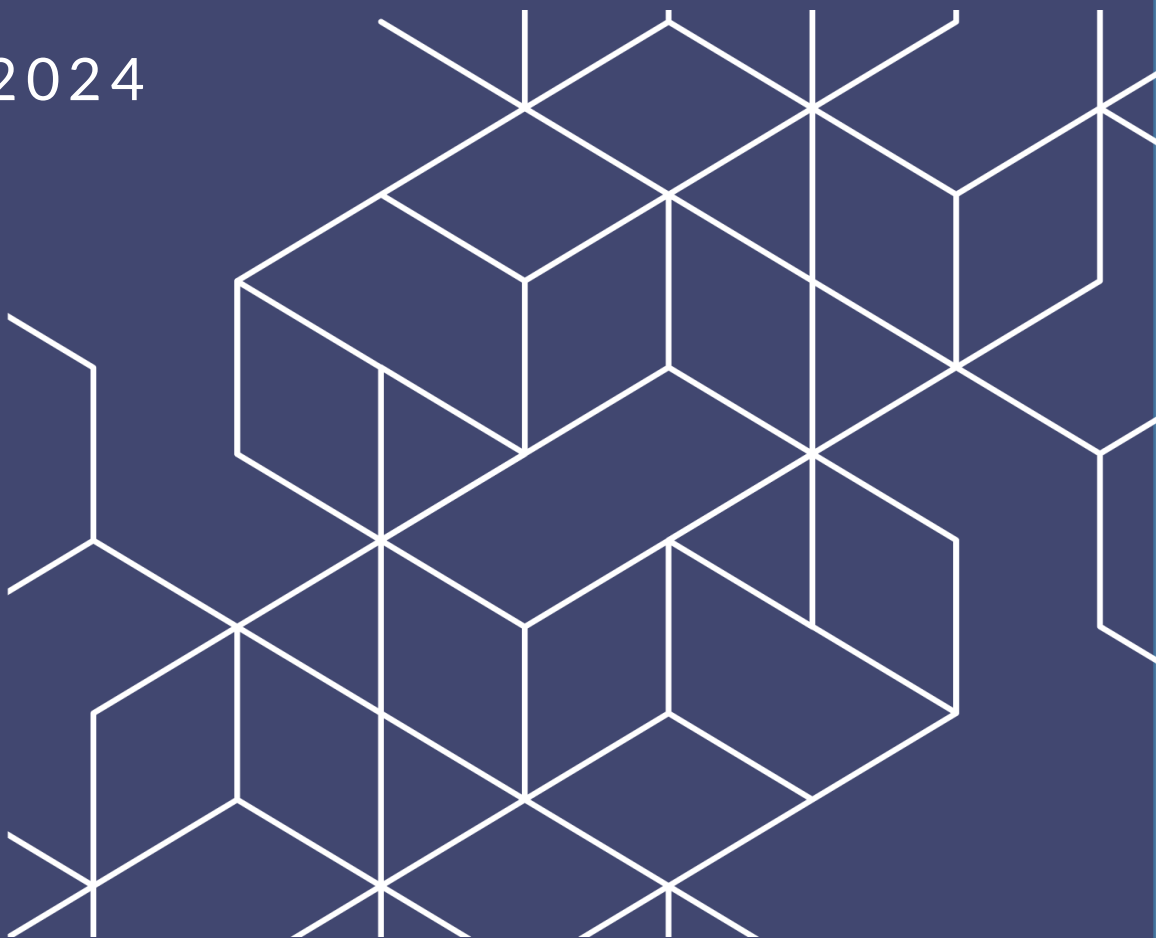
ATIPXpress

OPEXUS

Moneris Integration

v11.5.0

January 2024



AX v11.4.0 Moneris Integration

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Contents

1 Introduction 4

1.1 Purpose 4

1.2 Business Requirements 4

1.3 Workflow 6

2 Configuration 7

2.1 PAL Online Payment Configuration 7

2.2 PAL Status Notifications 8

2.3 Email Template Configuration 10

2.3.1 Online Payment Notification Email 10

2.3.2 Online Payment Notification Email to ATIP Office 10

2.3.3 Online Refund Notification Email 11

2.3.4 Online Refund Notification Email to ATIP Office 11

2.3.5 Payment Pending Status Notification Email 11

3 Process Descriptions 13

3.1 Payment Due 13

3.2 Issuing Refunds in ATIPXpress 15

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

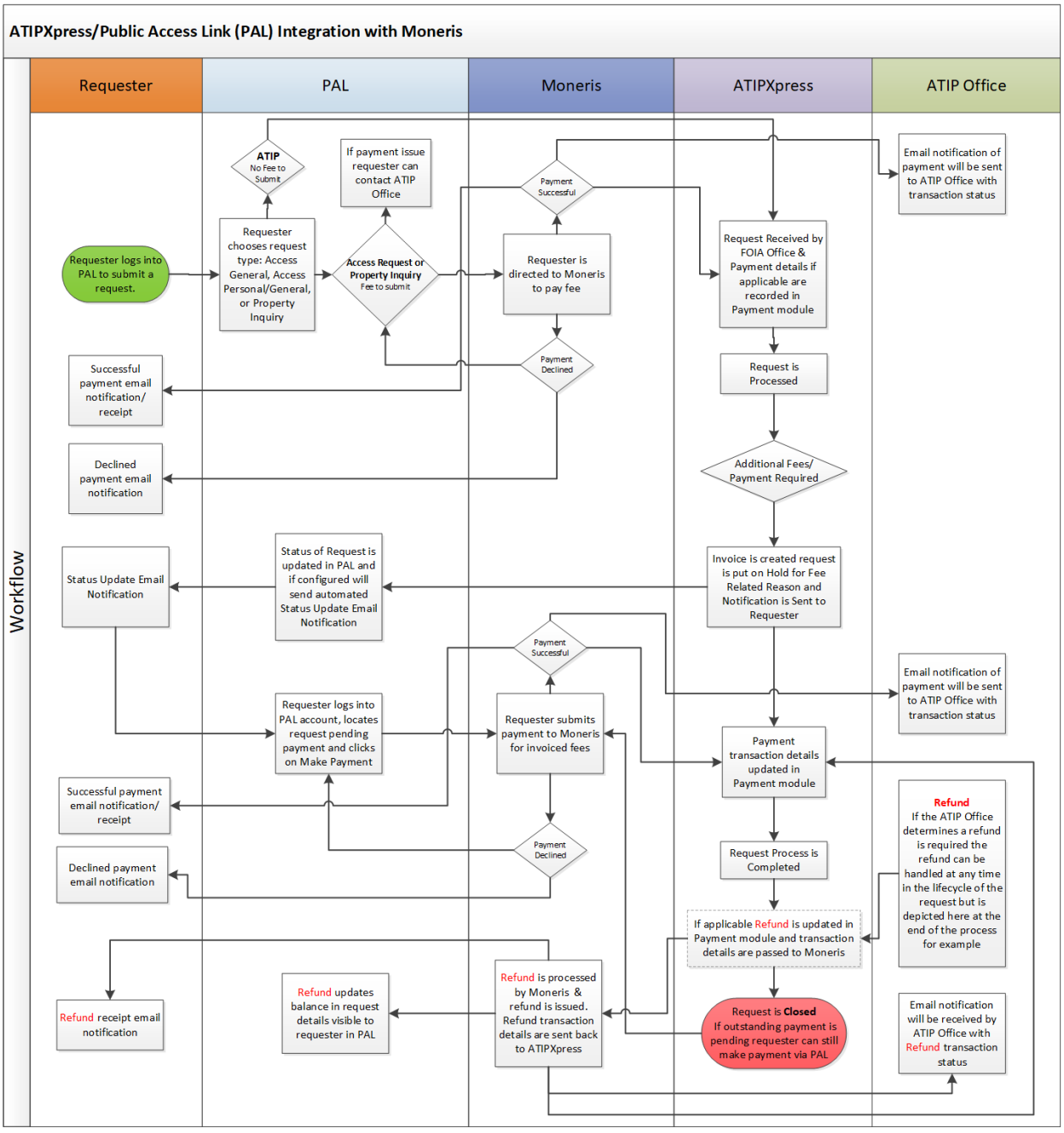
The AX/PAL – Moneris integration satisfies the following business requirements:

#	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	▪ 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	▪ To the requester with receipt of payment
11b	▪ To the requester with declined payment with note that request was not submitted if payment is not successful
11c	▪ To requester acknowledging receipt of request
11d	▪ To the ATIP Office with payment details.
11e	▪ To internal departmental office with details for issuing refunds or overpayment
11f	▪ 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.

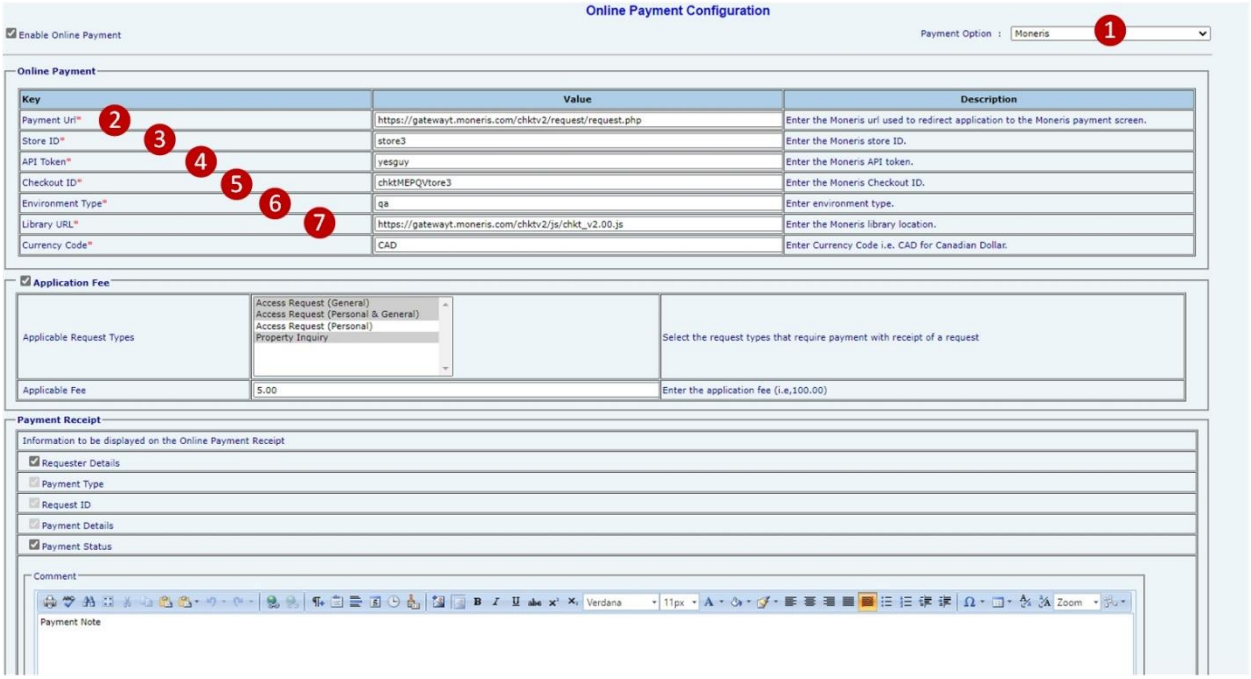


2 Configuration

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:**



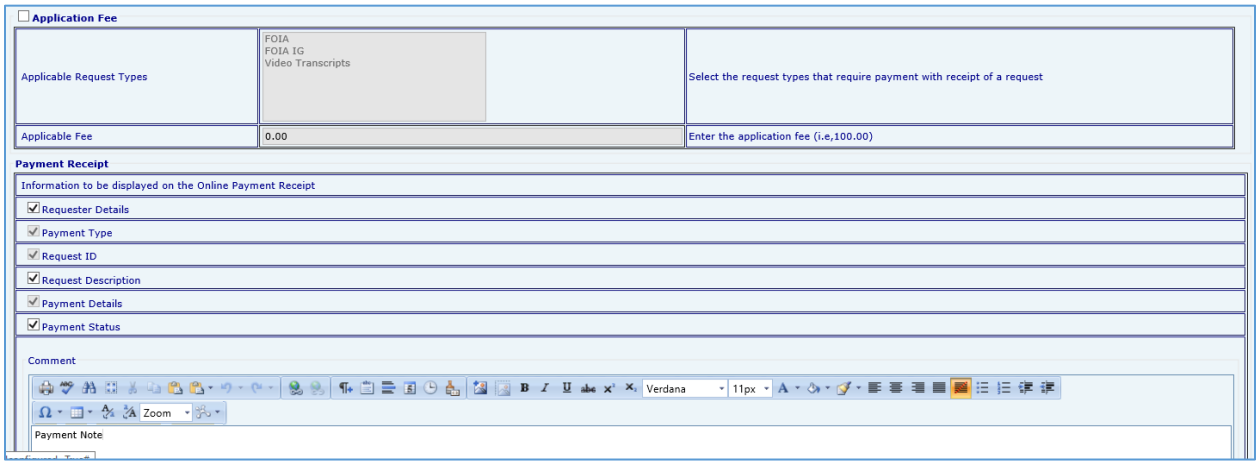
Provide the **(2)** *Payment URL* (**3**) *Store ID*, **(4)** *API Token*, **(5)** *Checkout ID*, **(6)** *Environment Type*, and **(7)** *Library URL*. Note that the *Payment URL*, *Environment Type*, and *Library URL* may have changed from the example above, and the most up to date values can be found 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.

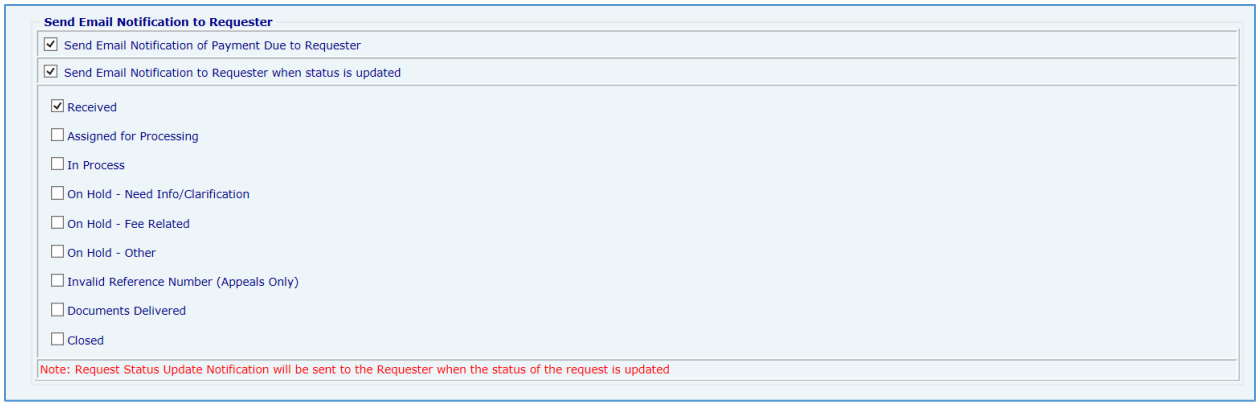
The following fields are configurable and are used as listed below.

- **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.



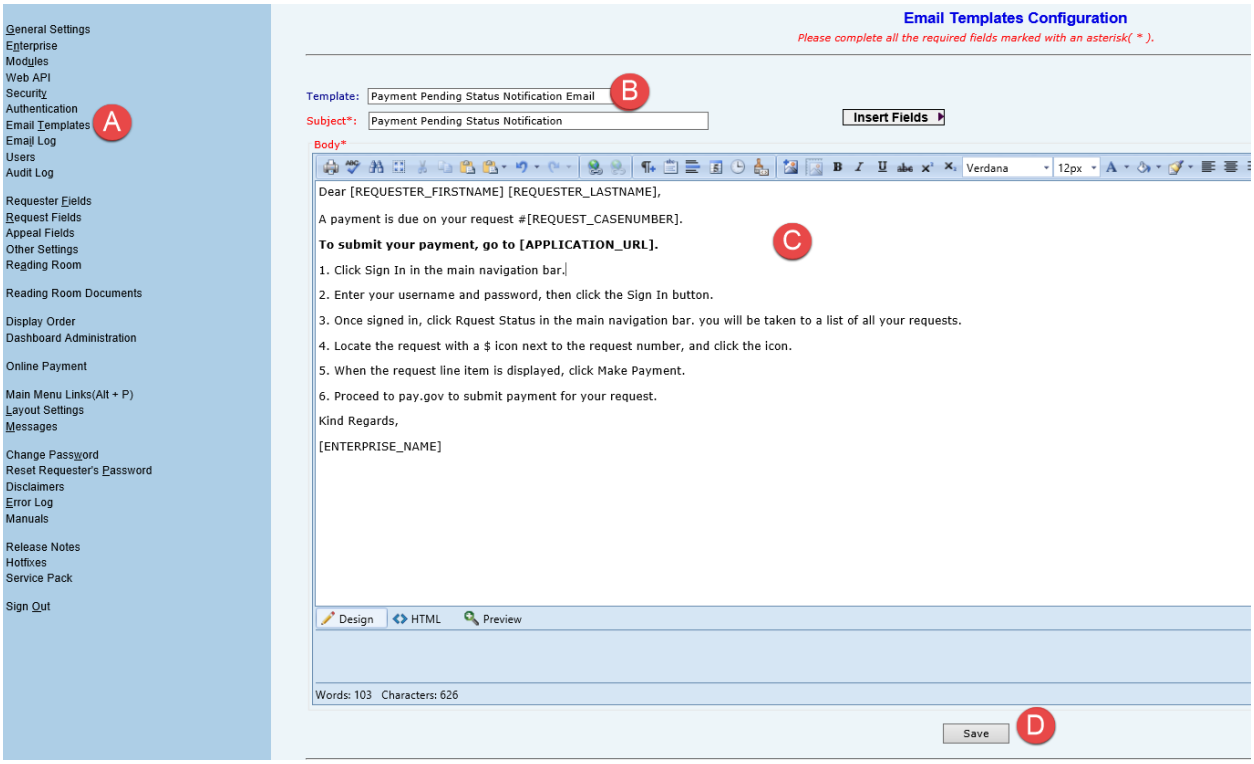
2.2 PAL Status Notifications

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.



To configure the email template that is delivered:

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



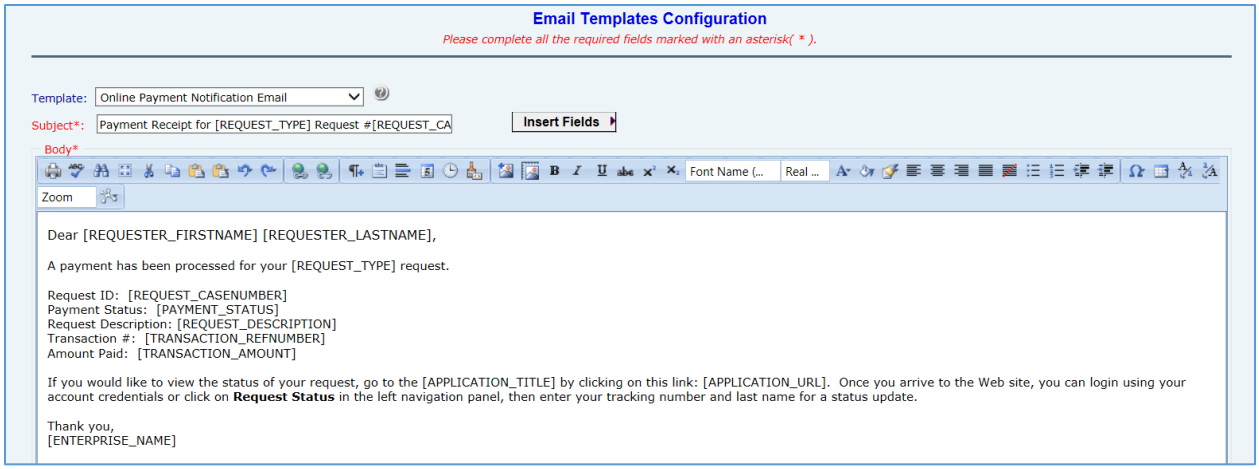
2. Under Email Templates, select the (B) Payment Pending Status Notification Email template.
3. The template can be configured with the (C) message you choose to provide to the requester. Remember that this is an automated message.
4. Click (D) Save to save the configured email template.

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.

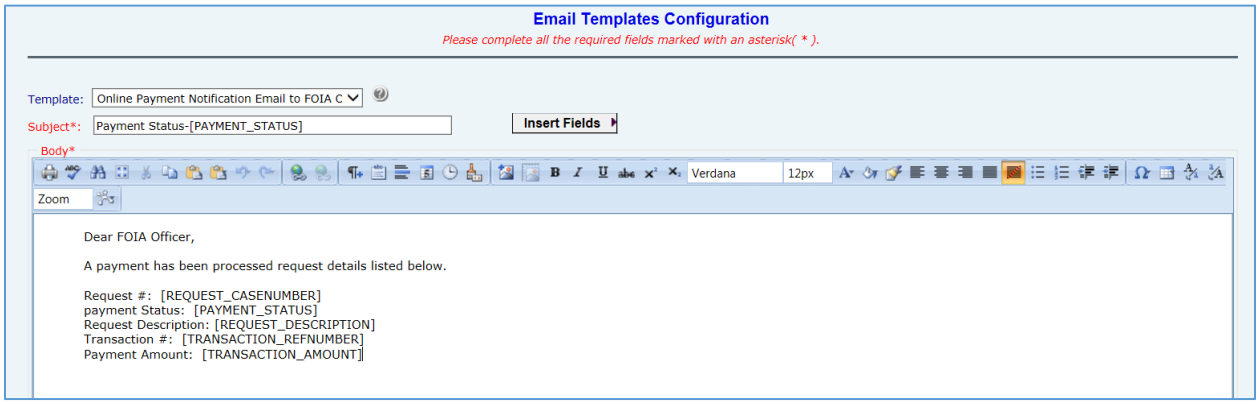
2.3.1 Online Payment Notification Email

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:



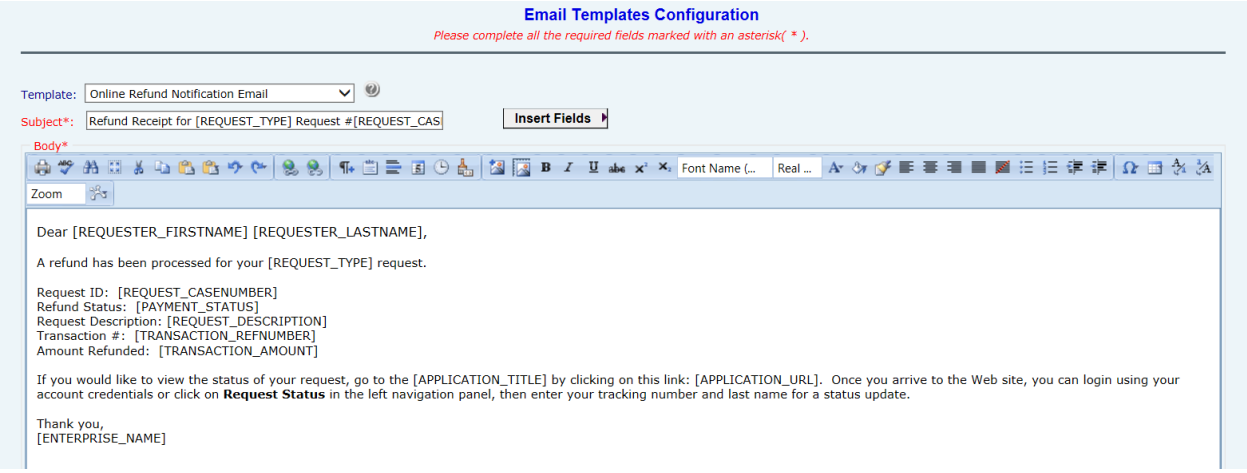
2.3.2 Online Payment Notification Email to ATIP Office

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:



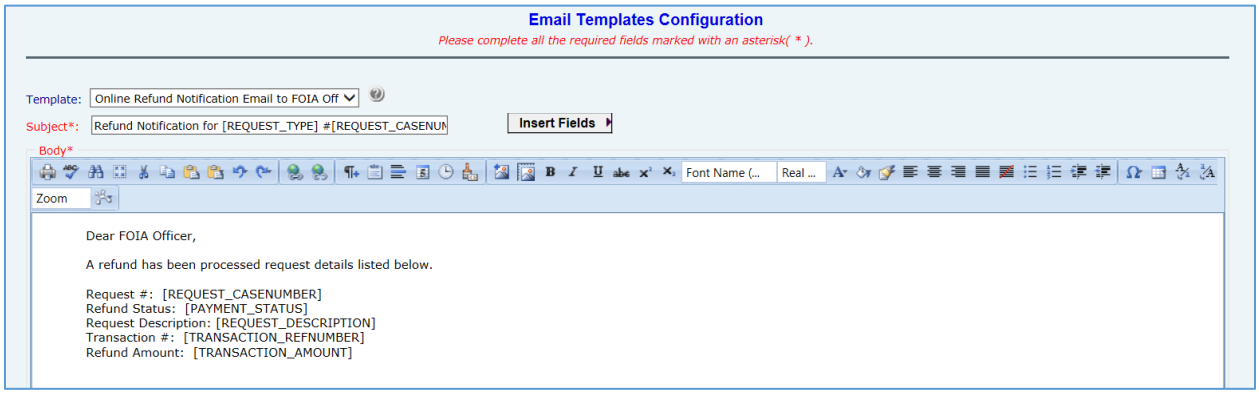
2.3.3 Online Refund Notification Email

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:



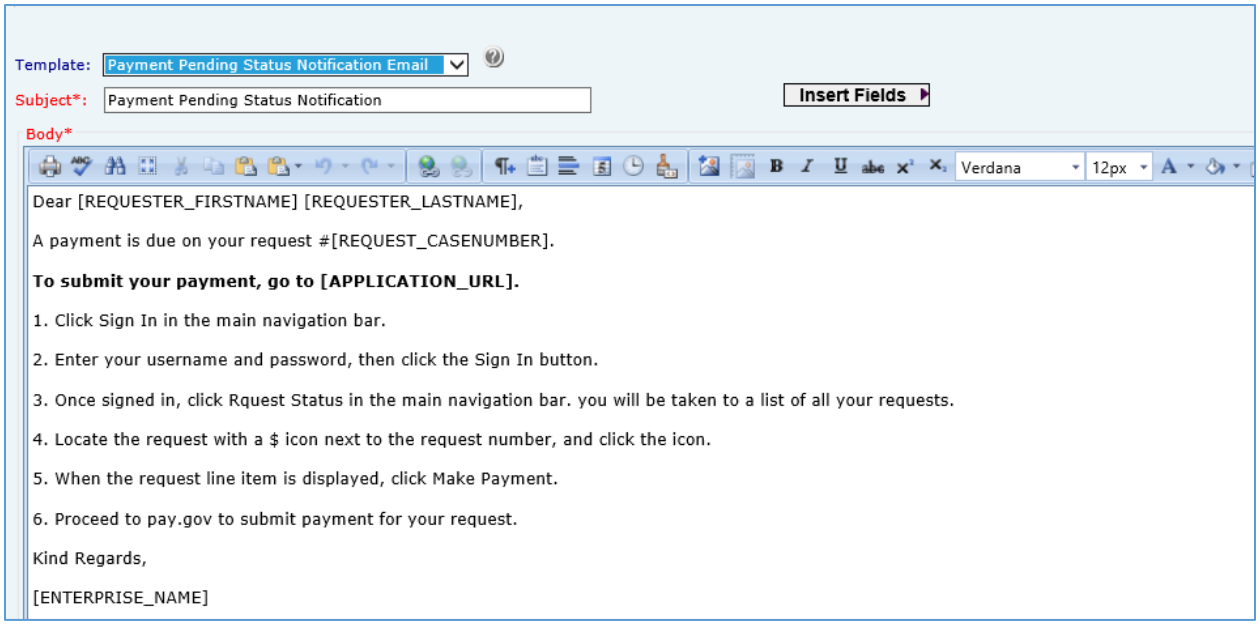
2.3.4 Online Refund Notification Email to ATIP Office

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:

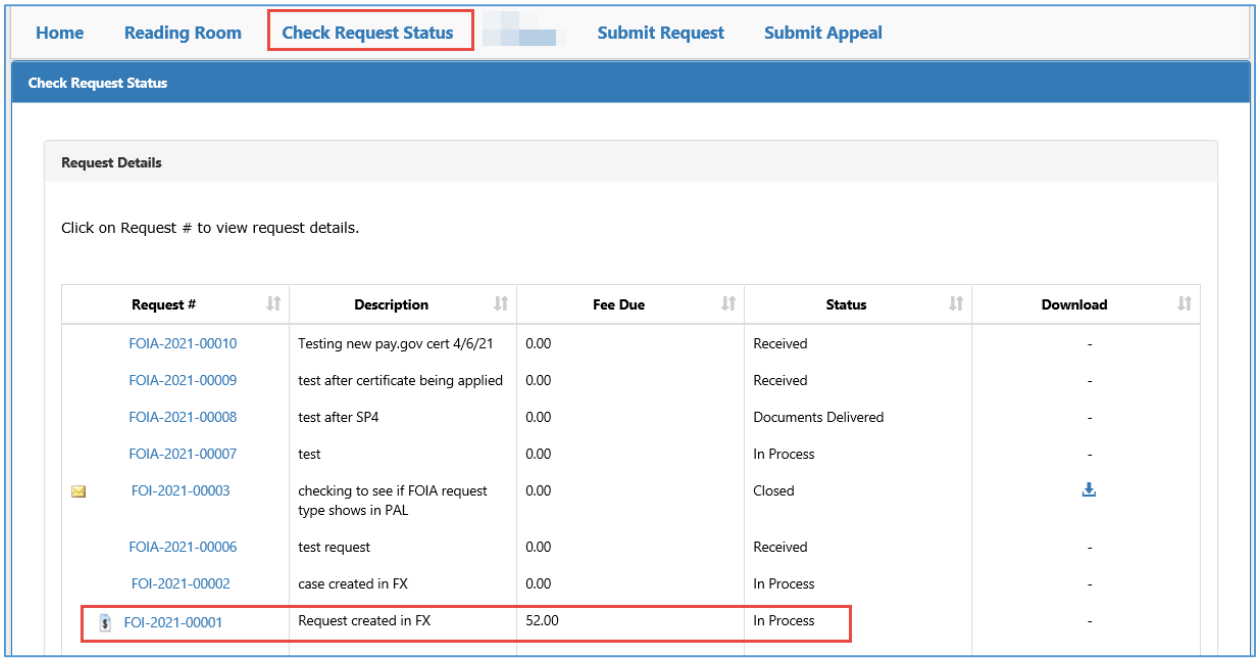

Template:
Payment Pending Status Notification Email
Subject*:
Payment Pending Status Notification
Insert Fields
Body*
Verdana
12px
Dear [REQUESTER_FIRSTNAME] [REQUESTER_LASTNAME],
A payment is due on your request #[REQUEST_CASENUMBER].
To submit your payment, go to [APPLICATION_URL].
1. Click Sign In 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

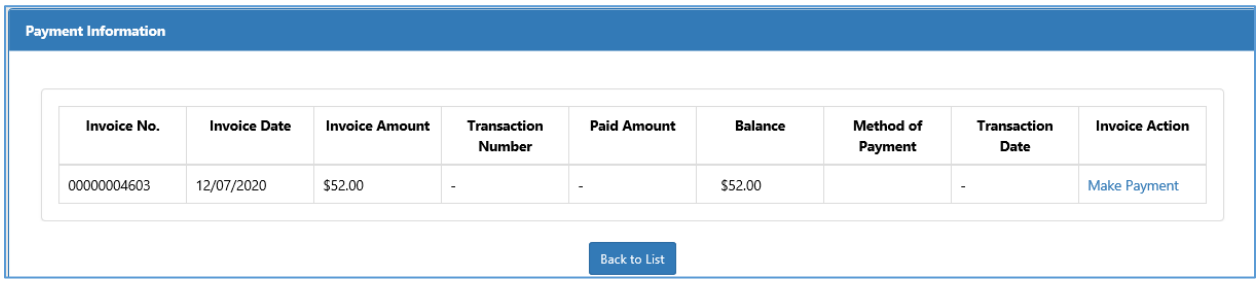
3.1 Payment Due

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.

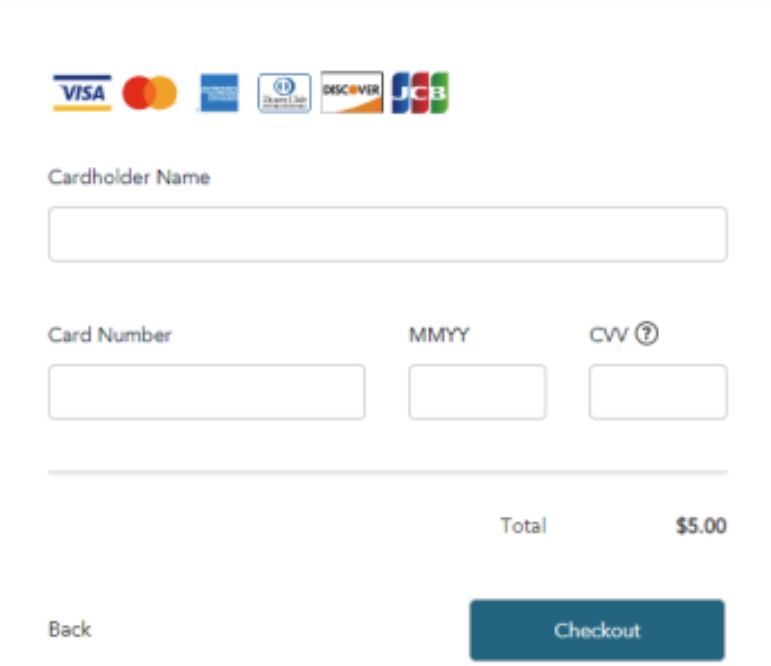
1. The requester logs in and selects the **Check Request Status** link.
2. Under the Request Details, the requester locates the request with the *$* icon. Clicking the **$** icon takes the requester directly to the *Payment Information* section. Alternatively, clicking the **Request ID** opens the request,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



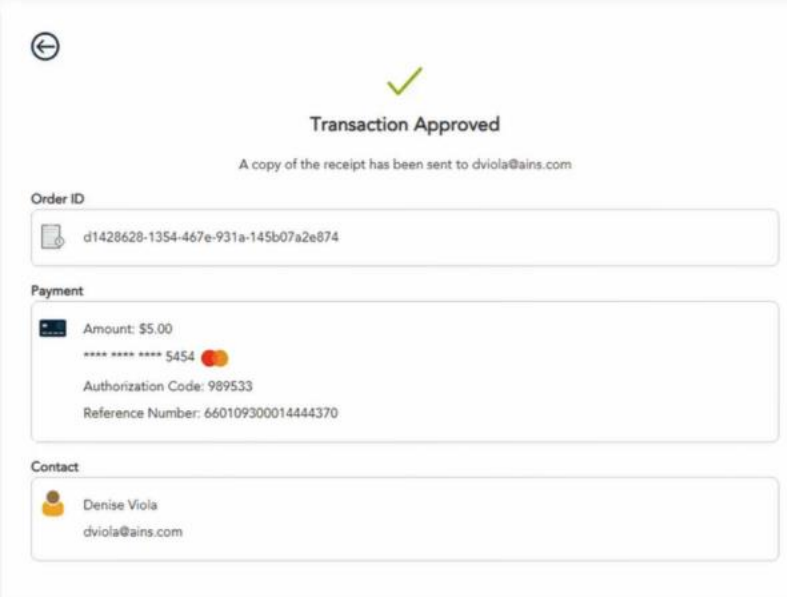
3. In the *Payment* Information section, the balance due contains a **Make Payment** hyperlink under the *Invoice Action* column. To make the additional payment, the requester clicks the **Make Payment,** link and is directed to a Moneris payment screen to submit payment.



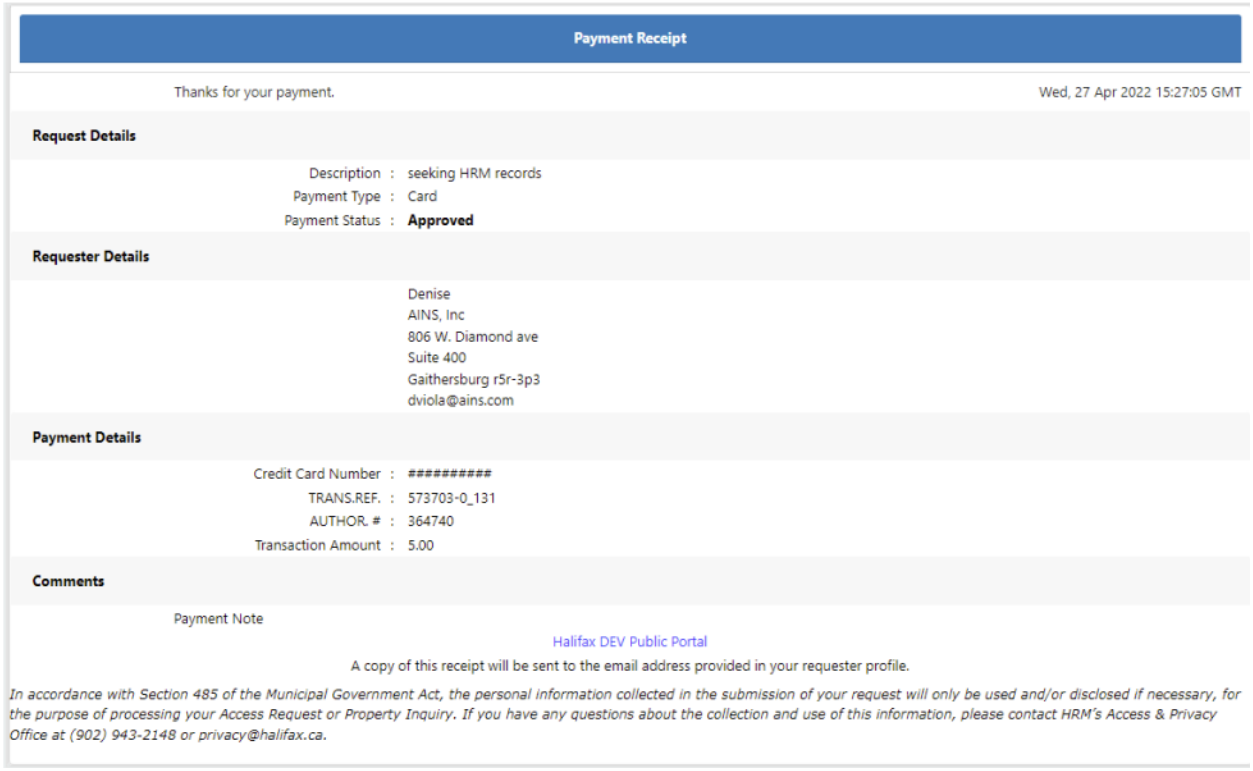
4. Once directed to Moneris the requester follows the prompts to submit payment:



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



6. In addition, 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.

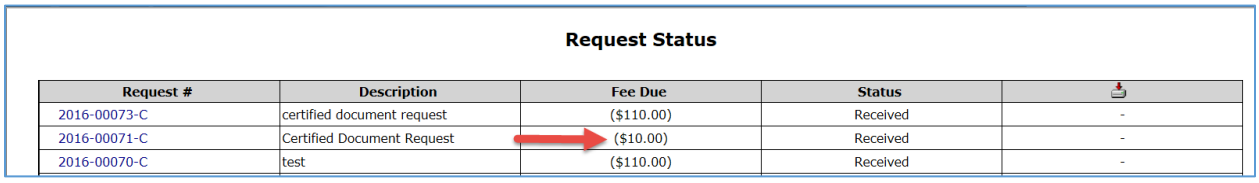
In accordance with Section 485 of the Municipal Government Act, the personal information collected in the submission of your request will only be used and/or disclosed if necessary, for the purpose of processing your Access Request or Property Inquiry. If you have any questions about the collection and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

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:

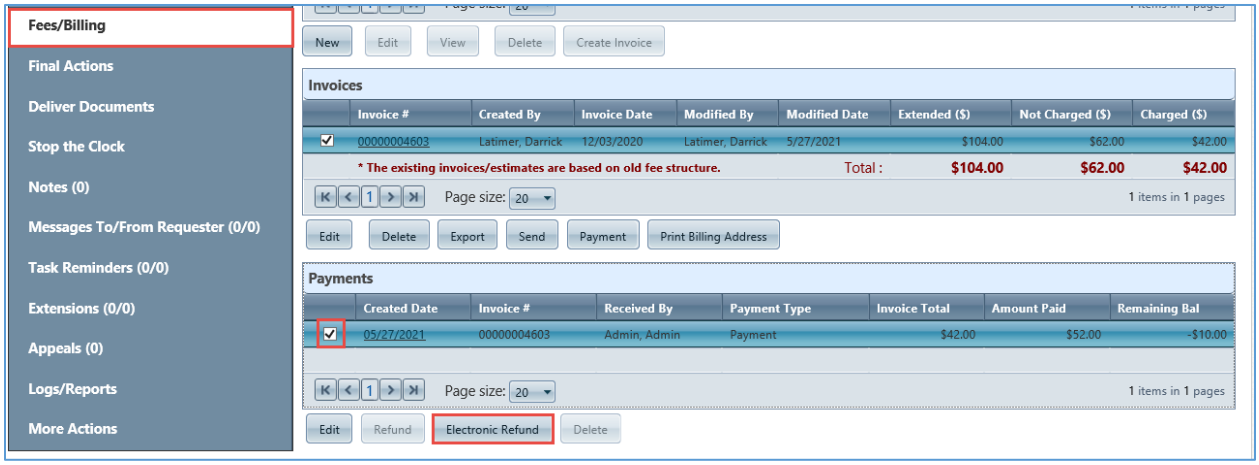
1. Open ATIPXpress and navigate to the request.
2. Go to *Fees/Billing* and adjust the invoice so that the balance due by the requester adjusts to reflect an overpayment. Once complete, click **Save.**
    a. When the adjustment is made the adjusted *Fee Due* is also seen on the requester's side in PAL.



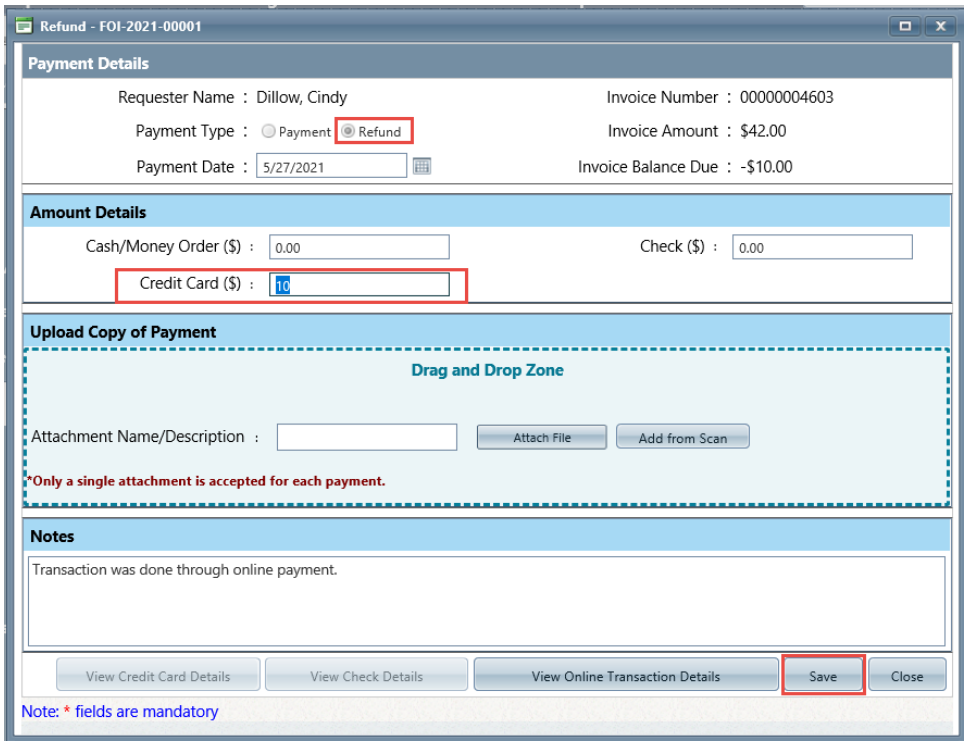
Request Status

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	-

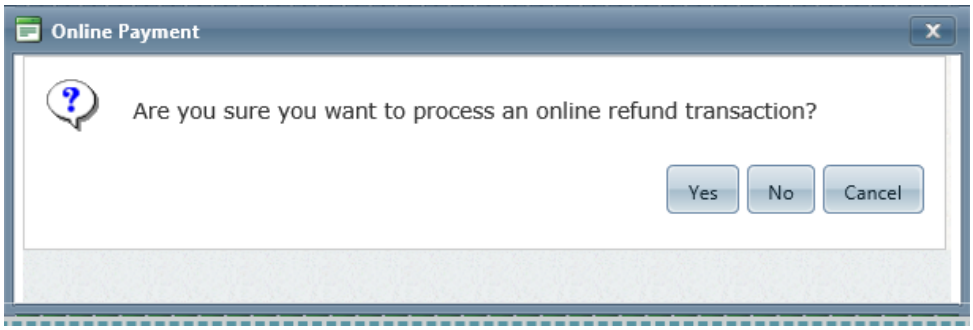
3. Next, in *Fees/Billing* go to the *Payment* section. Select the payment you want to issue a refund against, then click **Electronic Refund**.



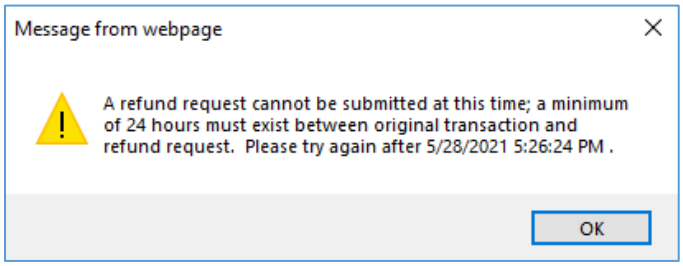
4. In the *Payment* screen, the *Refund Type* is preselected. Verify the *Invoice Balance Due*. It should reflect a negative balance due:



5. 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).
6. Enter Notes regarding the refund in the field provided.
7. Click Save and confirm that you want to process an online refund transaction.
8. 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:

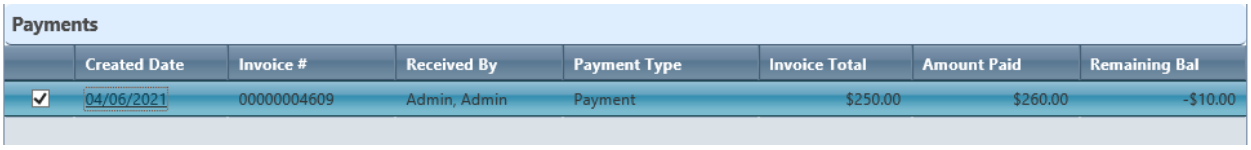


a. **Yes:** Submit the refund transaction to Moneris and, upon successful completion, ATIPXpress updates the refund payment with the refund transaction number and attaches a refund receipt for the payment. There is no manual intervention required to process the refund.
(!!) Note: There must be 24 hours 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.

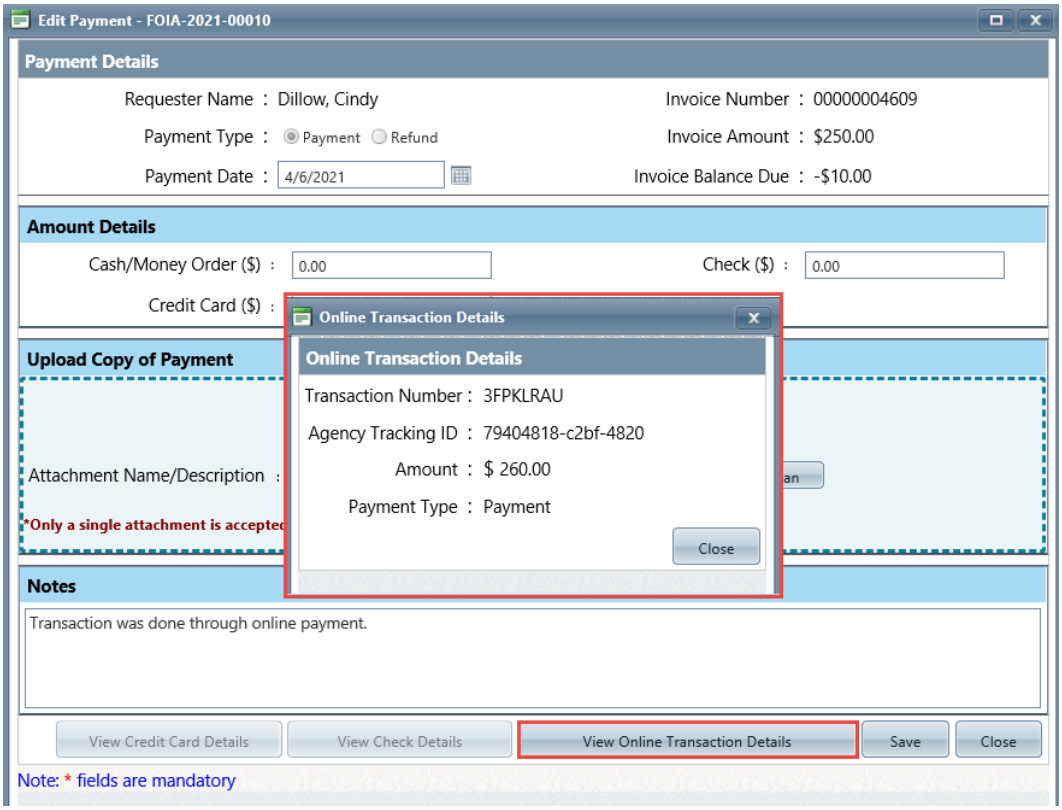


b. **No**: Apply the refund in ATIPXpress only and does not submit the transaction to Moneris; the balance updates in PAL, and the requester sees that the refund was applied.

c. **Cancel**: Return to the Payment screen where you can adjust payment details or back out of the action.



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.


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 ($) : 0.00
Credit Card ($) :
Online Transaction Details
Online Transaction Details
Transaction Number : 3FPKLRAU
Agency Tracking ID : 79404818-c2bf-4820
Amount : $ 260.00
Payment Type : Payment
Close
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