EXTENDED WEB SERVICE REFERENCE DOCUMENT

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EXTENDED WEB SERVICE

DEBITSUCCESS TECHNOLOGY STACK

Our extended web services enable integration with all aspects of the Debitsuccess Total Billing Solution, including the ability to manage complex client payment variations. Detailed client, call and audit data which is gathered throughout the billing and credit control process is accessible on demand.
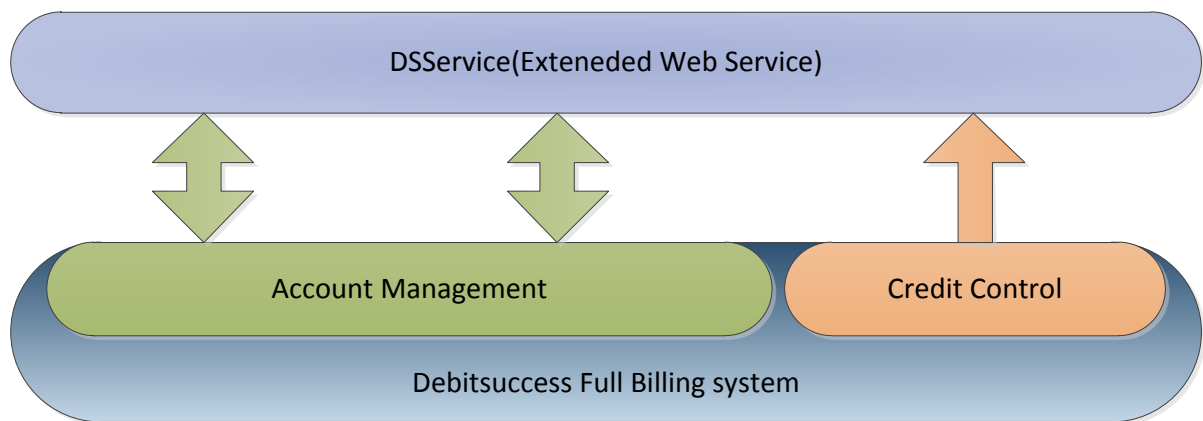

Figure 1: The Stack

CREDIT CONTROL PROCESS:

Figure 2 contains the Debitsuccess's credit control process in detail a distinct process.

- The extended web service allows credit control call notes to b queried.

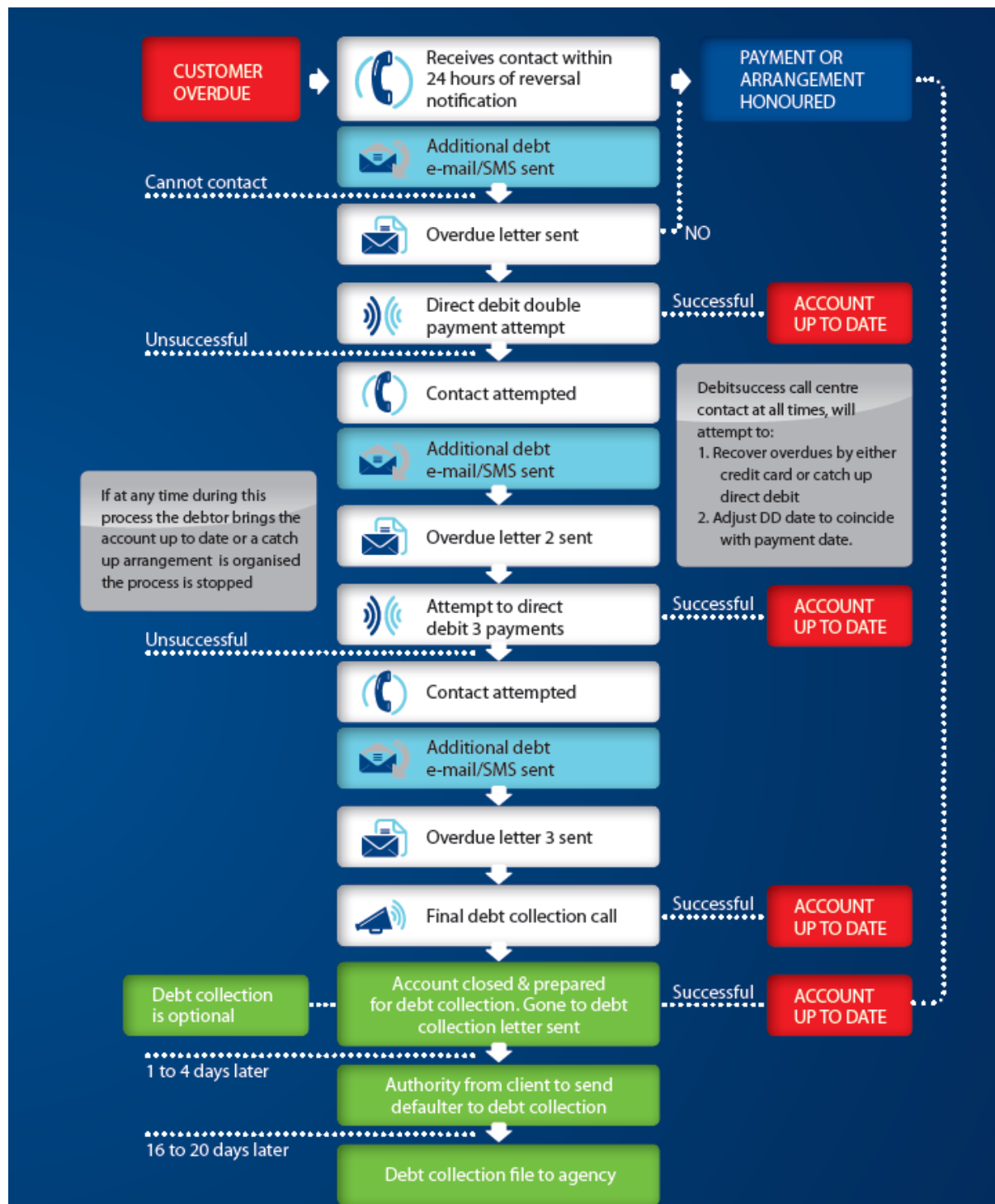- Debt collection payment history via the credit control process to be queried.

Figure 2: Credit Control Process

PROCESS FLOW: MESSAGE ERROR HANDLING

ERROR HANDLING

This section contains a process flow example of how a web service consumer can handle message error codes. Figure 3 illustrates an example of this error handling use case.

STANDARD ERROR:

In Figure 3, a request has been send to the web service to post a new account by the consumer of the web service. The consumer of the web service will then inspect the response content for error codes. The request can be reposted once the request message content has been corrected based on the error code.

RECOVERABLE ERROR:

The following codes are recoverable; these error codes are return when the request has passed validation but processing of the message has failed to complete. In this case the user of the web service can implemented a failed message queue to repost failed request made to the web service as seen in Figure 3.

Code	Description
01	The server is not available
05	Request Time out
09	Failed to complete the process
11	Timeout/Deadlock Error - Please retry

NON-RECOVERABLE ERROR:

Code	Description
06	Unknown exception occurred during processing of this message

Post Customer Account

Web Service Consumer	Web Service

Post Customer account

Authenticate Request — NO → Send Failure Response → Fix Authentication repost Post Customer account

Yes

Verify Request — No → Send Failure Response → Fix Post Customer account message – Re-Post Customer account

Yes

Process Request

Request Processed Sucessfully — NO → Send Failure Response → Is Error Recoverable

Is Error Recoverable:
- Yes → Re-Post Customer Account (queue)
- NO → Contact Debitsuccess

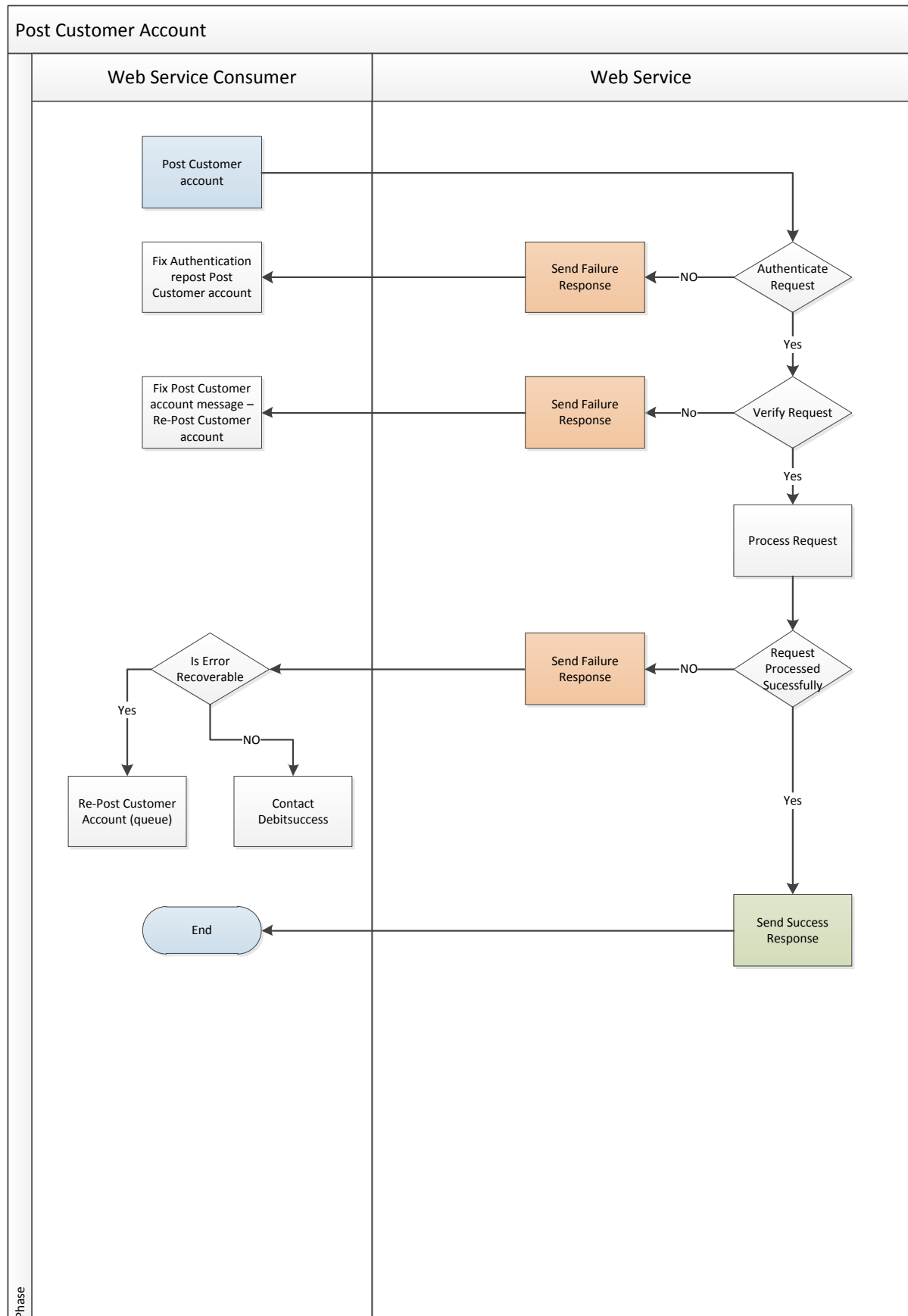Yes → Send Success Response → End

Figure 3: Error Handling Process

PROCESS FLOW: RECONCILLIATION

PAYMENT RECONCILIATION

This section provides information on how a consumer of the web service can possibly use the web service to reconcile a pay-out report with a customer's transaction history.

PAYMENT REPORT:

Debitsuccess Pay-out (Finance Department) process will send out weekly payment reports to a consumer of the web service. The weekly reports contain batch numbering for all transactions for the web consumer's customers and a date range (see Sample Pay-out Report Summary Only).

METHOD CALLS

The consumer of the web service can use the following web service methods to retrieve payment history either for an individual or for the all the consumer's customer.

- Get Payment History y Account ID
- Get Payment History By Date Range

Note: The search criteria needs to be inclusive of the batch range numbers (see Sample Pay-out Report Summary and Transaction)

RECONCILIATION:

With these methods and the payment history report the consumer of the web service can then reconcile transactions by using the consumer's own internal process. If any issue of discrepancy arises the consumer of the web service can resolve these directly with the Debitsuccess Finance department, this process is represented in Figure 4.

Tax Invoice

Some Company

9 Sample Road

Auckland

3138

DebitSuccess Pty Ltd

P.O. Box 577
Mt Waverley

VIC 3149
Ph: 1800 148848

Fax: 1800 777084

GST / ABN: XX XX XX XX
Some Company

Account:

Payment Summary Information

Payment Batches: 10/04/2012 (118247) to 16/04/2012 (118543)

	Amount
Total amount collected	$81,548.77
Less Commission on Direct Debit collections	$1,184.74
Less Commission on Credit Card / Other collections	$1,028.27
Less GST (at 10.00%) on Commission	$221.30
Less money collected by you	$936.90
Less Establishment fees paid by you	$0.00
Less Deductions (see attached summary)	$0.00
Plus your share of fees	$2,276.24
Distribution amount	$80,453.80
Paid into Bank Account: XXX-XX-XXXXXXXXX	$80,453.80

Status Summary Information

Current Clients (at end of period)	4480
Added for period	29
Cancelled for period	32
Net for period	-3

Printed On

Sample Pay-out Report Summary Only

Payments Report

Payment Batch Range: 118247 to 118543

Customer payments received

The transactions on this statement may include uncleared funds. Should the banks not honour such payments, they will appear as debits on your next statement.

Name	MTS	Reference	Your Reference	Particulars	Debit	Credit	Date	Balance
Meek, Penny	CC	FMXXXXXXX	FMOO88893529		-65.0		Mar 30	-$65.00
Wale, Catherine	DD	FMXXXXXXX	FMOO886499			16.95	Apr 10	-$48.05
Abbas, Fozia	DD	FMXXXXXXX	same			86.45	Apr 10	$38.40
Abbott, Tracey	CC	FMXXXXXXX				14.95	Apr 10	$53.35
Accetta, Andrea	CC	FMXXXXXXX	FMOO88894284			23.95	Apr 10	$77.30
Acfield, Jasmine	CO	FMXXXXXXX	FMOO88894092			16.95	Apr 10	$94.25
Acquaro, Nathan	DD	FMXXXXXXX	FMOO884050			19.95	Apr 10	$114.20
Adams, Jemima	DD	FMXXXXXXX	8 Eileen Ave, K			16.95	Apr 10	$131.15
Adams, Taury	DD	FMXXXXXXX	FMOO88896824			33.90	Apr 10	$165.05
Ahern, Nicki	DD	FMXXXXXXX	FMOO88893816			17.95	Apr 10	$183.00
Akesson, Christian	DD	FMXXXXXXX				16.95	Apr 10	$199.95
Akesson, Matthew	DD	FMXXXXXXX				16.95	Apr 10	$216.90
Albiston, Tara	CC	FMXXXXXXX	FMOO88894875			19.95	Apr 10	$236.85
Alder, Robert	DD	FMXXXXXXX	FMOO88894683			19.95	Apr 10	$256.80
Alderman, Tracey	CC	FMXXXXXXX	FMOO88895859			39.90	Apr 10	$296.70
Aleksic, Russell	DD	FMXXXXXXX	FMOO88895207			16.95	Apr 10	$313.65
Alexander, Brittany	DD	FMXXXXXXX	FMOO88895112			33.90	Apr 10	$347.55
Alexander, Sherryn	DD	FMXXXXXXX				16.95	Apr 10	$364.50
Allen, Bethany	CC	FMXXXXXXX	FMOO88895614			19.95	Apr 10	$384.45
Allies, Juanita	CC	FMXXXXXXX				16.95	Apr 10	$401.40
Allison, Tania	CC	FMXXXXXXX	FMOO887350			17.95	Apr 10	$419.35

Sample Pay-Out Transaction Report

Reconciliation Process

Web Service Consumer	Web Service	Debitsuccess

Receive Payment Report

Payment Report Send Via Email

Request Payment History

Fix Authentication Re-Post Request Payment History

Send Failure Response

NO

Authenticate Request

Yes

Fix Request Message- Repost Get Payment History

Send Failure Response

No

Verify Request

Yes

Process Request

Is Error Recoverable

Send Failure Response

NO

Request Processed Sucessfully

Yes

Re-Post Customer Account (queue)

Contact Debitsuccess

NO

User Reconciliation Process

Send Success Response
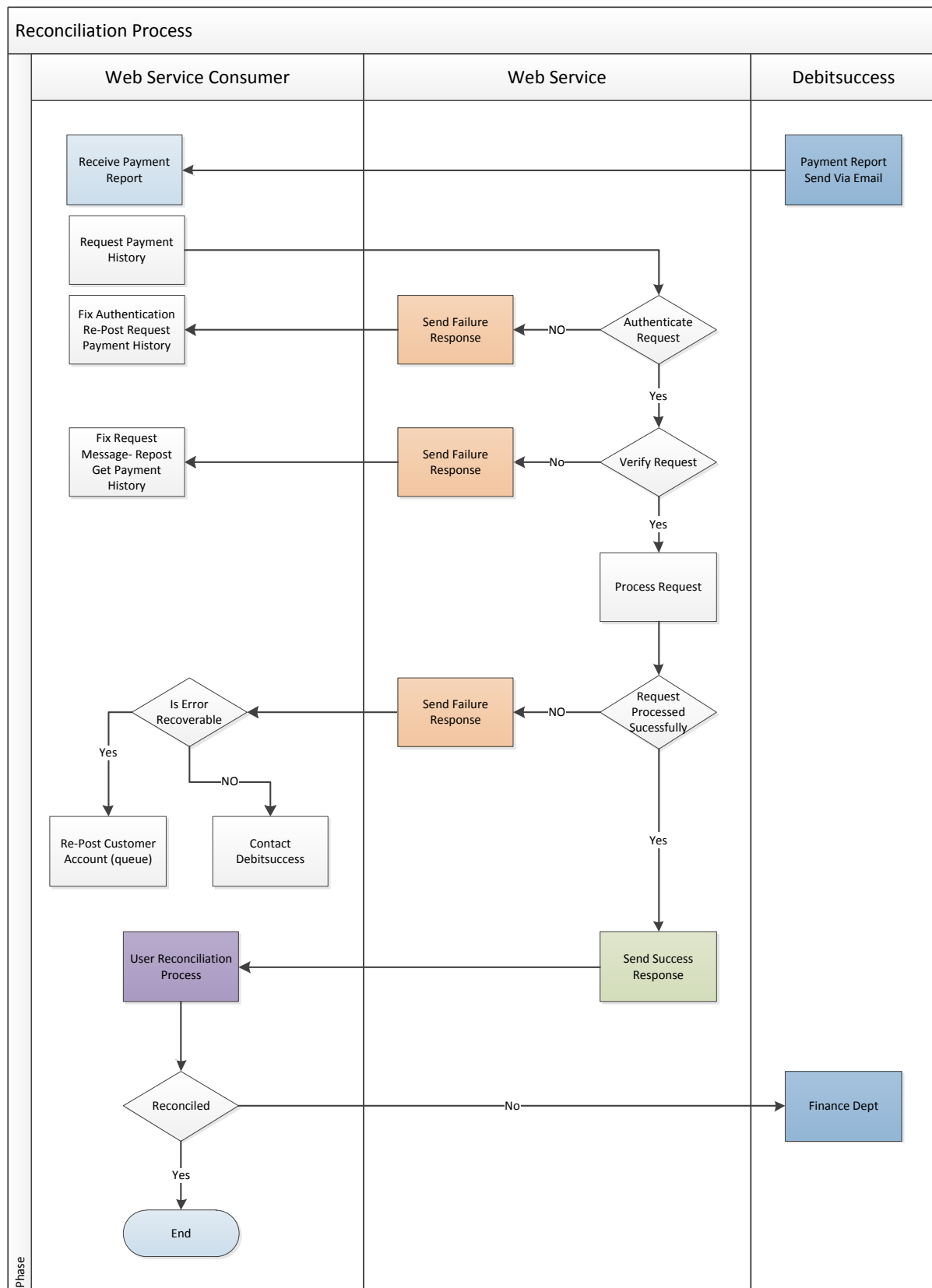
Yes

Reconciled

No

Finance Dept

Yes

End

Phase

Figure 4: Reconciliation Process

CONNECTIVITY

TROUBLESHOOTING GUIDANCE

The following provides guidance if connectivity issues are encountered with accessing the extended web service.

- Check firewalls settings for port 443(https)
- Use Fiddler to verify request and post are getting to the service URL
- Use Visual Studio's WcfTestClient.exe application to test the internal network is able to reach external web service

PHP TROUBLESHOOTING

WAMP REQUIRED EXTENSIONS:

The following extensions are required to be enabled if using WAMP, PHP development technologies

ENABLING REQUIRED EXTENSIONS:

Enable the following extensions:

- SOAP
- SSL

WAMP INSTRUCTIONS

Figure 5 and Figure 6 show how to enable these extensions via the WAMP launch bar.
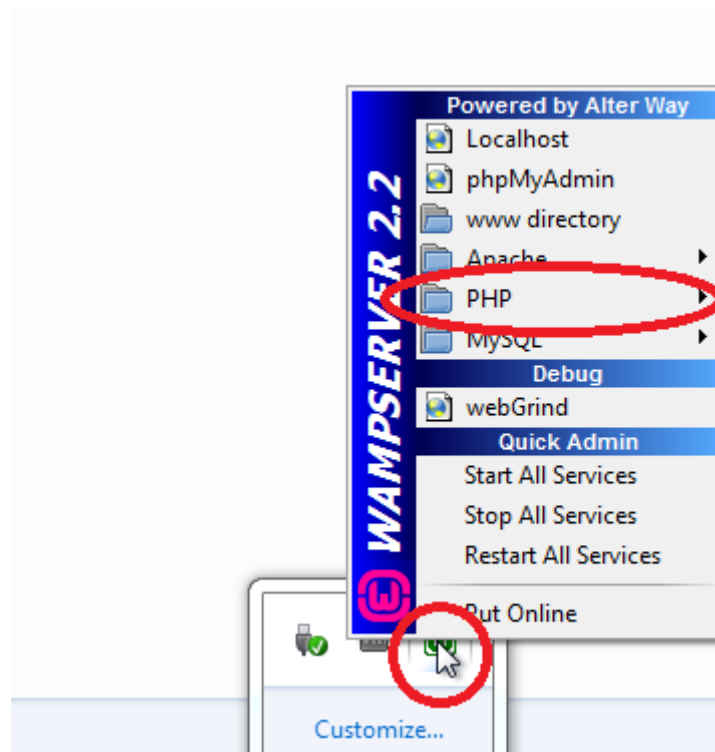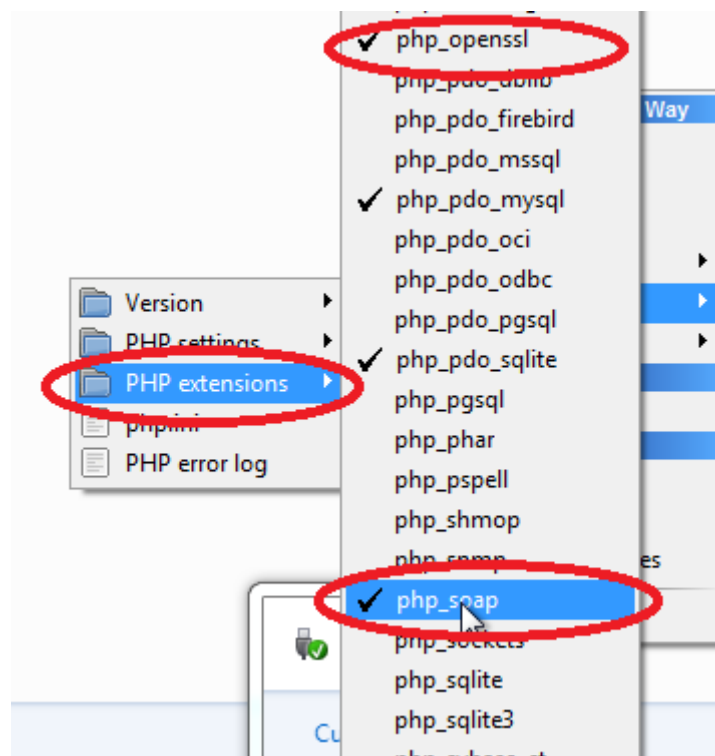
Extended Web Service Reference Document

Figure 5: Launch bar

Figure 6: PHP Extensions