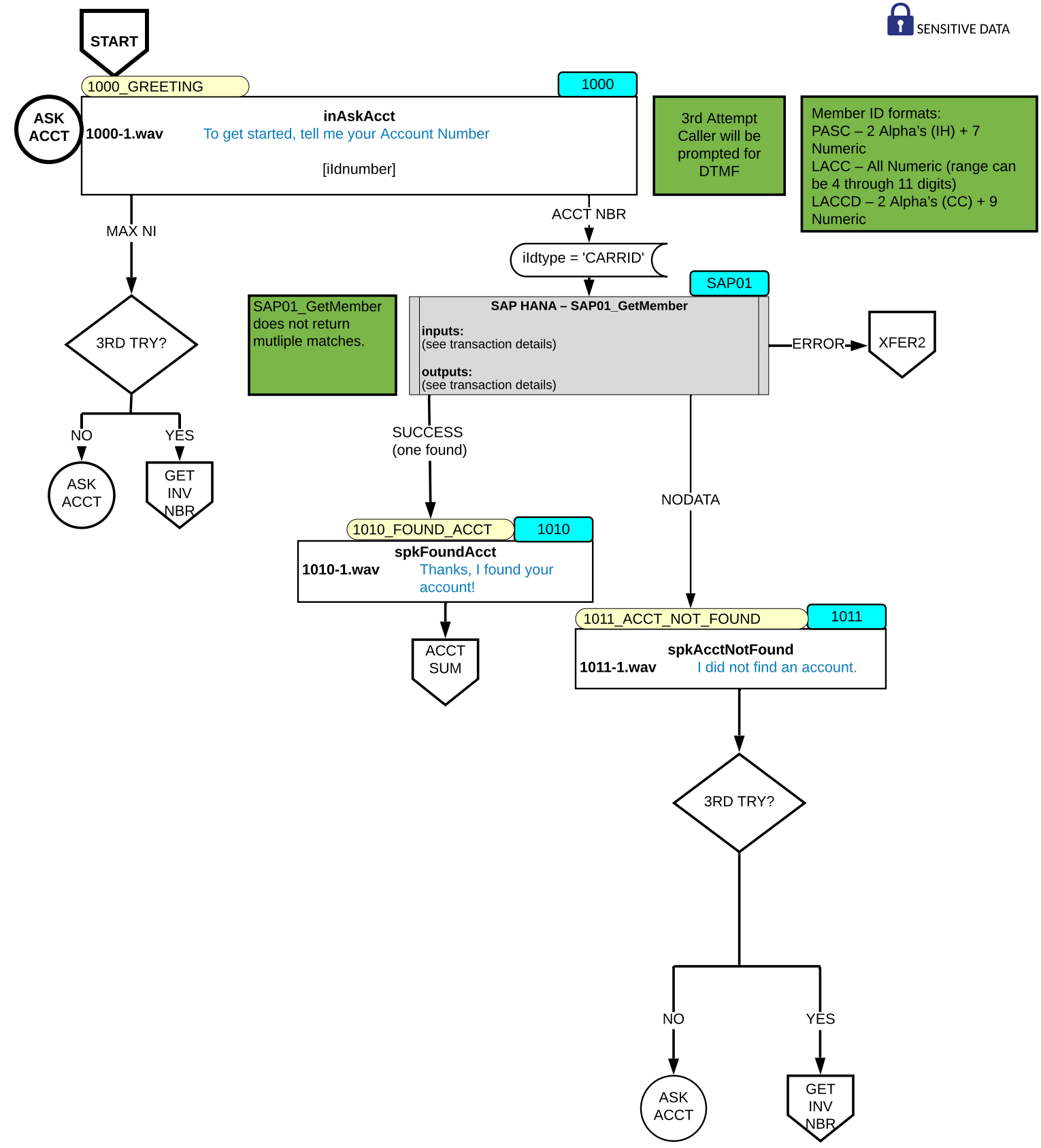
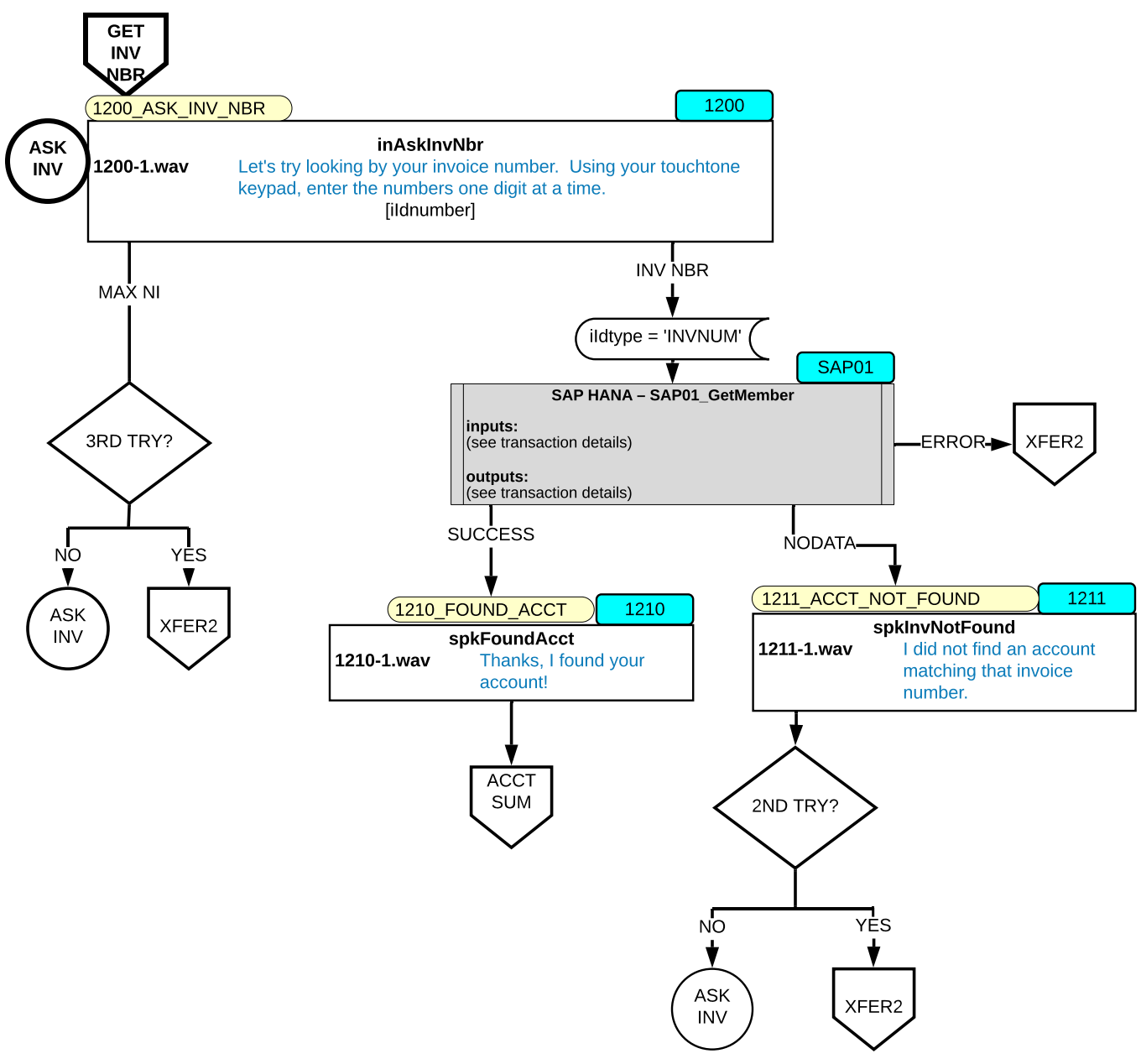
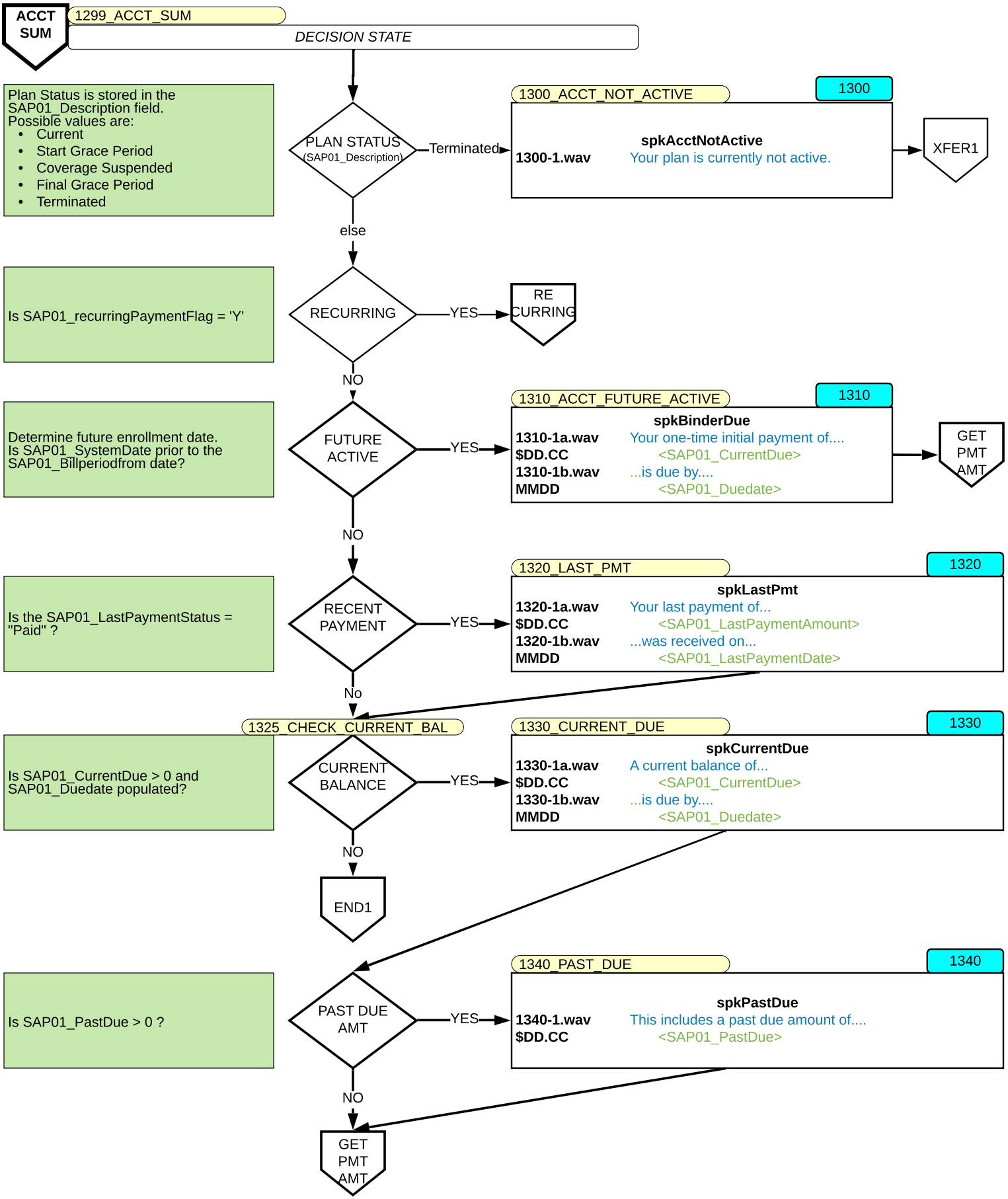
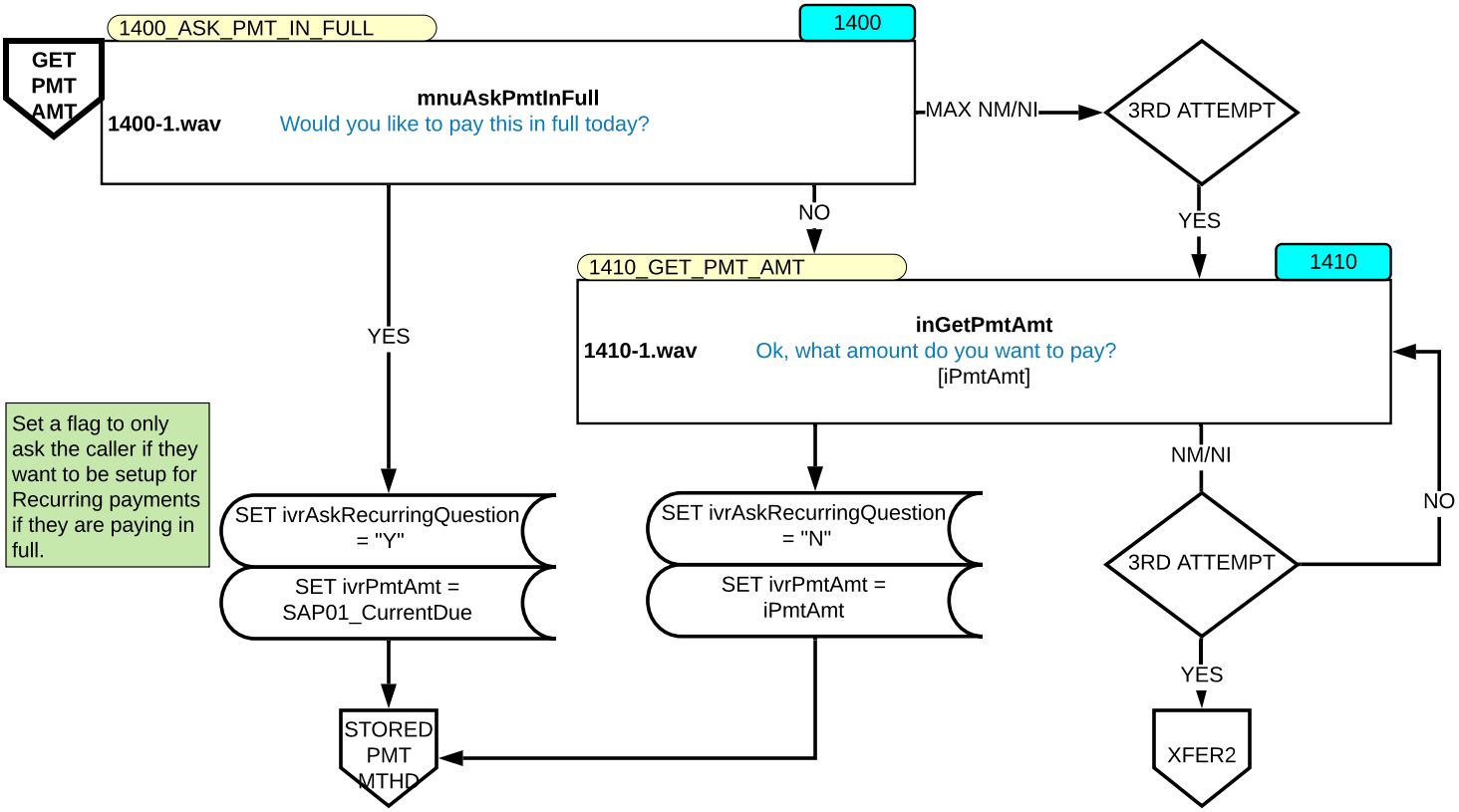
LA Care BillPay IVR Call Flow

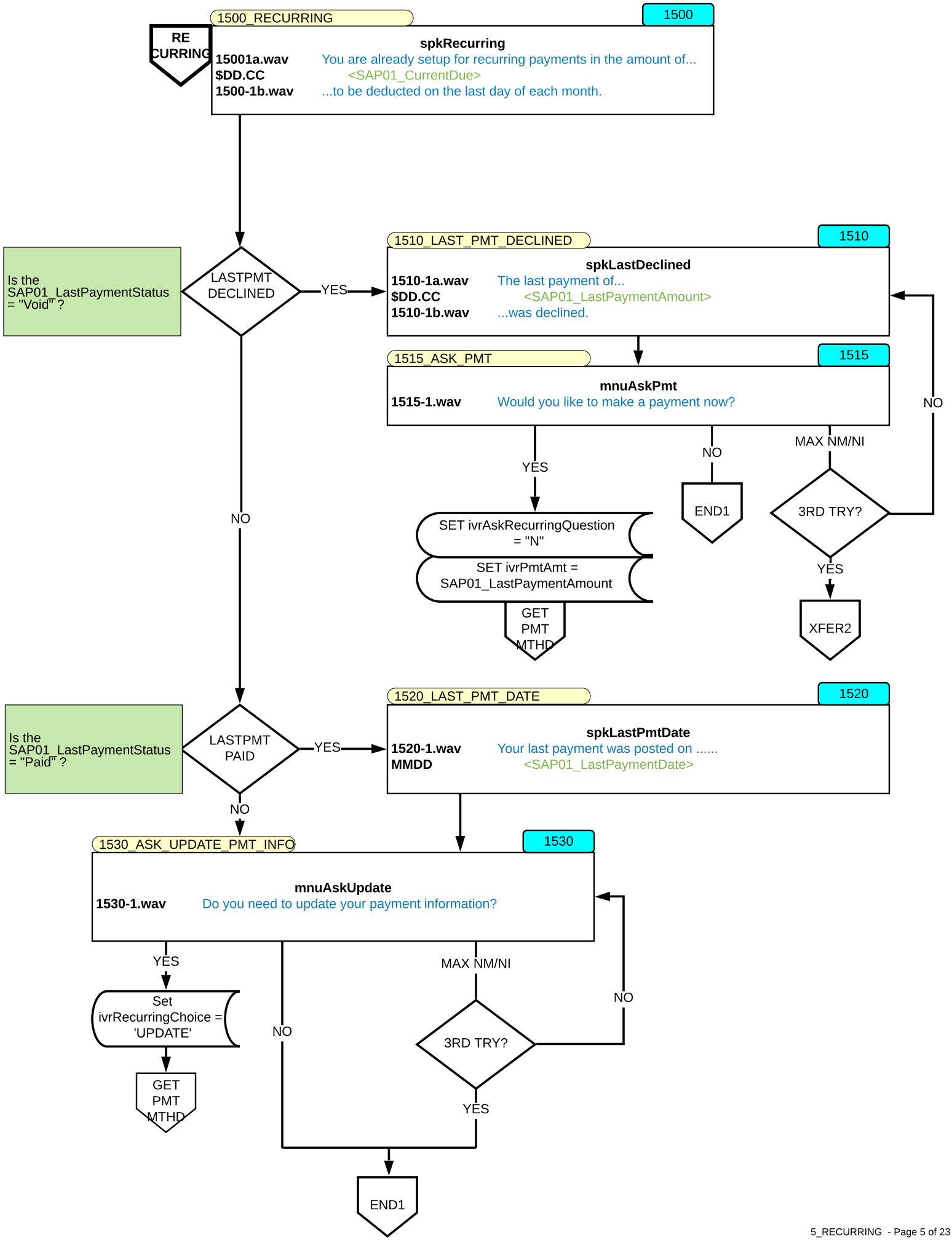


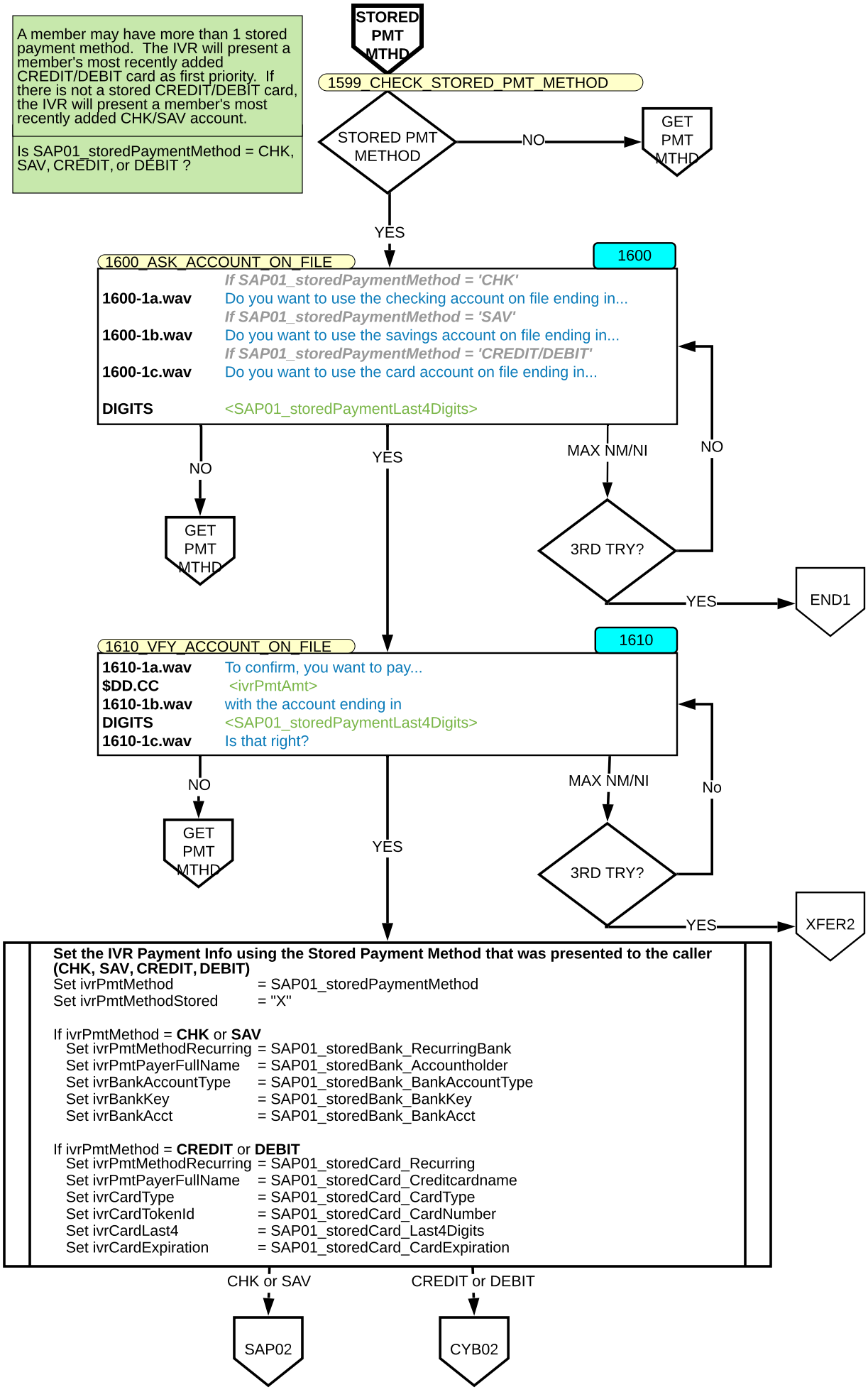


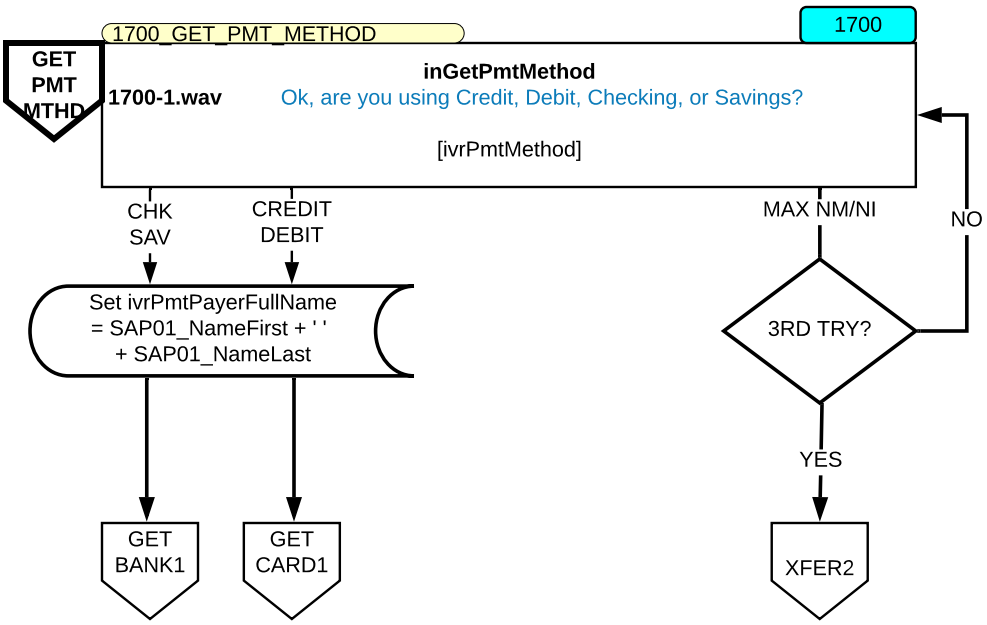
2_GETINVNBR - Page 2 of 23

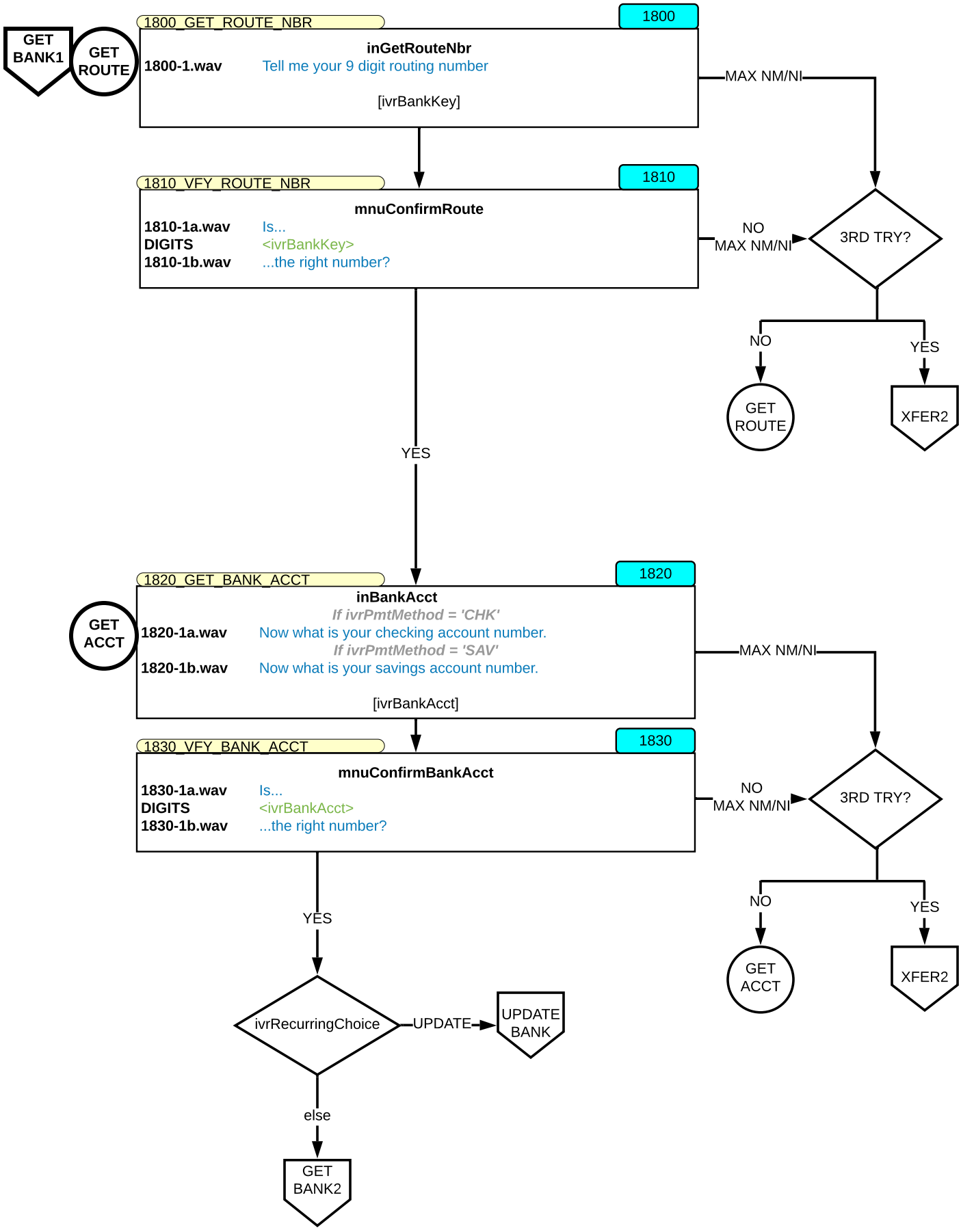

ACCT SUM
1299_ACCT_SUM
DECISION STATE
Plan Status is stored in the SAP01_Description field. Possible values are:
Current
Start Grace Period
Coverage Suspended
Final Grace Period
Terminated
PLAN STATUS (SAP01_Description)
Terminated
1300_ACCT_NOT_ACTIVE
1300
spkAcctNotActive
1300-1.wav
Your plan is currently not active.
XFER1
else
Is SAP01_recurringPaymentFlag = 'Y'
RECURRING
YES
RE CURRING
NO
Determine future enrollment date. Is SAP01_SystemDate prior to the SAP01_Billperiodfrom date?
FUTURE ACTIVE
YES
1310_ACCT_FUTURE_ACTIVE
1310
spkBinderDue
1310-1a.wav
Your one-time initial payment of....
$DD.CC
<SAP01_CurrentDue>
1310-1b.wav
...is due by....
MMDD
<SAP01_Duedate>
GET PMT AMT
NO
Is the SAP01_LastPaymentStatus = "Paid" ?
RECENT PAYMENT
YES
1320_LAST_PMT
1320
spkLastPmt
1320-1a.wav
Your last payment of...
$DD.CC
<SAP01_LastPaymentAmount>
1320-1b.wav
...was received on...
MMDD
<SAP01_LastPaymentDate>
No
1325_CHECK_CURRENT_BAL
Is SAP01_CurrentDue > 0 and SAP01_Duedate populated?
CURRENT BALANCE
YES
1330_CURRENT_DUE
1330
spkCurrentDue
1330-1a.wav
A current balance of...
$DD.CC
<SAP01_CurrentDue>
1330-1b.wav
...is due by....
MMDD
<SAP01_Duedate>
NO
END1
Is SAP01_PastDue > 0 ?
PAST DUE AMT
YES
1340_PAST_DUE
1340
spkPastDue
1340-1.wav
This includes a past due amount of....
$DD.CC
<SAP01_PastDue>
NO
GET PMT AMT

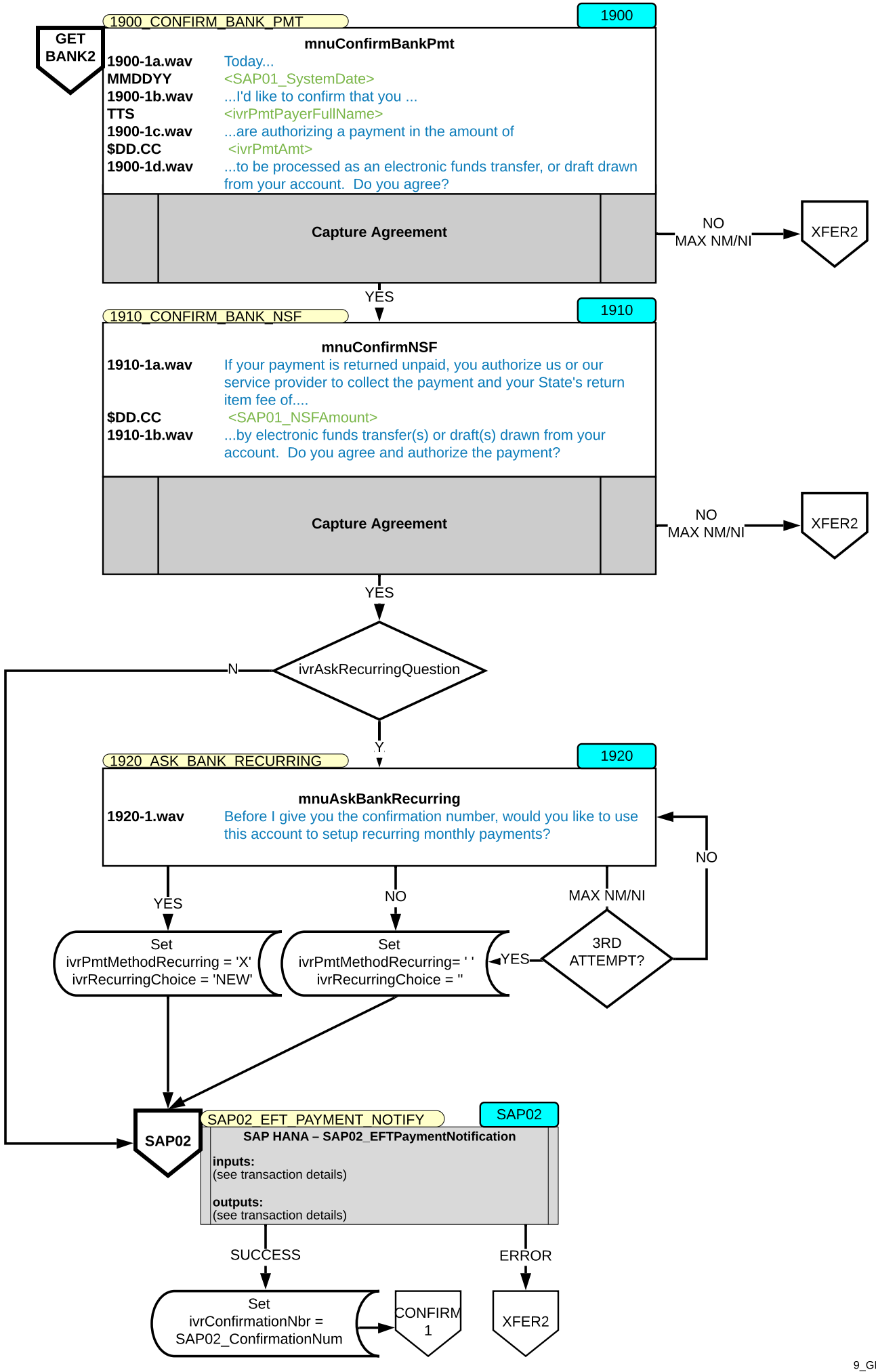

GET PMT AMT
1400_ASK_PMT_IN_FULL
1400
mnuAskPmtInFull
1400-1.wav
Would you like to pay this in full today?
MAX NM/NI
3RD ATTEMPT
YES
NO
1410_GET_PMT_AMT
1410
inGetPmtAmt
1410-1.wav
Ok, what amount do you want to pay?
[iPmtAmt]
YES
NM/NI
NO
Set a flag to only ask the caller if they want to be setup for Recurring payments if they are paying in full.
SET ivrAskRecurringQuestion = "Y"
SET ivrPmtAmt = SAP01_CurrentDue
SET ivrAskRecurringQuestion = "N"
SET ivrPmtAmt = iPmtAmt
3RD ATTEMPT
YES
STORED PMT MTHD
XFER2

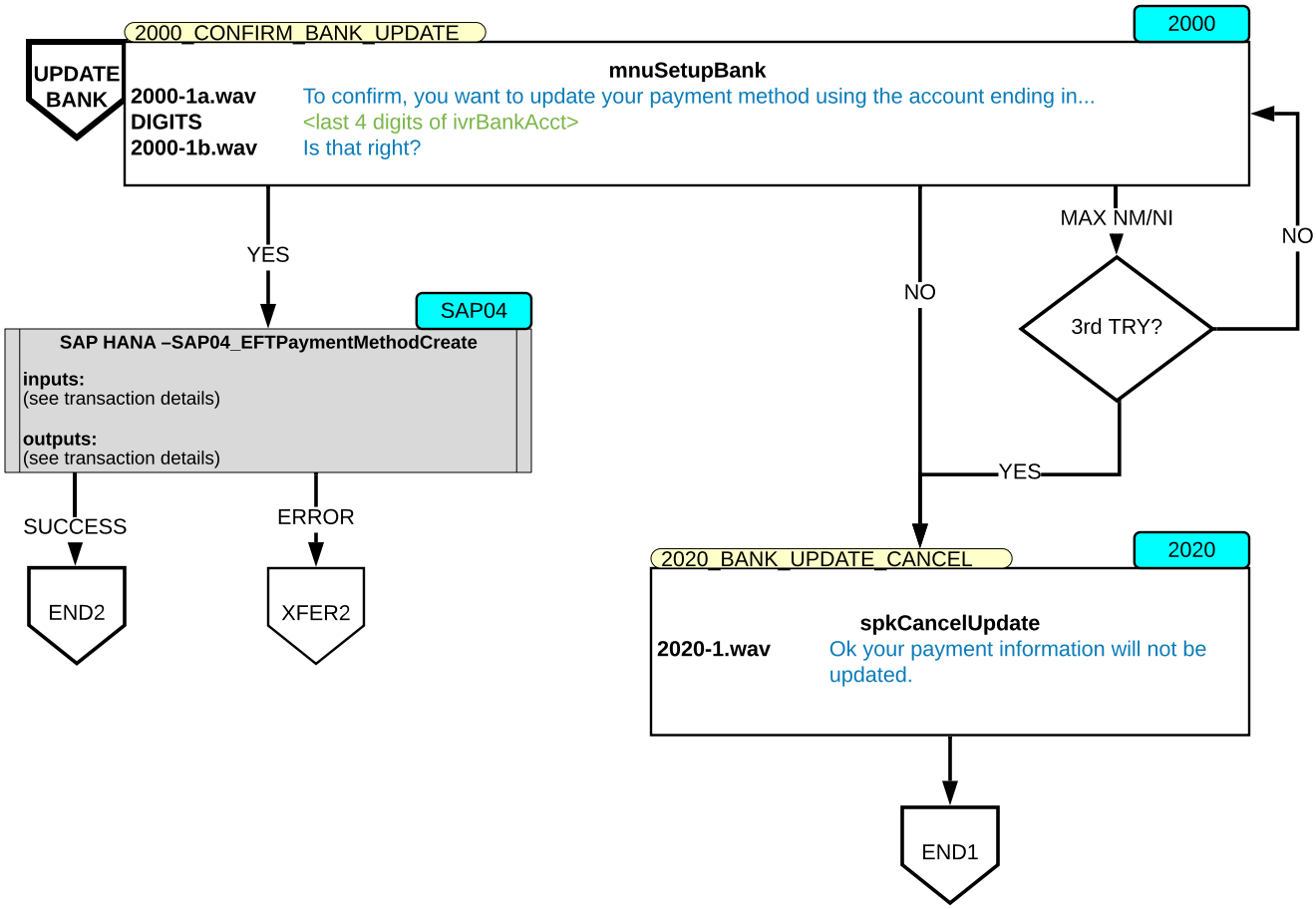

RE CURRING
1500_RECURRING
1500
spkRecurring
15001a.wav
You are already setup for recurring payments in the amount of...
$DD.CC
<SAP01_CurrentDue>
1500-1b.wav
...to be deducted on the last day of each month.
Is the SAP01_LastPaymentStatus = "Void" ?
LASTPMT DECLINED
YES
1510_LAST_PMT_DECLINED
1510
spkLastDeclined
1510-1a.wav
The last payment of...
$DD.CC
<SAP01_LastPaymentAmount>
1510-1b.wav
...was declined.
1515_ASK_PMT
1515
mnuAskPmt
1515-1.wav
Would you like to make a payment now?
NO
YES
NO
MAX NM/NI
END1
3RD TRY?
YES
SET ivrAskRecurringQuestion = "N"
SET ivrPmtAmt = SAP01_LastPaymentAmount
GET PMT MTHD
XFER2
NO
Is the SAP01_LastPaymentStatus = "Paid" ?
LASTPMT PAID
YES
1520_LAST_PMT_DATE
1520
spkLastPmtDate
1520-1.wav
Your last payment was posted on .....
MMDD
<SAP01_LastPaymentDate>
NO
1530_ASK_UPDATE_PMT_INFO
1530
mnuAskUpdate
1530-1.wav
Do you need to update your payment information?
YES
MAX NM/NI
NO
Set ivrRecurringChoice = 'UPDATE'
NO
3RD TRY?
GET PMT MTHD
YES
END1

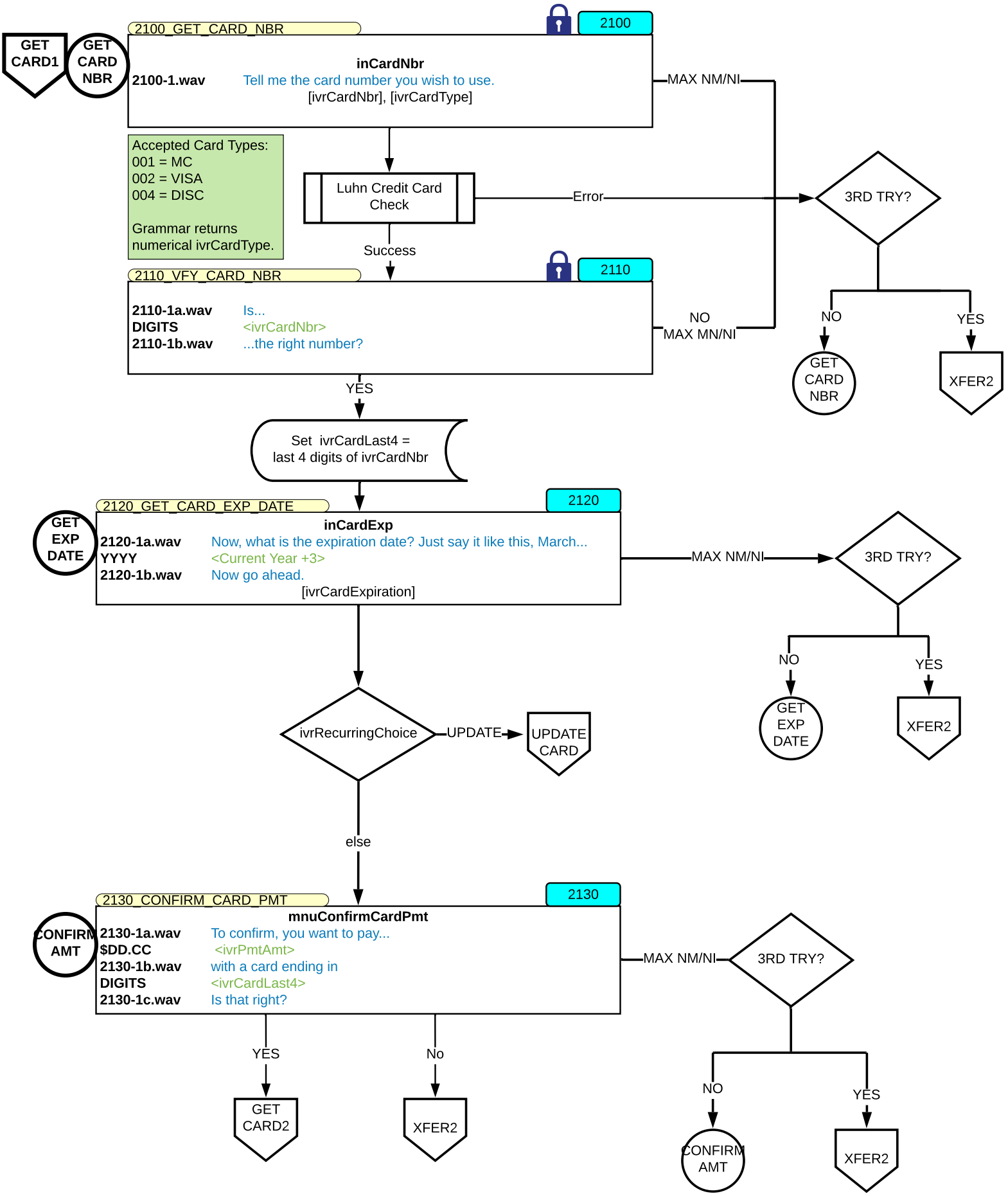

A member may have more than 1 stored payment method. The IVR will present a member's most recently added CREDIT/DEBIT card as first priority. If there is not a stored CREDIT/DEBIT card, the IVR will present a member's most recently added CHK/SAV account.
Is SAP01_storedPaymentMethod = CHK, SAV, CREDIT, or DEBIT ?
STORED PMT MTHD
1599_CHECK_STORED_PMT_METHOD
STORED PMT METHOD
NO
GET PMT MTHD
YES
1600_ASK_ACCOUNT_ON_FILE
1600
If SAP01_storedPaymentMethod = 'CHK'
1600-1a.wav Do you want to use the checking account on file ending in...
If SAP01_storedPaymentMethod = 'SAV'
1600-1b.wav Do you want to use the savings account on file ending in...
If SAP01_storedPaymentMethod = 'CREDIT/DEBIT'
1600-1c.wav Do you want to use the card account on file ending in...
DIGITS <SAP01_storedPaymentLast4Digits>
NO
YES
MAX NM/NI
NO
GET PMT MTHD
3RD TRY?
YES
END1
1610_VFY_ACCOUNT_ON_FILE
1610
1610-1a.wav To confirm, you want to pay...
$DD.CC <ivrPmtAmt>
1610-1b.wav with the account ending in
DIGITS <SAP01_storedPaymentLast4Digits>
1610-1c.wav Is that right?
NO
YES
MAX NM/NI
No
GET PMT MTHD
3RD TRY?
YES
XFER2
Set the IVR Payment Info using the Stored Payment Method that was presented to the caller (CHK, SAV, CREDIT, DEBIT)
Set ivrPmtMethod = SAP01_storedPaymentMethod
Set ivrPmtMethodStored = "X"
If ivrPmtMethod = CHK or SAV
Set ivrPmtMethodRecurring = SAP01_storedBank_RecurringBank
Set ivrPmtPayerFullName = SAP01_storedBank_Accountholder
Set ivrBankAccountType = SAP01_storedBank_BankAccountType
Set ivrBankKey = SAP01_storedBank_BankKey
Set ivrBankAcct = SAP01_storedBank_BankAcct
If ivrPmtMethod = CREDIT or DEBIT
Set ivrPmtMethodRecurring = SAP01_storedCard_Recurring
Set ivrPmtPayerFullName = SAP01_storedCard_Creditcardname
Set ivrCardType = SAP01_storedCard_CardType
Set ivrCardTokenId = SAP01_storedCard_CardNumber
Set ivrCardLast4 = SAP01_storedCard_Last4Digits
Set ivrCardExpiration = SAP01_storedCard_CardExpiration
CHK or SAV
CREDIT or DEBIT
SAP02
CYB02

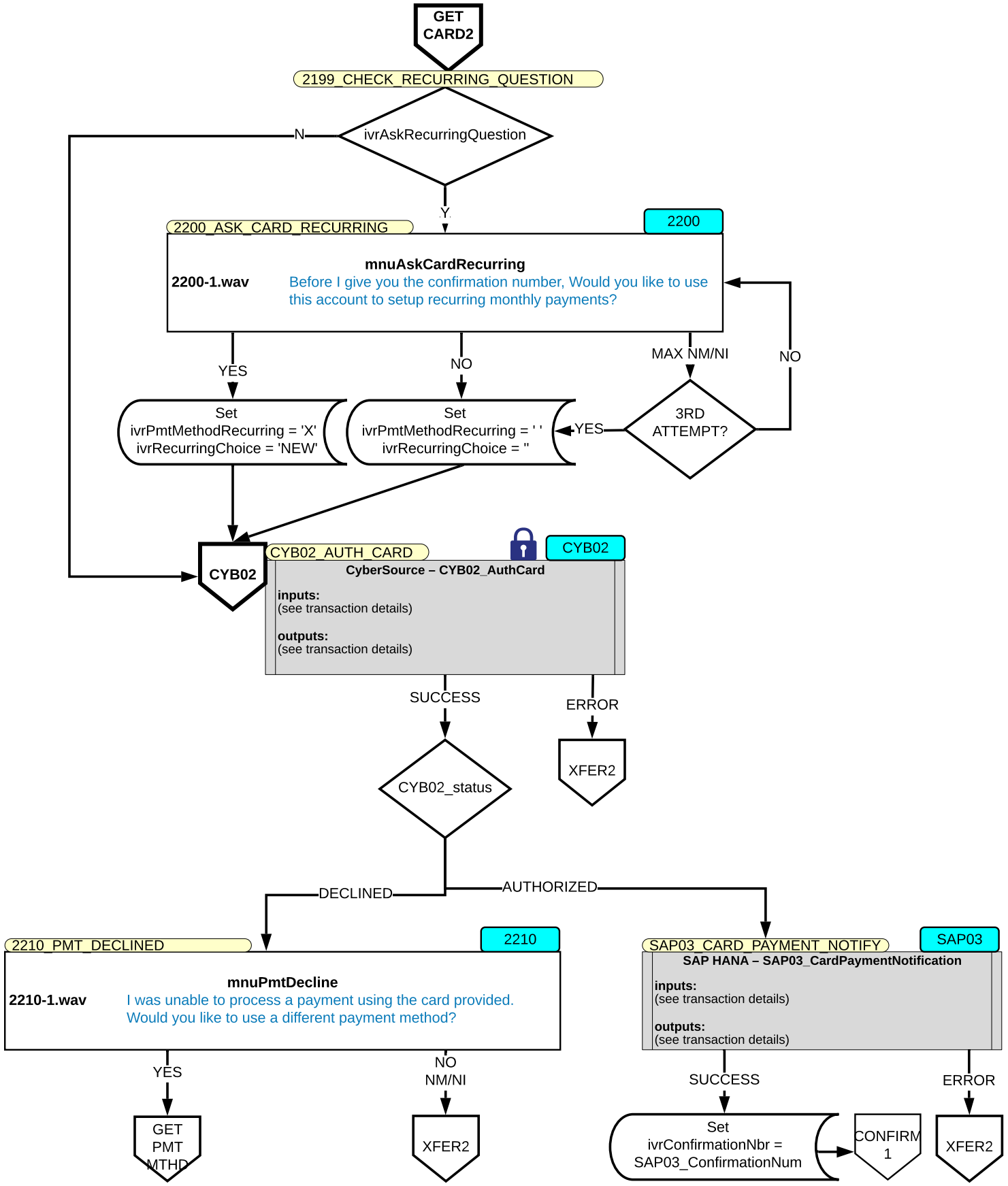

GET PMT MTHD
1700_GET_PMT_METHOD
1700
inGetPmtMethod
1700-1.wav
Ok, are you using Credit, Debit, Checking, or Savings?
[ivrPmtMethod]
CHK SAV
CREDIT DEBIT
MAX NM/NI
NO
Set ivrPmtPayerFullName = SAP01_NameFirst + ' ' + SAP01_NameLast
3RD TRY?
YES
GET BANK1
GET CARD1
XFER2

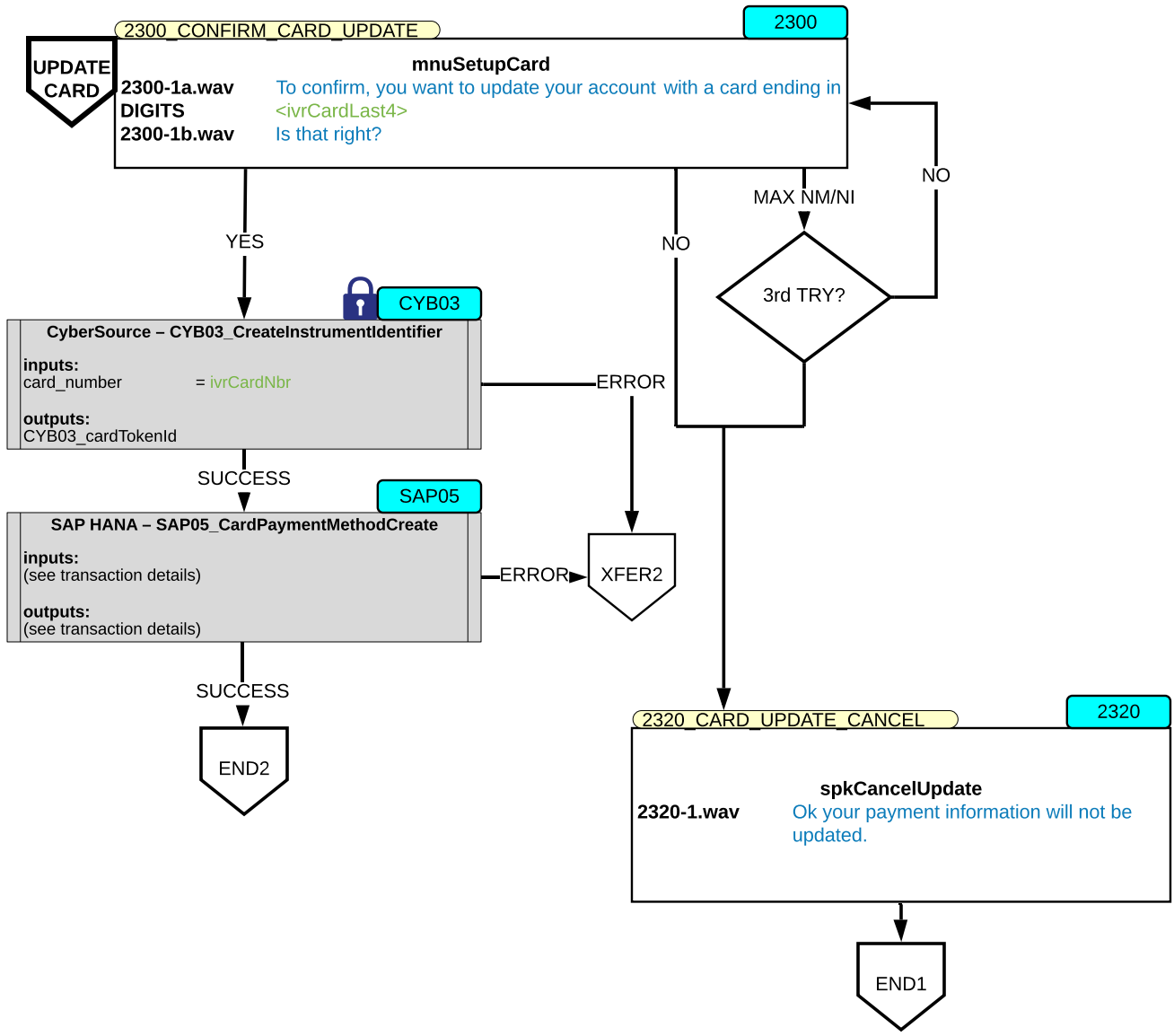

GET BANK1
GET ROUTE
1800_GET_ROUTE_NBR
1800
inGetRouteNbr
1800-1.wav
Tell me your 9 digit routing number
[ivrBankKey]
MAX NM/NI
1810_VFY_ROUTE_NBR
1810
mnuConfirmRoute
1810-1a.wav
Is...
DIGITS
<ivrBankKey>
1810-1b.wav
...the right number?
NO MAX NM/NI
3RD TRY?
NO
YES
GET ROUTE
XFER2
YES
GET ACCT
1820_GET_BANK_ACCT
1820
inBankAcct
If ivrPmtMethod = 'CHK'
1820-1a.wav
Now what is your checking account number.
If ivrPmtMethod = 'SAV'
1820-1b.wav
Now what is your savings account number.
[ivrBankAcct]
MAX NM/NI
1830_VFY_BANK_ACCT
1830
mnuConfirmBankAcct
1830-1a.wav
Is...
DIGITS
<ivrBankAcct>
1830-1b.wav
...the right number?
NO MAX NM/NI
3RD TRY?
NO
YES
GET ACCT
XFER2
YES
ivrRecurringChoice
UPDATE
UPDATE BANK
else
GET BANK2

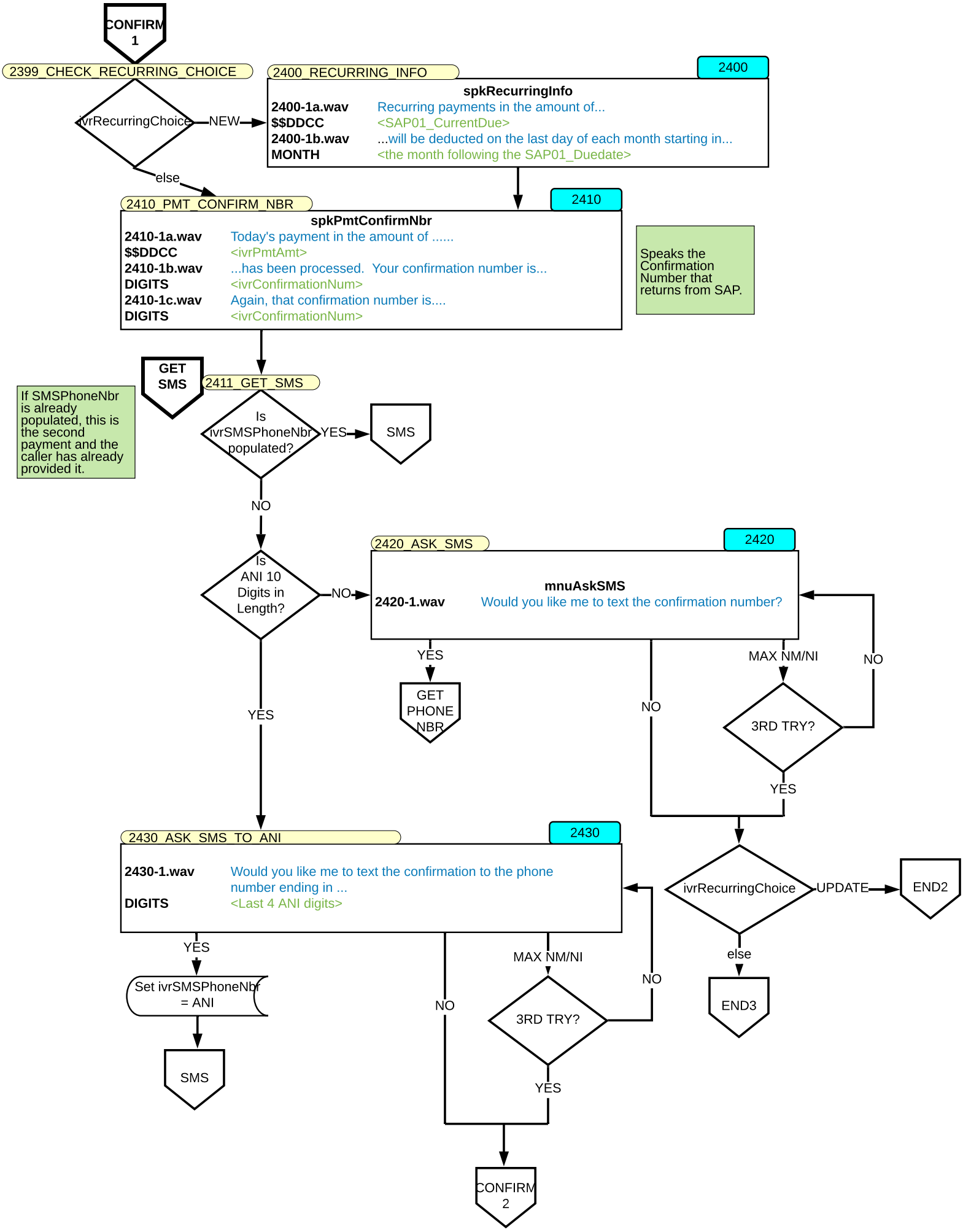

GET BANK2
1900_CONFIRM_BANK_PMT
1900
mnuConfirmBankPmt
1900-1a.wav Today...
MMDDYY <SAP01_SystemDate>
1900-1b.wav ...I'd like to confirm that you ...
TTS <ivrPmtPayerFullName>
1900-1c.wav ...are authorizing a payment in the amount of
$DD.CC <ivrPmtAmt>
1900-1d.wav ...to be processed as an electronic funds transfer, or draft drawn from your account. Do you agree?
Capture Agreement
NO
MAX NM/NI
XFER2
YES
1910_CONFIRM_BANK_NSF
1910
mnuConfirmNSF
1910-1a.wav If your payment is returned unpaid, you authorize us or our service provider to collect the payment and your State's return item fee of....
$DD.CC <SAP01_NSFAmount>
1910-1b.wav ...by electronic funds transfer(s) or draft(s) drawn from your account. Do you agree and authorize the payment?
Capture Agreement
NO
MAX NM/NI
XFER2
YES
ivrAskRecurringQuestion
N
Y
1920_ASK_BANK_RECURRING
1920
mnuAskBankRecurring
1920-1.wav Before I give you the confirmation number, would you like to use this account to setup recurring monthly payments?
YES
NO
MAX NM/NI
NO
Set
ivrPmtMethodRecurring = 'X'
ivrRecurringChoice = 'NEW'
Set
ivrPmtMethodRecurring= ' '
ivrRecurringChoice = ''
YES
3RD ATTEMPT?
SAP02
SAP02_EFT_PAYMENT_NOTIFY
SAP02
SAP HANA – SAP02_EFTPaymentNotification
inputs:
(see transaction details)
outputs:
(see transaction details)
SUCCESS
ERROR
Set
ivrConfirmationNbr =
SAP02_ConfirmationNum
CONFIRM 1
XFER2

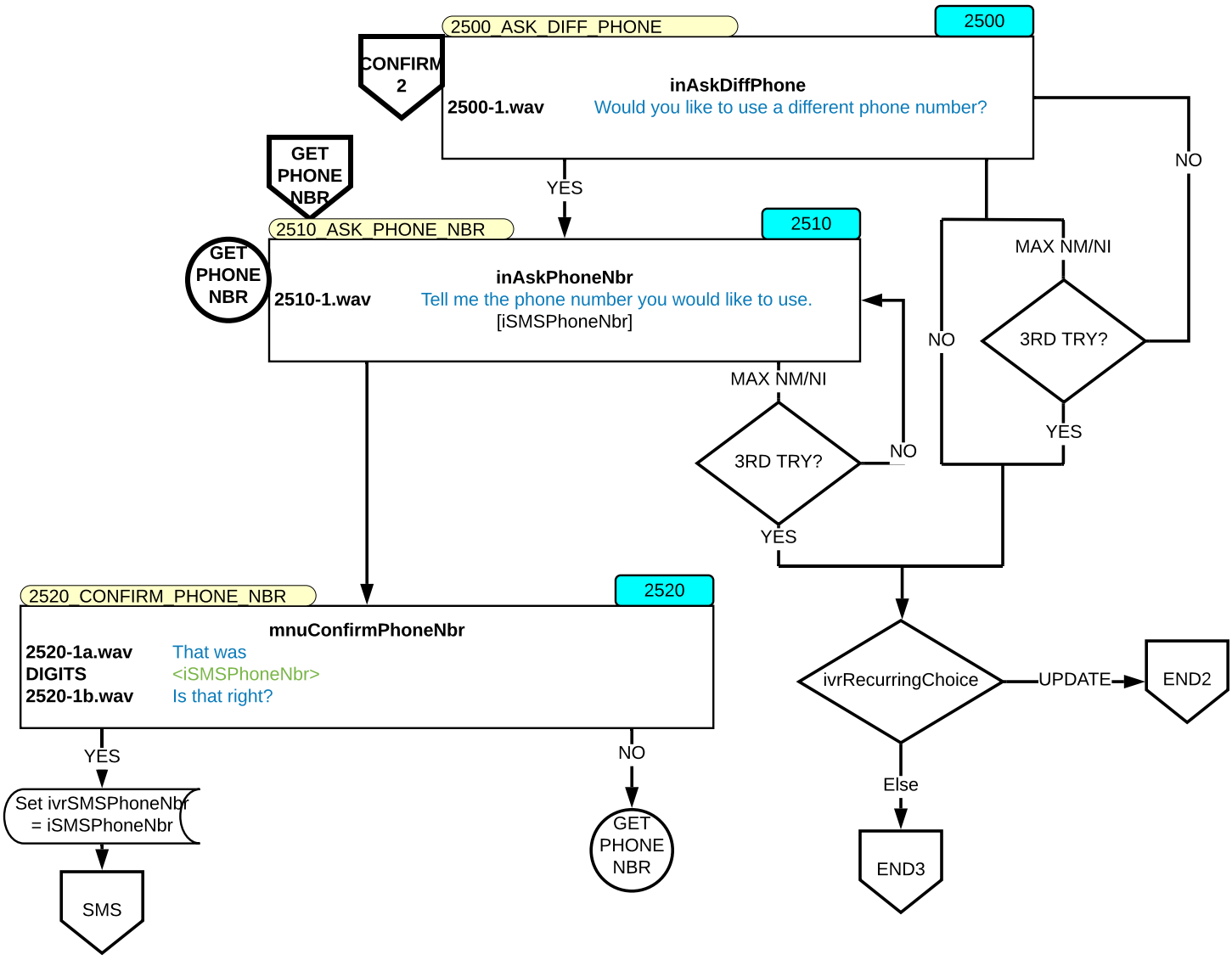

UPDATE BANK
2000_CONFIRM_BANK_UPDATE
2000
mnuSetupBank
2000-1a.wav
To confirm, you want to update your payment method using the account ending in...
DIGITS
<last 4 digits of ivrBankAcct>
2000-1b.wav
Is that right?
YES
NO
MAX NM/NI
3rd TRY?
NO
YES
SAP04
SAP HANA –SAP04_EFTPaymentMethodCreate
inputs:
(see transaction details)
outputs:
(see transaction details)
SUCCESS
ERROR
END2
XFER2
2020_BANK_UPDATE_CANCEL
2020
spkCancelUpdate
2020-1.wav
Ok your payment information will not be updated.
END1

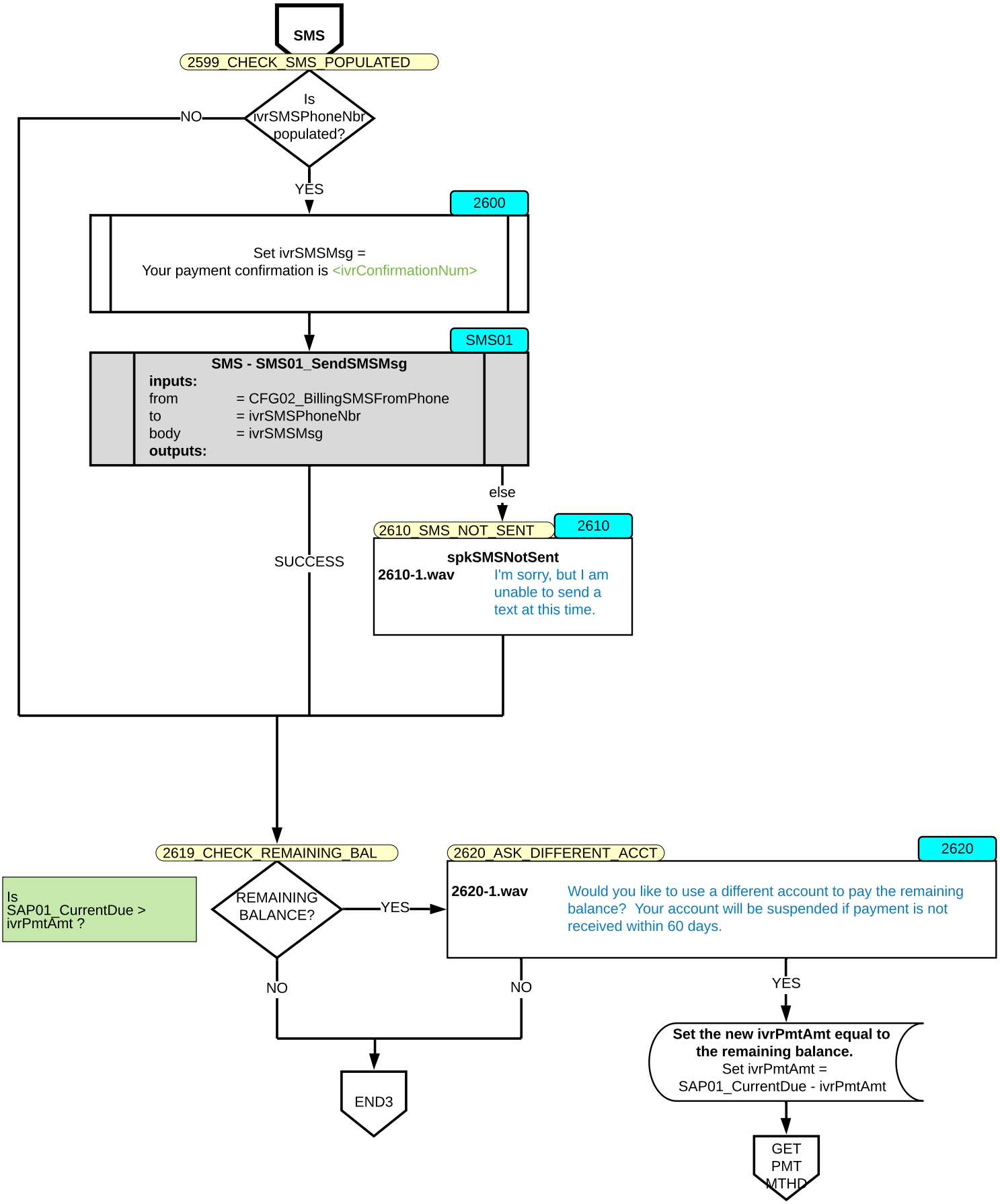

GET CARD1
GET CARD NBR
2100_GET_CARD_NBR
2100
inCardNbr
2100-1.wav
Tell me the card number you wish to use.
[ivrCardNbr], [ivrCardType]
MAX NM/NI
Accepted Card Types:
001 = MC
002 = VISA
004 = DISC
Grammar returns numerical ivrCardType.
Luhn Credit Card Check
Error
3RD TRY?
Success
2110_VFY_CARD_NBR
2110
2110-1a.wav
Is...
DIGITS
<ivrCardNbr>
2110-1b.wav
...the right number?
NO
MAX MN/NI
NO
YES
GET CARD NBR
XFER2
YES
Set ivrCardLast4 =
last 4 digits of ivrCardNbr
GET EXP DATE
2120_GET_CARD_EXP_DATE
2120
inCardExp
2120-1a.wav
Now, what is the expiration date? Just say it like this, March...
YYYY
<Current Year +3>
2120-1b.wav
Now go ahead.
[ivrCardExpiration]
MAX NM/NI
3RD TRY?
NO
YES
GET EXP DATE
XFER2
ivrRecurringChoice
UPDATE
UPDATE CARD
else
CONFIRM AMT
2130_CONFIRM_CARD_PMT
2130
mnuConfirmCardPmt
2130-1a.wav
To confirm, you want to pay...
$DD.CC
<ivrPmtAmt>
2130-1b.wav
with a card ending in
DIGITS
<ivrCardLast4>
2130-1c.wav
Is that right?
MAX NM/NI
3RD TRY?
YES
No
NO
YES
GET CARD2
XFER2
CONFIRM AMT
XFER2

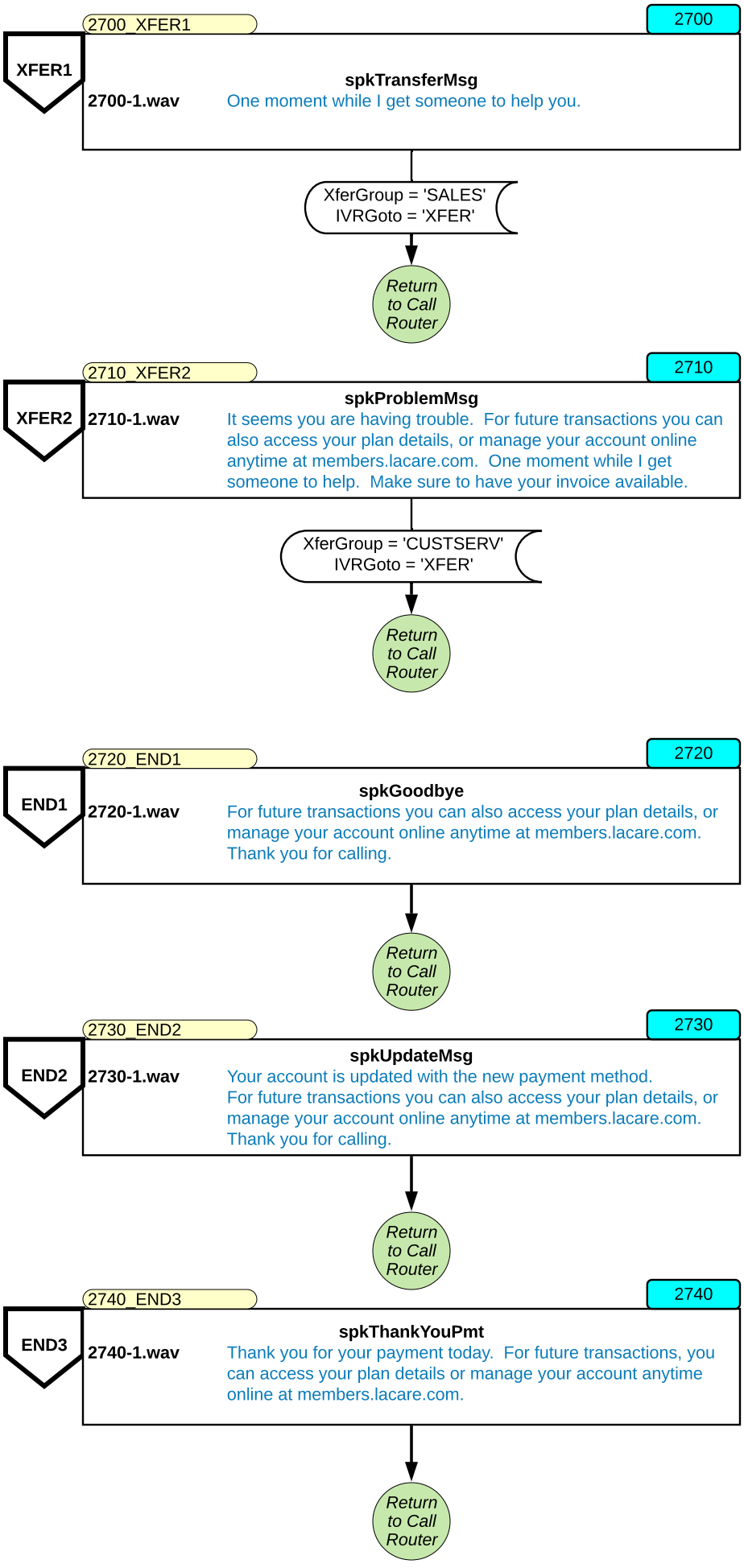

GET CARD2
2199_CHECK_RECURRING_QUESTION
ivrAskRecurringQuestion
N
Y
2200_ASK_CARD_RECURRING
2200
mnuAskCardRecurring
2200-1.wav
Before I give you the confirmation number, Would you like to use this account to setup recurring monthly payments?
YES
NO
MAX NM/NI
NO
Set ivrPmtMethodRecurring = 'X' ivrRecurringChoice = 'NEW'
Set ivrPmtMethodRecurring = ' ' ivrRecurringChoice = ''
YES
3RD ATTEMPT?
CYB02
CYB02_AUTH_CARD
CYB02
CyberSource – CYB02_AuthCard
inputs:
(see transaction details)
outputs:
(see transaction details)
SUCCESS
ERROR
XFER2
CYB02_status
DECLINED
AUTHORIZED
2210_PMT_DECLINED
2210
mnuPmtDecline
2210-1.wav
I was unable to process a payment using the card provided. Would you like to use a different payment method?
YES
NO NM/NI
GET PMT MTHD
XFER2
SAP03_CARD_PAYMENT_NOTIFY
SAP03
SAP HANA – SAP03_CardPaymentNotification
inputs:
(see transaction details)
outputs:
(see transaction details)
SUCCESS
ERROR
Set ivrConfirmationNbr = SAP03_ConfirmationNum
CONFIRM 1
XFER2


UPDATE CARD
2300_CONFIRM_CARD_UPDATE
2300
mnuSetupCard
2300-1a.wav
To confirm, you want to update your account with a card ending in
DIGITS
<ivrCardLast4>
2300-1b.wav
Is that right?
YES
NO
MAX NM/NI
3rd TRY?
NO
CYB03
CyberSource – CYB03_CreateInstrumentIdentifier
inputs:
card_number = ivrCardNbr
outputs:
CYB03_cardTokenId
ERROR
SUCCESS
SAP05
SAP HANA – SAP05_CardPaymentMethodCreate
inputs:
(see transaction details)
outputs:
(see transaction details)
ERROR
XFER2
SUCCESS
END2
2320_CARD_UPDATE_CANCEL
2320
spkCancelUpdate
2320-1.wav
Ok your payment information will not be updated.
END1


CONFIRM 1
2399_CHECK_RECURRING_CHOICE
ivrRecurringChoice
NEW
else
2400_RECURRING_INFO
2400
spkRecurringInfo
2400-1a.wav Recurring payments in the amount of...
$$DDCC <SAP01_CurrentDue>
2400-1b.wav ...will be deducted on the last day of each month starting in...
MONTH <the month following the SAP01_Duedate>
2410_PMT_CONFIRM_NBR
2410
spkPmtConfirmNbr
2410-1a.wav Today's payment in the amount of .....
$$DDCC <ivrPmtAmt>
2410-1b.wav ...has been processed. Your confirmation number is...
DIGITS <ivrConfirmationNum>
2410-1c.wav Again, that confirmation number is....
DIGITS <ivrConfirmationNum>
Speaks the Confirmation Number that returns from SAP.
GET SMS
2411_GET_SMS
If SMSPhoneNbr is already populated, this is the second payment and the caller has already provided it.
Is ivrSMSPhoneNbr populated?
YES
SMS
NO
Is ANI 10 Digits in Length?
NO
2420_ASK_SMS
2420
mnuAskSMS
2420-1.wav Would you like me to text the confirmation number?
YES
GET PHONE NBR
MAX NM/NI
NO
3RD TRY?
YES
NO
YES
2430_ASK_SMS_TO_ANI
2430
2430-1.wav Would you like me to text the confirmation to the phone number ending in ...
DIGITS <Last 4 ANI digits>
ivrRecurringChoice
UPDATE
END2
else
END3
YES
Set ivrSMSPhoneNbr = ANI
SMS
MAX NM/NI
NO
3RD TRY?
NO
YES
CONFIRM 2


2500_ASK_DIFF_PHONE
2500
CONFIRM 2
inAskDiffPhone
2500-1.wav
Would you like to use a different phone number?
YES
NO
GET PHONE NBR
2510_ASK_PHONE_NBR
2510
GET PHONE NBR
inAskPhoneNbr
2510-1.wav
Tell me the phone number you would like to use.
[iSMSPhoneNbr]
MAX NM/NI
3RD TRY?
NO
YES
MAX NM/NI
3RD TRY?
NO
YES
2520_CONFIRM_PHONE_NBR
2520
mnuConfirmPhoneNbr
2520-1a.wav
That was
DIGITS
<iSMSPhoneNbr>
2520-1b.wav
Is that right?
YES
NO
Set ivrSMSPhoneNbr = iSMSPhoneNbr
SMS
GET PHONE NBR
ivrRecurringChoice
UPDATE
END2
Else
END3


SMS
2599_CHECK_SMS_POPULATED
Is ivrSMSPhoneNbr populated?
NO
YES
2600
Set ivrSMSMsg =
Your payment confirmation is <ivrConfirmationNum>
SMS01
SMS - SMS01_SendSMSMsg
inputs:
from = CFG02_BillingSMSFromPhone
to = ivrSMSPhoneNbr
body = ivrSMSMsg
outputs:
else
SUCCESS
2610_SMS_NOT_SENT
2610
spkSMSNotSent
2610-1.wav
I'm sorry, but I am unable to send a text at this time.
2619_CHECK_REMAINING_BAL
Is SAP01_CurrentDue > ivrPmtAmt ?
REMAINING BALANCE?
YES
NO
2620_ASK_DIFFERENT_ACCT
2620
2620-1.wav
Would you like to use a different account to pay the remaining balance? Your account will be suspended if payment is not received within 60 days.
NO
YES
Set the new ivrPmtAmt equal to the remaining balance.
Set ivrPmtAmt =
SAP01_CurrentDue - ivrPmtAmt
END3
GET PMT MTHD


2700_XFER1
2700
XFER1
spkTransferMsg
2700-1.wav
One moment while I get someone to help you.
XferGroup = 'SALES'
IVRGoto = 'XFER'
Return to Call Router
2710_XFER2
2710
XFER2
spkProblemMsg
2710-1.wav
It seems you are having trouble. For future transactions you can also access your plan details, or manage your account online anytime at members.lacare.com. One moment while I get someone to help. Make sure to have your invoice available.
XferGroup = 'CUSTSERV'
IVRGoto = 'XFER'
Return to Call Router
2720_END1
2720
END1
spkGoodbye
2720-1.wav
For future transactions you can also access your plan details, or manage your account online anytime at members.lacare.com. Thank you for calling.
Return to Call Router
2730_END2
2730
END2
spkUpdateMsg
2730-1.wav
Your account is updated with the new payment method.
For future transactions you can also access your plan details, or manage your account online anytime at members.lacare.com. Thank you for calling.
Return to Call Router
2740_END3
2740
END3
spkThankYouPmt
2740-1.wav
Thank you for your payment today. For future transactions, you can access your plan details or manage your account anytime online at members.lacare.com.
Return to Call Router

SAP HANA – SAP01_GetMember

/api/SAP/GetMemberPremiumPaymentPortal

inputs:

idnumber	= ildnumber	The account number or invoice number.
idtype	= ildtype	Use 'CARRID' for member number. Use 'INVNUM' for invoice number.

outputs:

~ Billing Reference	
SAP01_Idtype	Id type passed by consuming application
SAP01_Idnumber	Id number passed by consuming application
SAP01_Partner	FS-CD Business Partner
SAP01_InsObject	FS-CD Insurance Object
SAP01_NameLast	Member Last Name
SAP01_NameFirst	Member First Name
SAP01_SystemDate	SAP System Date
~ Enrollment Details	
SAP01_Billperiodfrom	Plan effective date from Enrollment table
~Billing Details	
SAP01_Description	Account Status. (i.e. Current, Start Grace Period, Coverage Suspended, Final Grace Period, Terminated)
SAP01_Duedate	Due date for the current due
SAP01_PastDue	Past Due amount
SAP01_CurrentDue	Current due amount
SAP01_NSFAmount	NSF fee amount
~ Last Payment	
SAP01_LastPaymentStatus	Last Payment Status – Paid or Void
SAP01_LastPaymentDate	Last Payment Date
SAP01_LastPaymentAmount	Last Payment Amount
~ Recurring Payment Method	
SAP01_recurringPaymentFlag	(derived) Set to Y if there is a recurring card or recurring bank
~ Stored Payment Method	
SAP01_storedPaymentMethod	Stored Payment Method (CHK, SAV, CREDIT, DEBIT)
SAP01_storedPaymentLast4Digits	Last 4 digits of storedBank_BankAcct or storedCard_Last4Digits
SAP01_storedBank_BankKey	FSCD Bank Key
SAP01_storedBank_BankAcct	FSCD Bank Account Number
SAP01_storedBank_Accountholder	Bank account holder name
SAP01_storedBank_BankAccountType	Bank account type (CHK, SAV)
SAP01_storedCard_CardNumber	Card token number
SAP01_storedCard_CardType	Card Institute (001 = VISA, 002 = MC, 004 = DISC.)
SAP01_storedCard_Creditcardname	Card account holder name
SAP01_storedCard_CardExpiration	Card Expiration. Format is MM/YYYY
SAP01_storedCard_Last4Digits	Last four digits of card
SAP01_storedCard_CreditOrDebit	Card type (CREDIT, DEBIT) (can be null)

Stored Payment Method logic.
A member may have more than 1 Stored Payment Method on SAP. The IVR will present only 1 of those to the caller. The IVR will present a member's most recently added CREDIT/DEBIT card as first priority. If there is not a stored CREDIT/DEBIT card, the IVR will present a member's most recently added CHK/SAV account.

SAP HANA – SAP02_EFTPaymentNotification

/api/SAP/HealthXEFTPaymentPortal

inputs:

Businesspartner	= SAP01_Partner	Business Partner Id received in Get member details
Insobject	= SAP01_Insobject	Insurance Object received in Get member details
BankKey	= ivrBankKey	Routing number provided by caller
BankAcct	= ivrBankAcct	Bank Account Number provided by Caller
Accountholder	= ivrPmtPayerFullName	Account Holder name provided by Caller
BankAccountType	= ivrBankAccountType	Bank account type provided by caller (CHK or SAV)
RecurringBank	= ivrPmtMethodRecurring	Pseudo Boolean, where X represents true (space is false)
StoredBank	= ivrPmtMethodStored	Pseudo Boolean, where X represents true (space is false)
PaymentAmount	= ivrPmtAmt	Payment Amount provided by caller

outputs:

SAP02_ConfirmationNum	Payment Confirmation Number (i.e. 300000000105)

SAP HANA – SAP03_CardPaymentNotification

/api/SAP/<< TBD >>

inputs:

Businesspartner	= SAP01_Partner	Business Partner Id received in Get member details
Insobject	= SAP01_Insobject	Insurance Object received in Get member details
subscriberID	= CYB02_cardTokenId	Payment Token Returned by CyberSource
Type	= ivrCardType	001 = VISA, 002 = MC, 004 = DISC. Determined by grammar at GET CARD NBR
Name	= ivrPmtPayerFullName	
Expiration	= ivrCardExpiration	Format is MM/YYYY
Recurring	= ivrPmtMethodRecurring	Pseudo Boolean, where X represents true (space is false)
Stored	= ivrPmtMethodStored	Pseudo Boolean, where X represents true (space is false)
Last4Digits	= ivrCardLast4	Last 4 digits of Credit Card
Paymentamount	= ivrPmtAmt	Amount paid set in IVR
ReferenceNumber	= CYB02_approvalCode	Cybersource reference Number

outputs:

SAP03_ConfirmationNum	Payment Confirmation Number (i.e. 300000000105)

SAP HANA – SAP04_EFTPaymentMethodCreate

/api/SAP/EFTPaymentMethodsPortal

inputs:

Businesspartner	= SAP01_Partner	Business Partner Id received in Get member details
Insobject	= SAP01_Insobject	Insurance Object received in Get member details
BankKey	= ivrBankKey	Routing number provided by caller
BankAcct	= ivrBankAcct	Bank Account Number provided by Caller
Accountholder	= ivrPmtPayerFullName	Account Holder name provided by Caller
Bankaccounttype	= ivrBankAccountType	Bank account type provided by caller (CHK or SAV)
RecurringBank	= "X"	Pseudo Boolean, where X represents true (space is false)
StoredBank	= "X"	Pseudo Boolean, where X represents true (space is false)
DeleteBank	= " "	Pseudo Boolean, where X represents true (space is false)

outputs:

SAP HANA – SAP05_CardPaymentMethodCreate

/api/SAP/HealthXCCPaymentPortal

inputs:

Businesspartner	= SAP01_Partner	Business Partner Id received in Get member details
Insobject	= SAP01_Insobject	Insurance Object received in Get member details
CardNumber	= CYB03_cardTokenId	Tokenized Card Id. (CyberSource instrument identifier for a credit card.)
CreditcardnameName	= ivrPmtPayerFullName	Credit card account holder name
CardType	= ivrCardType	001 = VISA, 002 = MC, 004 = DISC. Determined by grammar at GET CARD NBR
CardExpiration	= ivrCardExpiration	Format is MM/YYYY
Last4Digits	= ivrCardLast4	Last 4 digits of Credit Card
RecurringCard	= "X"	Pseudo Boolean, where X represents true (space is false)
StoredCard	= "X"	Pseudo Boolean, where X represents true (space is false)
DeleteCard	= " "	Pseudo Boolean, where X represents true (space is false)

outputs:

CyberSource – CYB02_AuthCard

Input a card_tokenId or a card_number.

inputs:

clientReference_code	= IVR.sessionid+"-" +paymentCount	A unique value for each card transaction. Concatenate sessionid and payment count.
card_tokenId	= ivrCardTokenId	Tokenized Card Id. (CyberSource instrument identifier for a credit card.)
card_number	= ivrCardNbr	Customer's actual credit card number.
card_expirationMonth	= ivrCardExpMM	Two-digit month in which the credit card expires. Format: MM
card_expirationYear	= ivrCardExpYYYY	Four-digit year in which the credit card expires. Format: YYYY
totalAmount	= ivrPmtAmt	Payment Amount provided by caller. Format (include decimal): NN.NN
first_name	=	
last_name	=	
actionTokenizeFlag	= true	If true, the cardTokenId is returned in the output.

outputs:

CYB02_submitTimeUtc	Time of request in UTC. Format: YYYY-MM-DDThh:mm:ssZ
CYB02_id	A unique identification number to identify the submitted request
CYB02_status	The status of the submitted transaction. Including: AUTHORIZED
CYB02_approvalCode	Authorization code. Numeric.
CYB02_responseCode	For most processors, this is the error message sent directly from the bank.
CYB02_errorReason	Additional error reason code that further describes the status.
CYB02_errorMessage	The detail message related to the status and errorReason.
CYB02_cardTokenId	The Id of the Instrument Identifier Token (for the tokenized card).

Pos
·AUT
·PAR
·AUT
·AUT
·PEN
·PEN
·DEC
·INV
-SER

CyberSource – CYB03_CreateInstrumentIdentifier

Input a card number and receive an instrumentIdentifier.

inputs:

card_number	= ivrCardNbr	Customer's actual credit card number.

outputs:

CYB03_cardTokenId	The Id of the Instrument Identifier Token (for the tokenized card).

Need to do CreatePaymentIdentifier instead.