Web Service Cancellation Technical Specification

ACI ReD Shield®

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ACI UNIVERSAL PAYMENTS℠

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ACI Worldwide, the Universal Payments (UP) company, powers electronic payments for more than 5,100 organizations around the world. More than 1,000 of the largest financial institutions and intermediaries as well as thousands of leading merchants globally rely on ACI to execute $14 trillion each day in payments. In addition, thousands of organizations utilize our electronic bill presentment and payment services. Through our comprehensive suite of software and SaaS-based solutions, we deliver real-time, any-to-any payments capabilities and enable the industry's most complete omni-channel payments experience. To learn more about ACI, please visit www.aciworldwide.com. You can also find us on Twitter @ACI_Worldwide.

Contents

About this publication **4**
About This Guide 4
Intended Audience 4
For more information 4
Documentation Feedback 4

Section 1: Introduction **5**
Web Service Cancel Transaction 5
Type of Web Service 5
URLs 5
Authentication 5
Data Format 6
Response messages 7
Error Messages 7

About this publication

About This Guide

This guide teaches Client Administrators how to:

- Implement the Web Service Cancellation

Intended Audience

This guide assists technical staff responsible for setting up the Web Service Cancellation.

For more information

For assistance with the Web Service Cancellation, please contact the ACI Customer Support Team:

- Via email: support@redworldwide.com
- By phone:
    - To reach the US Support Team, dial +1 877-733-0099 or +1 732-452-2444;
    - To reach the UK Support Team, dial +44 (0) 1483 794999.

Documentation Feedback

To help us improve this document, please contact the ACI Customer Support Team, via email or by phone (as specified above).

Section 1: Introduction

In this section:

Web Service Cancel Transaction 5
Type of Web Service 5
URLs 5
Authentication 5
Data Format 6
Response Messages 7
Error Messages 7

Web Service Cancel Transaction

ACI ReD Shield supports Web Service Cancellation as part of CSI/Case Manager. This service cancels transactions and removes the cancelled orders from queues without Analysts having to review and cancel the orders.

Orders to be cancelled are submitted individually to ACI's Web Service Cancellation. ACI ReD Shield runs a process in the background every 15 minutes and cancels the submitted orders.

Type of Web Service

Representational State Transfer (RESTful) is the type of Web Service used.

URLs

Environment	URL
Client Certification	https://csi-stage.redworldwide.com/cancelOrderProcess.red
Production	https://csi.redworldwide.com/cancelOrderProcess.red

Authentication

ACI's firewall authenticates the service. In addition, ACI generates a (numeric) username and password that must be submitted as part of the Web service request.

Data Format

Post Data Format

{“oid” : “<FRAUD_REC_ID>” , ”transactionId” : “<ORD_ID>” , ”reasonCode” : “<reasonCode>” , ”userName” : “<username>” , ”password” : “<password>” }

Sample Format

{“oid” : “000006000001SAV20130823133826925” , ”transactionId” : “TestDVR05” , ”reasonCode” : “911” , ”userName” : “123456” , ”password” : “PA$$W03D” }

ACI Field	ReD Shield API Field	Example	Description
oid	FRAUD_REC_ID	000006000001SAV20130823133826925	ACI’s Order ID to be cancelled.
transactionId	ORD_ID	SCENARIO1T4	Transaction ID for the order.
reasonCode	reasonCode	010	Cancel Reason Code (must be present in the cancel codes list configured for the SubClient). If the Cancel Reason Code is not present in the list configured for the SubClient, the transaction will be canceled, but no Cancel Code will be shown on the front end. **Note:** The Cancel Code will be shown on the backend.
username	userName	123456	A numeric value (maximum of 12 digits) provided by ACI Support.

ACI Field	ReD Shield API Field	Example	Description
password	password	PA$$W03D	Alphanumeric value (maximum of 32 characters) provided by ACI Support.

Response messages

Every transaction sends a response in the HTTP payload. All messages confirm the communication, or report issues with the communication.

If a transaction is processed successfully, the message will read:
`{"status":"NEW","success":true}`.

This request must be in the content type of "text/html".

Error Messages

Error	Description
{"errors":{"An error occurred while trying to process the cancel order request. Please check the User Name and Password":null},"success":false}	This message is sent when: • The Client/SubClient combination is incorrect in the OID. • The username or password is invalid. • The password sent does not match the credentials specified by the ACI CSI Administrator in CSI.
{"errors":{"Processing the Order Cancel : oid,transactionId,reasonCode,userName,password fields are required":[]},"success":false}	This message is sent when: • A field is missing from the POST data message. • A value is missing from the POST data message.

Note: If the POST data message is formatted incorrectly (e.g., a field name is misspelled or a field header is missing), you will receive a 404 error. The 404 or Not Found error message is a standard response code indicating that the client was able to communicate with the server, but the server could not find what was requested.