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Brand Vetting Appeals

Product Overview

Updated August 8, 2023

The vetting appeals feature has historically been a manual process between TCR customers and vetting providers that happens outside of TCR's systems. The process has become a burden on all parties involved, so we have designed a solution that will allow TCR customers to request vetting appeals through TCR systems.

The new Appeals feature will support Aegis Standard Vets at launch and other partners will follow in coming releases. Other vetting partners will maintain a manual appeal process outside of TCR until then.

Summary

Brand Appeals will cost \$10 regardless of outcome and will be available for:

- Identity Status
- Standard Vet (Aegis only at launch)

Appeal Requirements

- Appeals are allowed for vets created within 45 calendar days
- Appeals are only allowed for the latest vets for each vendor
- Appeals for Identity Status are only allowed if the Identity Status is UNVERIFIED
- Each appeal request is charged regardless of the outcome
- Appeals are only allowed on a Standard Vet in a final state (COMPLETE/FAIL) not a temporary state (PENDING)
- Once the appeal is submitted, no further updates to the appeal request will be accepted
- Once the appeal is submitted, no further updates to the Brand will be accepted until the appeal is complete
- Re-appeal is allowed on the vets only after the previous appeal completion
- Total of 10 files (evidence) may be attached to each appeal request
- *Updated* Individual file size limit of 10MB
- *Updated* Total file size limit of 30MB per appeal request
- File types allowed to be attached with appeal requests: .jpg, .jpeg, .png, .bmp, .raw, .tiff, .pdf, .docx, .htm, .odt, .rtf, .txt, .xml



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Appeal Categories

The user will be required to select at least one appeal category and will have the option to enter text into an optional free form text field before submitting. The free form text 'explanation' field will have a maximum character limit of 1024.

Below is a list of appeal categories

- **Verify tax ID:** Use this reason if the record was UNVERIFIED (Identity Status) or FAILED (Standard Vet) because the tax ID could not be matched
- **Verify Non-Profit status/subsection:** Use this reason if a record submitted as a Non-Profit entity type was UNVERIFIED or received a low score because the Non-Profit status or subsection code could not be verified
- **Verify Government status:** Use this reason if a record submitted as a Government entity type was UNVERIFIED or received a low score because the Government status could not be verified
- **Low score (Applies to Standard Vet only, not Identity Status appeal):** Use this reason if the CSP or Brand believes the vetting score is too low based on the Brand's characteristics, including size, years in business, business reputation, financial history, civil and criminal legal history, regulatory history, official registration and standing, and business messaging integrity record.

New Webhook Events

All of the events below will be visible only to the CSP who registered the campaign.

Event	Description
BRAND_APEAL_ADD	<p>Upon the brand appeal request (Identity Status appeal). This is a billable event.</p> <p>Ex.</p> <pre>{ "cspId": "S0NMC88", "cspName": "GoGreen", "brandId": "BPRTR6D", "brandName": "Marq", "brandReferenceId": null, "description": "New appeal request raised", "mock": false, "eventType": "BRAND_APEAL_ADD"</pre>



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	}
BRAND_Appeal_Complete	<p>Upon the completion of the brand appeal (Identity Status appeal).</p> <p>Ex.</p> <pre>{ "cspId": "S0NMC88", "cspName": "GoGreen", "brandId": "BPRTR6D", "brandName": "Marq", "brandReferenceId": null, "description": "Appeal request received an update", "mock": false, "eventType": "BRAND_Appeal_Complete" }</pre>
EVP_Report_Appeal_Add	<p>Upon the standard vet appeal request. This is a billable event</p> <p>Ex.</p> <pre>{ "cspId": "S0NMC88", "cspName": "GoGreen", "brandId": "BPRTR6D", "brandName": "Marq", "brandReferenceId": null, "evpId": "AEGIS", "evpName": "Aegis Mobile", "description": "New appeal request raised", "mock": false, "eventType": "EVP_Report_Appeal_Add", "vettingId": "6c3e1cbd-5993-4191-2142-08db620cd7ce" }</pre>
EVP_Report_Appeal_Complete	Upon the standard vet appeal completion.



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	<p>Ex.</p> <pre>{ "cspId": "S0NMC88", "cspName": "GoGreen", "brandId": "BPRTR6D", "brandName": "Marq", "brandReferenceId": null, "evpld": "AEGIS", "evpName": "Aegis Mobile", "description": "Appeal request received an update", "mock": false, "eventType": "EVP_REPORT_APPEAL_COMPLETE", "vettingId": "6c3e1cbd-5993-4191-2142-08db620cd7ce" }</pre>
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New Endpoints

Fetch Brand Appeal Categories

GET /enum/brandAppealCategory

Invoke this API endpoint to retrieve a list of all Brand Appeal (Identity Status Appeal) categories.

Request: No Input Params

Response:

```
[
  {
    "id": "VERIFY_TAX_ID",
    "displayName": "Verify tax ID",
    "description": "Select this category if the record is UNVERIFIED or FAILED due to an inability to match the tax ID."
  }
]
```

Fetch External Vetting Appeal Categories

GET /enum/extVettingAppealCategory

Invoke this API endpoint to retrieve a list of all External Vetting Appeal (Standard Vetting Appeal) categories.



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Request:

evpld

Optional query param to list by vetting provider

Response:

```
[
  {
    "id": "LOW_SCORE",
    "displayName": "Low score",
    "description": "Select this category if the vetting score is too low based on the Company's characteristics, including size, years in business, business reputation, financial history, civil and criminal legal history, regulatory history, official registration and standing, and business messaging integrity record. This category applies only for Standard external vets"
  }
]
```

Brand Appeal Submission

POST /brand/{brandId}/appeal

Invoke this API Endpoint to submit a Brand Appeal (Identity Status Appeal).

Request:

```
{
  "appealCategories": [
    "string"
  ],
  "attachmentUuids": [
    "string"
  ],
  "explanation": "string"
}
```

NOTE: *appealCategories is mandatory*

Response:

204

501 - Invalid input parameter

502 - Brand or identity report not found

590 - TCR internal system error. Please contact TCR support.



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592 - Operation declined. The chosen 3rd party vetting provider is unable to process due to bad data. Already under appeal process. Not an UNVERIFIED identity. Appeal not allowed for records older than 45 days.

620 - The external vetting provider is unable to accept request at this time. Please retry request in 30 seconds.

Standard External Vet Appeal Submission

POST /brand/{brandId}/externalVetting/appeal

Invoke this API Endpoint to submit a Standard External Vet Appeal (Standard Vet Appeal).

Request:

```
{
  "evpld": "string",
  "vettingId": "string",
  "appealCategories": [
    "string"
  ],
  "attachmentUuids": [
    "string"
  ],
  "explanation": "string"
}
```

evpld, vettingId & appealCategories are mandatory

Response:

204

501 - Invalid input parameter

502 - Brand or vetting record not found

590 - TCR internal system error. Please contact TCR support.

592 - Operation declined. The chosen 3rd party vetting provider is unable to process due to bad data. Already under appeal process. Appeal not allowed for pending or older than 45 days or non-latest vetting records.

620 - The external vetting provider is unable to accept request at this time. Please retry request in 30 seconds.

List Brand Appeal Records

GET /brand/{brandId}/appeal

Invoke this API endpoint to retrieve a Brand Appeal (Identity Status Appeal) Record by brand ID.



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Request:

brandId

appealStatus -> PENDING/COMPLETE

NOTE: BrandId is mandatory

Response:

```
[
  {
    "brandId": "BXXXXXX",
    "appealStatus": "COMPLETE",
    "categoryList": [
      "VERIFY_TAX_ID"
    ],
    "attachmentUids": [
      "BXXXXX/VA/XXXXXXXXXXXXXXXXXX"
    ],
    "explanation": "Appeal explanation",
    "appealStatusUpdateDate": "2023-06-06T02:56:53.000Z",
    "createDate": "2023-06-05T09:22:07.000Z"
  }
]
```

List Standard External Vet Appeal records

GET /brand/{brandId}/externalVetting/appeal

Invoke this API endpoint to retrieve Standard External Vet Appeal (Standard Vet Appeal) Record by brand ID.

Request:

brandId

evpld

vettingId

appealStatus

NOTE: BrandId is mandatory

Response:

```
[
  {
    "evpld": "AEGIS",
```



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```
"brandId": "BXXXXX",
"vettingId": "xxxxxx-xxxx-xxxx-xxxx-xxxxxx",
"vettingClass": "STANDARD",
"appealStatus": "COMPLETE",
"categoryList": [
  "LOW_SCORE",
  "VERIFY_NON_PROFIT"
],
"attachmentUids": [
  "BXXXXX/VA/XXXXXXXXXXXXXXXXXX"
],
"explanation": "Appeal explanation",
"appealStatusUpdateDate": "2023-06-06T02:56:53.000Z",
"createDate": "2023-06-05T09:22:07.000Z"
}
]
```

Evidence Attachment Upload

POST /brand/{brandId}/appeal/evidence

Invoke this endpoint to upload appeal evidence attachment per brand (same for both brand (Identity Status) and external vetting (Standard Vetting) appeals.

Request:

file

NOTE: file is mandatory

Response:

```
{
  "uuid": "BXXXXX/VA/XXXXXXXXXXXXXXXXXX",
  "fileName": "fileName.extension",
  "mimeType": "media type"
}
```

List Appeal Evidence Attachments of a Brand

GET /brand/{brandId}/appeal/evidence

Invoke this endpoint to retrieve appeal evidence attachments of a brand.

Request:



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No request body

Response:

```
[
  {
    "uuid": "BXXXXX/VA/XXXXXXXXXXXXXXXXXX",
    "fileName": "fileName.extension",
    "mimeType": "media type"
  }
]
```