ATIPXpress

OPEXUS

AHS Payment Gateway Integration

v11.4.0

October 2023

AX v11.4.0 AHS Payment Gateway Integration

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Contents

1   Introduction

1.1   Purpose

This document describes the integration between ATIPXpress (AX) Public Access Link (PAL) and the Alberta Health Services (AHS) Payment Gateway, to allow requesters to submit required advance payment for requests, and for all requesters with PAL accounts to be able to pay invoiced request processing fees online via PAL.

1.2   Business Requirements

The AX PAL – AHS integration satisfies the following business requirements:

#	Requirement
1	System directs Public Access Link requesters to AHS for advance and invoiced fees.
2	System redirects requester to the PAL after successful payment.
3	For request types requiring advance payment system does not allow request submission without successful payment transaction.
4	System directs customer to AHS for unsuccessful payments.
5	System allows the ability to choose the request types which require advance payment prior to submitting requests.
6	System allows for all fees applied by ATIP Office to be paid via AHS integration for all request types configured to display in PAL.
7	Requesters can identify requests with pending fees in the PAL and are directed to pending fees grid.

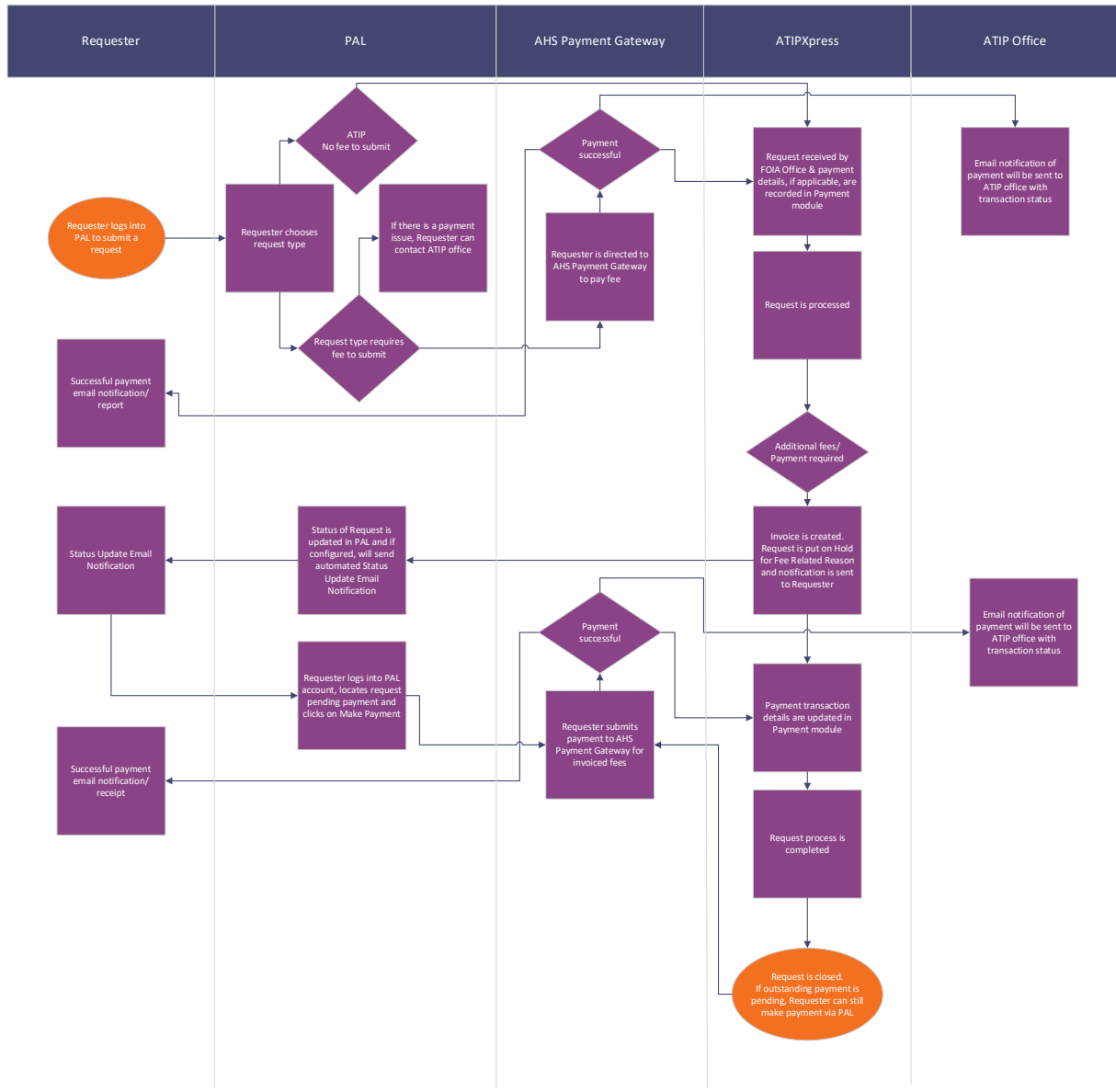| #	Requirement
8	System notifies requester of the fees invoiced.
8a	In PAL, the configuration option to "Send Email Notification of Payment Due to Requester" is set by default. When an invoice is created in ATIPXpress on the next sync cycle (1 minute or less) the invoice details will be updated in PAL which will trigger the "Payment Notification Email" template to be sent to the requester.
9	System includes payment details in ATIPXpress. Payment details include transaction number, agency tracking ID, payment date, and amount. No personal information like credit card number or expiration date are to be stored or sent to ATIPXpress.
10	The system provides configurable email notifications:
10a	To the requester with receipt of payment
10b	To the requester with declined payment with note that request was not submitted if payment is not successful
10c	To requester acknowledging receipt of request
10d	To the ATIP Office with payment details.
10e	To requester seeking payment or additional fees.

1.3 Workflow

The diagram below depicts how requesters, applications, and the ATIP Office interact with the integration of AHS Payment Gateway with ATIPXpress and the Public Access Link (PAL). This diagram demonstrates how the integrated system works to satisfy the customer's business requirements.

ATIPXpress/Public Access Link (PAL) Integration with AHS Payment Gateway

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Requester	PAL	AHS Payment Gateway	ATIPXpress	ATIP Office

Requester logs into PAL to submit a request

Requester chooses request type

ATIP No fee to submit

If there is a payment issue, Requester can contact ATIP office

Request type requires fee to submit

Requester is directed to AHS Payment Gateway to pay fee

Payment successful

Request received by FOIA Office & payment details, if applicable, are recorded in Payment module

Email notification of payment will be sent to ATIP office with transaction status

Request is processed

Successful payment email notification/ report

Additional fees/ Payment required

Invoice is created. Request is put on Hold for Fee Related Reason and notification is sent to Requester

Status of Request is updated in PAL and if configured, will send automated Status Update Email Notification

Status Update Email Notification

Email notification of payment will be sent to ATIP office with transaction status

Requester logs into PAL account, locates request pending payment and clicks on Make Payment

Payment successful

Requester submits payment to AHS Payment Gateway for invoiced fees

Payment transaction details are updated in Payment module

Successful payment email notification/ receipt

Request process is completed

Request is closed. If outstanding payment is pending, Requester can still make payment via PAL

2 Configuration

2.1 PAL Online Payment Configuration

To configure the integration, the Online Payment option needs to be enabled within PAL Configuration. Upon purchase of the Online Payment integration, your project manager will work with you to coordinate with your internal AHS Payment Gateway representative to request values for the test and production environments. The *Payment URL*, *AHS Application Name*, and *Encryption Key* are required to allow communication between PAL and the AHS Payment system.

In PAL Configuration, navigate to the *Online Payment* configuration, and under (**A**) *Payment Option* select **AHS:**

Provide the (**B**) *Payment URL*, (**C**) *AHS Application Name*, and (**D**) *Encryption Key*. Note that the *Payment URL*, *AHS Application Name*, and *Encryption Key* may have changed from the example above.

(!!) Note: Add '?Name={0}&Info={1}' to the end of the Payment URL. For example, if the AHS Payment URL is *https://uat-www.albertahealthservices.ca/payment/ProcessPayment.aspx* **then you'll need to enter the following in the Payment URL text field:**

https://uat-www.albertahealthservices.ca/payment/ProcessPayment.aspx?Name={0}&Info={1}

All request types configured to *Show in PAL* are displayed along with any custom fields that are customized to integrate with the online payment solution.

The following fields are configurable and are used as listed below.

(!!) Note: Once configured, the following fields in the *Online Payment* **section should not be altered in configuration as they directly affect the integration and transaction processing.**

- **Applicable Request Types:** the request types selected in this field require advance payment before the request is submitted (synced) to ATIPXpress.
- **Application Fee:** enter the amount a requester must pay for advance payment of request submission.
- **Payment Receipt:** the options checked in this section appear on the online payment receipt the requester views after a payment transaction occurs in Pay.gov.
- **Comments:** comments entered in this field are displayed at the bottom of the online payment receipt.

2.2 PAL Status Notifications

PAL automates the delivery of request status notifications to the requester. Notifications selected here are sent to the requester as the request status updates during each sync cycle.

For the AHS integration, the *Send Email Notification of Payment Due to Requester* notification is triggered as soon as an invoice is generated with a balance due.

To configure the email template that is delivered:

1. Navigate to the *PAL Configuration* URL and then select (**A**) **Email Templates**:

2. Under Email Templates, select the **(B) Payment Pending Status Notification Email** template.
3. The template can be configured with the **(C)** *message* you choose to provide to the requester. Remember that this is an automated message.
4. Click **(D) Save** to save the configured email template.

2.3 Email Template Configuration

The following email templates must be configured, and automatically notify the requester and ATIP Office of online payment transactions. These email templates are configured under **PAL Configuration > Email Templates**. All emails sent from PAL are also automatically added to the correspondence log of the request in ATIPXpress.

2.3.1 Online Payment Notification Email

When a requester makes a payment in PAL, this email notification is delivered to the requester's email address, as shown in the following example:

2.3.2 Online Payment Notification Email to ATIP Office

When a requester makes a payment in PAL, this email notification is delivered to the email address configured in **PAL Configuration > Enterprise Configuration**, as shown in the following example:

2.3.3 Payment Pending Status Notification Email

When an invoice is generated in ATIPXpress that results in a balance due from the requester, this email notification is delivered to the requester's email address:

2.4 Requester Configuration

PAL Requester fields can be configured under **PAL Configuration > Requester Fields Configuration**. On this page, you can set the display name and tooltip for each field. You can also mark fields as *Required*, so the user must fill out the field to submit their request, or toggle off the *Visible* option to remove the field from the form.

To configure AHS Payment, set the following fields as both Required and Visible:

- Street 1
- City
- Province
- Country
- Postal Code
- Phone

Requester Fields Configuration

*Please complete all the required fields marked with an asterisk (*).*

Language : English

Spell Check

Label Name	Display Name	Tooltip	Required	Visible	Default
Contact Information (Header)	Contact Information				
Prefix	Prefix		☐	☑	
* First Name	First Name		☑	☑	
Middle Name	Middle Name		☐	☑	
* Last Name	Last Name		☑	☑	
Suffix	Suffix		☐	☑	
Street1	Street1		☑	☑	
Street2	Street2		☐	☑	
City	City		☑	☑	
Province	Province		☑	☑	
State (Other)	State (Other)		☐	☑	
Postal Code	Postal Code		☑	☑	
Country	Country		☑	☑	
Phone	Phone		☑	☑	
* Email Address	Email Address		☑	☑	
* Confirm Email Address	Confirm Email Address		☑	☑	
Organization	Organization		☐	☐	
Job Title	Job Title		☐	☑	

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3 AHS Payment Processes

The following steps explain how to complete the payment processes in the integrated AX/PAL – AHS environment.

If fees are invoiced, the requester receives an email notification (Email template name: *Payment Pending Status Notification Email*) with directions to log in to PAL and make the additional payment.

1. The requester logs in and selects the **Check Request Status** link.
2. Under the Request Details, the requester locates the request with the *$* icon. Clicking the **$** icon takes the requester directly to the *Payment Information* section. Alternatively, clicking the **Request ID** opens the request, where they can scroll down to locate the *Payment Information* section:

Home	Reading Room	Check Request Status		Submit Request	Submit Appeal

Check Request Status

Request Details

Click on Request # to view request details.

Request #	Description	Fee Due	Status	Download
FOIA-2021-00010	Testing new pay.gov cert 4/6/21	0.00	Received	-
FOIA-2021-00009	test after certificate being applied	0.00	Received	-
FOIA-2021-00008	test after SP4	0.00	Documents Delivered	-
FOIA-2021-00007	test	0.00	In Process	-
✉ FOI-2021-00003	checking to see if FOIA request type shows in PAL	0.00	Closed	⬇
FOIA-2021-00006	test request	0.00	Received	-
FOI-2021-00002	case created in FX	0.00	In Process	-
💲 FOI-2021-00001	Request created in FX	52.00	In Process	-

3. In the *Payment* Information section, the balance due contains a **Make Payment** hyperlink under the *Invoice Action* column. To make the additional payment, the requester clicks the **Make Payment,** link and is directed to an AHS payment screen to submit payment.

Payment Information

Invoice No.	Invoice Date	Invoice Amount	Transaction Number	Paid Amount	Balance	Method of Payment	Transaction Date	Invoice Action
00000004603	12/07/2020	$52.00	-	-	$52.00		-	Make Payment

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4. Once directed to AHS, the requester follows the prompts to submit payment. Requesters must agree with the terms and conditions before submitting payment.

5. Next, payment information is provided. When this information is complete, click **Make Payment** to submit the payment using the provided payment method.

6. After successful payment, the requester and the ATIP Office receive email notifications with the receipt details.

Payment Receipt	
Thanks for your payment.	Wed, 27 Apr 2022 15:27:05 GMT

Request Details

Description : seeking HRM records
Payment Type : Card
Payment Status : **Approved**

Requester Details

Denise
AINS, Inc
806 W. Diamond ave
Suite 400
Gaithersburg r5r-3p3
dviola@ains.com

Payment Details

Credit Card Number : #########
TRANS.REF. : 573703-0_131
AUTHOR. # : 364740
Transaction Amount : 5.00

Comments

Payment Note

Halifax DEV Public Portal
A copy of this receipt will be sent to the email address provided in your requester profile.

In accordance with Section 485 of the Municipal Government Act, the personal information collected in the submission of your request will only be used and/or disclosed if necessary, for the purpose of processing your Access Request or Property Inquiry. If you have any questions about the collection and use of this information, please contact HRM's Access & Privacy Office at (902) 943-2148 or privacy@halifax.ca.