

ATIPXpress



OPEXUS

AHS Payment Gateway Integration

v11.4.0

October 2023



AX v11.4.0 AHS Payment Gateway Integration

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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.

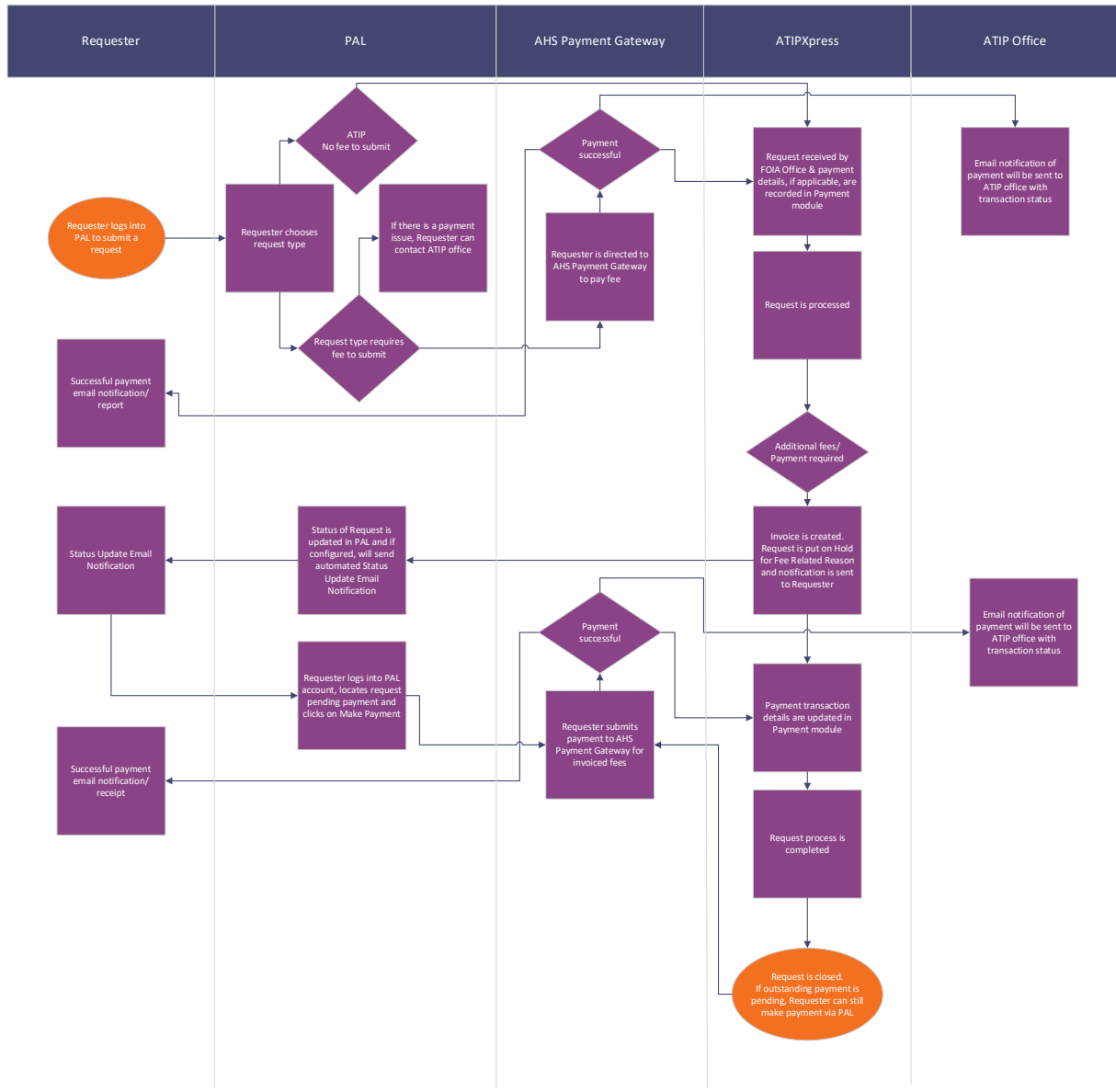
1.3 Workflow

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.



Introduction

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



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**:

Online Payment Configuration

☒ Enable Online Payment Payment Option : **AHS** A

Online Payment

Key	Value	Description
Payment URL*	B <input type="text" value="https://uat-www.albertahealthservices.ca/payment/Process"/>	AHS Payment URL to initiate payment
AHS Application Name*	C <input type="text" value="TestFoip"/>	Name that need to be sent along payment request
Encryption Key*	D <input type="text" value="PKZIF7I3WPlob02K4UyheuZEWTXNIYCy"/>	Key to encrypt the payment request data

☒ **Application Fee**

Request Type	Application Fee	Required
Access Consultation	<input type="text" value="50.00"/>	<input checked="" type="checkbox"/>
Access Request	<input type="text" value="15.00"/>	<input type="checkbox"/>
Privacy Request	<input type="text" value="25.00"/>	<input type="checkbox"/>

Payment Receipt

Information to be displayed on the Online Payment Receipt

- ☒ Requester Details
- ☐ Payment Type
- ☐ Request ID
- ☐ Payment Details
- ☒ Payment Status

Comment

Payment note

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.

<input type="checkbox"/> Application Fee		
Applicable Request Types	FOIA FOIA IG Video Transcripts	Select the request types that require payment with receipt of a request
Applicable Fee	0.00	Enter the application fee (i.e.,100.00)
Payment Receipt		
Information to be displayed on the Online Payment Receipt		
<input checked="" type="checkbox"/> Requester Details		
<input checked="" type="checkbox"/> Payment Type		
<input checked="" type="checkbox"/> Request ID		
<input checked="" type="checkbox"/> Request Description		
<input checked="" type="checkbox"/> Payment Details		
<input checked="" type="checkbox"/> Payment Status		
Comment		
<div> </div>		
Payment Note		

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.



Configuration

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.

Send Email Notification to Requester

☒ Send Email Notification of Payment Due to Requester

☒ Send Email Notification to Requester when status is updated

☒ Received

☐ Assigned for Processing

☐ In Process

☐ On Hold - Need Info/Clarification

☐ On Hold - Fee Related

☐ On Hold - Other

☐ Invalid Reference Number (Appeals Only)

☐ Documents Delivered

☐ Closed

Note: Request Status Update Notification will be sent to the Requester when the status of the request is updated

To configure the email template that is delivered:

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

Email Templates Configuration

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

Template: **Payment Pending Status Notification Email** **(B)**

Subject*: **Insert Fields**

Body*

Dear [REQUESTER_FIRSTNAME] [REQUESTER_LASTNAME],

A payment is due on your request #[REQUEST_CASENUMBER].

To submit your payment, go to [APPLICATION_URL]. **(C)**

1. Click Sign In in the main navigation bar.
2. Enter your username and password, then click the Sign In button.
3. Once signed in, click Request Status in the main navigation bar. you will be taken to a list of all your requests.
4. Locate the request with a \$ icon next to the request number, and click the icon.
5. When the request line item is displayed, click Make Payment.
6. Proceed to pay.gov to submit payment for your request.

Kind Regards,

[ENTERPRISE_NAME]

Design HTML Preview

Words: 103 Characters: 626

Save **(D)**

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:

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

Template: Online Payment Notification Email

Subject*: Payment Receipt for [REQUEST_TYPE] Request #[REQUEST_CA] Insert Fields

Body*

Dear [REQUESTER_FIRSTNAME] [REQUESTER_LASTNAME],

A payment has been processed for your [REQUEST_TYPE] request.

Request ID: [REQUEST_CASNUMBER]
 Payment Status: [PAYMENT_STATUS]
 Request Description: [REQUEST_DESCRIPTION]
 Transaction #: [TRANSACTION_REFNUMBER]
 Amount Paid: [TRANSACTION_AMOUNT]

If you would like to view the status of your request, go to the [APPLICATION_TITLE] by clicking on this link: [APPLICATION_URL]. Once you arrive to the Web site, you can login using your account credentials or click on **Request Status** in the left navigation panel, then enter your tracking number and last name for a status update.

Thank you,
 [ENTERPRISE_NAME]

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:

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

Template: Online Payment Notification Email to FOIA C

Subject*: Payment Status-[PAYMENT_STATUS] Insert Fields

Body*

Dear FOIA Officer,

A payment has been processed request details listed below.

Request #: [REQUEST_CASNUMBER]
 payment Status: [PAYMENT_STATUS]
 Request Description: [REQUEST_DESCRIPTION]
 Transaction #: [TRANSACTION_REFNUMBER]
 Payment Amount: [TRANSACTION_AMOUNT]

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:

The screenshot shows an email configuration window. At the top, the 'Template' dropdown is set to 'Payment Pending Status Notification Email'. Below it, the 'Subject*' field contains 'Payment Pending Status Notification'. To the right of the subject field is an 'Insert Fields' button. The 'Body*' section contains a rich text editor with the following content:

Dear [REQUESTER_FIRSTNAME] [REQUESTER_LASTNAME],
 A payment is due on your request #[REQUEST_CASENUMBER].
To submit your payment, go to [APPLICATION_URL].
 1. Click Sign In in the main navigation bar.
 2. Enter your username and password, then click the Sign In button.
 3. Once signed in, click Rquest Status in the main navigation bar. you will be taken to a list of all your requests.
 4. Locate the request with a \$ icon next to the request number, and click the icon.
 5. When the request line item is displayed, click Make Payment.
 6. Proceed to pay.gov to submit payment for your request.
 Kind Regards,
 [ENTERPRISE_NAME]

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



Configuration

Requester Fields Configuration

Language : English ▼

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

[Spell Check](#)

Label Name	Display Name	Tooltip	Required	Visible	Default
Contact Information (Header)	Contact Information				
Prefix	Prefix		<input type="checkbox"/>	<input checked="" type="checkbox"/>	
* First Name	First Name		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Middle Name	Middle Name		<input type="checkbox"/>	<input checked="" type="checkbox"/>	
* Last Name	Last Name		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Suffix	Suffix		<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Street1	Street1		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Street2	Street2		<input type="checkbox"/>	<input checked="" type="checkbox"/>	
City	City		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Province	Province		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
State (Other)	State (Other)		<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Postal Code	Postal Code		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Country	Country		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Phone	Phone		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
* Email Address	Email Address		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
* Confirm Email Address	Confirm Email Address		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Organization	Organization		<input type="checkbox"/>	<input type="checkbox"/>	
Job Title	Job Title		<input type="checkbox"/>	<input checked="" type="checkbox"/>	





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	Download
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
Back to List								

AHS Payment Process

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



Alberta Health Services

Healthy Albertans.
Healthy Communities.
Together.

AHS Pay

MyHealth Records MyAHS Connect

AHS Service Payments - Online

Terms and Conditions

Alberta Health Services is collecting and using your personal information such as: name, address, phone number and email address for the purpose of processing payments. Your personal information will be provided to The Toronto-Dominion Bank, our credit card processing company, for the purpose of validating your identity, and verifying that you have the funds to make a payment. The collection of your personal information is authorized by section 33(1)(c) of the Freedom of Information and Protection of Privacy Act. Any questions concerning the collection, use or disclosure of your personal information may be directed to Information & Privacy at 1-877-476-9874. You may also write to Information & Privacy at: 10301 Southport Lane SW; Calgary, Alberta, T2W 1S7 or email us at privacy@albertahealthservices.ca.

☒ I understand and agree to the terms and conditions.
☐ Use Contact Information as Billing Address

Payment

Contact Information

STEP 1
Terms & Routing Number

STEP 2
Contact Information

STEP 3
Invoice Information

STEP 4
Payment

CONFIRMATION

For payment assistance, please refer to your invoice. For technical assistance, please enter your routing number and then [contact us](#).

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

Payment

Contact Information

John Doe
15238 89 Ave
Edison City AB T5R 4G1
CA

0123456789
psharma@alhs.com

Payment Reference	Amount	Routing Code
765792	50.00	9000

Billing Information

Address

Address 2 (Optional)

City

Country

Province

Postal Code

Phone Number

Email

Email Confirmation

Cardholder Name

Credit Card Number

Expiry Date

Security Code ?

Card number

MM / YY

CVV

Make Payment

For payment assistance, please refer to your invoice. For technical assistance, please enter your routing number and then [contact us](#).

Please note: There have been changes made to the AHS Online Payment Portal. Only ONE instance of an invoice number may be used when making payments.

AHS Payment Process

- 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.	
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