

TRIMIT B2C Payment Handling

White Paper

This document contains information about TRIMIT B2C Payment Handling functionality

Information shown in this document is based on:

- TRIMIT ConnectPortal 4.9 (CPO)
- TRIMIT Portals 2015 (PORTALS)
- TRIMIT 2015 (TRIMIT)

Date: January 2015

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INTRODUCTION

This paper goes through the implementation of payments done via the TRIMIT B2C Shop and 3-party gateways such as DIBS, Altapay and ePay.

The functionality described is the functionality in **TRIMIT 2015 W1**

The pictures in this White Paper are based on the demo database for **TRIMIT 2015 W1** (based on Microsoft Dynamics NAV 2015) in the demo company **CRONUS TRIMIT 2015 W1** (based on CRONUS International Ltd. from Microsoft Dynamics NAV 2015).

PAYMENT PROCESS

Running the B2C Shop requires that an order process is completed by a payment. For that purpose third party payment gateways are implemented - these are also called payment service providers. In a payment sequence, payment information is sent of via HTTPS secure protocol to a payment gateway – sending a user to a third-party web page in which a secure payment can be done. The user enters payment details like i.e. card details and accepts the payment. The payment service provider stores the money reservation. In the payment integrations, the payment service provider offers a service that calls back to the B2C Shop, so that the B2C Shop knows that the payment was accepted and the order can be processed. In the callback the transaction information is passed and can be stored for later reference in TRIMIT. This is not essential but provides a more seamless integration and also allows TRIMIT to respond to the information.

TRIMIT B2C Payment Handling includes payment interactions directly within the Windows Client. The reason for doing this is that most customers want to get an immediate response to whether or not an order capture is possible. This helps preventing shipping of goods to faulty payments, invoicing of orders with no possibility to capture money from the bank account or credit card used to pay.

TRIMIT B2C Payment Handling uses a common interface for the base information about the payment. So that payment service provider specific integration uses the same inner protocol. The provider specific interfaces are handled within a proxy dll **Cpo.Payment.AddIn.dll**. This dll will overtime consume other payment service providers on request.

COMPONENTS

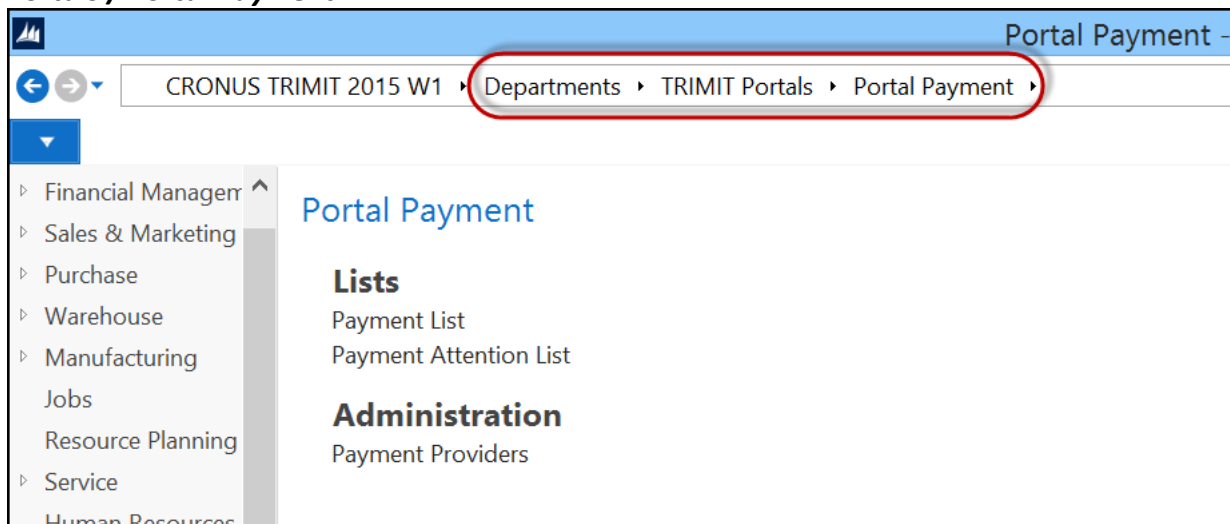
TRIMIT Objects:

Tables	6038146	Payment Transaction Temp
	6038180	Portal Payment
	6038181	Portal Payment Entry
	6038182	Portal Payment Provider
	6038183	Portal Payment Receipt Header
Pages	6038184	Portal Payment Receipt Line
	6038185	Multiple Bank Accounts Setup
	6038180	Portal Payment List
	6038181	Portal Payment Card
	6038182	Portal Payment Subform
	6038183	Portal Payment Actions
	6038184	Portal Payment Attention List
	6038185	Multiple Bank Account Setup
	6038186	Portal Payment Receipt Headers
	6038187	Portal Payment Receipt Lines
	6038188	Portal Payment Providers
	6038189	Portal Payment Receipt List
	6038180	Portal Payment Handling
Codeunit	6038180	Portal Payment Handling

TRIMIT XML Port:

B2C_PAYTRANSACTION
 PAYMENT-REQUEST-LIST
 PAYMENT-REQ-REPLY

Portal Payment section can be found in TRIMIT via the following path **Departments / TRIMIT Portals / Portal Payment**.



PAYMENT LIST

The **Payment List** page logs the information about all payment attempts for all the B2C orders.

Payment List												
Type to filter (F3) No. No filters applied												
No.	Document Type	Document No.	Customer No.	Payment Service Provider	Transaction No.	Amount	Captured Amount	Refunded Amount	Currency Code	Transaction Status	Creation Date	Creation Time
261	Order	W000198	C00210	EPAY	34037388	26,00	0,00	0,00	GBP	Authorized	04-11-2014	14:18:04
260	Order	W000197	C00010	TRIMIT		0,00	0,00	0,00	GBP	Authorized	04-11-2014	10:07:46
259	Order	W000196	C00010	TRIMIT		0,00	0,00	0,00	GBP	Authorized	04-11-2014	09:52:52
256	Order	W000194	C00060	ALTAPAY	2193871	25,00	0,00	0,00	GBP	Authorized	04-11-2014	08:54:15
255	Order	W000193	C00070	EPAY	33991052	86,00	0,00	0,00	GBP	Authorized	03-11-2014	14:47:58
254	Order	W000192	C00070	EPAY	33990933	1,00	0,00	0,00	GBP	Authorized	03-11-2014	14:45:19

Description of fields

No.

This field is a running number and is the Key field

Document Type

Options are *Order* and *Invoice*

Order – this option is always used when sales order is created from the B2C shop

Invoice – this option is for sales invoices, e.g. possibility to log payment in TRIMIT Payment List for the Sales Invoice, when e.g. it is sent to the customer

Document No.

The document number for the order or posted invoice

Customer No.

The customer number referencing the Order

Payment Service Provider

The code here specifies the Payment Gateway that handles the payment.

The code must evaluate to a supported provider in order to use automated integration.

The supported providers are *TRIMIT* (for gift card), *DIBS*, *EPAY* and *ALTAPAY*

Transaction No.

This code come from the payment service provider and will be the reference to the payment that was handled

Card No.

This would show the last digits for a payment card that can be used for recognition if a payee needs to confirm at payment. It would in many cases be part of an order confirmation to insure the payee of a payment. I.e. XXXXXXXXXXXXX1231

Card Type

This would be an indication of the card type, commonly use abbreviations like *VISA*, *MCA*, *DIN* etc

Amount

This is the amount reserved for payment. The amount will at all-time indicate the sum the payee accepted in the process at the payment portal

Transaction Fee

This field can hold a fee if one is set from the payment

Currency Code

This is the currency of the payment

Transaction Status

Transaction status for the base payment. Status options are:

Pending – payment is pending to be authorized by the payment provider

Failed - the payment was declined. The provider rejected the payment

Authorized – the payment is been authorized by the payment provider and can be captured

Cancelled - the payment was cancelled either by the provider or by the TRIMIT party. A cancellation could be because of failure to deliver any goods. The backend can request a cancellation and free the reserved amount

Expired - The reserved amount expired due to time. In many cases a reservation lasts for only a period of time. The payment i.e. Teller (PBS) authorized transaction expires with 7 days

When the payment is captured – then field Captured Amount indicates the amount that has been captured and Transaction Status field will be having value Authorized

Creation Date

Date of creation

Creation Time

Time of creation

Paid by Gift Card / Points

If this field equals to *TRUE* then a gift card or points do the payment fully

Captured Amount

This is the sum of all entries in the Payment Entry table successfully captured

Refunded Amount

This is the sum of all entries in the Payment Entry table successfully refunded

Allow Posting on Error

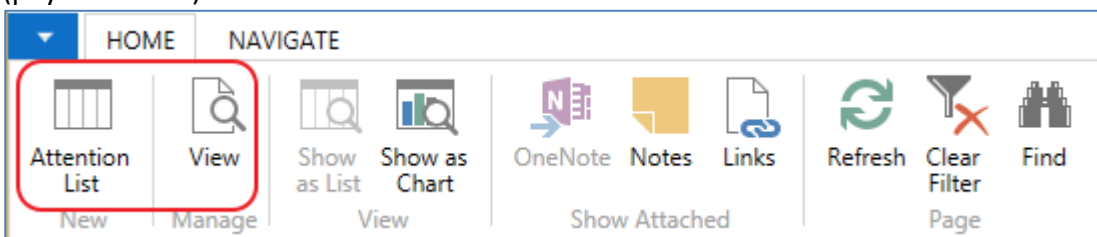
(on the card) If set to *TRUE* an instant payment request will not throw an error.

If, for some reason, you want to post your order regardless that a request for a capture, refund or cancellation cannot be executed at the payment provider, set this value to *TRUE*. The system will log the request attempt accordingly and display the actual error message received

NOTE:

Developers note. The table behind this page should be accessed for insert and modify as little as possible. It is important that the table does not lock – preventing payment to be recorded from at Payment Gateway.

Available options in the ribbon *Home* on the **Payment List** page are **Attention List** and **View** (payment card):



Description of actions

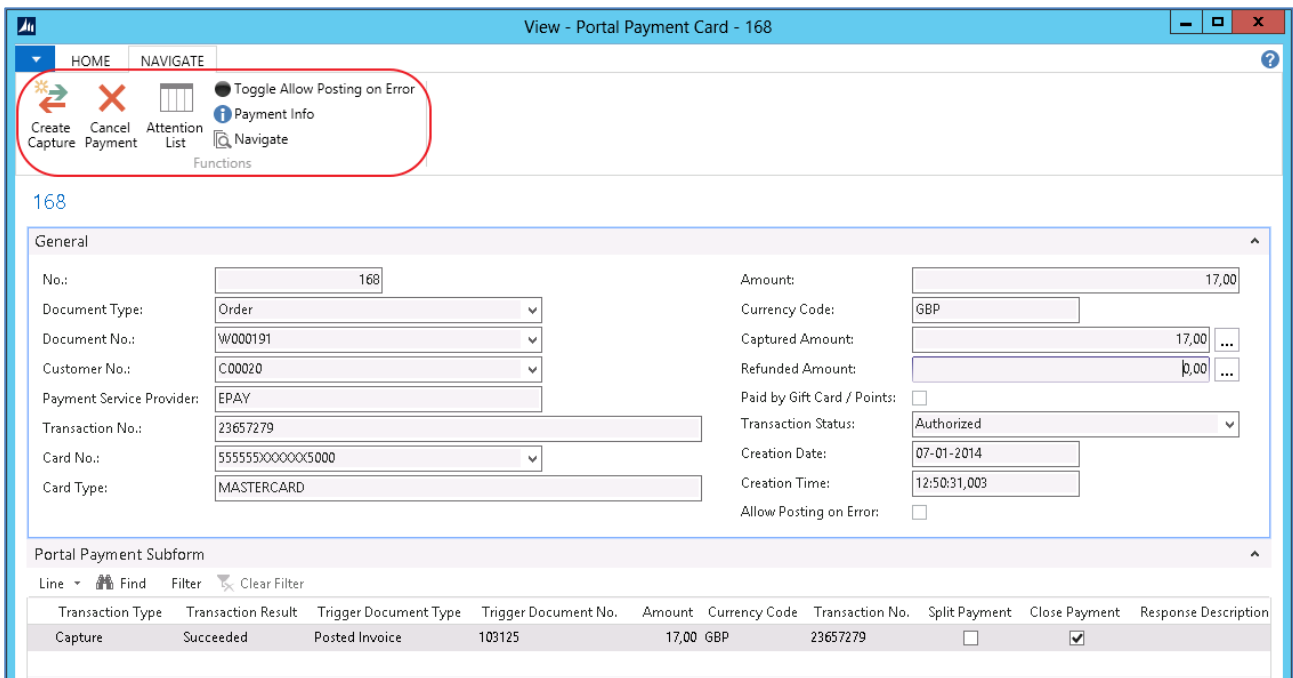
Attention List

This action will open [Portal Payment Attention List](#) – the attention list will be discussed later in this document.

View

This action will open [Portal Payment Card](#).

PORTAL PAYMENT CARD



The screenshot shows the 'View - Portal Payment Card - 168' window. At the top, there is a navigation bar with 'HOME' and 'NAVIGATE' tabs. Below this is a 'Functions' section with icons for 'Create Capture', 'Cancel Payment', 'Attention List', and 'Toggle Allow Posting on Error'. The main form is titled '168' and contains a 'General' section with the following fields:

- No.: 168
- Document Type: Order
- Document No.: W000191
- Customer No.: C00020
- Payment Service Provider: EPAY
- Transaction No.: 23657279
- Card No.: 555555XXXXXX5000
- Card Type: MASTERCARD
- Amount: 17,00
- Currency Code: GBP
- Captured Amount: 17,00
- Refunded Amount: 0,00
- Paid by Gift Card / Points: ☐
- Transaction Status: Authorized
- Creation Date: 07-01-2014
- Creation Time: 12:50:31,003
- Allow Posting on Error: ☐

Below the form is a 'Portal Payment Subform' section with a table of transactions:

Line	Transaction Type	Transaction Result	Trigger Document Type	Trigger Document No.	Amount	Currency Code	Transaction No.	Split Payment	Close Payment	Response Description
1	Capture	Succeeded	Posted Invoice	103125	17,00	GBP	23657279	☐	☒	

Description of actions

Create Capture

This action opens a dialog page [Portal Payment Actions](#) in which a capture request can be done. Capture method and rules will be discussed later in this document.

Cancel Payment

This action creates a Payment Cancellation Request.

Under normal circumstances, the authorization will expire within a range of days from the payment being created. However, it may turn out that the user wishes to cancel the order or order may be invalid for some other reason, in such case the reservation should be cancelled accordingly.

Attention List

This action opens a page [Payment Attention List](#) for handling issues that have arisen from payment request. Payment attention list will be discussed later in this document.

Toggle Allow Posting on Error

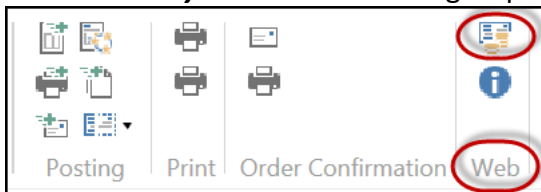
This action toggles the **Allow Posting on Error** option specified on this page.

Payment Info

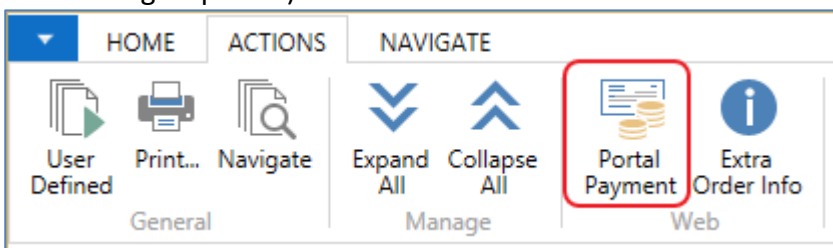
This action displays a status message for a given payment. The fetched information is real time from the payment provider. This option gives possibility for a user to ask online for the payment status. The response is a clear text response and may vary from provider to provider in richness. Error codes are translated to the meaningful text given by the provider API.

Line	Transaction Type	Transaction Result	Trigger Document Type	Trigger Document No.	Amount	Currency Code	Transaction No.	Split Payment	Close Payment	Response Description
1	Capture	Succeeded	Posted Invoice	103125	17,00	GBP	23657279	☐	☒	
2	Refund	Succeeded	Order		10,00	GBP	23657279	☐	☐	

Portal Payment Card can also be accessed from the **Sales Order** card in TRIMIT (via ribbon **Actions** click **Portal Payment** in the action group **Web**):

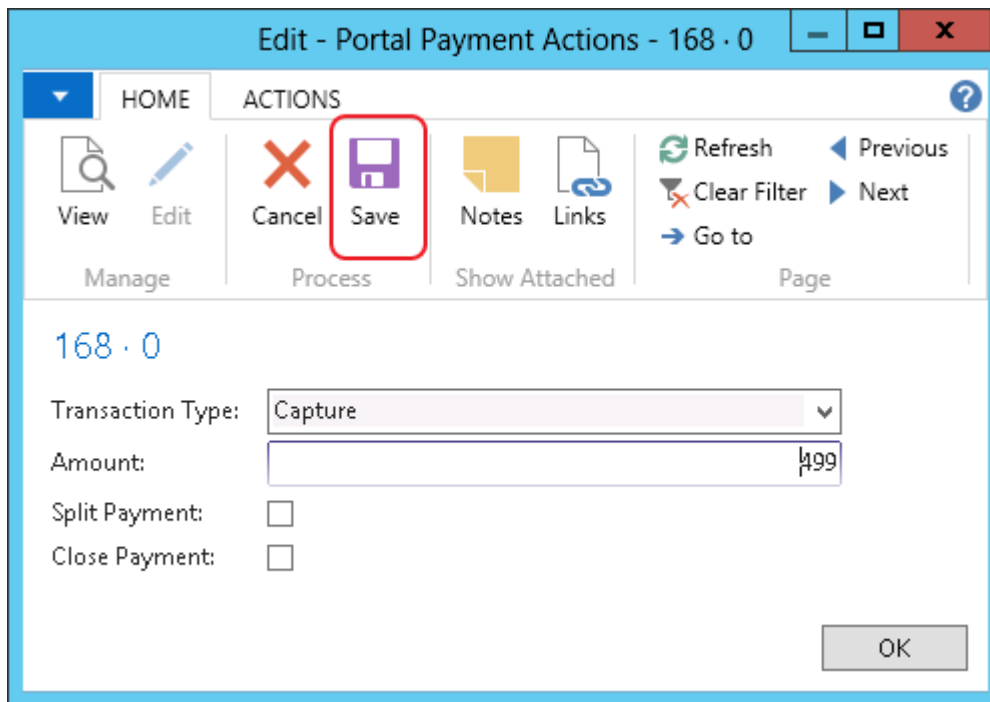


In addition, from **Posted Sales Invoice** card in TRIMIT (via ribbon **Actions** click **Portal Payment** in the action group **Web**):



PORTAL PAYMENT ACTIONS (CAPTURE)

When clicking on **Create Capture** in **Portal Payment Card** you will see the following page:



The **Portal Payment Actions** page is called with a temporary record based on table **Portal Payment Entry**. When opening the page - logic behind will suggest a possible amount to capture. The amount suggested is equivalent to:

The original reserved amount – any previous split captures – any pending captures.

To complete the action click **Save** in the ribbon *Home*.

The user can choose to capture the full amount in which case the field **Close Payment** will be automatically set to **TRUE**. The Payment Gateway will now also close the payment.

The user can choose to reduce the amount for two reasons:

- To capture less and to close the payment. This could be because we are unable to deliver fully and we will part deliver and close the order.

Or

- To capture less but still with the intention of capturing a remaining amount later. We choose to deliver in two or more batches. In this case the user will reduce the amount and the field **Split Payment** will be set to **TRUE**. The field **Close Payment** will not be set to **TRUE**. This means the payment service provider will keep a reservation for the remainder.

NOTE

Split payment is allowed not for all credit card types. In Denmark only cards handled by Teller allow split payments. For more information read the documentation from your payment service provider.

Create refund

On the **Portal Payment Card** it is possible to create refund for the capture entry:

View - Portal Payment Card - 168

HOME NAVIGATE

Create Capture Cancel Payment Attention List Payment Info Functions

168

General

No.: 168 Amount: 17,00

Document Type: Order Currency Code: GBP

Document No.: W000191 Captured Amount: 17,00

Customer No.: C00020 Refunded Amount: 0,00

Payment Service Provider: EPAY

Transaction No.: 23657279

Card No.: 555555XXXXXX5000

Card Type: MASTERCARD

Creation Date: 07-01-2014

Creation Time: 12:50:31,003

Allow Posting on Error: ☐

Portal Payment Subform

Line Find Filter Clear Filter

Create Refund Ctrl+F10

Line	Result	Trigger Document Type	Trigger Document No.	Amount	Currency Code	Transaction No.	Split Payment	Close Payment	Response Description
Capture	Succeeded	Posted Invoice	103125	17,00	GBP	23657279	☐	☒	

The **Portal Payment Actions** page will open and suggest a possible amount to refund. It is possible to do multiple refunds for one capture entry. It could be in case of multiple complaints resulting in refunds over time.

Below is shown a successful capture entry on which a partial refund was done.

View - Portal Payment Card - 168

HOME NAVIGATE

Create Capture Cancel Payment Attention List Payment Info View Notes Links Refresh Clear Filter Go to Previous Next

168

General

No.: 168 Amount: 17,00

Document Type: Order Currency Code: GBP

Document No.: W000191 Captured Amount: 17,00

Customer No.: C00020 Refunded Amount: 10,00

Payment Service Provider: EPAY

Transaction No.: 23657279

Card No.: 555555XXXXXX5000

Card Type: MASTERCARD

Creation Date: 07-01-2014

Creation Time: 12:50:31,003

Allow Posting on Error: ☐

Portal Payment Subform

Line Find Filter Clear Filter

Transaction Type	Transaction Result	Trigger Document Type	Trigger Document No.	Amount	Currency Code	Transaction No.	Split Payment	Close Payment	Response Description
Capture	Succeeded	Posted Invoice	103125	17,00	GBP	23657279	☐	☒	
Refund	Succeeded	Order		10,00	GBP	23657279	☐	☐	

NOTE: when manually creating a refund in the Portal Payment Subform (via **Line/Create Refund**) then **Trigger Document Type** field is set to option **Order** by default without value in **Trigger Document No.** field.

PORTAL PAYMENT SUBFORM (PORTAL PAYMENT CARD PAGE)

Description of fields

Transaction Type

Options are *Capture*, *Refund*, and *Cancel*.

Capture - this entry handles a capture on the parent payment. A Payment may contain more captures if they are split

Refund - a Refund Entry relates to a previous capture. A Refund can only refund to the amount of a specific capture

Cancel – this option is set when payment transaction is cancelled. This can only be done before the transaction is captured

Transaction Result

Options are *Pending*, *Succeeded*, and *Failed*.

Pending – transaction is in pending mode.

Succeeded – the transaction is accomplished without errors

Failed – the transaction has failed

Trigger Document Type

Options are *Order*, *Pick Order*, *Posted Invoice*, *Return Order*, *Credit Memo*, *Posted Credit Memo*.

Order – the transaction was triggered by document type Order

Pick Order - the transaction was triggered by document type Pick Order

Posted Invoice - the transaction was triggered by document type Posted Invoice

Return Order - the transaction was triggered by document type Return Order

Credit Memo - the transaction was triggered by document type Credit Memo

Posted Credit Memo - the transaction was triggered by document type Posted Credit Memo

Trigger Document No.

The document number. This can be used to set a document relation from which a transaction was created. E.g. if the capture is created by posting an order. The entry could specify the posted sales invoice

Amount

This is the amount reserved for payment. The amount will at all-time indicate the sum the payee accepted in the process at the payment portal

Currency Code

This is the currency of the payment

Transaction No.

A split capture will in some cases get its own transaction ID – different from the original payment transaction ID. So that later refunds would reference the capture ID and not the parent payment ID

Split Payment

This indicates if the Capture was set as a split capture

Close Payment

This indicates that this capture would close the payment. E.g. a situation where we are only going to capture a part due to not delivering the order to its full extend at any time. The remainder amount will not be reserved anymore and further attempts to capture will be disallowed

Response Description

This field will contain fully or partially any message returned from the request. This could be an error message or a status message

Processed Date/Time

This will show the date and time of the request being executed

PORTAL PAYMENT ATTENTION LIST PAGE

This page is used for handling issues that have arisen from payment request. It gets all Portal Payment Entries marked as failed and displays them in a list (path in TRIMIT: **Departments / TRIMIT Portals / Portal Payment / Payment Attention List**).

If called from a specific payment - records are filtered to show only related issues. If called directly via the Navigation pane- it will display all issues across all payments.

Handling the **Payment Attention List** is based on temporary records. In order to process the failing payments it is needed to select an action type in **Action** column (described below) and click on **Save Actions** in the ribbon *Home* of the page. The relevant record will be moved to the **Payment List**, where it is possible to process the payment record again.

HOME ACTIONS NAVIGATE														
 Show Portal Payment Card  Save Actions  Refresh  Find New Process Page														
Departments	Action	Trigger Document Type	Trigger Document No.	Transaction No. Overlying Level	Transaction Type	Transaction Result	Response Code	Response Description	Processed Date/Time	Transaction No.	Amount	Currency Code	Split Payment	Close Payment
Financial Management	Posted Invoice	103097	22734166	Capture	Failed			There are differences ...	16-01-2014 13:18:07...	22734166	200,00	DKK	☐	☒
Sales & Marketing	Posted Invoice	103099	22736851	Capture	Failed			The transaction is del...	16-01-2014 13:18:07...	22736851	18,50	EUR	☐	☒
Purchase	Posted Invoice	103100	22755038	Capture	Failed			The transaction is del...	16-01-2014 13:18:07...	22755038	30,50	EUR	☐	☒
Warehouse	Posted Invoice	103101	22821786	Capture	Failed			The transaction is del...	16-01-2014 13:18:08...	22821786	62,50	EUR	☐	☒
Manufacturing	Posted Invoice	103110	22865378	Capture	Failed			There are differences ...	22-01-2015 09:01:07...	22865378	31,50	EUR	☐	☒
Jobs	Posted Invoice	103103	807726500	Capture	Failed			Unknown		807726500	18,50	EUR	☐	☒
Resource Planning	Posted Invoice	103109	22865584	Capture	Failed			An operation every 1...	22-01-2015 08:59:54...	22865584	28,50	EUR	☐	☒
Service	Posted Invoice	103104	807727498	Capture	Failed			Unknown		807727498	31,50	EUR	☐	☒
Human Resources	Posted Invoice	103105	807728642	Capture	Failed			Unknown		807728642	18,50	EUR	☐	☒
Administration	Posted Invoice	103106	807729439	Capture	Failed			No response from ac...	22-01-2015 14:26:53...	807729439	105,50	EUR	☐	☒
TRIMIT Portals	Advanced Sales Integration	103112	22866940	Capture	Failed			There are differences ...	22-01-2015 09:25:42...	22866940	108,50	EUR	☐	☒
	Advanced Purchase Integration	103111	807747817	Capture	Failed			No response from ac...	22-01-2015 09:25:16...	807747817	33,50	EUR	☐	☒
	Portal Payment	103115	807772458	Capture	Failed			No response from ac...	22-01-2015 12:08:35...	807772458	31,50	EUR	☐	☒
	Customer Club		807772458	Capture	Failed			No response from ac...	22-01-2015 15:19:33...	807772458	31,50	EUR	☐	☒
	Gift Card	Order		Capture	Failed			No response from ac...	22-01-2015 15:19:33...	807772458	31,50	EUR	☐	☒
Categories	Posted Invoice	103158	26983935	Capture	Failed			An operation every 1...	22-01-2015 10:33:32...	26983935	47,67	EUR	☐	☒

For a specific entry that has an issue a user can use the column **Action** to set one of the following four options:

- Blank** Keep unhandled and the issue will show up on the issue list when called
- Retry** This action will reset the entry and allow the schedule to be re-executed
- Close** The issue has been processed outside the payment system. Setting the status to *close* will remove the entry as an active issue. But the entry is kept in the Portal Payment Entry for history, but marked as unsuccessful request.
- Complete** This action will set the entry to successful as if it was done successfully by the schedule. The reason for having this action is that the system maybe down and a person have manually created the transaction on the provider's administration site. So to set the records strait you can align the transaction by setting it to complete.

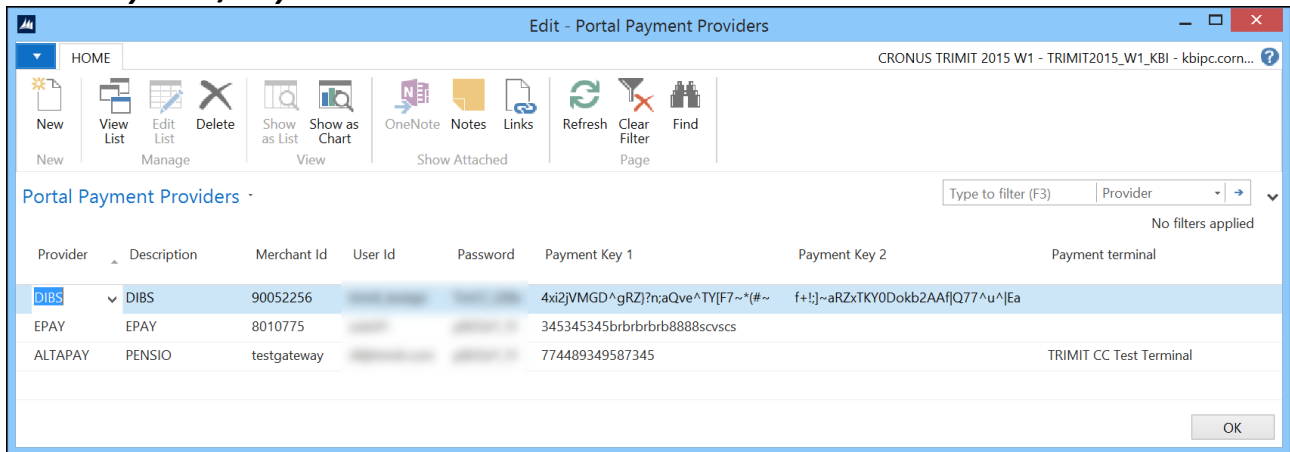
Description of actions on the ribbon *Home*

Show Portal Payment Card opens the payment card.

Save Actions saves the full list with the actions set for each of the entries.

PORTAL PAYMENT PROVIDERS PAGE

On **Portal Payment providers** page it is possible to set up relevant credentials for payment providers gateway connections. The path to the page in TRIMIT: **Departments / TRIMIT Portals / Portal Payment / Payment Providers**.



Provider	Description	Merchant Id	User Id	Password	Payment Key 1	Payment Key 2	Payment terminal
DIBS	DIBS	90052256			4xi2]VMGD^gRZ]?naQve^TY[F7~*{#~	f+!:]~aRZxTKY0Dokb2AAf]Q77^u^Ea	
EPAY	EPAY	8010775			345345345brbrbrbrb8888scvscs		
ALTAPAY	PENSIO	testgateway			774489349587345		TRIMIT CC Test Terminal

Description of fields

Provider

Providers implemented are **DIBS**, **ePay**, **Altapay**.
For other Providers it could be setup by customization.

Description

Free text

Merchant Id

Providers normally give a unique ID, which is used in the authentication model.

User Id

User ID for authentication

Password

Password for authentication.

A password is scrambled when typed in so that it cannot be viewed.

Payment Key 1

Some providers creates unique keys that are used in the authentication model

Payment Key 2

Some providers creates unique keys that are used in the authentication model

Payment terminal

An account key. Typically used if you have more payment locations.

Post URL

The provider address for posting requests. Typically set on the Portal.

Callback URL

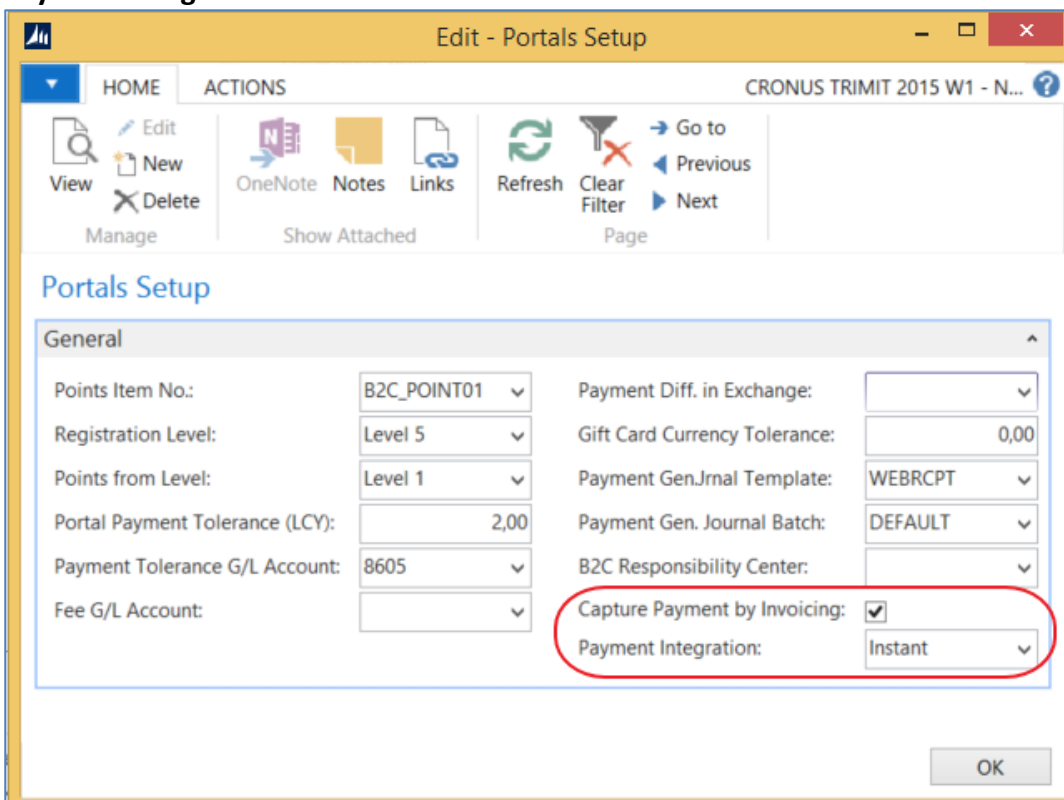
You URL address for receiving payment status. Typically set on the Portal.

Accept URL

The URL to go to, when a payment has been processed successfully.

PORTALS SETUP PAGE

Portals Setup page (path in TRIMIT **Departments / TRIMIT Portals / Setup / Portals Setup**) contains the following payment related fields: **Capture Payment by Invoicing** and an option field **Payment Integration**:



The screenshot shows the 'Edit - Portals Setup' window with the 'General' tab selected. The 'Capture Payment by Invoicing' checkbox is checked, and the 'Payment Integration' dropdown is set to 'Instant'. A red circle highlights these two fields.

General			
Points Item No.:	B2C_POINT01	Payment Diff. in Exchange:	
Registration Level:	Level 5	Gift Card Currency Tolerance:	0,00
Points from Level:	Level 1	Payment Gen.Jrnl Template:	WEBRCPT
Portal Payment Tolerance (LCY):	2,00	Payment Gen. Journal Batch:	DEFAULT
Payment Tolerance G/L Account:	8605	B2C Responsibility Center:	
Fee G/L Account:		Capture Payment by Invoicing:	☒
		Payment Integration:	Instant

Description of fields

Capture Payment by Invoicing

If set to **TRUE** then posting the sales order will trigger capturing the payment from the payment service provider

Payment Integration

Options are **Schedule** and **Instant**.

Schedule - if selected then the payment capture, when applied, will be awaiting a ConnectPortal schedule to process the request.

Instant – will execute the payment capture request and validate the attempt right away.

For more information about **Portals Setup** page please refer to **White Paper – TRIMIT B2C NAV Setup**.

IMPLEMENTATION

While handling payments in TRIMIT, the system relies on having access to the TRIMIT's .NET component **Cpo.Payment.AddIn.dll**. This component can be found in the Portals installation package (under **TRIMIT 2015 Portals\DynamicsNAV\Add-ins**)

This component must be placed in the **Service Tier Add-ins** folder as well as any Development client's **Add-ins** folder that needs to compile the object **Codeunit 6038180 Portal Payment Handling**.

I.e. place the .dll component into the following location:

- **C:\Program Files\Microsoft Dynamics NAV\8.0\Service\Add-ins** (on the server)
- **C:\Program Files (x86)\Microsoft Dynamics NAV\8.0\RoleTailored Client\Add-ins** (on every client PC)

AUTOMATED INTEGRATION

This section describes the automated integration model concerning payment service providers: DIBS, ePay and Altapay.

Find the companies here

www.dibs.dk

www.epay.dk

www.altapay.com

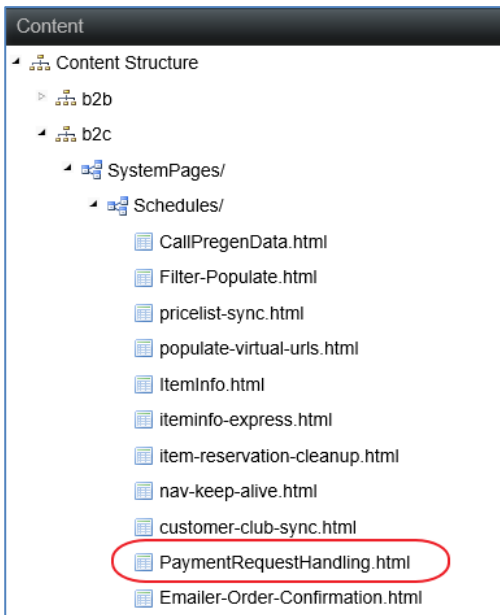
Prerequisites are as follows:

- Test partnerships created with the providers.
- Apply for allowed split payments and get this feature activated at DIBS. This is not default when registering an account with DIBS.
With ePay its set when creating the payment. It is set to always allow split.
- Note, on ePay they do not allow multiple transaction on the same payment within 15 minutes via web service. This means that if you run a capture and a refund in the same scheduled cycle the refund will be denied. And a retry will only be successful after 15 minutes.

In the standard implementation - integration with the payment service providers handles the following activities:

- Payment register
- Capture
- Refund
- Cancel

The automated integration is done in batch cycles and not by direct HTTP calls. The setup runs a scheduled page (shown below) on a CPO site (in this case the B2C).



The page runs every 1-2 minutes, depending on schedule setup and does the following:

1. Calls TRIMIT via the **"PAYMENT-REQUEST-LIST"** which returns all pending request found on payments.
2. The page cycles the pending request and for each one determines the type of request and calls the payment provider's interface with the required information. When receiving the reply for the request the page calls the TRIMIT view **"PAYMENT-REQ-REPLY"** and registers the outcome.

