

ATIPXpress



OPEXUS

Moneris Integration

v11.4.0

October 2023



AX v11.4.0 Moneris Integration

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1 Introduction

1.1 Purpose

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

1.2 Business Requirements

The AX/PAL – Moneris integration satisfies the following business requirements:

#	Requirement
1	System directs Public Access Link requesters to Moneris 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 Moneris for unsuccessful payments.
5	Integration with Moneris only handles refunds initiated by the agency from within ATIPXpress and currently only allows refunds on credit card payments.
6	System allows the ability to choose the request types which require advance payment prior to submitting requests.
7	System allows for all fees applied by ATIP Office to be paid via Moneris integration for all request types configured to display in PAL.

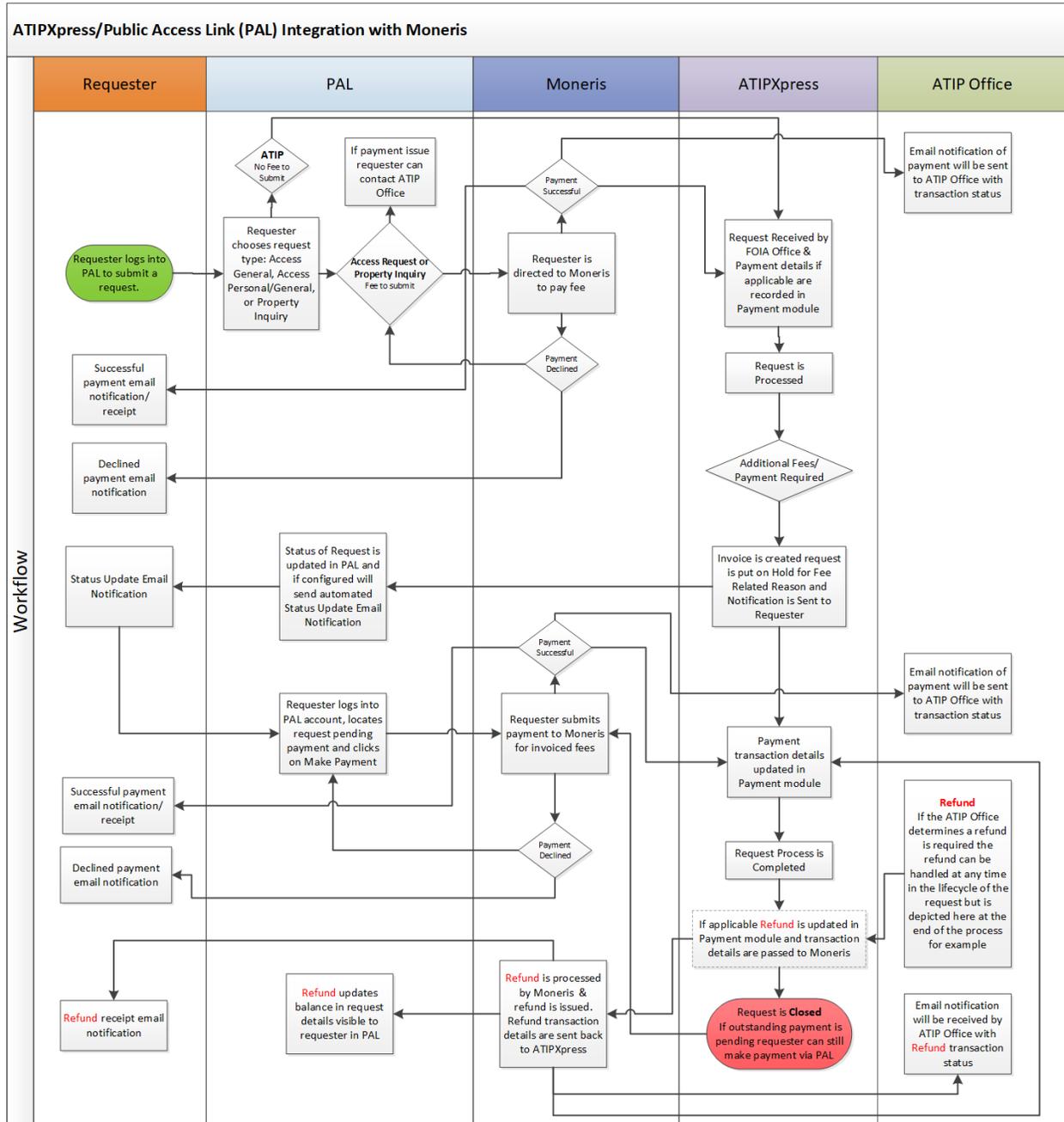


#	Requirement
8	Requesters can identify requests with pending fees in the PAL and are directed to pending fees grid.
9	System notifies requester of the fees invoiced.
9a	<ul style="list-style-type: none"> ▪ In PAL, the configuration option to “Send Email Notification of Payment Due to Requester” is set 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.
10	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
11	The system provides configurable email notifications:
11a	<ul style="list-style-type: none"> ▪ To the requester with receipt of payment
11b	<ul style="list-style-type: none"> ▪ To the requester with declined payment with note that request was not submitted if payment is not successful
11c	<ul style="list-style-type: none"> ▪ To requester acknowledging receipt of request
11d	<ul style="list-style-type: none"> ▪ To the ATIP Office with payment details.
11e	<ul style="list-style-type: none"> ▪ To internal departmental office with details for issuing refunds or overpayment
11f	<ul style="list-style-type: none"> ▪ 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 Moneris with ATIPXpress and the Public Access Link (PAL). This diagram demonstrates how the integrated system works to satisfy the customer's business requirements.



2 Configuration

2.1 PAL Online Payment Configuration

To configure the integration, the Online Payment option needs to be enabled at the PAL Configuration URL. Upon purchase of the Online Payment integration, your project manager will work with you to coordinate with your internal Moneris representative to request values for the test and production environments, the TCS App ID, and the Agency ID that is required to allow communication between PAL and Moneris.

In PAL Configuration, navigate to the *Online Payment* configuration, and under (1) *Payment Option* select **Moneris**:

Key	Value	Description
Payment Uri*	https://gatewayt.moneris.com/chktv2/request/request.php	Enter the Moneris uri used to redirect application to the Moneris payment screen.
Store ID*	store3	Enter the Moneris store ID.
API Token*	yesguy	Enter the Moneris API token.
Checkout ID*	chktMEPQvtore3	Enter the Moneris Checkout ID.
Environment Type*	qa	Enter environment type.
Library URL*	https://gatewayt.moneris.com/chktv2/js/chkt_v2.00.js	Enter the Moneris library location.
Currency Code*	CAD	Enter Currency Code i.e. CAD for Canadian Dollar.

Application Fee

Applicable Request Types: Access Request (General), Access Request (Personal & General), Access Request (Personal), Property Inquiry

Applicable Fee: 5.00

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 (2) *Payment URL* (3) *Store ID*, (4) *API Token*, (5) *Checkout ID*, (6) *Environment Type*, and (7) *Library URL*. Note that the *Payment URL*, *Environment Type*, and *Library URL* may have changed from the example above, and the most up to date values can be found in the *Documentation* section of the Moneris website. Additionally, the values for your *Store ID*, *Checkout ID*, and *API Token* can be found under your vendor account configuration.



(!!) 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

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.

- **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.

The screenshot shows a configuration window with two main sections: "Application Fee" and "Payment Receipt".

Application Fee Section:

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 Section:

Information to be displayed on the Online Payment Receipt

- Requester Details
- Payment Type
- Request ID
- Request Description
- Payment Details
- Payment Status

Comment

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



Configuration

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: **(B)**

Subject*:

Body*

Dear [REQUESTER_FIRSTNAME] [REQUESTER_LASTNAME],

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

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

(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:

The screenshot shows the 'Email Templates Configuration' interface. At the top, it says 'Please complete all the required fields marked with an asterisk(*)'. The 'Template' dropdown is set to 'Online Payment Notification Email'. The 'Subject*' field contains 'Payment Receipt for [REQUEST_TYPE] Request #[REQUEST_CA]'. The 'Body*' field contains the following text: '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

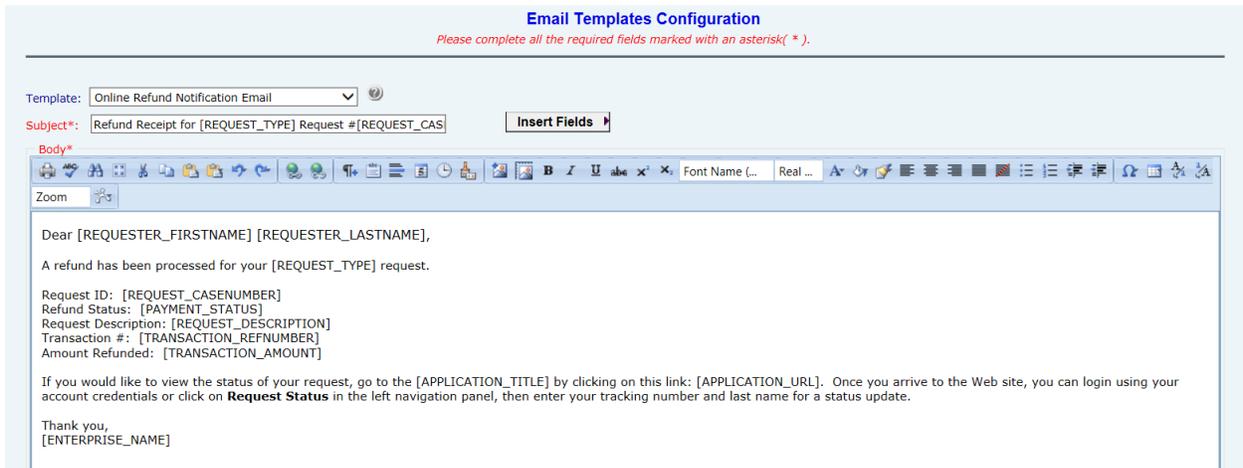
When a requester makes a payment in PAL, this email notification is delivered to the email address configured in **PAL Configuration > Enterprise Configuration**, as shown in the following example:

The screenshot shows the 'Email Templates Configuration' interface. At the top, it says 'Please complete all the required fields marked with an asterisk(*)'. The 'Template' dropdown is set to 'Online Payment Notification Email to FOIA C'. The 'Subject*' field contains 'Payment Status-[PAYMENT_STATUS]'. The 'Body*' field contains the following text: '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]



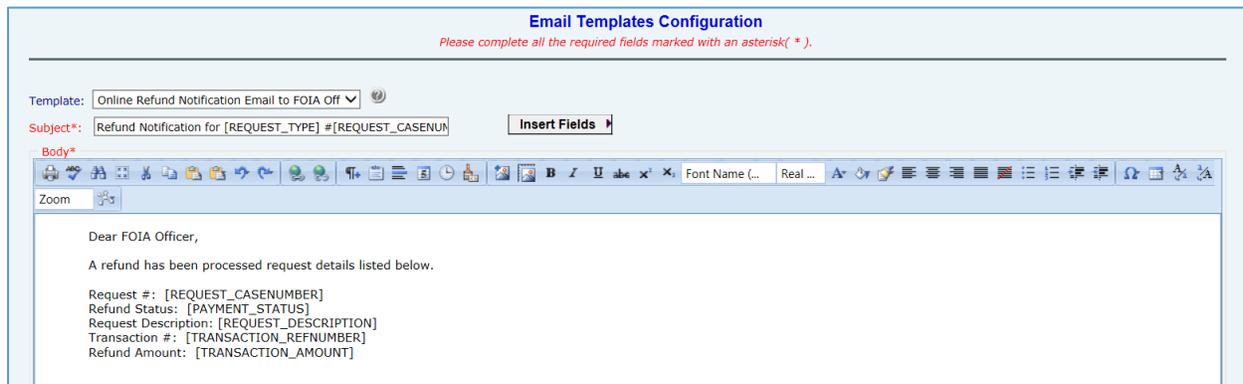
2.3.3 Online Refund Notification Email

When the ATIP Office initiates a refund to the requester, a refund processing email notification is delivered to the requester’s email address, as shown in the following example:



2.3.4 Online Refund Notification Email to ATIP Office

When a refund is initiated by the ATIP Office, a refund processing email notification is delivered to the email address configured in PAL Configuration in Enterprise configuration, as shown in the following example:



2.3.5 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:



Configuration

Template: Payment Pending Status Notification Email

Subject*: Payment Pending Status Notification 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].

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]



3 Process Descriptions

3.1 Payment Due

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:

The screenshot shows the 'Check Request Status' page with a navigation bar containing 'Home', 'Reading Room', 'Check Request Status', 'Submit Request', and 'Submit Appeal'. Below the navigation bar is a 'Request Details' section with the instruction 'Click on Request # to view request details.' A table lists several requests with columns for Request #, Description, Fee Due, Status, and Download. The row for request FOI-2021-00001 is highlighted with a red box, indicating a fee due of \$52.00 and a status of 'In Process'. A small '\$' icon is visible next to the request number in this row.

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 a Moneris payment screen to submit payment.

The screenshot shows the 'Payment Information' page with a table containing invoice details. The table has columns for Invoice No., Invoice Date, Invoice Amount, Transaction Number, Paid Amount, Balance, Method of Payment, Transaction Date, and Invoice Action. The 'Invoice Action' column contains a 'Make Payment' hyperlink. Below the table is a 'Back to List' button.

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](#)

Process Descriptions

- Once directed to Moneris the requester follows the prompts to submit payment:

The image shows a payment form with the following elements:

- Logos for VISA, Mastercard, American Express, Discover, and JCB.
- A text input field for "Cardholder Name".
- Three input fields for "Card Number", "MMYY", and "CVV ?".
- A horizontal line separating the input fields from the total.
- The text "Total" followed by "\$5.00".
- A "Back" link and a blue "Checkout" button.

- Once payment is processed, the requester is taken to an onscreen payment receipt that reflects an *Approved* or *Declined* status.

The image shows a payment receipt with the following details:

- A green checkmark icon and the text "Transaction Approved".
- A note: "A copy of the receipt has been sent to dviola@ains.com".
- Order ID**: d1428628-1354-467e-931a-145b07a2e874
- Payment**:
 - Amount: \$5.00
 - Card number: **** * 5454 (with Mastercard logo)
 - Authorization Code: 989533
 - Reference Number: 660109300014444370
- Contact**: Denise Viola, dviola@ains.com

- In addition, the requester and the ATIP Office receive email notifications with the receipt details.

Process Descriptions

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.	
<small>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.</small>	

3.2 Issuing Refunds in ATIPXpress

Refunds for online transactions are handled completely within ATIPXpress. You cannot request a refund until 24 hours after the request submission.

Follow the steps below to request a refund in ATIPXpress:

1. Open ATIPXpress and navigate to the request.
2. Go to *Fees/Billing* and adjust the invoice so that the balance due by the requester adjusts to reflect an overpayment. Once complete, click **Save**.
 - a. When the adjustment is made the adjusted *Fee Due* is also seen on the requester's side in PAL.

Request Status				
Request #	Description	Fee Due	Status	
2016-00073-C	certified document request	(\$110.00)	Received	-
2016-00071-C	Certified Document Request	(\$10.00)	Received	-
2016-00070-C	test	(\$110.00)	Received	-

3. Next, in *Fees/Billing* go to the *Payment* section. Select the payment you want to issue a refund against, then click **Electronic Refund**.

Process Descriptions

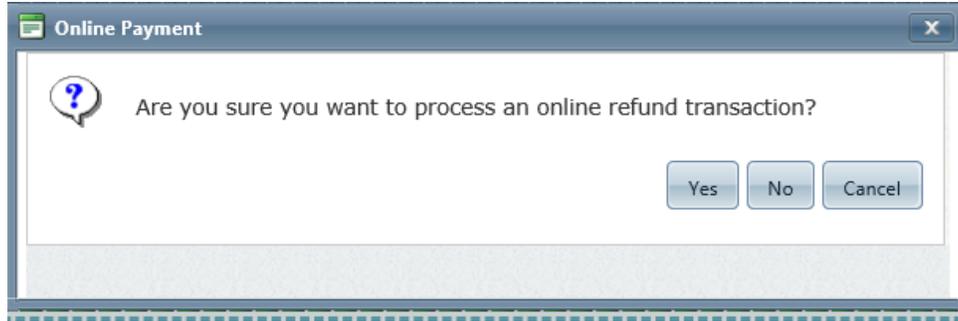
The screenshot shows a web application interface for 'Fees/Billing'. On the left is a navigation menu with options like 'Final Actions', 'Deliver Documents', 'Stop the Clock', 'Notes (0)', 'Messages To/From Requester (0/0)', 'Task Reminders (0/0)', 'Extensions (0/0)', 'Appeals (0)', 'Logs/Reports', and 'More Actions'. The main area is divided into two sections: 'Invoices' and 'Payments'. The 'Invoices' table has columns for Invoice #, Created By, Invoice Date, Modified By, Modified Date, Extended (\$), Not Charged (\$), and Charged (\$). A row for invoice 00000004603 is selected. Below it, a summary line states: '* The existing invoices/estimates are based on old fee structure. Total: \$104.00 \$62.00 \$42.00'. The 'Payments' table has columns for Created Date, Invoice #, Received By, Payment Type, Invoice Total, Amount Paid, and Remaining Bal. A row for payment 05/27/2021 is selected, with a remaining balance of -\$10.00. At the bottom of the Payments section, the 'Electronic Refund' button is highlighted with a red box.

- In the *Payment* screen, the *Refund Type* is preselected. Verify the *Invoice Balance Due*. It should reflect a negative balance due:

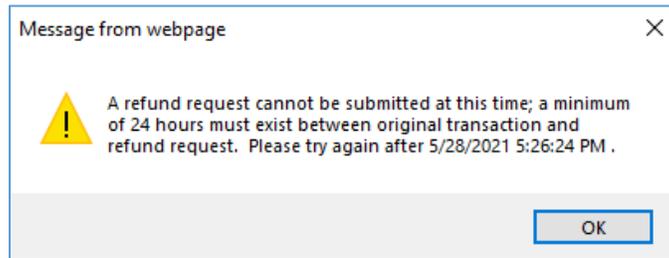
The screenshot shows a 'Refund - FOI-2021-00001' form. The 'Payment Details' section includes: Requester Name: Dillow, Cindy; Invoice Number: 00000004603; Payment Type: Refund; Invoice Amount: \$42.00; Payment Date: 5/27/2021; Invoice Balance Due: -\$10.00. The 'Amount Details' section has input fields for Cash/Money Order (\$), Check (\$), and Credit Card (\$). The 'Credit Card (\$)' field is highlighted with a red box and contains the value '10'. Below this is an 'Upload Copy of Payment' section with a 'Drag and Drop Zone' and buttons for 'Attach File' and 'Add from Scan'. A note states: '*Only a single attachment is accepted for each payment.' The 'Notes' section contains the text: 'Transaction was done through online payment.' At the bottom, there are buttons for 'View Credit Card Details', 'View Check Details', 'View Online Transaction Details', 'Save', and 'Close'. A note at the bottom left says: 'Note: * fields are mandatory'.

- Enter the amount of the refund due to the requester in any of the *Amount Details* fields (regardless of the field selected, the refund will be issued in the original method of payment).
- Enter *Notes* regarding the refund in the field provided.
- Click *Save* and confirm that you want to process an online refund transaction.
- After clicking *Save*, a confirmation message will be displayed asking if you are sure you want to process the online refund. There are options to select *Yes*, *No*, or *Cancel*:

Process Descriptions



- a. **Yes:** Submit the refund transaction to Moneris and, upon successful completion, ATIPXpress updates the refund payment with the refund transaction number and attaches a refund receipt for the payment. There is no manual intervention required to process the refund.
(!!) Note: There must be 24 hours between the original transaction and the refund request. In the event 24 hours has not passed, the system will let you know when the refund request can be submitted.



- b. **No:** Apply the refund in ATIPXpress only and does not submit the transaction to Moneris; the balance updates in PAL, and the requester sees that the refund was applied.
- c. **Cancel:** Return to the Payment screen where you can adjust payment details or back out of the action.

Payments							
	Created Date	Invoice #	Received By	Payment Type	Invoice Total	Amount Paid	Remaining Bal
<input checked="" type="checkbox"/>	04/06/2021	0000004609	Admin, Admin	Payment	\$250.00	\$260.00	-\$10.00

- 9. After clicking **Yes**, the refund transaction is processed. Moneris sends back a transaction number for the refund, at which time a copy of the refund receipt is auto populated as an attachment in the *Upload Copy of the Payment* section. Also, the requester will receive a Refund Processing Notification Email notifying him/her that the ATIP Office has submitted a refund request to Moneris.
- 10. All transaction details can be viewed by opening the payment or refund and clicking on the **View Online Transaction Details** button.

Process Descriptions

Edit Payment - FOIA-2021-00010

Payment Details

Requester Name : Dillow, Cindy Invoice Number : 00000004609
Payment Type : Payment Refund Invoice Amount : \$250.00
Payment Date : 4/6/2021 Invoice Balance Due : -\$10.00

Amount Details

Cash/Money Order (\$) : 0.00 Check (\$) : 0.00
Credit Card (\$) :

Upload Copy of Payment

Attachment Name/Description :
**Only a single attachment is accepted*

Notes

Transaction was done through online payment.

View Credit Card Details View Check Details **View Online Transaction Details** Save Close

Note: * fields are mandatory

Online Transaction Details

Transaction Number : 3FPKLRAU
Agency Tracking ID : 79404818-c2bf-4820
Amount : \$ 260.00
Payment Type : Payment

Close