

# Getting Started Integration Issue Submission

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## Introduction

This document is used for the **Partner** to submit **Integration issues** to their assigned Solution Engineer. The Partner will be able to submit these issues through by sending email to [ConnectPlatformManagement@bofa.com](mailto:ConnectPlatformManagement@bofa.com).

## Submission Requirements for API issue

1. Description of the issue
  - a. What are you experiencing
2. Source ID this can be:
  - a. A Terminal ID or
  - b. A HPP Source ID
3. Original JSON post that was posted to the server
4. Error JSON that was received in you application
5. The API URL that was used
6. Assigned Solution Engineer: Name