

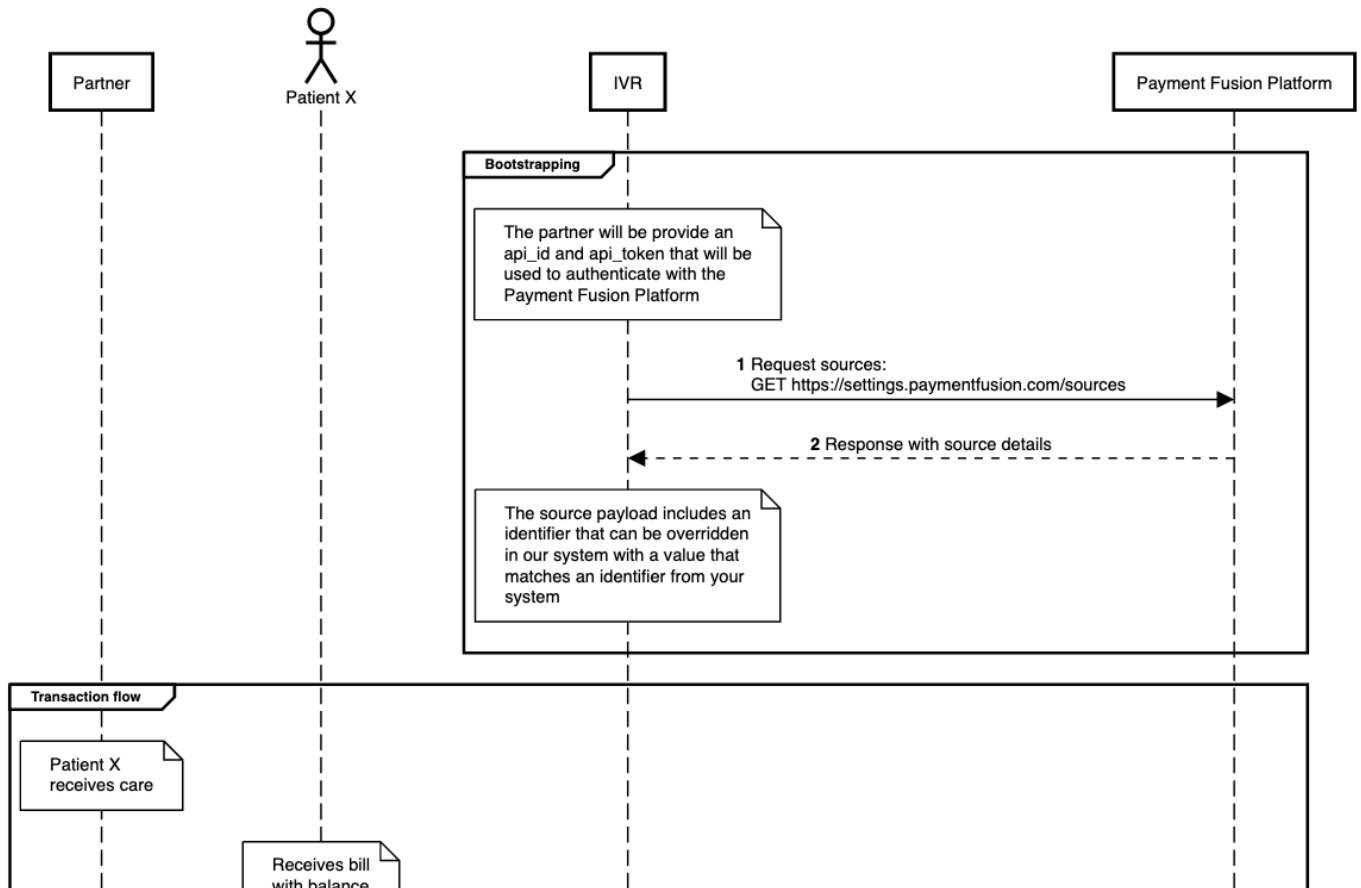
IVR Getting Started

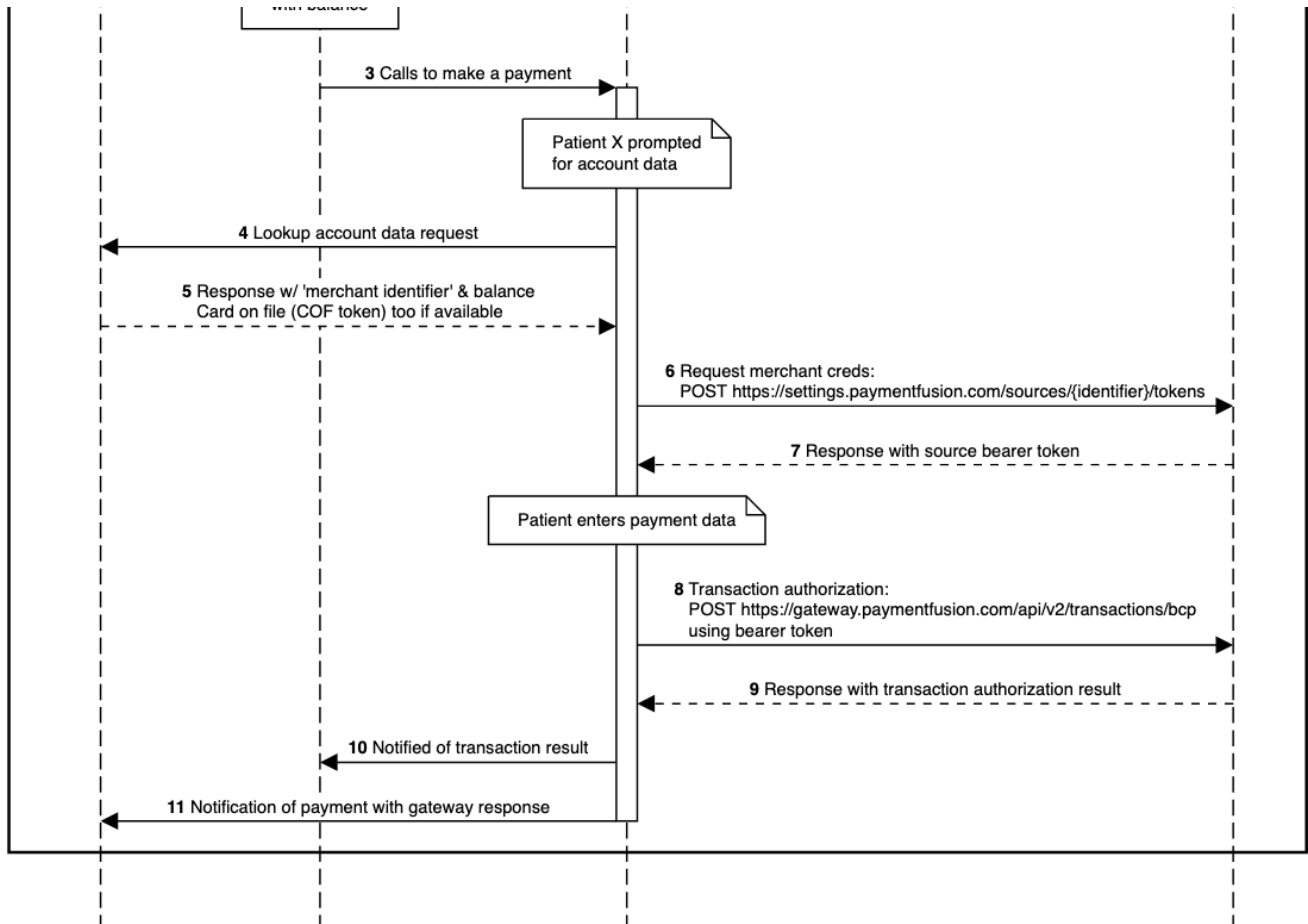
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Introduction

Healthcare Omni-Channel Gateway supports a full suite of functionality to support your IVR transaction needs. This Getting Started Guide is designed to outline each feature set and what their respective functions intended use. The following is an overview of the complete workflow:

IVR Workflow





A note on URLs: the diagrams use the production host names while the details below use the sandbox. The Partner is expected to take this into account when building their system.

Feature - Settings

The Organization Settings feature is used to fetch the **Sources** for direct to gateway transaction processing. This request is recommended to initiate at login to store in session data, as well as a manual process for when source changes are made. This data is only needed to be changes when you onboard a new source.

Sources

A paginated list of **Sources** associated with the **Organization** is returned for consumption in integrating application. The payload includes the **Source Identifier** which will be used to fetch a bearer token.

Request details:

URL: <https://settings-sandbox.paymentfusion.com/sources>

Verb: GET

Headers:

- **Authorization:** Needs to include `Basic` word before Base64 encoded `api_id:api_token`. The `api_id` is the identifier of the organization created on TAP; size range - 20. The `api_token` is the unique token previously generated by TAP and provided securely to the organization; size range - 3
Example: `Basic ODA5BVgrNdZkZmbiFlJlTThkYTA2eG00MzA5dHh1bWZnZgfdZDE=`
- **Accept:** Specifies the requested API version. If this field is not specified or has an invalid format, the call will be routed to a previous version. If the previous version does not exist, a 404 page will be displayed.
Example: `application/vnd.paymentfusion.v1.0.0+json`

Response:

```
{
  "sources": [
    {
      "identifier": "test_source",
      "terminals": []
    }
  ],
  "offset": 0,
  "limit": 10,
  "total": 1,
  "v": "1.0.0"
}
```

Source Tokens

Using the **Source Identifier** you can make a request for a bearer token that is required to interact with the Healthcare Omni-Channel Gateway.

Request details:

URL: <https://settings-sandbox.paymentfusion.com/sources/:id/tokens>

Verb: POST

Parameters:

- **Path:**
 - **id (string):** Specifies the source we are targeting.

Headers:

- **Authorization:** Needs to include `Basic` word before `Base64` encoded `api_id:api_token`. The `api_id` is the identifier of the organization created on TAP; size range - 20. The `api_token` is the unique token previously generated by TAP and provided securely to the organization; size range - 3
Example: `Basic ODA5BVgrNdZkZmbiFlJlTThkYTA2eG00MzA5dHh1bWZnZgfdZDE=`
- **Accept:** Specifies the requested API version. If this field is not specified or has an invalid format, the call will be routed to a previous version. If the previous version does not exist, a 404 page will be displayed.
Example: `application/vnd.paymentfusion.v1.0.0+json`

Response:

```
{
  "bearer_token": "string",
  "v": "1.0.0"
}
```

Feature - Transactions

The transaction feature set includes all payment processing functions. For typical IVR workflows only the Sale operation is needed for credit, and ACH, requests.

Credit Card

Request details:

URL: https://gateway-sandbox.paymentfusion.com/api/v2/transactions/bcp

Verb: POST

Headers:

- **Content-Type:** The Content-Type entity header is used to indicate the media type of the resource.
Example: application/json
- **Authorization:** bearer token obtained from /sources/:id/tokens request
Example: Authorization:Bearer <token>

Request Body:

```
{
  "TransactionType": "Sale",
  "CardData": {
    "CardNumber": "4111111111111111",
    "ExpirationDate": "0921"
  },
  "EntryMode": "Manual",
  "InvoiceData": {
    "InvoiceNumber": "989811133",
    "TotalAmount": "30.00"
  }
}
```

Response:

```
{
  "CardDetails": {
    "AuthorizedAmount": 0.0000,
    "AuthorizationCode": "DEMO532",
    "EntryMode": "Manual",
    "CardData": {
      "CardNumber": "XXXXXXXXXXXX1111",
      "ExpirationDate": "0921"
    },
    "BINData": {
      "BIN": 411111,
      "CardBrand": "VISA",
      "IssuingOrg": "JPMORGAN CHASE BANK, N.A.",
      "CardType": "CREDIT",
      "CardCategory": "",
      "IssuingCountry": "UNITED STATES",
      "IssuingCountryCodeA2": "US",
      "IssuingCountryCodeA3": "USA",
      "IssuingCountryNumber": 840,
      "IssuingPhone": "1-212-270-6000",
      "IssuingWebsite": "HTTP://WWW.JPMORGANCHASE.COM",
    }
  }
}
```

```
        "PanLength": "16",
        "IssuedEntity": "PERSONAL",
        "IsRegulated": "Y",
        "IsCommercial": false
    },
    "CardValidationData": {
        "AVSResponse": "0",
        "CVResponse": "U",
        "AVSResponseText": "Issuer did not perform AVS",
        "CVResultText": "Service Not Available",
        "StreetMatchText": "0",
        "ZipMatchText": "0"
    }
},
"TransactionId": 180110,
"TransactionType": "Sale",
"Token": "",
"MerchantKey": 13835,
"TransactionIpAddress": "24.8.231.45",
"HostCode": "180110",
"ResponseMessage": "Approved - DEMO",
"ResultCode": 0,
"ResultText": "Approved - DEMO",
"InvoiceData": {
    "InvoiceNumber": "989811133",
    "TotalAmount": 30.0000,
    "TipAmount": 0.0000,
    "ShippingAmount": 0.0000,
    "SalesTaxAmount": 0.0000,
    "DutyAmount": 0.0000,
    "ConvenienceAmount": 0.0000,
    "SurchargeAmount": 0.0000,
    "CashBackAmount": 0.0000
},
"Timestamp": "2020-03-18T20:38:32.9300000",
"UserName": "pf13835",
"ResellerKey": 100,
"PaymentType": "CREDIT",
"Processor": "LOOPBACK",
"HostReferenceNumber": "180110"
}
```

Credit Card Reversal Full

Request details:

URL: <https://gateway-sandbox.paymentfusion.com/api/v2/transactions/bcp>

Verb: POST

Required Parameters

- **TrasnactionType** = Refund
- **TrasnactionID** = The id of the transaction you wish to refund.

Headers:

- **Content-Type:** The Content-Type entity header is used to indicate the media type of the resource.
Example: application/json
- **Authorization:** bearer token obtained from /sources/:id/tokens request
Example: Authorization:Bearer <token>

Request Body:

```
{
  "TransactionType": "Refund",
  "OriginalTransaction": {
    "TransactionId": "12345"
  }
}
```

Credit Card Reversal Partial

Request details:

URL: <https://gateway-sandbox.paymentfusion.com/api/v2/transactions/bcp>

Verb: POST

Required Parameters

- **TrasnactionType** = Refund
- **TotalAmount** = The amount you wish to refund in USD.
- **TrasnactionID** = The id of the transaction you wish to refund.

Headers:

- **Content-Type:** The Content-Type entity header is used to indicate the media type of the resource.
Example: application/json
- **Authorization:** bearer token obtained from /sources/:id/tokens request
Example: Authorization:Bearer <token>

Request Body:

```
{
  "TransactionType": "Refund",
  "InvoiceData": {
    "TotalAmount": "5.00"
  },
  "OriginalTransaction": {
    "TransactionId": "12345"
  }
}
```

URL: https://gateway-sandbox.paymentfusion.com/api/v2/transactions/ecp

Verb: POST

Headers:

- **Content-Type:** The Content-Type entity header is used to indicate the media type of the resource.
Example: application/json
- **Authorization:** bearer token obtained from /sources/:id/tokens request
Example: Authorization:Bearer <token>

Request Body:

```
{
  "TransactionType": "Debit",
  "CheckData": {
    "NameOnCheck": "John Smith",
    "RoutingNumber": "061000052",
    "AccountNumber": "10105566",
    "CheckNumber": "1",
    "AccountType": "Checking",
    "AccountEntity": "Personal"
  },
  "SECCode": "TEL",
  "InvoiceData": {
    "InvoiceNumber": "98971231",
    "TotalAmount": "30.00"
  }
}
```

Response:

```

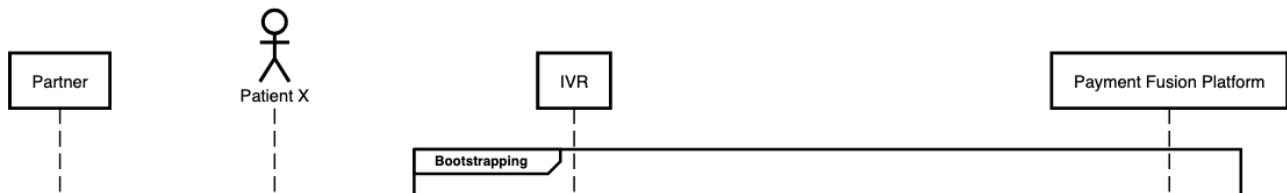
{
  "CheckDetails": {
    "CheckData": {
      "NameOnCheck": "John Smith",
      "RoutingNumber": "XXXXX0052",
      "AccountNumber": "XXXX5566",
      "CheckNumber": "1",
      "AccountType": "Checking",
      "AccountEntity": "Personal",
      "PresenterData": {},
      "AddressOnCheck": {}
    },
    "SECCode": "TEL"
  },
  "TransactionId": 180129,
  "TransactionType": "Sale",
  "Token": "",
  "MerchantKey": 13835,
  "TransactionIpAddress": "24.8.231.45",
  "ResponseMessage": "",
  "ResultCode": 5,
  "ResultText": "",
  "InvoiceData": {
    "InvoiceNumber": "98971231",
    "TotalAmount": 30.0000,
    "ShippingAmount": 0,
    "SalesTaxAmount": 0,
    "DutyAmount": 0,
    "ConvenienceAmount": 0
  },
  "Timestamp": "2020-03-18T22:37:38.3600000",
  "UserName": "pf13835",
  "ResellerKey": 100,
  "PaymentType": "ECHECK",
  "Processor": "VeriCheck"
}

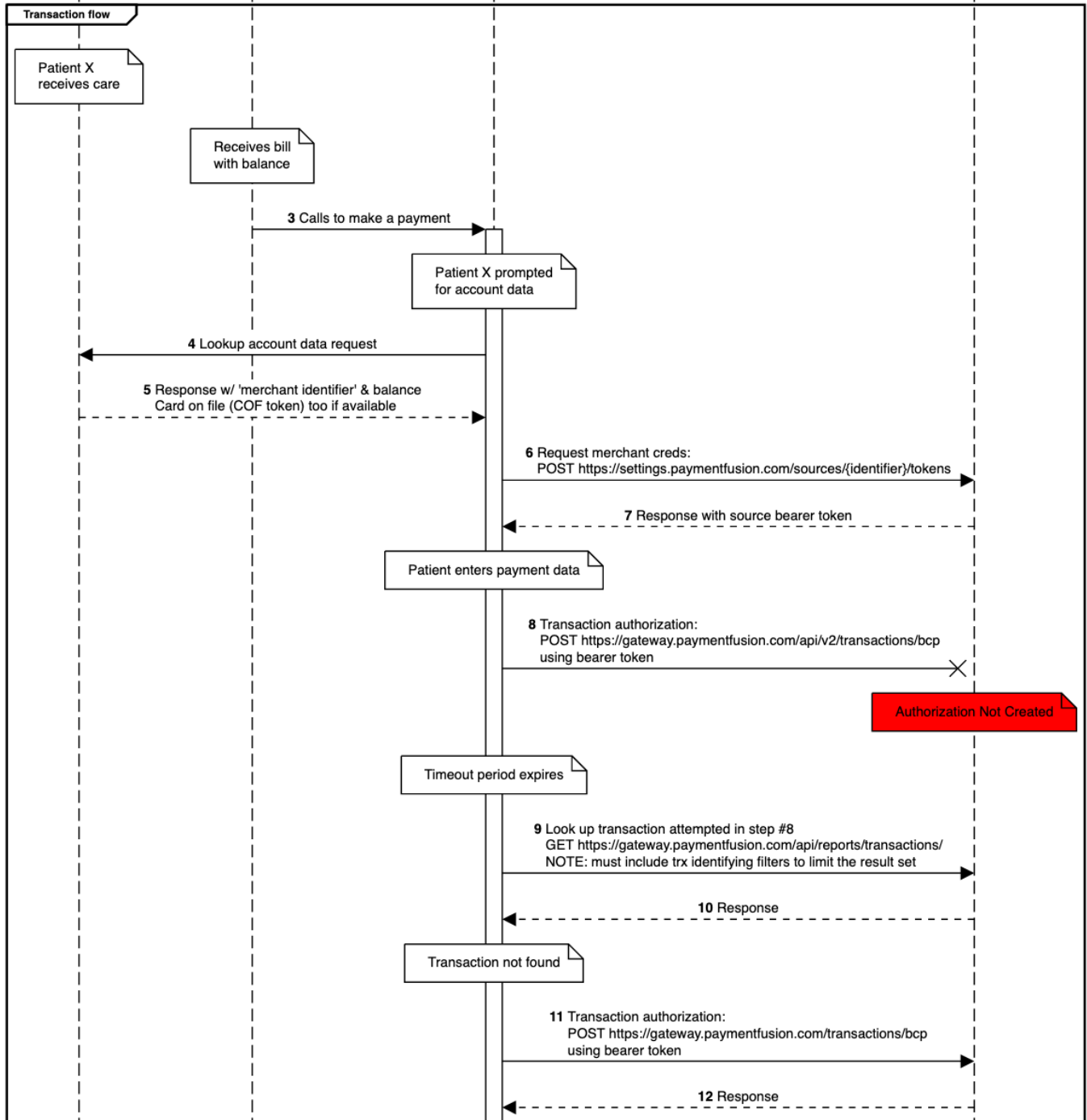
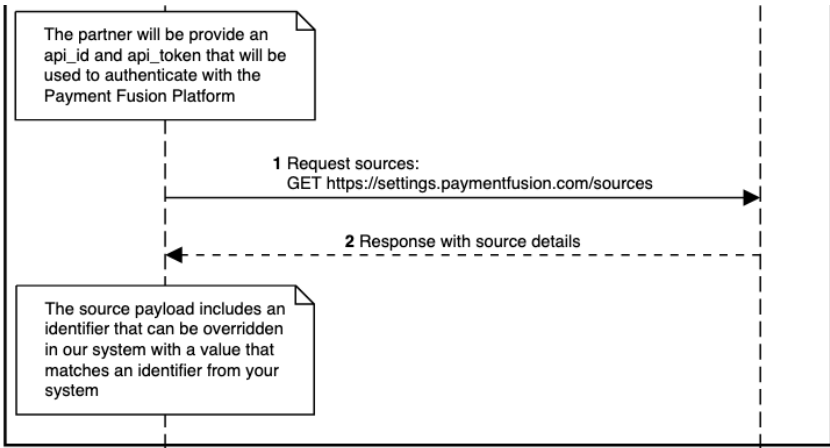
```

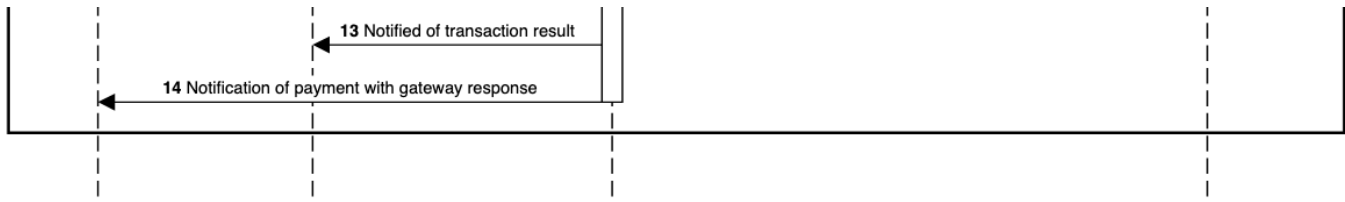
Search

In the event that a payment authorization request fails to provide a response it is expected that the partner software will make a request of the reporting endpoint to determine if the authorization exists and determine if the transaction can be recovered. The following diagram details this failure scenarios:

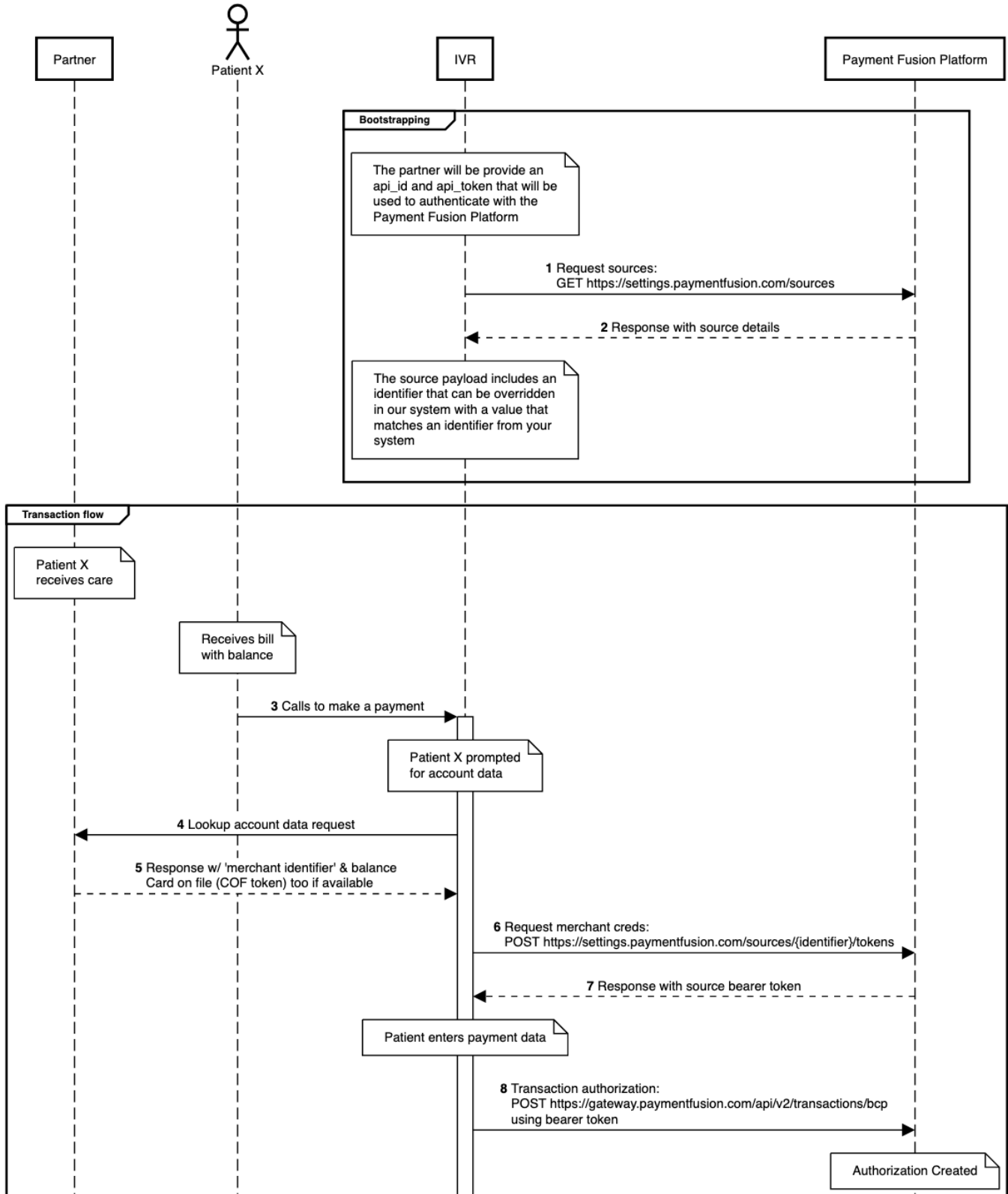
IVR Workflow: Authorization Not Created

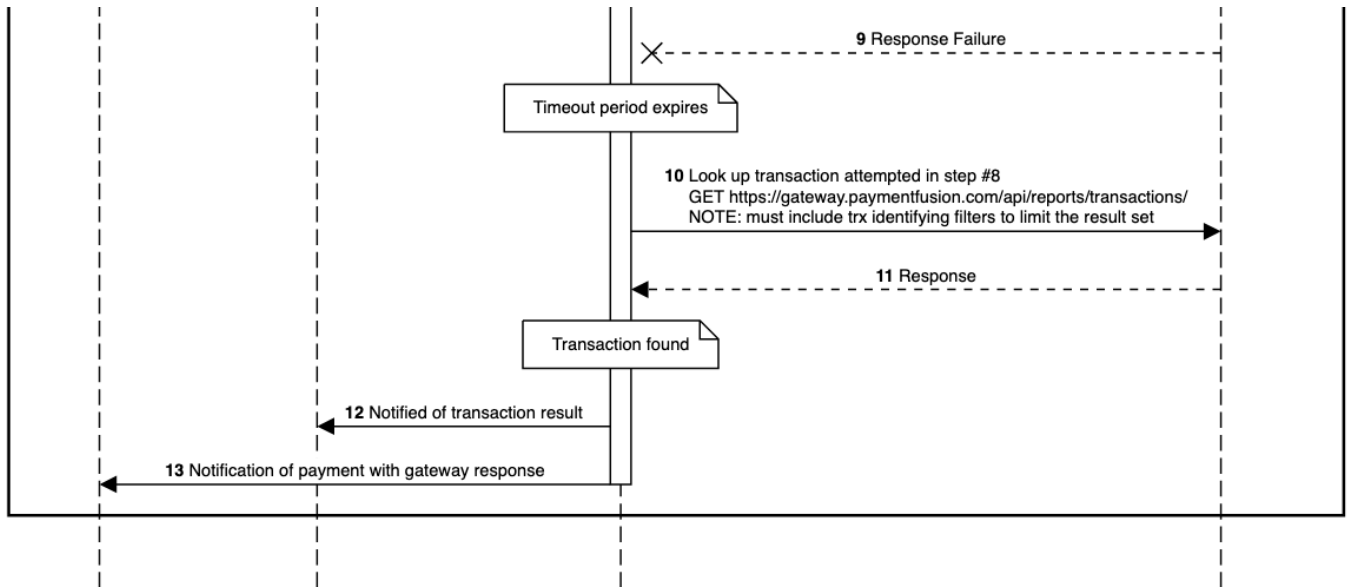






IVR workflow: Authorization Not Sent Back





Request details:

URL: <https://gateway-sandbox.paymentfusion.com/api/reports/transactions>

Verb: POST

Headers:

- **Content-Type:** The Content-Type entity header is used to indicate the media type of the resource.
Example: application/json
- **Authorization:** bearer token obtained from /sources/:id/tokens request
Example: Authorization:Bearer <token>

Request Body:

```

{
  "BeginDate": "2020-03-18T00:00:00.000Z",
  "TransactionType": "Sale",
  "InvoiceNumber": "11145"
}
  
```

- **NOTE:** **BeginDate** is in Complete ISO-8601 date format

Response:

```

{
  "Transactions": [
    {
      "PnRef": 179801,
      "InvoiceNumber": "11145",
      "TransactionTimestamp": "2020-03-17T18:15:41.8300000",
      "AuthorizationTimestamp": "2020-03-17T18:15:41.8300000",
      "MerchantKey": 13835,
      "UserName": "pf13835",
      "ResellerKey": 100,
    }
  ]
}
  
```

```
    "PaymentType": "AMEX",
    "TransactionType": "Sale",
    "Processor": "LOOPBACK",
    "VoidFlag": "0",
    "SettleFlag": "0",
    "IP": "24.8.231.45",
    "BatchNumber": "0",
    "Adjusted": "0",
    "TransactionFinishTimestamp": "2020-03-17T18:15:42.7470000",
    "ProcessorRequestTimestamp": "2020-03-17T18:15:41.1470000",
    "ProcessorResponseTimestamp": "2020-03-17T18:15:42.6830000",
    "ReversalFlag": "0",
    "EntryMode": "ICC",
    "CardDetail": {
      "Token": "",
      "MaskedPAN": "XXXXXXXXXXXX1003",
      "NameOnCard": "UAT USA/Test Card 13",
      "AuthorizationAmount": 0.0000,
      "TipAmount": 0.0000,
      "TotalAmount": 30.0100,
      "CashBackAmount": 0.0000,
      "SurchargeAmount": 0.0000,
      "AccountType": "AMEX",
      "ResultCode": "12",
      "ResultText": "Decline - DEMO",
      "ApprovalCode": "",
      "HostReferenceNumber": "179801",
      "Level3Amount": 0.0000,
      "CardExpiration": "0120"
    },
    "CustomFields": [],
    "AssociatedTransactions": [],
    "Tags": []
  },
  ],
  "Pagination": {
    "CurrentPageNumber": 1,
    "PageSize": 20,
    "TotalRecordCount": 1
  }
}
```