

### 1 INTRODUCTION

Company X supports Web Service A as part of [PRODUCT NAME]. This service cancels [items] and removes the [items] from queues without [people in a role] having to review and cancel the [items].

[Items] to be canceled are submitted to Company X's Web Service A. Company X runs a process in the background every 30 minutes and cancels the submitted [items]. Development can modify the processing time but any changes will affect *all* [customers].

Follow these steps for this service to work properly:

1. Ensure that the IP addresses for the Client's test and production systems have been added to the [PRODUCT NAME] firewall. **Note:** The IP addresses used for Web Service A may differ from the IPs that the [customer] uses to access [PRODUCT NAME 2].
2. Ensure the Company X Administrator configured the [special codes]. See *How to Set Up [special codes]* on page 9.
3. Ensure the Company X Administrator defines the username and password for the Web Service A. See *How to set up the username and password* on page 11.
4. Provide the [customer] with the URL (see *URLs* on page 5) and format for the payload (see *Data Format* on page 6).

#### 1.1 Type of Web Service

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

#### 1.2 URLs

The [customer] must send the payload (see *2.4 Data Format*) to one of the URLs below.

Environment	URL
[customer]	<a href="https://productstageenvironment.company.com/cancel.com">https://productstageenvironment.company.com/cancel.com</a>
Production	<a href="https://productrealenvironment.company.com/cancel.com">https://productrealenvironment.company.com/cancel.com</a>

#### 1.3 Authentication

Company X's firewall authenticates the service. In addition, Company X generates a (numeric) username and password that the [customer] must submit as part of the Web service request (see *2.7 How to set up the username and password* on page 11).

### 1.4 Data Format

The following is the payload the merchant must post to the URLs (mentioned in 2.2 *URLs*). **Note:** All fields are required.

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### 1.5 Response messages

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

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#### 1.5.1 Error Messages

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