Refinitiv Account Representative** for any outstanding questions.