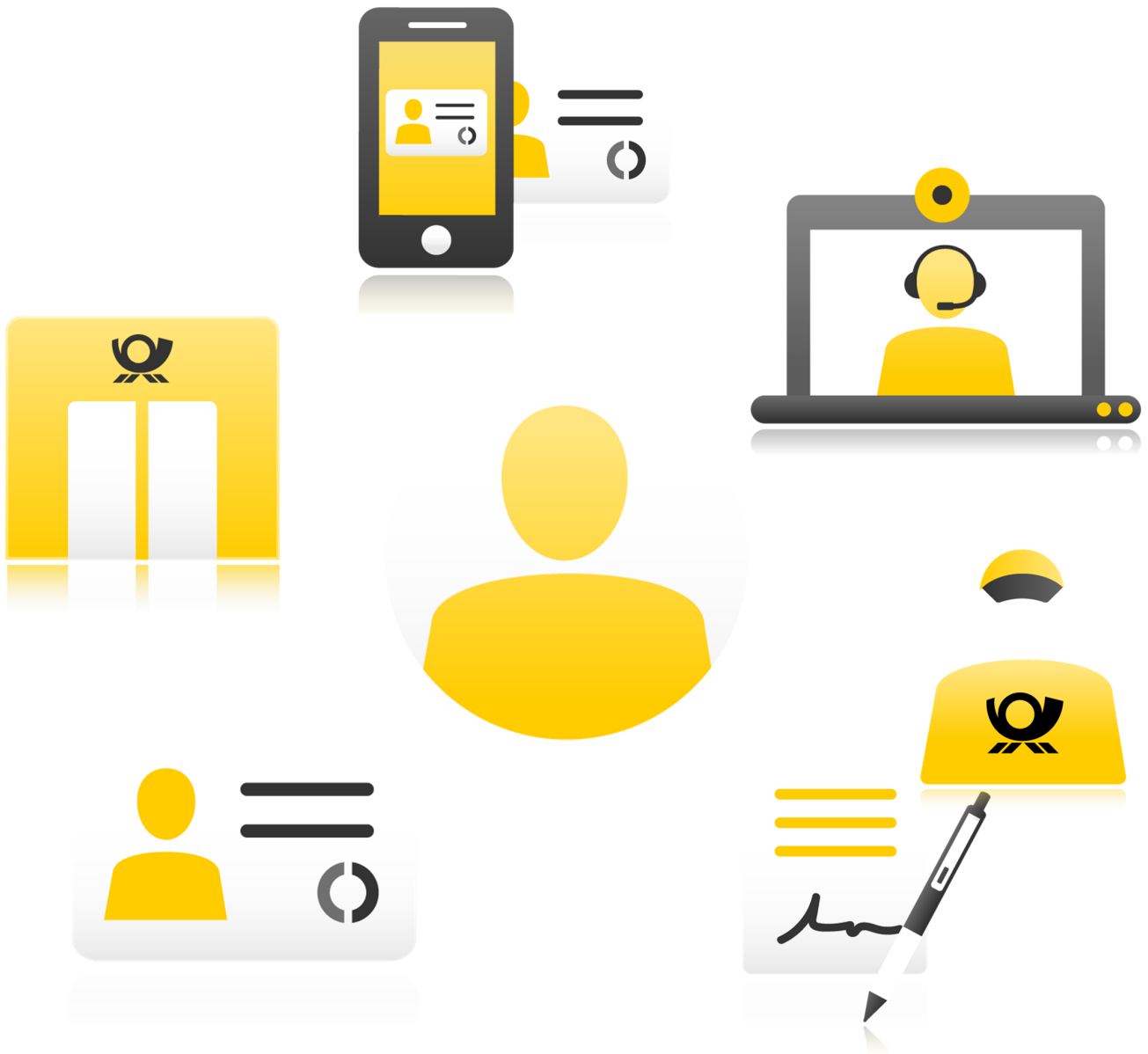




## SCR-Ident API Guide 2 - Result

Standard Connect & Result (SCR) API



# SCR-Ident API Guide 2 - Result

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## Changelog

Date	Change
09.10.2024	Added documentation for notification webhooks for pending reviews in identification method AutoID Added new subStatus (method eID: 65, 66) and subStatusReasons (method AutoID: 124; method eID: 632, 650, 651, 652, 653, 660)
12.06.2024	Decoupled parameter includeResultPdf from parameter includeBinaryData
22.05.2024	Video: New subStatusReason 996 for status "incomplete"
24.04.2024	Inclusion of additionalDataVideo.identificationServiceCenterVideo in GwG data set (previously only included in TKG data set)
12.04.2024	eID: Additions due to the new feature "document image upload" (available only for regulatory class GwG, Rel. 20) Editorial corrections and clarifications, among them: Identification methods in alphabetical order, additional chapter "Use the Primary Ident".
01.03.2024	eID: New subStatus 64 and subStatusReasons 640 and 996 for status "incomplete"
22.11.2023	Video: Detailed information added, which fields of additionalDataVideo are included in which regulatory class.
19.10.2023	AutoID: New substatusReason 833 for cases, where more than one document is captured, as well as substatusReason 834 for timeouts during the machine phase; both for status "incomplete" Video: Unused object additionalDataVideo.auditTrailItems removed
07.08.2023	AutoID: New subStatusReason 831 for review phase as well as substatusReason 832 for residence permits; both for status "incomplete"
27.06.2023	Video: New subStatus 15 abuse for status "declined"
23.06.2023	Webhook for cancellations and callbackUrlCancelledAndClosed added
01.06.2023	Section "Identification Status AutoID" updated (includes additional subStatus and subStatusReasons)
15.05.2023	eID: Document type "eID card for Union citizens and EEA nationals" added
21.04.2023	Field "title" in ContactDataResult marked as deprecated eID: Notes added explaining fields, that are not contained in eID chip's data set in IdentificationDocumentResult
10.03.2023	eID: Method name generalized from "POSTIDENT with German national identity card (eID)" to "POSTIDENT with Online ID function (eID)"; document type "German electronic residence title" explicitly mentioned
18.11.2022	Clarifications concerning UTF-8 encoding of result JSON
03.11.2022	Clarifications concerning population of objects in result data, extended examples
19.10.2022	Video: <ul style="list-style-type: none"> <li>New field videoRecordingDeliveryShaft added to AdditionalDataVideo (Rel. 9.0);</li> <li>Content type 'videochatrecording' and fileName videochatrecording: &lt;caseld&gt;_videochatrecording.webm removed from RecordResult in Chapter Result Data (Rel. 10.0).</li> </ul>
07.10.2022	AutoID: SubStatusReason 814 changed and new subStatusReasons 824, 825 for status "incomplete" (Rel. 10.0)
07.08.2022	AutoID: New substatus 87 and subStatusReasons 821, 822, 823 for status "incomplete" (Rel. 9.0)
25.04.2022	New identification method AutoID added

Date	Change
09.03.2022	Video: New subStatusReasons 205, 206, 207 for status "incomplete"
07.10.2021	New webhook source IP address 156.137.9.65
14.09.2021	Maximum number of cases for archive request added
16.04.2021	Regulatory class eIDAS added Basic: Fields couponByTpAppRequestCount and couponByTpAppRequestLastTimestamp added in AdditionalDataBasic
12.01.2021	Field Salutation no longer filled (Rel 6.4), will be removed (Rel. 6.5) Basic (post office): Sub Status Reason for status "declined" added (new with release 6.4)
23.11.2020	Basic (post office): Scan removed, identification status "cancelled" removed, MultiTiff removed
23.09.2020	Video: SubStatusReason 121 for status "declined" added (new with release 6.2)
14.09.2020	eID: Several subStatus and subStatusReason for status "incomplete" and "declined" added (new with release 6.2)
20.04.2020	eID: Identification status "cancelled" changed to "declined"
06.04.2020	Description of object identificationResult corrected
18.02.2020	Field nationality with additional user assigned code-elements: XXA, XXB, XXC, XXX
10.02.2020	SubStatus and subStatusReason informations for status 'incomplete' added
14.01.2020	Basic (post office): Fields postOfficeStreetAddress and postOfficeCity added in additionalDataBasic Content type 'usersignature' added in RecordResult
05.08.2019	Available result data and records for TKG modified
04.06.2019	Release 5.3 changes (release date: 02.07.2019): <ul style="list-style-type: none"> <li>New subStatus 19 in result data added</li> <li>New field tanChannel added</li> <li>Renaming nPA to eID</li> </ul>
05.04.2019	Release 5.2 changes (release date: 07.05.2019): New subStatus 17 and 18 in result data added
01.02.2019	New document types with values 6 - 12 added in IdentificationDocumentResult
29.01.2019	Video: RecordResult 'videochatrecording' added
28.01.2019	Process description with client and partner added Reference ID via Webhook added
04.12.2018	Parameter to get BASE64 encoded result PDF corrected Minor editorial corrections Requests to retrieve status data for a single case and for a list of cases added
19.07.2018	Webhook source IPs added
07.05.2018	Minor editorial corrections
24.04.2018	Identification status 'cancelled' added (method basic), recordType 'piformsignature' added, minor editorial corrections

Date	Change
📅 26.02.2018	Minor editorial corrections
📅 16.10.2017	Document renamed to "SCR-Ident API Guide 2 Result", minor editorial chances
📅 26.09.2017	Description of data objects added
📅 05.09.2017	Editorial improvements
📅 16.08.2017	"SCR API Guide 2 Result Standard/GwG/TKG" and "SCR API Guide 2 Result Photo" merged

# 1 Overview

Clients can access the results of their identification cases in several ways:

- 1) Manually through a client portal (Auskunftsportal)
- 2) Programmatically through a SFTP service
- 3) Programmatically through the Standard Connect & Results REST API (SCR-Ident, focus of this document)

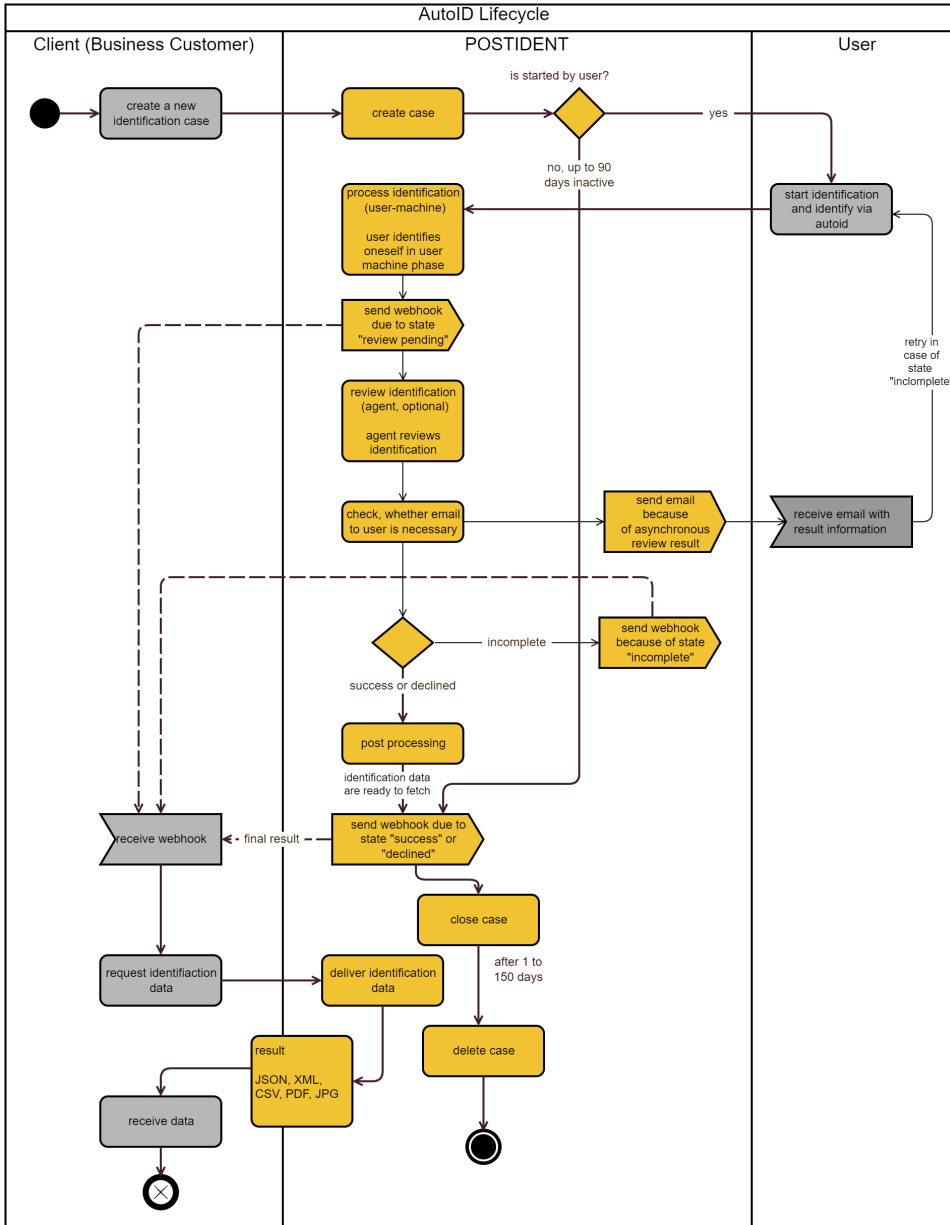
## 1.1 Definitions

English	German	Description
client	Geschäftskunde, Auftraggeber	Business customer which is the principal for the identification process
clientId	Client ID	Identifier for a client to get access to POSTIDENT API
user	ZiP, Endkunde	Private customer who intends to be identified
case	Vorgang	Container for an identification process; may contain one or more identifications of a user
identification	Identifikation	Identification attempt using a POSTIDENT identification method
identification method	POSTIDENT Verfahren	Method being used for a POSTIDENT identification (alphabetical order) <ul style="list-style-type: none"> <li>• POSTIDENT in a Post Office (basic)</li> <li>• POSTIDENT via AutoID</li> <li>• POSTIDENT via Photo</li> <li>• POSTIDENT via Videochat (video)</li> <li>• POSTIDENT with Online ID function (eID)</li> </ul>
partner	Partner	Partner may handle the frontend steps of the identification process on behalf of the client

## 2 Lifecycle of an Identification

### 2.1 Overview

#### 2.1.1 Lifecycle of AutoID Identification



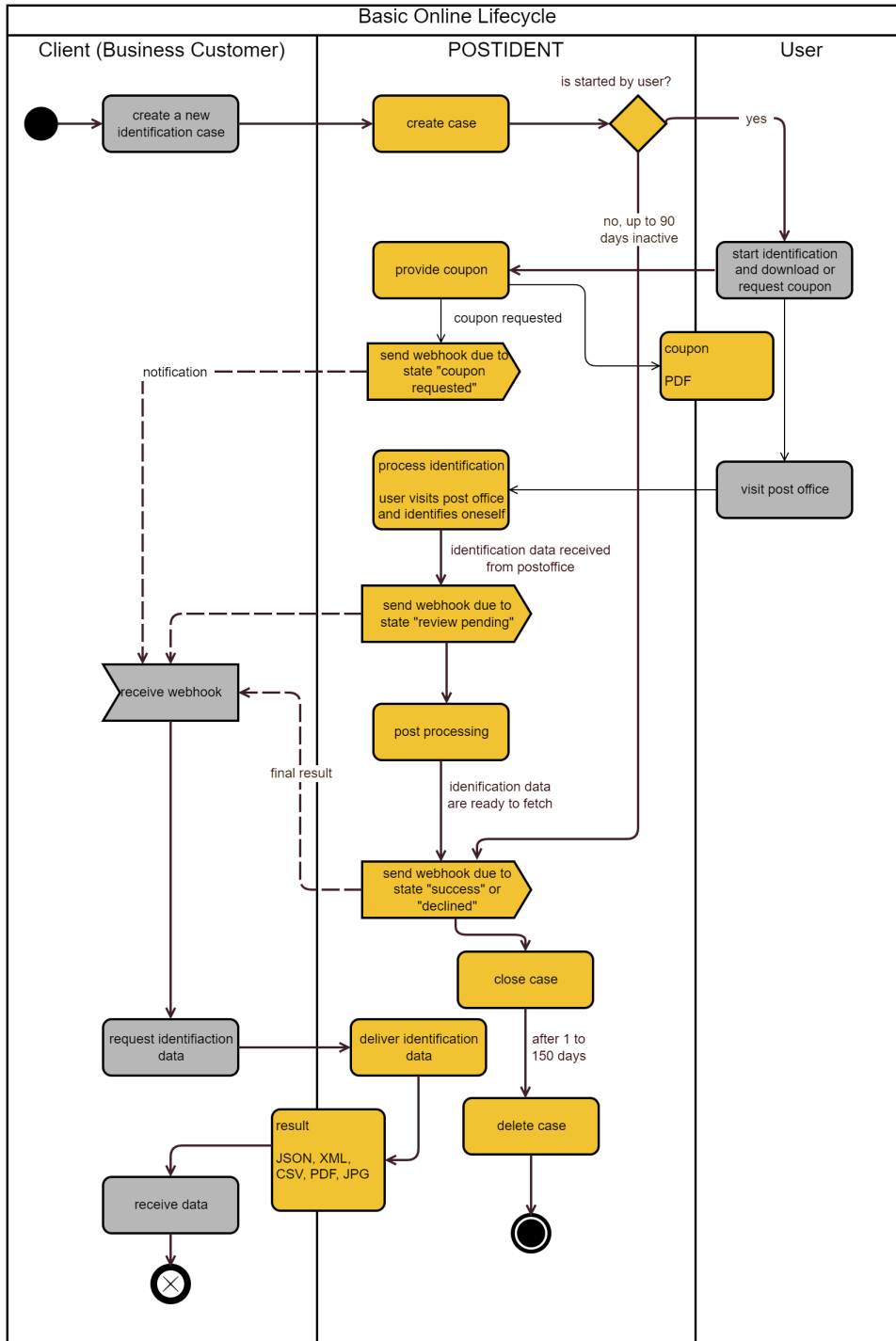
\*) Grey boxes describe client or user actions; yellow boxes represent POSTIDENT actions.



**2.1.2 Lifecycle of Basic Identification (Post Office)**

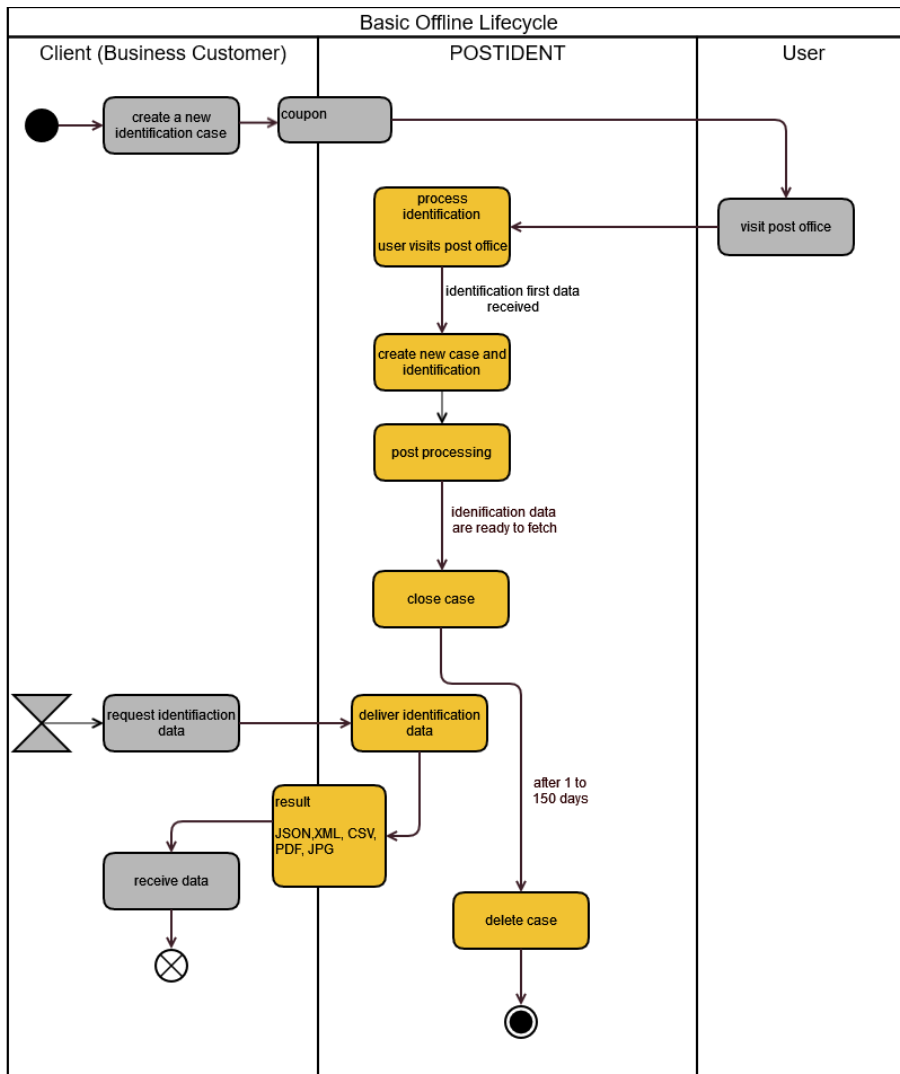
Basic identifications can run in two ways. The first way starts with creating an identification case online in the POSTIDENT system and receiving a coupon from there, hence this way is called Basic Online. The second way starts with a coupon generated by the client (business customer), so this way is called Basic Offline. The first way should be the standard case.

Lifecycle Basic Online



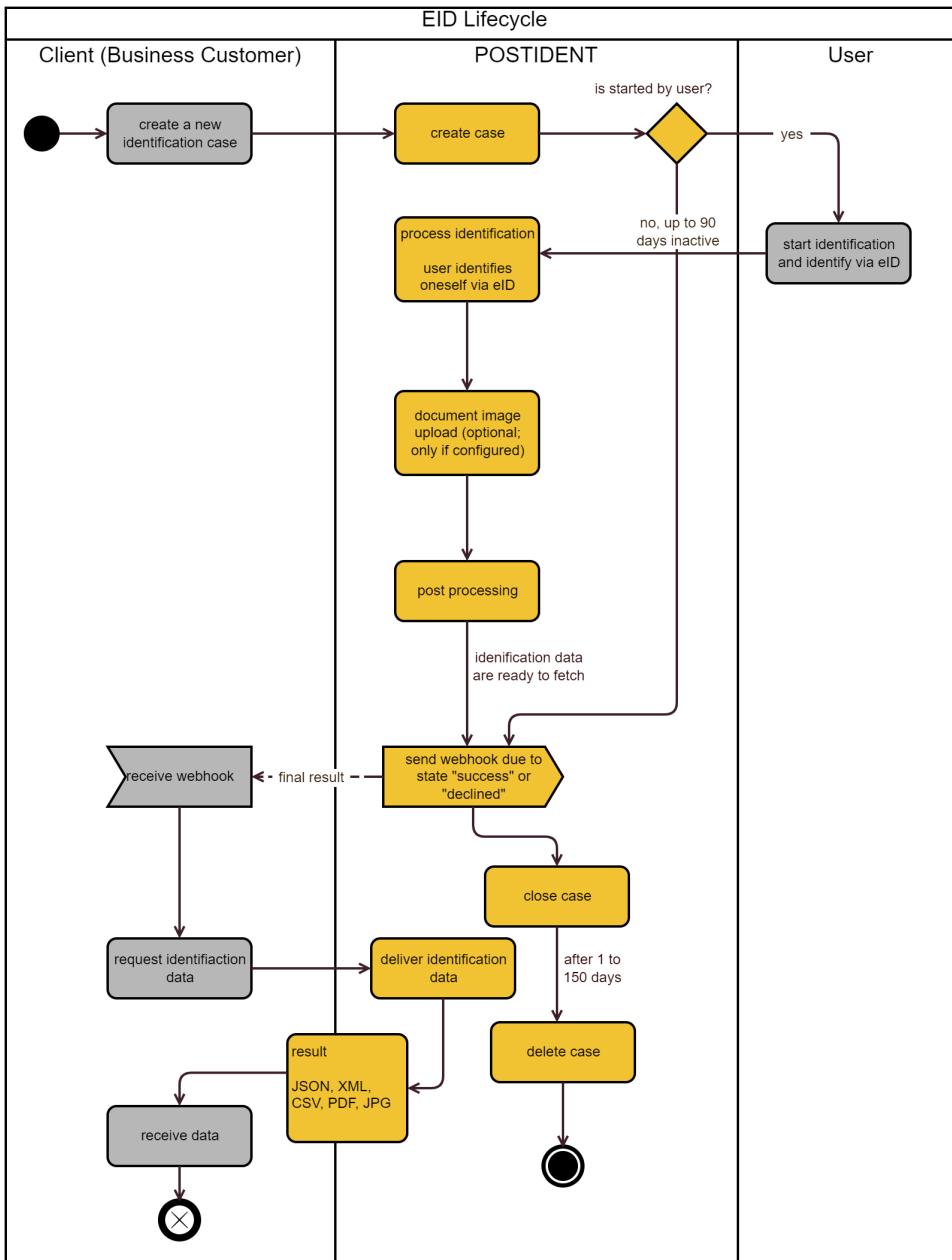
\*) Grey boxes describe client or user actions; yellow boxes represent POSTIDENT actions.

## Lifecycle Basic Offline



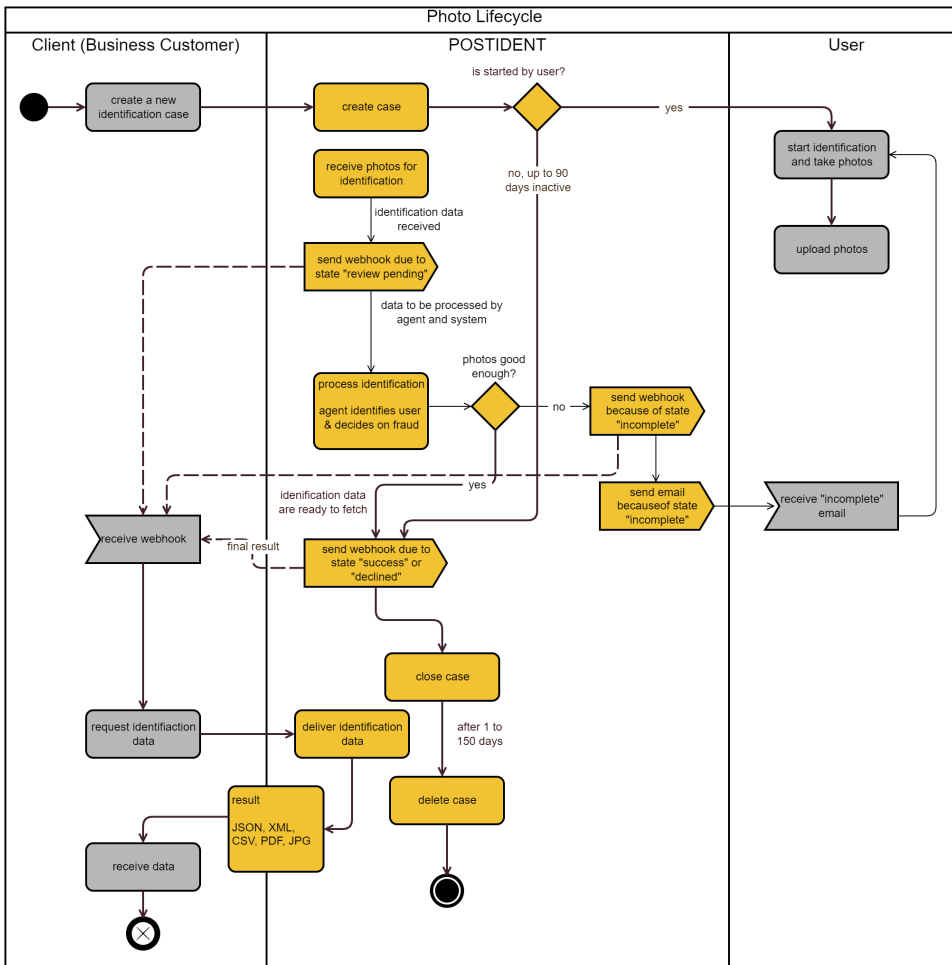
\*) Grey boxes describe client or user actions; yellow boxes represent POSTIDENT actions.

**2.1.3 Lifecycle of eID Identification**



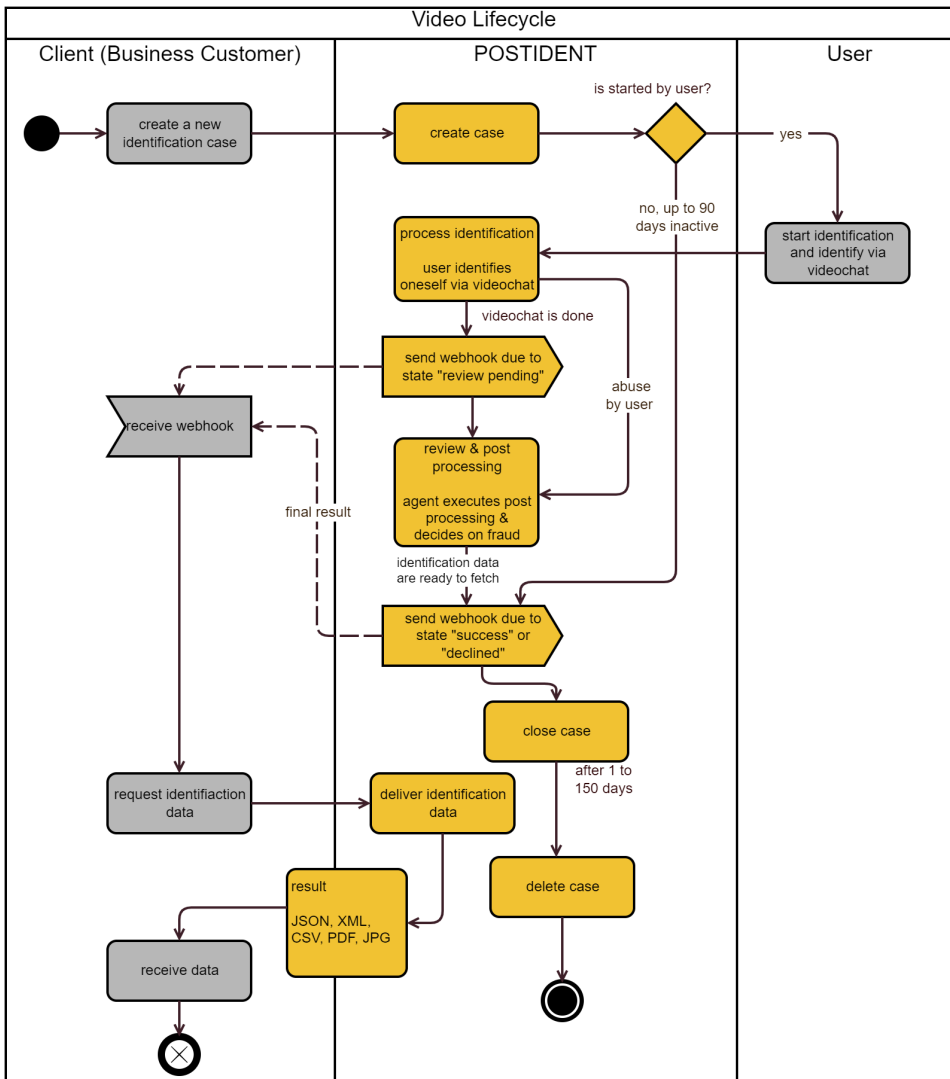
\*) Grey boxes describe client or user actions; yellow boxes represent POSTIDENT actions.

**2.1.4 Lifecycle of Photo Identification**



\*) Grey boxes describe client or user actions; yellow boxes represent POSTIDENT actions.

**2.1.5 Lifecycle of Video Identification**



\*) Grey boxes describe client or user actions; yellow boxes represent POSTIDENT actions.

## 2.2 E-Mail Communication

By default, the POSTIDENT system informs the user on several occasions by email.

In case you want to take over the email communication by yourself, your account can be configured to suppress these emails.

Note: Please be aware, that it is essential for the user conversion, that you provide the users with at least the same information in your communication as the POSTIDENT systems does. If in doubt, please ask our team about the eMail texts we use.

## 2.3 Push-Notifications via Webhook

You can receive a push notification each time a notification status or preliminary or final result is achieved.

The webhook feature must be activated for your account.

## 2.4 Redirect / Callback URLs

You can redirect the user back to a landing page on your web server or to your app when a certain endpoint in the identification process is reached.

See section [Redirect/Callback URLs](#) below for details.

## 2.5 Result PDF

You can retrieve a result PDF for final results.

The result PDF feature must be activated for your account.

For more details see "Result PDF (Guide)".

## 2.6 Summary

The workflows for Basic/eID/Video differ fundamentally from the AutoID/Photo workflow; hence there are two summaries.

Summary for Basic/eID/Video:

Case Status	Identification Status	Status Type	Re-entry E-Mail by PI System <sup>1)</sup>	Webhook <sup>2)</sup>	Return to client (several CallbackURLs) <sup>3)</sup>	Result PDF <sup>4)</sup>	Videochat Recording (Video) <sup>5)</sup>
new			x				
in progress	started						
in progress	coupon requested (basic)	notification		x	x (basic)		
in progress	incomplete						
in progress	review pending (video, basic)	preliminary		x	x (video)		
closed	success	final		x	x (video, eid)	x	x
closed	declined	final		x	x (video, eid)	x	x <sup>6)</sup>

1) Can be deactivated for your account (= clientId)

2) Must be activated for your account (= clientId); activation of single status types is possible (e.g. only final)

3) Pls. refer to SCR API Guide 1 Start

4) Must be activated for your account (= clientId)

5) Videochats are only recorded for class GwG. Due to its size, the binary data of the videochat recordings are not delivered by this API, but by SFTP. For more information see the SST AG-Ergebnis Guide.

6) Only in case of fraud suspicion

Summary for AutoID/Photo:

Case Status	Identification Status	Status Type	Re-entry E-Mail by PI System <sup>1</sup>	Webhook <sup>2</sup>	Return to client after user interaction is finished (CallbackURL reviewPending) <sup>3</sup>	Return to client when no identification method remains available after cancellation <sup>5</sup> (CallbackURL cancelledAndClosed) <sup>3</sup>	Result E-Mail from agent by PI System <sup>1</sup> Two cases: • incomplete • complete → (CallbackURL succ./ decl.) <sup>3</sup>	Result PDF <sup>6</sup>
new			x					
in progress	started							
in progress	review pending	notification		x	x <sup>4</sup>			
in progress	incomplete	notification		x			x	
in progress / closed	cancelled	cancelled		x (autoid)		x (autoid)		
closed	success	final		x			x	x
closed	declined	final		x			x	x

1) Can be deactivated for your account (= clientId)

2) Must be activated for your account (= clientId); may be activated selectively (e.g. only final)

3) Pls. refer to SCR API Guide 1 Start

4) Method photo: after photo upload for identification, identification method autoID: after user-machine phase is done, when review by agent is pending.

5) Only applies, if identification method is cancelled (e.g. due to repeated cancellations by the user) and no other configured identification method remains available as an option for the user.

6) Must be activated for your account (= clientId)



### 3 Regulatory Classes

POSTIDENT supports different regulatory classes. Which class has to be used depends on your business case and the regulatory conditions.

- **GwG (German Anti-Money Laundering Act)**  
The business is subject to the Anti-Money Laundering Act.
- **TKG**  
The business is subject to the German telecommunication law.
- **eIDAS (Electronic Identification And Trust Services)**  
The business is subject to the eIDAS.
- **Standard**  
There are no special legal regulations for the business. Standard data privacy regulations apply.
- **Mobility**  
Same as Standard, tailored to car-sharing companies.

The class limits the scope of the result data and the images. Please see the following sections [Identification Status And Result](#) and [Result Data](#) for details.

## 4 Identification Status and Result

An identification runs through several states. A state may consist of up to three attributes:

- **Identification Status**  
Describes the high level status
- **Substatus**  
Gives more details about the status
- **Substatus Reason**  
Describes the reason for status and substatus

All states from 'started' to 'incomplete' may be continued / resumed by the user.

Finished identifications are marked with the status type 'final'. They provide a result (except when cancelled). The result consists of

- result data and
- result images (optional, only allowed for certain regulatory classes).

Optional images have to be configured in your client id.

### 4.1 Identification Status and Result AutoID

Identification Status	Status Type	Description	Sub Status	Sub Status Reason	Result Data	Result Images
started	-	Identification created. User has to initiate an autoident. Afterwards autoident in progress.	-	-	-	-
review pending	-	User-Machine interaction finished, images and recordings uploaded by user. Additional agent required to determine result.	-	-	-	-

Identification Status	Status Type	Description	Sub Status	Sub Status Reason	Result Data	Result Images
incomplete	notification	Identification could not be completed based on uploaded images and recordings (e.g. because the identification document submitted by the user had expired). The identification can be restarted by the user (e.g. with another valid identification document).	<ul style="list-style-type: none"> <li>• 80 Problem with recordings</li> <li>• 81 Problem with document</li> <li>• 82 Problem with result data</li> <li>• 83 Incomplete other</li> <li>• 85 Abort due to technical problem</li> <li>• 86 Abort due to connection problem</li> <li>• 87 Problem with person</li> <li>• 97 Cancellation by user</li> </ul>	<ul style="list-style-type: none"> <li>• 800 User has cancelled</li> <li>• 801 Recordings not complete</li> <li>• 802 Quality of one or more recordings too poor</li> <li>• 803 Document not recognized</li> <li>• 804 Document not supported</li> <li>• 805 Document damaged</li> <li>• 806 Document covered</li> <li>• 807 Document expired</li> <li>• 808 Address not complete</li> <li>• 809 Other technical problem during identification attempt</li> <li>• 810 Ident/case already finished</li> <li>• 811 Incomplete other reason</li> <li>• 817 Technical problem with recorded files</li> <li>• 818 Backend cannot finish identification attempt</li> <li>• 819 Problem with WebSocket connection</li> <li>• 820 Data fields from document not complete</li> <li>• 821 Problem with agent result</li> <li>• 822 Cancelled by automatic cleanup</li> <li>• 823 Liveness check not sufficient</li> <li>• 824 Security features not recognisable well enough</li> <li>• 825 Once no serious attempt to identify</li> <li>• 826 No document captured</li> <li>• 827 Wrong document page captured</li> <li>• 828 Device moved instead of document</li> <li>• 829 Device moved instead of person</li> <li>• 831 Problem with review result</li> <li>• 832 Residence permit no ID card substitute</li> <li>• 833 More than one document captured</li> <li>• 834 Timeout during machine phase</li> <li>• 973 Timeout at user</li> <li>• 974 Timeout in app because in background</li> </ul>	-	-

Identification Status	Status Type	Description	Sub Status	Sub Status Reason	Result Data	Result Images
cancelled	cancelled	Identification by this identification method was cancelled. If other identification methods remain available, i.e. are configured for the account used to initiate the identification and have not reached a cancelled status, the case remains in progress allowing the user to switch to the remaining identification method(s). If no further identification method remains, the case is closed and can not be restarted.	<ul style="list-style-type: none"> <li>94 Cancellation by this ident</li> </ul>	<ul style="list-style-type: none"> <li>900 Maximum number of cancellations by user exceeded</li> </ul>	-	-
success	final	Identification completed successfully. The case is closed and can not be restarted.	-	-	yes	-
declined	final	Identification declined because of fraud suspicion. The case is closed and can not be restarted.	<ul style="list-style-type: none"> <li>11 Fraud suspicion</li> </ul>	<ul style="list-style-type: none"> <li>830 Identification document from copy instead of original</li> <li>110 Identification document possibly forged</li> <li>111 Person does not match photo</li> <li>113 Multiple persons present</li> <li>124 Digital manipulation</li> <li>119 Other reason for fraud suspicion</li> </ul>	yes	-
declined	final	Identification declined because of abuse. The case is closed and can not be restarted.	<ul style="list-style-type: none"> <li>15 Abuse</li> </ul>	<ul style="list-style-type: none"> <li>815 Inappropriate content in recordings</li> </ul>	yes	-
declined	final	Identification declined because of other reason. The case is closed and can not be restarted.	<ul style="list-style-type: none"> <li>84 Declined other</li> </ul>	<ul style="list-style-type: none"> <li>814 Repeatedly no serious attempt to identify</li> <li>816 Declined other reason</li> </ul>	yes	-
declined	final	Identification declined automatically because case ID expired or case URL started too often. The case is closed and can not be restarted.	<ul style="list-style-type: none"> <li>12 Operation valid time frame exceeded (case ID)</li> </ul>	-	-	-



### Record Images

Rule for method AutoID:  
 Images of the identification document are **not** provided to the client (business customer).

## 4.2 Identification Status and Result Basic (Post Office)

Identification Status	Status Type	Description	Sub Status	Sub Status Reason	Result Data	Result Images
started	-	Identification created. User has to request a coupon.	-	-	-	-
coupon requested	notification	Coupon requested from POSTIDENT system, e.g by download or by email.	-	-	-	-
incomplete	-	Identification in post office finished, but identification could not be completed (e.g. because the identification document submitted by the user had expired). The identification can be restarted by the user (e.g. with another valid identification document).	<ul style="list-style-type: none"> <li>• 53 Identification document has expired</li> <li>• 54 Unsupported identification document</li> <li>• 70 Error in the printed form data</li> <li>• 71 User rejects document scan</li> <li>• 97 Cancellation by user</li> <li>• 98 Cancellation for technical reasons</li> </ul>	-	-	-
review pending	preliminary	Identification in post office finished. Now POSTIDENT system is waiting for data from postoffice. Afterwards post processing (automatic generation of result data) in progress.	-	-	-	-
success	final	Identification completed successfully. The case is closed and cannot be restarted.	-	-	yes	<ul style="list-style-type: none"> <li>• images of identification document (only GwG / TKG)</li> </ul>
declined	final	Identification declined because of fraud suspicion. The case is closed and cannot be restarted.	<ul style="list-style-type: none"> <li>• 11 Fraud suspicion</li> </ul>	<ul style="list-style-type: none"> <li>• <del>115 No matching signature</del> (deprecated: no longer used since 2020)</li> <li>• 116 No matching photo</li> </ul>	yes	<ul style="list-style-type: none"> <li>• images of identification document (only GwG / TKG)</li> </ul>

Identification Status	Status Type	Description	Sub Status	Sub Status Reason	Result Data	Result Images
declined	final	Identification declined because of abnormal findings. The case is closed and cannot be restarted.	<ul style="list-style-type: none"> <li>• 16 Identification with abnormalities</li> </ul>	<ul style="list-style-type: none"> <li>• 114 Document shows abnormalities</li> <li>• 117 Inconsistencies with date of expiry</li> <li>• 112 Multiple identity checks for single person</li> <li>• 113 Multiple persons present</li> <li>• 123 Multiple identity checks for single person over longer period of time</li> </ul>	yes	-
declined	final	Identification declined automatically due to unrecoverable data problem. The case is closed and cannot be restarted.	<ul style="list-style-type: none"> <li>• 17 Identification with unrecoverable data problem in identification document</li> </ul>	<ul style="list-style-type: none"> <li>• 118 Images of document not received</li> </ul>	yes	-
declined	final	Identification declined automatically because case ID expired. The case is closed and cannot be restarted.	<ul style="list-style-type: none"> <li>• 12 Operation valid time frame exceeded (case ID)</li> </ul>	-	-	-

### 4.3 Identification Status and Result eID

eID identifications are possible with German identity cards, German electronic residence titles or German eID cards for Union citizens and EEA nationals.

Identification Status	Status Type	Description	Sub Status	Sub Status Reason	Result Data	Result Images
started	-	Identification created. User has to use a reading device in order to capture the data from his or her identity card.	-	-	-	-

Identification Status	Status Type	Description	Sub Status	Sub Status Reason	Result Data	Result Images
incomplete	-	Identification could not be completed (e.g. because the identification document submitted by the user had expired). The identification can be restarted by the user (e.g. with another valid identification document).	<ul style="list-style-type: none"> <li>• 53 Identification document has expired</li> <li>• 54 Identification document not supported</li> <li>• 59 Identification document invalid</li> <li>• 60 eID unknown error</li> <li>• 61 eID problem with authentication / PIN</li> <li>• 62 eID problem reading card</li> <li>• 63 eID problem with eID server</li> <li>• 64 Problem with custom step</li> <li>• 65 Problem during eID phase</li> <li>• 66 Problem with document</li> <li>• 97 Cancellation by user</li> <li>• 98 Cancellation for technical reasons</li> <li>• 99 Cancellation for other reasons</li> </ul>	<ul style="list-style-type: none"> <li>• 591 ID card with invalid certificate (e.g. test ID card)</li> <li>• 592 ID card does not provide all of the required data</li> <li>• 600 eCardAPI reports unknown error</li> <li>• 610 Error in eID client</li> <li>• 611 Incomplete data from PIN or card</li> <li>• 612 Authentication failed</li> <li>• 613 PIN entered incorrectly too often</li> <li>• 614 PIN deactivated</li> <li>• 620 Error in communication between Ecard client (browser) and card reader</li> <li>• 621 Error in communication between eID client (app) and card</li> <li>• 622 Chip card error</li> <li>• 623 Card slipped / not readable / removed</li> <li>• 630 eID server not operational</li> <li>• 631 eID client cannot communicate with eID server</li> <li>• 632 eID server internal error</li> <li>• 640 Document image upload step cannot start</li> <li>• 650 eID type unknown</li> <li>• 651 eID type not accepted or supported</li> <li>• 652 problem with attestation request</li> <li>• 653 certificate does not cover requested attribute set</li> <li>• 660 Document authenticity not verifiable (e.g. test ID card, chip corrupted)</li> <li>• 973 Timeout at user</li> <li>• 974 Timeout in app because in background</li> <li>• 975 User cancelled eID attempt</li> <li>• 996 Ident/case already finished</li> <li>• 998 Other reason for cancellation</li> </ul>	-	-



Identification Status	Status Type	Description	Sub Status	Sub Status Reason	Result Data	Result Images
success	final	Identification completed successfully. The case is closed and cannot be restarted.	-	-	yes	<ul style="list-style-type: none"> <li>images of identification document (only GwG, optional)</li> </ul>
declined	final	Identification declined and cannot be restarted. The case is closed and cannot be restarted.	<ul style="list-style-type: none"> <li>11 Fraud suspicion</li> </ul>	<ul style="list-style-type: none"> <li>122 Identification document blocked by authorities</li> </ul>	yes	<ul style="list-style-type: none"> <li>images of identification document (only GwG, optional)</li> </ul>
declined	final	Identification declined automatically because case ID expired or case URL started too often. The case is closed and cannot be restarted.	<ul style="list-style-type: none"> <li>12 Operation valid time frame exceeded (case ID)</li> </ul>		-	-

### 4.4 Identification Status and Result Photo

Identification Status	Status Type	Description	Sub Status	Additional Info: Record Status	Result Data	Result Images
started	-	Identification created. User has to capture and upload photos.	-	-	-	-
review pending	notification	Photos uploaded by user. Now review by agent and post processing (automatic generation of result data) in progress.	-	-	-	-
incomplete	notification	Identification could not be completed based on uploaded photos (e.g. because the identification document submitted by the user had expired). The identification can be restarted by the user (e.g. with another valid identification document).	<ul style="list-style-type: none"> <li>31 Identification document or driving licence not supported</li> <li>32 Identification document or driving licence expired</li> <li>33 Document or person not clearly identifiable</li> <li>34 Image or video quality insufficient</li> </ul>	Record Status <ul style="list-style-type: none"> <li>identification: 1x</li> <li>identification document: 2x</li> <li>driving licence: 2x</li> </ul>	-	-
success	final	Identification completed successfully. The case is closed and cannot be restarted.	-	Record Status <ul style="list-style-type: none"> <li>identification: 1x</li> <li>identification document: 2x</li> <li>driving licence: 2x</li> </ul>	yes	<ul style="list-style-type: none"> <li>images of driving licence (only Mobility, optional)</li> </ul>
declined	final	Identification declined because of fraud suspicion. The case is closed and cannot be restarted.	<ul style="list-style-type: none"> <li>11 Fraud suspicion</li> </ul>	Record Status <ul style="list-style-type: none"> <li>identification: 1x</li> <li>identification document: 2x</li> <li>driving licence: 2x</li> </ul>	yes	<ul style="list-style-type: none"> <li>images of driving licence (only Mobility, optional)</li> </ul>
declined	final	Identification declined because of abuse. The case is closed and cannot be restarted.	<ul style="list-style-type: none"> <li>15 Abuse (e.g. nonsense, nude photos)</li> </ul>	Record Status <ul style="list-style-type: none"> <li>identification: 1x</li> <li>identification document: 2x</li> <li>driving licence: 2x</li> </ul>	yes	-
declined	final	Identification declined automatically because case ID expired or case URL started too often. The case is closed and cannot be restarted.	<ul style="list-style-type: none"> <li>12 Operation valid time frame exceeded (case ID)</li> </ul>	-	-	-

**i Record Images**

Rules for method photo:

- Images of the identification document are **not** provided to the client (business customer).
- Images of the driving licence document are only provided to regulatory class Mobility.

## 4.4.1 Record Status Photo

In this method, additional status information is provided on record level.

validationStatus	validationSubStatus	validationRemark
unchecked	-	
valid	-	
invalid	<ul style="list-style-type: none"> <li>document not supported<sup>1)</sup></li> <li>document not identifiable<sup>1)</sup></li> <li>document expired<sup>1)</sup></li> <li>fraud suspicion<sup>1)</sup></li> <li>abuse<sup>1)</sup></li> <li>person not identifiable</li> <li>bad exposure</li> <li>too blurry</li> <li>partly concealed</li> <li>picture detail not sufficient</li> </ul>	Additional note of agent on subStatus (optional)

1) Always uniformly set for all records of a document



### Record Images

Rules for method Photo:

- Images of the identification document are **not** provided to the client (business customer).
- Images of the driving licence document are only provided to regulatory class Mobility.

## 4.5 Identification Status and Result Video

Identification Status	Status Type	Description	Sub Status	Sub Status Reason	Result Data	Result Images
started	-	Identification created. User has to initiate a videochat. Afterwards videochat in progress.	-	-	-	-

Identification Status	Status Type	Description	Sub Status	Sub Status Reason	Result Data	Result Images
incomplete	-	Videochat could not be completed (e.g. because the identification document submitted by the user had expired). The identification can be restarted by the user (e.g. with another valid identification document).	<ul style="list-style-type: none"> <li>• 51 Language problems</li> <li>• 52 Insufficient video quality (security features cannot be verified or identification document unreadable)</li> <li>• 53 Identification document has expired</li> <li>• 54 Unsupported identification document</li> <li>• 55 Problem with TAN</li> <li>• 56 Identification document damaged</li> <li>• 57 Cancellation in queue</li> <li>• 58 Problem with video chat recording</li> <li>• 97 Cancellation by user</li> <li>• 98 Cancellation for technical reasons</li> <li>• 99 Cancellation for other reasons</li> </ul>	<ul style="list-style-type: none"> <li>• 200 Video only, no audio</li> <li>• 201 Audio only, no video</li> <li>• 202 Videochat recording not possible</li> <li>• 203 Videochat recording faulty</li> <li>• 204 Videochat recording with other problem</li> <li>• 205 Videochat recording faulty due to max queue size reached</li> <li>• 206 Videochat recording faulty due to too many chunks lost</li> <li>• 207 Videochat recording faulty due to agent disallowing screen share function (e.g. pressing stop button)</li> <li>• 520 Pixelated/blurry/no autofocus/mirrored</li> <li>• 523 Bad lighting conditions</li> <li>• 525 User has problems with camera</li> <li>• 550 User did not enter correct TAN</li> <li>• 570 Cancellation in queue by system</li> <li>• 971 Cancellation in queue by user</li> <li>• 972 User has hung up</li> <li>• 973 Timeout at user</li> <li>• 974 Timeout in app because in background</li> <li>• 980 Connection quality</li> <li>• 981 Video cannot be accepted</li> <li>• 982 Video and audio are not established</li> <li>• 985 User did not receive TAN</li> <li>• 986 Sudden disconnection</li> <li>• 987 Frozen image</li> <li>• 988 Timeout in queue</li> <li>• 989 Other technical reason for cancellation</li> <li>• 990 User uncooperative</li> <li>• 991 User operating error</li> <li>• 992 Case belongs to different person</li> <li>• 996 Ident/case already finished</li> <li>• 998 Other reason for cancellation</li> </ul>	-	-

Identification Status	Status Type	Description	Sub Status	Sub Status Reason	Result Data	Result Images
review pending	preliminary	Videochat finished. Now post processing (blackening of photos, additional review in case of fraud suspicion, automatic generation of result data) in progress.	<ul style="list-style-type: none"> <li>-</li> <li>11 Fraud suspicion (e.g. nonsense, nude photos)</li> <li>15 Abuse</li> </ul>	-	-	-
success	final	Identification completed successfully. The case is closed and cannot be restarted.	-	-	yes	<ul style="list-style-type: none"> <li>images of identification document (only GwG / TKG)</li> <li>image with userface (only GwG)</li> </ul>
declined	final	Identification declined because of fraud suspicion. The case is closed and cannot be restarted.	<ul style="list-style-type: none"> <li>11 Fraud suspicion</li> </ul>	<ul style="list-style-type: none"> <li>110 Identification document possibly forged</li> <li>111 Person does not match photo</li> <li>112 Multiple identity checks for single person</li> <li>113 Multiple persons present</li> <li>119 Other reason for fraud suspicion</li> <li>121 Social engineering</li> </ul>	yes	<ul style="list-style-type: none"> <li>images of identification document (only GwG / TKG)</li> <li>image with userface (only GwG)</li> </ul>
declined	final	Identification declined because of abuse. The case is closed and cannot be restarted.	<ul style="list-style-type: none"> <li>15 Abuse (e.g. nonsense, nude photos)</li> </ul>	-	yes	-
declined	final	Identification declined because of other reason. The case is closed and cannot be restarted.	<ul style="list-style-type: none"> <li>19 Identification with unrecoverable data problem in videochat recording</li> <li>99 Cancellation for other reason</li> </ul>	-	yes	-
declined	final	Identification declined automatically because case ID expired or case URL started too often. The case is closed and cannot be restarted.	<ul style="list-style-type: none"> <li>12 Operation valid time frame exceeded (case ID)</li> </ul>	<ul style="list-style-type: none"> <li>120 Videochat recording missing or faulty</li> </ul>	-	-

## 5 Webhooks

When this feature is activated for your account, you can receive a push notification each time when a notification, preliminary or final result is achieved. It is configurable, for which of these events the webhook should be triggered and whether the webhook should contain your reference ID.

For this purpose the POSTIDENT system sends a POST request (from IPs 165.72.200.13, 199.40.127.49 or 156.137.9.65) to the webHookURL parameter provided by your initial call to start the case (see SCR-Ident API Guide Start). Please note, that the webHookURL must not contain GET parameters (e.g. <https://foo.bar.com/postident/callback?ref=123>), since the REST standard prohibits the mixing of GET and POST parameters. If desired, HTTP Basic Authentication can be configured for your client id. Self-signed TLS certificates are not supported.

The POST request contains application/json with the case ID and reference ID if configured:

```
{
  "caseId": "<caseId>",
  "referenceId": "<referenceId>"
}
```

You can use this notification to automatically trigger a GET request with the REST API to retrieve the current result of this case ID.

The POSTIDENT system expects http-status code 200 within 2 seconds, otherwise the POSTIDENT system retries up to 3 times.

- The first retry is executed immediately after the first one
- The second retry 900 Seconds after the first retry
- The last retry is initiated 3600 Seconds after the second retry

**Note**

If you want to use this feature, your domain has to be added to the whitelist in our communications infrastructure. This typically takes 7 working days. You can vary the url after the domain as you like.

## 6 Redirect/Callback URLs

With this feature you can redirected the user to a custom URL on your web server or, in case of a mobile device, back to your app.

You can provide the CallbackURLs in your initial call (see SCR-Ident API Guide Start).

For video:

- Parameter: `callbackUrlSuccess` : If provided, a button will be displayed at the respective point during the identification process, containing the link back to your web server or app.

**i Example**

Example:

You provide for video the URL <https://www.mycompany.com/videoReviewPending.html>.

After the end of the videochat with the agent, the result page of the POSTIDENT app or web frontend displays a button which redirects the user to this landing page.

For eID:

- Parameter: `callbackUrlSuccess` , `callbackUrlDeclined` : If provided, a button will be displayed at the respective point during the identification process, containing the link back to your web server or app.

For basic:

- Parameter: `callbackUrlCouponRequested` : If provided, a button will be displayed at the respective point during the identification process, containing the link back to your web server or app.

For photo:

- Parameter `callbackUrlReviewPending` : If provided, a button will be displayed at the respective point during the identification process, containing the link back to your web server or app.
- Parameters `callbackUrlSuccess` , `callbackUrlDeclined` : If provided and if your account in PI system is configured to send emails, the notification mail for the user will contain this url.

For autoID:

- Parameter `callbackUrlReviewPending` : If provided, a button will be displayed at the respective point during the identification process, containing the link back to your web server or app.
- Parameter `callbackUrlCancelledAndClosed` : If provided, a button containing the link back to your web server or app will be displayed in case the identification method autoid is cancelled (e.g. due to repeated cancellations by the user) and no other identification method remains available to the user due to configuration and/or possible cancellations of other identification methods, leading to the closure of the case.
- Parameters `callbackUrlSuccess` , `callbackUrlDeclined` : If provided and if your account in PI system is configured to send emails, the notification mail for the user will contain this url or a button with this link is included in postident app.

## 7 REST API

### 7.1 Overview

With the REST API you can

- retrieve a single case by case ID (e.g. when triggered by a webhook notification)
- retrieve a list of available cases for a client ID, filtered by status and time interval (e.g. current results of the last 24 hours)
- mark cases as archived

#### 7.1.1 Preconditions

During setup you should have received

- clientId
- username and password for the REST API (required for authentication)
- data password for the payload encryption

## 7.2 Details

### 7.2.1 Protocol

HTTPS is used to ensure that all parameters are encrypted.

### 7.2.2 Host

Environment	URL
integration	on demand
production	<a href="https://postident.deutschepost.de">postident.deutschepost.de</a>

### 7.2.3 Path

`/api/scr/{version}/{clientId}/cases`

The URI contains the following elements:

Element	Description	Example
version	Use "v1"	v1
clientId	Provided by Deutsche Post. Uniquely identifying your access to the API. Format: alphanumeric, uppercase (case sensitive).	1234ABCD

Example:

`GET /api/scr/v1/1234ABCD/cases`



## 7.2.4 Authentication

HTTPS and Basic Auth (RFC 2617) are used for the authentication. Username and password must be transmitted in the HTTP header according to Basic Auth.

## 7.2.5 Header

Field	Mandatory	Content
Content-Type	Yes	application/json
Authorization	Yes	Basic <encoded username and pw>

## 7.3 Use the primary identification

A case may contain several identifications with different methods (e.g basic, eID, video). The **primary identification** of a case is the identification with the most progress.

Usually you will only need the primary identification, because it contains the relevant state and result.

## 7.4 Retrieve a single case

### 7.4.1 Retrieve identification data for a single case

Returns the whole case with its identification(s).

Paths:

- `GET/{clientId}/cases/{caseId}/` => with primary identification only (usually you will only need this endpoint)
- `GET/{clientId}/cases/{caseId}/full` => with all identifications

Optional parameters:

Parameter	Default	Description
<code>includeResultPdf</code>	<code>false</code>	Toggles inclusion of BASE64 encoded data for the result PDF (human readable representation of the identification result including images) as binary object. Alternatively, the result PDF can be provided via SFTP.
<code>includeBinaryData</code>	<code>false</code>	Toggles inclusion of BASE64 encoded data for media records (i.e. images) as binary objects. Alternatively, the images can be provided via SFTP.

## Sample Request and Response

Request to retrieve a single case by case ID with result pdf and images:

```
GET /api/scr/v1/1234ABCD/cases/YR9W91GEZK24?includeResultPdf=true&includeBinaryData=true HTTP/1.1
Host: postident.deutschepost.de
Authorization: Basic R0s0Mi5TQ1I6cEpzZW43NWh3biF0
```

Response with successful video ident (without binary data):

### Case Object

```
{
  "caseId": "YR9W91GEZK24",
  "caseStatus": {
    "created": "2016-07-05T18:23:15+02:00",
    "modified": "2016-07-05T18:29:00+02:00",
    "archived": false,
    "validUntil": "2016-10-03T18:24:02+02:00",
    "status": "closed"
  },
  "orderData": {
    "customData": {
      "custom1": "REF_101485489",
      "custom2": "Kampagne A357"
    },
    "processData": {
      "targetCountry": "DEU",
      "preferredLanguage": "DE_DE",
      "webHookUrl": "https://musterbank.eu/api/pi/webhooklistener",
      "referenceId": "YR9W91GEZK24",
      "callbackUrlCouponRequested": {
        "webUrl": "https://musterbank.eu/picallback/coupondownloaded.html"
      },
      "callbackUrlReviewPending": {
        "webUrl": "https://musterbank.eu/picallback/reviewpending.html"
      },
      "callbackUrlIncomplete": {
        "webUrl": "https://musterbank.eu/picallback/incomplete.html"
      },
      "callbackUrlSuccess": {
        "webUrl": "https://musterbank.eu/picallback/success.html"
      },
      "callbackUrlDeclined": {
        "webUrl": "https://musterbank.eu/picallback/declined.html"
      }
    }
  },
  "contactDataProvided": {
    "firstName": "Erika",
    "lastName": "Mustermann",
    "address": {
      "city": "Köln",
      "streetAddress": "Heidestr. 17",
      "postalCode": "51147",
    }
  }
}
```

```

        "country": "DEU"
    },
    },
    "identificationDocumentProvided": {
        "type": "1",
        "countryOfDocument": "DEU",
        "number": "T01012148",
        "firstName": "Erika",
        "lastName": "Mustermann",
        "birthName": "Gabler",
        "birthDate": "1964-08-12",
        "birthPlace": "Berlin",
        "nationality": "DEU",
        "address": {
            "city": "Köln",
            "streetAddress": "Heidestr. 17",
            "postalCode": "51147",
            "country": "DEU"
        },
        "dateIssued": "2010-11-01",
        "dateOfExpiry": "2020-10-31",
        "placeOfIssue": "",
        "authority": "Stadt Köln"
    }
},
"contactData": {
    "title": {
    },
    "firstName": {
        "value": "Erika",
        "status": "match"
    },
    "lastName": {
        "value": "Mustermann",
        "status": "match"
    },
    "mobilePhone": {
        "value": "011111111111",
        "status": "new"
    },
    "email": {
        "value": "erika.mustermann@deutschepost.de",
        "status": "new"
    },
    "epost": {
    },
    "address": {
        "city": {
            "value": "Köln",
            "status": "match"
        },
        "streetAddress": {
            "value": "Heidestr. 17",
            "status": "match"
        },
        "appendix": {
        },
        "postalCode": {
    }
}

```

```

        "value": "51147",
        "status": "match"
    },
    "country": {
        "value": "DEU",
        "status": "match"
    }
}
},
"primaryIdent": {
    "identificationMethod": "video",
    "identificationStatus": {
        "created": "2016-07-05T18:24:18+02:00",
        "modified": "2016-07-05T18:28:50+02:00",
        "status": "success",
        "identificationTime": "2016-07-05T18:27:25+02:00"
    },
    "records": [
        {
            "recordId": "63351998",
            "belongsTo": "method",
            "type": "result",
            "mimeType": "application/pdf",
            "fileName": "YR9W91GEZK24_result_video.pdf"
        },
        {
            "recordId": "63351999",
            "belongsTo": "method",
            "type": "userface",
            "mimeType": "image/jpeg",
            "fileName": "YR9W91GEZK24_userface.jpg"
        }
    ]
}
"identificationDocument": {
    "countryOfDocument": {
        "value": "DEU",
        "status": "match"
    },
    "type": {
        "value": "1",
        "status": "match"
    },
    "number": {
        "value": "T01012148",
        "status": "match"
    },
    "firstName": {
        "value": "Erika",
        "status": "match"
    },
    "lastName": {
        "value": "Mustermann",
        "status": "match"
    },
    "birthName": {
        "value": "Gabler",
        "status": "match"
    },
},

```

```

"birthDate": {
  "value": "1964-08-12",
  "status": "match"
},
"birthPlace": {
  "value": "Berlin",
  "status": "match"
},
"nationality": {
  "value": "DEU",
  "status": "match"
},
"address": {
  "city": {
    "value": "Köln",
    "status": "match"
  },
  "streetAddress": {
    "value": "Heidestr. 17",
    "status": "match"
  },
  "appendix": {
  },
  "postalCode": {
    "value": "51147",
    "status": "match"
  },
  "country": {
    "value": "DEU",
    "status": "match"
  }
},
"dateIssued": {
  "value": "2010-11-01",
  "status": "match"
},
"dateOfExpiry": {
  "value": "2020-10-31",
  "status": "match"
},
"placeOfIssue": {
  "value": "",
  "status": "match"
},
"authority": {
  "value": "Stadt Köln",
  "status": "match"
},
"records": [
  {
    "recordId": "63352000",
    "belongsTo": "identificationdocument",
    "type": "idfrontside",
    "mimeType": "image/jpeg",
    "fileName": "YR9W91GEZK24_idfrontside.jpg"
  },
  {
    "recordId": "63352001",

```

```

        "belongsTo": "identificationdocument",
        "type": "idbackside",
        "mimeType": "image/jpeg",
        "fileName": "YR9W91GEZK24_idbackside.jpg"
    },
    {
        "recordId": "63352002",
        "belongsTo": "identificationdocument",
        "type": "idsignature",
        "mimeType": "image/jpeg",
        "fileName": "YR9W91GEZK24_idsignature.jpg"
    }
]
}
},
"accountingData": {
    "accountingNumber": "11235813523701",
    "accountingProduct": "Postident Video"
}
}

```

### 7.4.2 Retrieve status for a single case

Returns only the status of the identification(s).

**Paths**

- `GET/{clientId}/cases/{caseId}/status` => with primary identification only (usually you will only need this endpoint)
- `GET/{clientId}/cases/{caseId}/status/full` => with all identifications

**Response**

The following data is returned for this:

- caseId
- caseStatus
- orderData (only customData)
- primaryIdent (only identificationMethod and identificationStatus)
- accountingData

### Sample Request and Response

Request to retrieve a single case by case ID only with its case status and identification status:

```

GET /api/scr/v1/1234ABCD/cases/YR9W91GEZK24/status
Host: postident.deutschepost.de
Authorization: Basic R0s0Mi5TQ1I6cEpzZW43NWh3biF0

```

Response with successful video ident:

```

Case Object

{
  "caseId": "YR9W91GEZK24",
  "caseStatus": {
    "created": "2016-07-05T18:23:15+02:00",
    "modified": "2016-07-05T18:29:00+02:00",
    "archived": false,
    "validUntil": "2016-10-03T18:24:02+02:00",
    "status": "closed"
  },
  "orderData": {
    "customData": {
      "custom1": "REF_101485489",
      "custom2": "Kampagne A357"
    },
    "identifications": [
      {
        "identificationMethod": "video",
        "identificationStatus": {
          "created": "2016-07-05T18:24:18+02:00",
          "modified": "2016-07-05T18:28:50+02:00",
          "status": "success",
          "identificationTime": "2016-07-05T18:27:25+02:00"
        }
      }
    ],
    "accountingData": {
      "accountingNumber": "11235813523701",
      "accountingProduct": "Postident Video"
    }
  }
}

```

## 7.5 Retrieve a list of cases

### 7.5.1 List operation to get identification data

Returns an array of cases, each containing the complete data of its identification(s).

Paths:

- `GET/{clientId}/cases` => with primary identification only (usually you will only need this endpoint)
- `GET/{clientId}/cases/full` => with all identifications

Optional filter parameters:

Parameter	Value	Default	Description	Example
new	true   false	false	Delivers all cases with status new.	?new=true
inProgress	true   false	false	Delivers all cases with status in progress.	?inProgress=true
closed	true   false	true	Delivers all cases with status closed.	?closed=false
archived	true   false	false	Includes all cases marked as archived	?archived=true
createdFrom	date	null	Delivers all cases created from given date. ISO 8601 shall be used as date format.	?createdFrom=2016-12-26T00:00:00+02:00
createdUntil	date	null	Delivers all cases created until given date. ISO 8601 shall be used as date format.	?createdUntil=2016-12-28T00:00:00+02:00
closedFrom	date	null	Delivers all cases closed from given date. ISO 8601 shall be used as date format.	?closedFrom=2016-12-26T00:00:00+02:00
closedUntil	date	null	Delivers all cases closed until given date. ISO 8601 shall be used as date format.	?closedUntil=2016-12-28T00:00:00+02:00



**Note**

If at least one date parameter should be passed, the complete URL must be encoded.

For example:

```
URLCoder.encode(" https://postident.deutschepost.de/api/scr/v1/XCLIENTIDX/cases/full?closedFrom=2017-06-25T13:30:01+02:00&closedUntil=2017-06-25T13:40:01+02:00 ", "UTF-8")
```

The result of the command above is as followed:

```
https%3A%2F%2Fpostident.deutschepost.de%2Fapi%2Fscr%2Fv1%2FXCLIENTIDX%2Fcases%2Ffull%3FclosedFrom%3D2017-06-25T13%3A30%3A01%2B02%3A00%26closedUntil%3D2017-06-25T13%3A40%3A01%2B02%3A00
```

**Response:**

The list operation will return a maximum number of 1,000 cases per request without binary data. For receiving binary data and pdf the single call must be used.

The response contains http-ResponseHeader "X-PARTIAL-DELIVERY" = "true" to indicate, that there are additional cases available.

In order to retrieve the missing cases, already received cases should be archived to get the next cases by using GET request with archived=false.



## Sample request

Request to retrieve all cases closed between 2016-12-27 00:00:00 and 2016-12-28 00:00:00.

```
GET /api/scr/v1/1234ABCD/cases/?
closedFrom=2016-12-27T00:00:00+02:00&closedUntil=2016-12-28T00:00:00+02:00 HTTP/1.1
Host: postident.deutschepost.de
Authorization: Basic R0s0Mi5TQ1I6cEpzZW43NWh3biF0
```

### 7.5.2 List operation to get only the status data

Returns an array of cases, each containing only the status data of its identification(s).

Paths

- `GET/{clientId}/cases/status` => with primary identification only (usually you will only need this endpoint)
- `GET/{clientId}/cases/status/full` => with all identifications

Optional filter parameters

To filter the results you can use the parameters described above in the chapter "List operation to get identification data" above. Additionally you can use following optional parameter:

Parameter	Value	Default	Description	Example
maxResults	integer	null	Maximum number of results given	?maxResults=100

Response

For each case only the following data is returned:

- caseId
- caseStatus
- orderData (only customData)
- primaryIdent (only identificationMethod and identificationStatus)
- accountingData

## Sample request

Request to retrieve the status data of all cases closed between 2016-07-05 00:00:00 and 2016-07-06 00:00:00.

```
GET /api/scr/v1/1234ABCD/cases/status/?
closedFrom=2016-07-05T00:00:00+02:00&closedUntil=2016-07-06T00:00:00+02:00 HTTP/1.1
Host: postident.deutschepost.de
Authorization: Basic R0s0Mi5TQ1I6cEpzZW43NWh3biF0
```

## 7.6 Archiving Cases

In order to reduce the length of the result list of GET cases, it is possible to archive cases by using the archive resource. This affects only closed cases. Cases with other status will be ignored. Already archived cases stay archived.

**Note**

Regardless of the archived flag, all cases will be deleted physically from PI System after a time limit. The time limit is configured with your account (= clientId) and can be a maximum of 150 days.

**Path**

- `PATCH /api/scr/{version}/{clientId}/cases/archive`

**Body**

It is possible to archive a list of cases at the same time. Therefore the body expects a list of caseIds separated by comma. The maximum number of cases for one request is 10000. If the maximum number is exceeded, a bad request is sent.

```
["CaseID 1", "CaseID 2", ..., "CaseID n"]
```

### 7.6.1 Sample request and response

Request to mark a single case as archived:

```
PATCH /api/scr/v1/1234ABCD/cases/archive HTTP/1.1
Host: postident.deutschepost.de
Authorization: Basic R0s0Mi5TQ1I6cEpzZW43NWh3biF0
Content-Type: application/json
["KRZ1A8M4UBZZ"]
```

The response of the PI System contains a list of status objects, one for each updated case. For more information about the data contained, please see [section CaseStatus](#).

```
[
  {
    "caseId": "KRZ1A8M4UBZZ",
    "caseStatus": {
      "status": "closed",
      "archived": true,
      "validUntil": "2016-03-04T16:15:31+01:00",
      "created": "2016-01-10T10:05:00+01:00",
      "modified": "2016-01-11T15:30:00+01:00"
    }
  }
]
```

## 7.7 Errors

HTTP status codes in the response for error situations:

Http Status Code	Message	Possible Cause
401	Unauthorized	Wrong or missing authorization key, e.g. - Wrong or missing username or password - Client ID not found or not configured for usage of Standard Connect API
404	Not found	Case with caselid not found

## 7.8 Encryption

Asymmetrical encryption is used for the result data in the response body. The result data will be encrypted with a public key provided by you. The key is an additional parameter in the HTTP header of the GET requests. The cipher is transmitted in JWE format. You can decrypt the received data with your private key.

The payload of your requests is secured by the HTTPS connection. There is no further encryption supported by the POSTIDENT system.



### Unencrypted Result Data in Test Environment

During the integration of the SCR-Ident API the encryption can be configured as optional. So the HTTP header fields "x-scr-key" and "x-scr-keyhash" can be omitted in your request. The response will not be encrypted. If the headers are sent, the result will be encrypted. In the productive environment the encryption is mandatory. It will be activated after a successful encryption test.

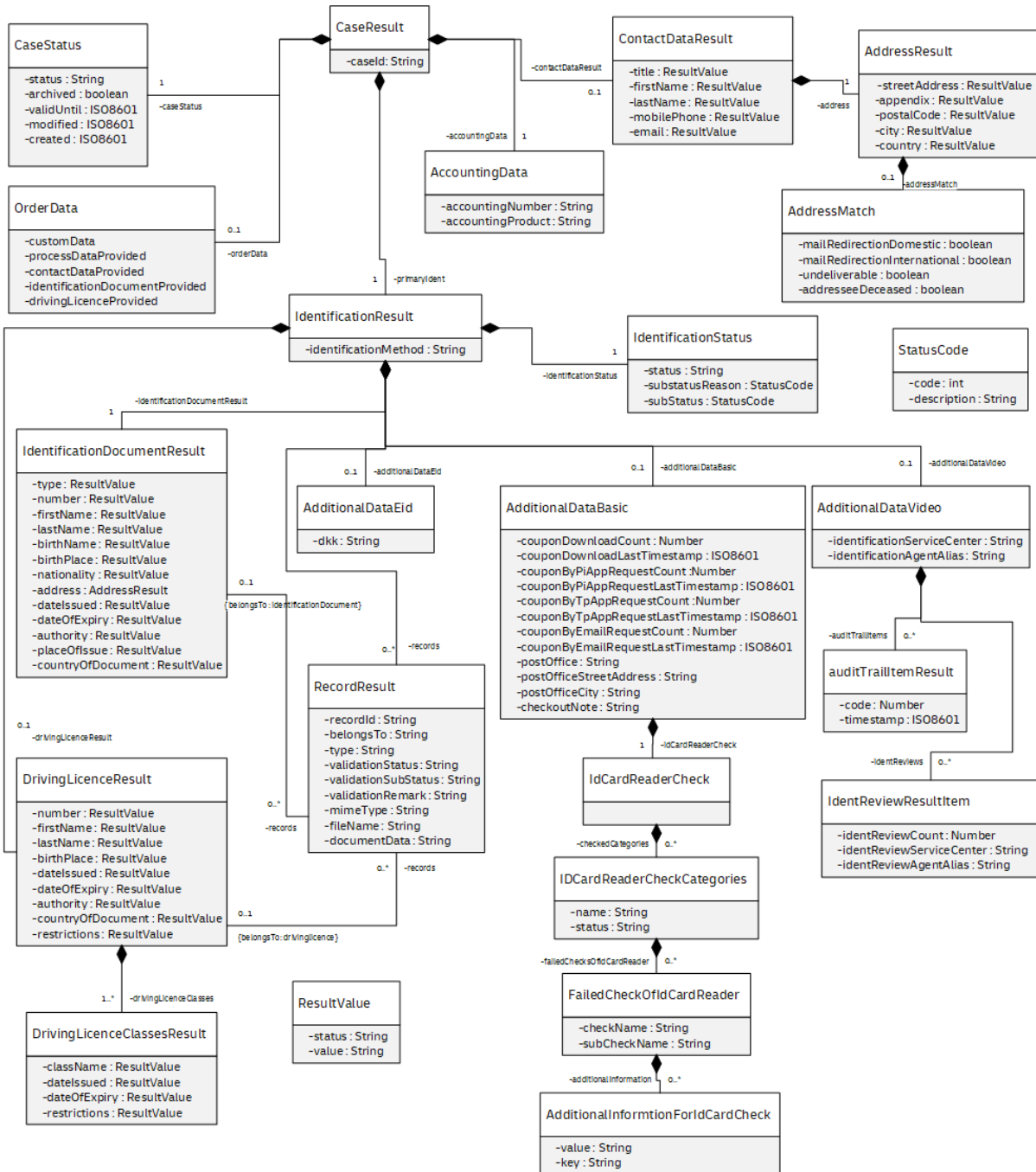
For details, please see [SCR-Ident API Guide 3 Encryption](#).

# 8 Result Data

The result is returned as UTF-8 encoded JSON.

## 8.1 Overview

POSTIDENT returns the following result data:



Some fields are included only for business customers with German Anti-Money Laundering Act obligation (GwG-Verpflichtung), e.g. banks

Please be aware that it is possible that new fields will be added to the data model in the future. Make sure that your implementation can handle unknown fields in the result data.

Newly added fields will not lead to a new version of the SCR-Ident API.

## 8.2 CaseResult

The result data of the case with its most progressed identification ("primary identification"). CaseResult consists of the caseId and the following properties:

- caseId
- caseStatus
- orderData
- contactDataResult
- primaryIdentification as IdentificationResult
- accountingData

## 8.3 CaseStatus

Parameter	Description	Example
status	Progress of the case. Possible values: 'new'   'in progress'   'closed'	closed
archived	Flag for archived case	false
validUntil	Date and time until which case ID will expire; after that, the case cannot be started or restarted by the user ISO 8601 format, accuracy in seconds, the offset to Zulu time ±hh:mm at the end	2016-04-28T23:59:59+01:00
created	ISO 8601 format, accuracy in seconds, the offset to Zulu time ±hh:mm at the end	2016-01-28T23:59:59+01:00
modified	ISO 8601 format, accuracy in seconds, the offset to Zulu time ±hh:mm at the end	2016-01-28T13:00:00+01:00

## 8.4 OrderData

See "SCR-Ident API Guide 1 Start" for more details about the object 'OrderData' and all child objects.

## 8.5 ContactDataResult

Contact data used during the identification process. The data may come from contactDataProvided or from the user.

Each parameter contains a value and status. The value will be compared with contactDataProvided from OrderData and the status will be set as followed:

- "new" means that there was no contact data provided, the data is collected by the agent either from the identification document or from the identified person.
- "match" means that contact data provided matches the data from the identification document or from the identified person.
- "change" means that contact data provided is overwritten by the data from the identification document or from the identified person.

In rare cases mandatory parameters may not be populated, e.g. if the identification process was aborted before contact details have been collected.

Parameter	Description	Mandatory	Example for Value
title	Free text field with academic title. DEPRECATED - will be removed in future	no	"status": "new", "value": "Dr."
firstName	User's first name.	yes	"status": "new", "value": "Thomas Christian"
lastName	User's family name.	yes	"status": "new", "value": "Mustermann"
mobilePhone	Mobile phone number for the verification in the videochat.	only for videochat in GWG	"status": "new", "value": "+49160123456"
email	User's email address.	yes	"status": "new", "value": "thomas@mustermann.com"
epost	User's Epost address. DEPRECATED - will be removed in future	no	"status": "new", "value": "thomas.mustermann@epost.de"
address	User's postal address. In methods basic and video, the user is asked for the address, if the identification document does not contain address details.	no	see object 'AddressResult'

## 8.6 IdentificationResult

Container with the status and result data of an identification.

Parameter	Description	Mandatory	Example
identificationMethod	String with identification method key. Possible values: 'autoid'   'basic'   'eid'   'photo'   'video'	yes	video
identificationStatus	Object of type IdentificationStatus	yes	see below
identificationDocument	Object of type IdentificationDocumentResult	no	see below
drivingLicence	Object of type DrivingLicenceResult Only present, if the driving licence has been checked	no	see below
records	Array containing record objects of type recordResult on method level, e.g. result pdf	no	see below
additionalDataBasic	Object of type AdditionalDataBasic	no	see below
additionalDataEid	Object of type AdditionalDataEid	no	see below
additionalDataVideo	Object of type AdditionalDataVideo	no	see below

The result object in the JSON may also contain records with files on method level. See [RecordResult](#) below.

## 8.6.1 IdentificationStatus

Progress and result of the identification.

Parameter	Description	Example 1	Example 2
status	Level 1 of the identification's progress and result. Possible values: 'started'   'coupon requested'   'incomplete'   'review pending'   'cancelled'   'declined'   'success'.	success	declined
subStatus	Level 2 of the identification's progress and result. Each subStatus belongs to an exactly one parent status. Level 2 is optional. See chapter <a href="#">Identification Status and Result</a> above for a complete list.	-	"code": 11, "description": "Fraud suspicion"
subStatusReason	Level 3 of the identification's progress and result. Each subStatusReason belongs to exactly one parent subStatus. Level 3 is optional. See chapter <a href="#">Identification Status and Result</a> above for a complete list.	-	"code": 110, "description": "Identification document possibly forged"
identificationTime	Date and Time at which the decision for a final result (that means: success or declined) has been made. ISO 8601 format, accuracy in seconds, the offset to Zulu time ±hh:mm at the end	2016-01-28T13:00:00+01:00	
created	ISO 8601 format, accuracy in seconds, the offset to Zulu time ±hh:mm at the end	2016-01-28T09:00:00+01:00	
modified	ISO 8601 format, accuracy in seconds, the offset to Zulu time ±hh:mm at the end	2016-01-28T13:00:00+01:00	



## 8.6.2 IdentificationDocumentResult

Data from the identification document.

Each parameter contains a value and status. The value will be compared with identificationDocumentProvided from OrderData and the status will be set as followed:

- "new" means that there was no data in identificationDocumentProvided, the data is collected from identification document
- "match" means that identificationDocumentProvided matches the data from the identification document
- "change" means that identificationDocumentProvided is overwritten by the data from the identification document.

Parameter	Description	Available	Example
countryOfDocument	Country code as ISO-3166 ALPHA-3 plus RKS for Kosovo.	yes	"status": "new", "value": "DEU"
type	Type of document as number: <ul style="list-style-type: none"> <li>• 1 = ID Card (Personalausweis)</li> <li>• 2 = Passport (Reisepass)</li> <li>• 3 = Residence Permit (ID Card Substitute) (Aufenthaltstitel (Ausweisersatz))</li> <li>• 4 = Temporary ID Card (Vorläufiger Personalausweis)</li> <li>• 5 = Temporary Passport (Vorläufiger Reisepass)</li> <li>• 6 = 1954 Convention Travel Document (Stateless Person) (Reiseausweis für Staatenlose (Übereinkommen von 1954))</li> <li>• 7 = 1951 Convention Travel Document (Refugee) (Reiseausweis für Flüchtlinge (Übereinkommen von 1951))</li> <li>• 8 = Travel Document For Aliens / Foreigners (Reiseausweis für Ausländer)</li> <li>• 9 = Service Passport (Dienstpass)</li> <li>• 10 = Diplomatic Passport (Diplomatenpass)</li> <li>• 11 = Official Passport (Ministerialpass)</li> <li>• 12 = Official or Diplomatic Passport (Ministerial- oder Diplomatenpass)</li> <li>• 13 = eID card for Union citizens and EEA nationals (eID-Karte für Unionsbürger und EWR-Staatsangehörige)</li> </ul>	yes	"status": "new", "value": "1"
number	Number of document  Note: Not included for method eID, as the data set of the eID chip does not include this field.	yes (GwG, TKG) no (else)	"status": "new", "value": "T22000129"
firstName	All given names as printed on the identification document	yes	"status": "new", "value": "Thomas Christian"
lastName	Exact last name as printed on identification document; may include title like "Dr."	yes	"status": "new", "value": "Mustermann"
birthName	Only if differing from last name  Do not include prefixes like „geb.“ or „Geborene“	no (TKG) yes (else)	"status": "new", "value": "Meyer"

Parameter	Description	Available	Example
birthDate	Birth date as ISO 8601 format.	yes	"status": "new", "value": "1979-02-26"
birthPlace	Place of birth.	yes (GwG) no (else)	"status": "new", "value": "Berlin"
nationality	Nationality according to ISO 3166 alpha 3 plus <ul style="list-style-type: none"> <li>• RKS for Kosovar</li> <li>• XXA for Stateless</li> <li>• XXB for Refugee (1951 Convention)</li> <li>• XXC for Refugee</li> <li>• XXX for Unspecified</li> </ul>	no (TKG) yes (else)	"status": "new", "value": "DEU"
address	Postal address which is printed on the document.  Note: If the document contains no address, this object will be empty.	yes	see object 'AddressResult'
dateIssued	Date of issuance as ISO 8601 format.  Note: Not included for method eID, as the data set of the eID chip does not include this field.	yes (GWG, TKG) no (else)	"status": "new", "value": "2012-02-26"
dateOfExpiry	Date of expiry as ISO 8601 format.	yes	"status": "new", "value": "2022-02-25"
authority	Authority issuing the document.  Note: Not included for method eID, as the data set of the eID chip does not include this field.	yes (GWG, TKG) no (else)	"status": "new", "value": "Stadt Bonn"
placeOfIssue	Place of authority. Field in German passport only.	yes (GwG) no (else)	"status": "new", "value": "Bonn"

The result object in the JSON may also contain records with images from the identification document. See [RecordResult](#) below.

## 8.6.3 DrivingLicenceResult

Data from the driving licence document.

Each parameter contains a value and status. The value will be compared with drivingLicenceProvided from OrderData and the status will be set as followed:

- "new" means that there was no data in drivingLicenceProvided, the data is collected by the agent from the driving licence document.
- "match" means that drivingLicenceProvided matches the data from the driving licence document.
- "change" means that drivingLicenceProvided is overwritten by the data from the driving licence document.

Parameter	Description	Available	Example
countryOfDocument	Country code as ISO-3166 ALPHA-3 plus RKS for Kosovo.	yes	"status": "new", "value": "DEU"
number	Number of driving licence.	yes	"status": "new", "value": "123456"
firstName	User's given names separated by space.	yes	"status": "new", "value": "Thomas Christian"
lastName	User's family name.	yes	"status": "new", "value": "Mustermann"
birthDate	Birth date as ISO 8601 format.	yes	"status": "new", "value": "1979-02-26"
birthPlace	Place of birth mentioned on the document.	no	"status": "new", "value": "Berlin"
drivingLicenceClasses	Contains a list of vehicle approval classes.	yes	see object 'DrivingLicenceClassesResult'
restrictions	Some restrictions as free text.	yes	"status": "new", "value": "Corrective lenses."
dateIssued	Date of issuance as ISO 8601 format.	no	"status": "new", "value": "1997-03-02"
dateOfExpiry	Date of expiry as ISO 8601 format.	yes	"status": "new", "value": "2027-03-01"
authority	Authority issuing the document.	no	"status": "new", "value": "Stadt Bonn"

The result object in the JSON may also contain records with images from the driving licence. See [RecordResult](#) below.

## 8.6.4 DrivingLicenceClassesResult

Parameter	Description	Available	Example
className	Name of the vehicle approval class.	yes	"status": "new", "value": "A"
dateIssued	Date of issuance as ISO 8601 format.	yes	"status": "new", "value": "1997-03-02"
dateOfExpiry	Date of expiry as ISO 8601 format.	yes	"status": "new", "value": "2027-03-01"
restrictions	Some restriction as free text.	yes	"status": "new", "value": "Daylight driving only."

## 8.6.5 AddressResult

Sub-object of ContactDataResult and IdentificationDocumentResult for address details. See the parent objects for more information.

Parameter	Description	Mandatory	Example for Value
streetAddress	Contains street name and house number.	yes	"status": "new", "value": "Musterstreet 12"
appendix	Contains an address appendix.	no	"status": "new", "value": "Sales Department"
postalCode	Contains city's postal code.	yes	"status": "new", "value": "53113"
city	Name of city or town.	yes	"status": "new", "value": "Bonn"
country	Country code according to ISO-3166 ALPHA-3 plus RKS for Kosovo.	yes	"status": "new", "value": "DEU"
addressMatch	Result of additional address check for German postal addresses (optional, has to be configured).	no	see object 'AddressMatch'

## 8.6.6 AddressMatch

Sub-object of AddressResult for additional information on postal addresses.

Parameter	Description	Mandatory
mailRedirectionDomestic	Is true if a German redirection order is found.	yes
mailRedirectionInternational	Is true if a international redirection order is found.	yes
undeliverable	Is true if the address is not available.	yes
addresseeDeceased	Is true if the addressee is dead.	yes

## 8.6.7 RecordResult

Image, video, audio or other media files created or used during the identification process.

Parameter	Description	Example
recordId	PI system-wide unique id of the record	
belongsTo	'method'   'identificationdocument'   'drivinglicence'	identificationdocument
type	Short description of content; part of filename Types for method-level files: - 'result' (PDF) - 'resultdata' (PDF) - 'resultimages' (PDF) - 'userface' (image of user) - 'usersignature' (signature from signpad) Types for files from identificationDocument: - 'idfrontside' (image of document) - 'idbackside' (image of document) - 'idsignature' (signature from document) - 'idimage' (if other or unknown) Types for files from drivingLicence: - 'dlfrontside' (image of document) - 'dlbackside' (image of document) - 'dlimage' (if other or unknown)	idfrontside
validationStatus	Only for photo: unchecked   valid   invalid	valid
validationSubStatus	Only for photo: 'document not supported'   'document not identifiable'   'document expired'   'fraud suspicion'   'abuse'   'person not identifiable'   'bad exposure'   'too blurry'   'partly concealed'   'picture detail not sufficient'	document not identifiable
validationRemark	Only for photo: Additional explanation of agent on sub status (optional)	Foto zeigt kein Führerscheindokument
mimeType	Required for display and file extension in file name	image/jpeg

Parameter	Description	Example
fileName	Format: <ul style="list-style-type: none"> <li>• result pdf: &lt;caseId&gt;_&lt;type&gt;_&lt;method&gt;.&lt;file extension&gt;</li> <li>• other: &lt;caseId&gt;_&lt;type&gt;.&lt;file extension&gt;</li> </ul> To avoid duplicates a sequential number may be added.	12345678ABCD_result_video.pdf 12345678ABCD_idimage.jpg 12345678ABCD_idimage_2.jpg
documentData	base64 binary document data. See note with additional info below.	



**Note**

- Rules by content type:
  - User face images (binary data) are only delivered for class GwG.
  - Identification document images (binary data) are only delivered for classes GwG and TKG.
  - Driving licence images are only available in method photo and only delivered for class Mobility.
- Rules by regulatory class:
  - In standard and Mobility cases there will be no images (binary data) of identification documents or user faces due to the German data privacy act ([DSGVO](#)).
  - In Mobility cases the images of the driving licence will be provided.
  - In TKG cases the images of identification documents will be blackened and user face images are not available.
  - In GwG cases all images will be provided.
- Meta data and binary data
  - The meta data of the stored records is provided, although the file itself cannot be accessed in documentData.
- Videochat recordings in method video
  - Videochats are only recorded for class GwG.
  - Due to its size, the binary data of the videochat recordings are not delivered by this API, but by SFTP. For more information see the SST AG-Ergebnis Guide.

## 8.6.8 AdditionalDataBasic

Parameter	Description	Example
couponByPiAppRequestCount	Number of coupons requested by Postident App	1
couponByPiAppRequestLastTimestamp	ISO 8601 formatted timestamp of last coupon by Postident App request	2016-01-28T23:59:59+01:00
couponByTpAppRequestCount	Number of coupons requested by third party App (SDK)	1
couponByTpAppRequestLastTimestamp	ISO 8601 formatted timestamp of last coupon by third party App request (SDK)	2016-01-28T23:59:59+01:00
couponDownloadCount	Number of coupons requested for download	2
couponDownloadLastTimestamp	ISO 8601 formatted timestamp of last coupon download	2016-01-28T23:59:59+01:00
couponByEmailRequestCount	Number of coupons requested for email	1
couponByEmailRequestLastTimestamp	ISO 8601 formatted timestamp of last coupon by email request	2016-01-28T23:59:59+01:00
postOffice	Id of postal retail outlet, where the identification took place Not included for GWG and Standard idents	227208750
postOfficeStreetAddress	Streetaddress of postal retail outlet	Musterstr. 1
postOfficeCity	Postal code and city of postal retail outlet	12345 Musterstadt
checkoutNote	Additional information about the identification case (checkoutId, journalId)	85014869 3013
idCardReaderCheck	Object of type IdCardReaderCheck	

### IdCardReaderCheck

The following data structure contains further information about the IDCardReader which is used to check the identification document.

Parameter	Description
checkedCategories	Array of object IdCardReaderCheckCategories

### IdCardReaderCheckCategories

Parameter	Description
name	Name of checked category
status	Result of performed check
failedChecksOfIdCardReader	Array of FailedCheckOfIdCardReader (optional)

## FailedCheckOfIdCardReader

Parameter	Description
checkName	Name of failed check
subCheckName	Detailed name of failed check
additionalInformation	Array of object AdditionalInformationForIDCardCheck (optional)

## AdditionalInformationForIDCardCheck

Parameter	Description
key	Key of the additional information
value	Value of the additional information

### 8.6.9 AdditionalDataEid

Parameter	Description	Example
dkk	DKK stands for "Dienste- und Karten-spezifisches Kennzeichen" and consists of a string, which identifies exactly one personal ID (eID) in the context of a service provider	BB30E18C3428F73891DCF8 D5C9FB9223D0F8AB8159 12 7D6CD43C4420CEB175CA

### 8.6.10 AdditionalDataVideo

Parameter	Description	Example
identificationServiceCenter	Service center, where the identification took place (only for regulatory classes TKG and GwG)	1 DP CSC GmbH, Location Flensburg
identificationAgentAliases	Alias of Agent, who performed this identification (only for regulatory class TKG)	
identReviews	List of reviews performed (only for regulatory class TKG)	
videoRecordingAccepted	Time of the user's consent to the video recording	2016-01-28T23:59:59+01:00
videoRecordingDeliveryShaft	Boolean field indicating whether a video chat recording has been created and will thus be delivered via SHAFT.	true
tanChannel	Channel where TAN has been send to (only for regulatory class GWG). = ['sms', 'email']	sms



## 8.7 AccountingData

Parameter	Description	Example
accountingNumber	Unique identifier for invoicing (German: Abrechnungsnummer)	77777777173701
accountingProduct	Product name printed on invoice	Postident Video

## 9 Partner

The Postident system allows the client to outsource the video identification frontend process to third parties (partners), e.g. a comparison portal. This partner can take over the initialization of the identification and the communication with the private customer for the client. The client only needs to retrieve the result data via SCR and, if necessary, SFTP. This chapter describes the special features for this client - partner constellation.

In order to carry out the process in the frontend, the partner has the following options:

- Start an identification process for the client via SCR-Ident
- Receive webhooks when the status of an identification changes
- Retrieve status information about the operation via SCR-Ident, e.g. to take over the communication with the private customer.

The partner, however, can not query result data of identification, but only its status.

In order to make the origin of the transactions comprehensible, only the partner can create the identification in this constellation. To represent this client - partner constellation, a separate accounting number will be used. The client can query the result data as usual and can also be informed about status changes of the identification via Webhook - there are no deviations from the standard process.

### 9.1 Start a new identification

The partner can create a new identification for the client via SCR-Ident POST

- `POST/{clientId}/cases`

### 9.2 Receive webhooks

The partner can receive webhooks when the status of an identification changes. For this he needs to pass in the POST parameters `webHookUrlPartner` its URL.

```
{
  ...
  "processData": {
    ...
    "webHookUrlPartner": "https://webhook.partner.com",
    ...
  },
  ...
}
```

### 9.3 Retrieve status information

The partner can retrieve the status information about the identification via SCR-Ident after being informed about the status change via Webhook. The following methods are available to him.

Retrieve status data for a single case

- `GET/{clientId}/cases/{caseId}/status` => with primary identification only
- `GET/{clientId}/cases/{caseId}/status/full` => with all identifications

List operation to get case status data

- `GET/{clientId}/cases/status` => with primary identification only
- `GET/{clientId}/cases/full` => with all identifications