



Workplace Safety &  
Insurance Board

Commission de la sécurité  
professionnelle et de l'assurance  
contre les accidents du travail

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# Business to Business (B2B) Form 7 eService

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## Guidelines & Specifications

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**Abstract** Guidelines for using and specifications for  
setting up to use the B2B Form 7 eService  
**Date of Issue** December 19, 2007

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# 1 Introduction

Welcome to the guidelines and specifications for the WSIB Business to Business (B2B) Form 7 eService. This service provides an efficient mechanism for Ontario employers to electronically submit their report of a workplace injury or illness in an expedient manner with immediate confirmation of receipt. Thus, helping to avoid late filing fees.

## 1.1 *About this manual*

### 1.1.1 Purpose and audience

This document provides guidelines for employers intending to use the B2B Form 7 eServices as well as a technical specification for systems development to interface with the B2B Form 7 eService.

It is also intended for vendors or employers who want to extend or develop their Occupational Injury/Illness/Disease Management and Reporting (OIIDMR) applications to be able to submit workplace injury or illness information to the WSIB using the B2B Form 7 eService.

The intended audience includes project managers, business, system and programmer analysts, database administrators, and application developers.

### 1.1.2 Usage

The main focus of this document is to assist vendors and employers who want to extend or *develop* their OIIDMR systems with the ability to submit workplace injury or illness information to the WSIB using the B2B Form 7 e Service channel. Although implementation details may vary from system to system, applications will be deemed compliant as long as the interface and data format specifications outlined in this document are met.

This document only addresses interfacing and submitting a Form 7 to the WSIB using the B2B Form 7 eService. It does not cover applications used in the employer's environment to interface with this service.

### 1.1.3 Attachments

While it can be indicated on Form 7 that attachments or additional documentation will accompany the Form 7 being submitted, the B2B Form 7 eService will ***not*** accept attachments or any additional documentation. Additional documentation should be faxed to the WSIB using the existing fax numbers - 1 888 313-7373 / 416 344-4684.

**NOTE:** When faxing additional information, to assist in matching it with the B2B submitted Form 7; please include the B2B Form 7 confirmation number and the worker's name on each page of the documentation being faxed.

## ***1.2 Overview of Reporting Requirements***

Employers must report an incident to the WSIB within 3 days if a worker:

- Loses time from work or
- Earns less than a regular day's pay or
- Gets health care treatment.  
Some examples of covered health care costs are doctors' visits, prescriptions, care in hospitals and other health facilities, physiotherapy, chiropractors' visits, eye glasses and prostheses.

An employer's obligation and the guidelines for reporting a workplace injury can be found on the WSIB website under the Employers section.

## **2 Overview of B2B Form 7 eService**

### ***2.1 Definition of B2B Form 7 eService***

The B2B Form 7 eService is a system which receives data submitted from an employer's OIIDMR application in an eXtensible Markup Language (XML) format and transfers it to the WSIB's Claims Process. By creating a Form 7 in the form of an XML message, an employer can send accident information to the WSIB, across the Internet, and receive a positive confirmation of acceptance (or rejection) response - also in the form of an XML message. Upon receiving a Form 7 report, the B2B Form 7 system validates the data against business rules (as defined in the [Form 7 Field List](#)) and transfers the XML data to the Claims Process. Any XML submissions that do not pass the validation will be rejected, the submitted data will not be saved and an appropriate status message will be returned to the submitter so that the problem can be corrected and the form re-submitted.

### ***2.2 Security Layer***

Employers are able to access the B2B Form 7 eService only after registering with the WSIB to use the service. Only requests carrying the credentials of registered employers will be processed. Contact information for registration will be posted on the WSIB website.

Developers will require a *test* ID and password to submit a 'test' Form 7 in order to perform an end-to-end test. Contact information for obtaining test credentials will be posted on the WSIB website.

### ***2.3 Protocol Layer***

The B2B Form 7 eService uses HTTPS (Hyper-Text Transfer Protocol with Secure Sockets Layer) encryption for transporting XML messages. This is the only available interface to the system and all communications must be encrypted. A submitting application must be able to access the Internet via HTTPS in order to communicate with the eService.

Employers using proxy servers may have additional coding requirements depending on the proxy's configuration.

## ***2.4 Information Layer***

XML is a meta-language, like HyperText Markup Language (HTML), that enables cross-platform data interchange using a standard method for encoding and formatting information. Unlike HTML, XML lets you publish information about a data's structure and its meaning or context.

## ***2.5 Employer Application Requirements***

The basic employer application requirements are as follows:

- Capture all injury/illness report information as defined by the WSIB current official Form 7 Report
- Provide a mechanism for the user to send the report to the WSIB B2B Form 7 eService
  - Connect to B2B Form 7 eService over the Internet via HTTPS
  - Send User ID & Password credentials for authentication
  - Send the injury/illness report information formatted in an XML message that is compliant with the WSIB Form 7 schema specification
- Adhere to the business rules for information requirements (see [Form 7 Field List](#))
- Receive, log and process status and error messages

## **3 Specifications**

This section contains detailed specifications describing all acceptable message transmissions that the WSIB can process and all responses WSIB can generate. Using this specification, an employer or a 3<sup>rd</sup> party vendor can construct a computer system capable of generating and receiving such messages. Upon successful validation of an incoming message, the submission will be fed into the Claims Process.

### ***3.1 Connectivity***

All transmissions (outgoing and incoming) must be encrypted using the Secure Socket Layer (SSL) v3 protocol - often referred to as HTTPS.

When using a test ID, the test data will be validated, but the submission is not logged, stored or forwarded on to the Claims Process.

For production submissions, the B2B Form 7 eService URL is:

<https://eservices.wsib.on.ca/b2bf7/>

For test submissions, the B2B Form 7 Specifications Confirmation Service URL is:

<https://eservices.wsib.on.ca/b2bf7scs/>

### ***3.2 Messages***

As defined in Appendix C - Schemas, valid messages may consist of a userid and password, an XML payload, and additional fields (if required). Each submission message should only contain 1 Form 7.

When a schema is revised, the new schema will be published on the WSIB website as a replacement to the existing one. To assist in the transition to the new schema, XML messages that use the existing or old schema will be allowed for a period of **6 months** from the publish date for the new schema. After which time, messages using the old schema will be rejected.

### ***3.3 XML***

The B2B Form 7 eService uses Extensible Markup Language (XML) version 1.1 as defined by the W3C (<http://www.w3.org/2001/XMLSchema>).

### ***3.4 Security Specifications***

Employers must have valid credentials (userid and password) issued by the WSIB. The credentials must be submitted in order to authorize the employer user to submit Form 7 information to the B2B Form 7 eService.

Multiple Form 7's may be submitted within an authenticated session, but the session will be terminated after 2 minutes of inactivity.

### ***3.5 Getting Authorized***

Contact information for obtaining test or production credentials will be posted on the WSIB website.

### ***3.6 Message Specification Summary***

To facilitate the development of systems, the detailed requirements for submitting a Form 7 via the B2B Form 7 eService are captured in the field list and the schemas identified in the appendices of this document.

The following messages are accepted or generated by the B2B Form 7 eService:

- B2B Form 7 Sign on Message
- Form7 Message
- Acknowledgement Message

Each message must be constructed as defined in the appropriate schema.

The Acknowledgement messages returned to the employer for submissions that fail validation are defined in Appendix B – System Error Responses

#### **3.6.1 Message Specifications: Sign on**

Each sign-on message will only contain the WSIB provided User ID and Password credentials in the form of an HTTPS Request. The format for **authentication** is: Authentication?UserId=myusername&Password=mypassword

The Acknowledgement Message will be returned to indicate the results of the credentials authentication.

### 3.6.2 Message Specifications: Submission

Multiple XML messages may be submitted within an authenticated session, but each message may only contain one Employer's Report of Injury/Illness (Form 7). The message content for a submission could vary depending on the incident or injury type being reported, but a message must adhere to the business rules as defined in the [Form 7 Field List](#) document (i.e. mandatory fields). The format for **submission** is:

SubmitForm7?authHandler=XXXXXXXXXXXXXXXXXXXX

### 3.6.3 Message Specifications: Acknowledgement

The message syntax for an Acknowledgement message returned to the employer may vary but will fall under one of the following categories:

- Accepted credentials
- Rejected credentials
- Accepted submission based on compliance with the business rules as defined in the [Form 7 Field List](#) document
- Rejected submission based on non-compliance with the business rules as defined in the [Form 7 Field List](#) document

If the credentials are valid, a session is established for the submission of the Form 7 XML data.

A positive response message returned to the employer for a validated report of injury/illness will include a unique identifier for the submission - referred to as a Confirmation Number. This identifier, along with the submission date and time, ties the incident stored in the employer's system to the submission received by WSIB's system. When contacting the WSIB to inquire about a B2B Form 7 submission, please have ready -

- Confirmation number provided when submission was accepted
- Date (and time, if possible) the Form 7 was submitted
- Employer telephone number
- Worker's last name
- Worker's date of birth
- Date of accident from the submitted Form 7

- so that we can locate your submission quicker.

### ***Submission Error Specifications***

Before a message will be accepted, it must be validated against the Form 7 schema. At this point, additional business logic validation is conducted and rule violations will be returned to the employer system so that the user can correct the problem. Only after all rule violations are corrected will the document be accepted, a confirmation number returned to the client and the submission entered into the Claims Process.

Every XML message received from a registered employer will be acknowledged with an electronic reply message. If the WSIB is unable to process the message, a deterministic error code and message shall be attached to the reply.

Submission errors fall into three basic categories:

- Server Faults
- Security Faults
- Schema Faults / Business Logic Faults

### ***Server Faults***

Server Faults occur when there is a problem accessing the service due to connectivity problems.

### ***Security Faults***

The security infrastructure will protect the integrity of the service and perform credential authentication.

In case of a security fault, an appropriate response message will be generated and returned to the employer. For more information, see Appendix C - System Error Responses.

### ***Schema Faults/Business Logic Faults***

Schema Faults occur when there are schema validation errors due to incorrectly structured XML documents. In addition, a Form 7 message must adhere to the business rules as defined in the [Form 7 Field List](#) document.

Business Logic Faults occur due to errors detected by schema validation as well as the application of business rules and logic on the injury/illness information provided. For example - a reported incident may successfully pass the schema validation, however the employee has lost time and/or earnings and all required sections of the form are not completed. This is largely a data entry error and is easily rectified. See Appendix C – System Error Responses.

## **4 Overview of Client Development & Implementation**

The steps required to develop and implement software to access the B2B Form 7 eService are as follows:

1. The interested development party (i.e. vendor/employer) reviews this Guidelines and Specifications document - contacting the WSIB, as needed.
2. The vendor/employer registers for access to the B2B Form 7 Specification Confirmation Service.



3. The vendor/employer develops/customizes client application software according to these specifications.
4. Once the client application is complete, the vendor/employer conducts extensive internal testing to ensure that the system produces a well-formed and valid XML based on the Form 7 schema.
5. The vendor/employer conducts an end-to-end test using the test credentials and the B2B Form 7 Specification Confirmation Service URL.
6. The vendor makes developed/customized client application available to their employer customers.
7. The employer registers for production access to the B2B Form 7 eService.

#### ***4.1 Test Submissions***

Vendors or employer developers with a registered test ID and password must use the Specification Confirmation Service URL (<https://eservices.wsib.on.ca/b2bf7scs/>) for test submissions.

**Vendors and employer developers are allowed to send requests to the B2B Form 7 Specification Confirmation Service URL only using the test ID.** These submissions will be processed by the eService, but the data will not be stored. The submitting application will receive the appropriate B2B Form 7 eService responses.

**NOTE:** The Specification Confirmation Service is not intended for client application *system* testing. The WSIB expects vendors/employers to thoroughly test their applications' compliance to the B2B Form 7 specifications before they perform an end-to-end test.

#### ***4.2 Test Submission Support***

Developer support will be provided for test submissions. The following types of feedback will be available on request:

**For a successful incident submission:**

An acknowledgement message (in the form of [Acknowledgement.xsd](#)) similar to the message provided for real submissions will be returned for each successful transaction.

**For a rejected or failed submission:**

An acknowledgement message (in the form of [Acknowledgement.xsd](#)) similar to the message provided for real submissions will be returned for each unsuccessful transaction.

A log will contain a record of each failed authentication attempt. The log will also contain a record of the submitted XML document, exactly as it was transmitted to us, and a record of any schema or business rule validation encountered for each submission.

## **5 Using the B2B Form 7 eService Production Environment**

The production URL (<https://eservices.wsib.on.ca/b2bf7/>) will only accept submissions from registered employer production User IDs.

### ***5.1 Production Support***

The WSIB eForms Support Centre is equipped to support technical issues arising from errors generated by the use of eServices. The Support Centre phone number is 416-344-2242 or 1-866-542-9742.

## Appendix A - Field List

Form 7 is divided into eleven sections. In order to capture sufficient worker, employer, health care provider and accident/disease information, all fields are mandatory - where it is logical to do so. Please see the [Form 7 Field List](#) document for all the fields and their characteristics.

## Appendix B - System Error Responses

Error Code	Error Message
101	Invalid user id or password
102	Authentication required
103	User id is too long (limit = 32 characters)
10X	Other authentication failure
201	Invalid XML document: Empty or blank XML document
202	XML document cannot be larger than 30K
203	Invalid XML document
20X	Other XML document validation error
30X	System error

## Appendix C - Schemas

### Schemas

[Form7.xsd](#)

[Form7BasicComplexTypes.xsd](#)

[Form7ComplexTypes.xsd](#)

[BasicSimpleTypes.xsd](#)

[BasicComplexTypes.xsd](#)

[Acknowledgement.xsd](#)