Business Process: Inbound API Integration

Date	Description	Version	Process Ref / Nr	Author
03 Feb 2021	Business Process draft	0.0.1		J Vierbergen
23 Feb 2021	Reviewed	0.0.1		R de Breyn
24 Feb 2021	Approved	0.0.1		R de Breyn

PROCESS NAME: **Inbound API Integration**

This process involves the steps to verify, setup, guide, test and activate an inbound API integration, after proper approval and information gathering by Distributor.

Purpose:

The purpose of this process is to enable automated distribution of electronic products and services to (external) retailers through VVS API access.

Requirements:

- Business approval for integration request.
- Completeness & validity of requested information.
- All contacts and stakeholders on all levels contact details.

Impediments:

- Incomplete information will impede the process from commencing or finishing successfully and timely.

Roles & Responsibilities:

- **Distributor** - does the introduction of the retailer and full vetting of proposed retailer before approaching PayThem with all required information.
- **Retailer** - the client introduced by the Distributor.
- **Retailer Dev Team** - the team that will develop the inbound integration to VVS.
- **Distributor / Retailer Project Manager** - the owner of the integration project.
- **PayThem Management** - will assess feasibility on business level and approve or reject.
  PayThem management will also define the return policy of purchased products.
  The feasibility process and return policy setup are outside of this document scope.
- **PayThem CTO** - will assess feasibility of the integration on a technical level and approve or instruct a custom development or reject the integration. Will also test the integration to verify integrity and functioning before activating the integration.
- **PayThem Support** - will provide API documentation and further assistance if needed, to the retailer development team, before testing the integration.
- **PayThem Project Manager** - this is the designated PayThem member who manages the Distributor and its operations within the VVS context.

Process Flow:

Business Process: Inbound API Integration
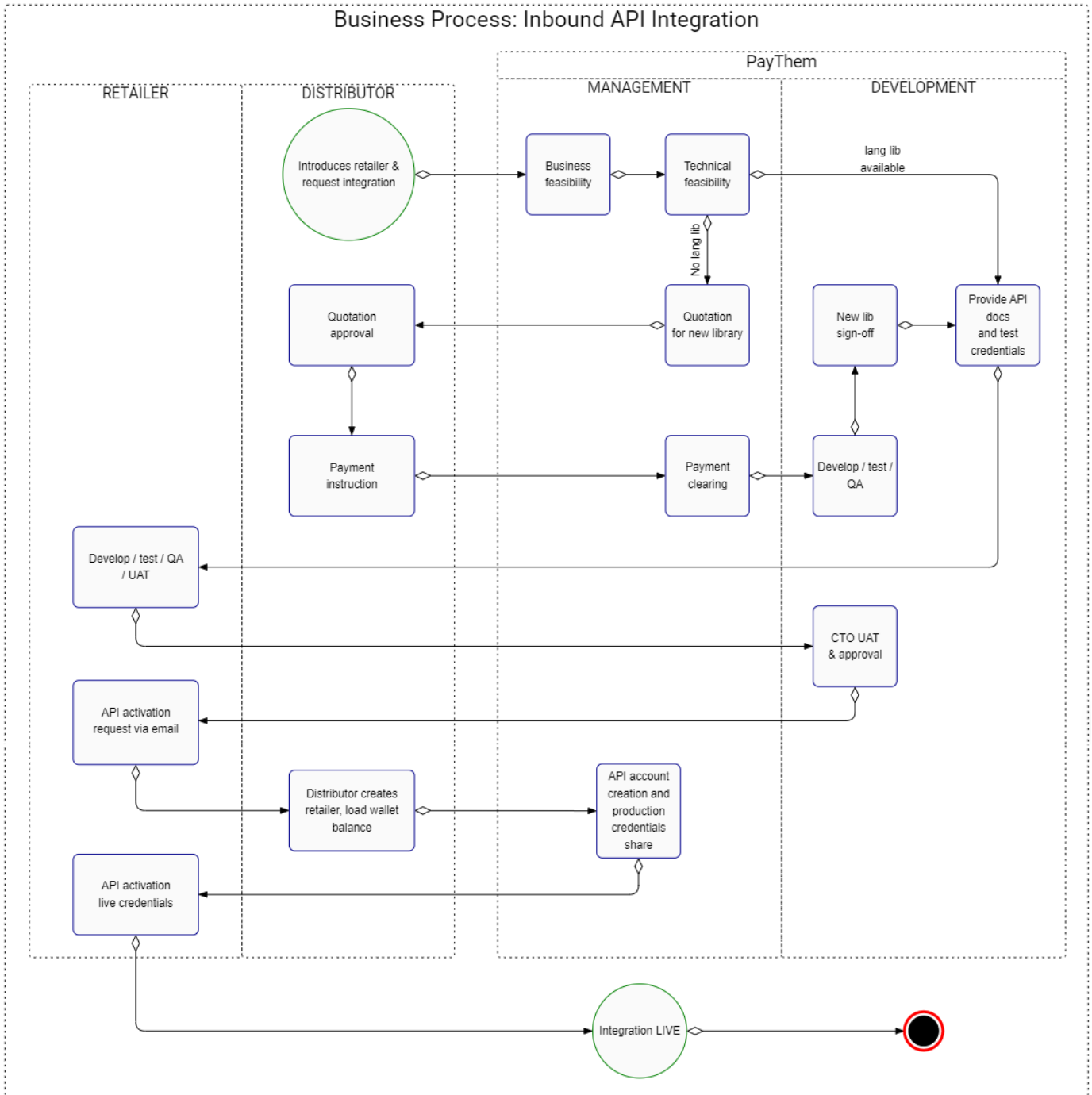
Process:

STEP NR	STEP DESCRIPTION	PURPOSE OF STEP	TO BE EXECUTED BY	TIMELINE REQUIREMENTS FOR STEP COMPLETION	STEP DEPENDANCIES / REQUIREMENTS
1	Distributor introduces retailer and requests integration	Initiate process	Distributor		Retailer passed Distributor's own vetting processes
2	Assess business feasibility		PayThem Management		Information to be provided for feasibility assessments: • Language of integration • Maximum quantity per request

3	Assess technical feasibility: - if feasible and approved and language library exists, **proceed to step 12** - if feasible and approved but no language library exists, proceed to next step		PayThem CTO		Management approval
4	Research language and compile quotation for new library		PayThem CTO		Feasibility and need for new library verified by CTO
5	Distributor approves quotation and makes payment		Distributor		Quotation
6	Payment clearing		PayThem		Payment proof received
7	Create Jira Service Desk ticket. All information to be managed via ticketing system.	To track work and save technical integration information for reference	PayThem Project Manager		Payment cleared
8	Research and Design new library		PayThem CTO		Preceding step
9	Develop new library		Developers / Outsourced		Preceding step
10	Testing		Developers, Testers, QA		Preceding step
11	Sign-off & UAT	- Completion acknowledgement - Security protocols [separate process]	PayThem CTO		Preceding step
12	Provide API documents and test credentials		PayThem		Completed step 3 or 11, library dependent
13	Development, testing, QA, UAT		Retailer Dev Team		Preceding step
14	UAT and Approval		PayThem CTO		Retailer UAT and Approval
15	API activation request by e-mail		Retailer		Preceding step
16	Distributor creates retailer and loads balance	If retailer does not already exist.	Distributor		Preceding step
17	Requests API account on new retailer		Distributor		Preceding step
18	CTO creates API account		PayThem CTO		Preceding step
19	API production credentials shared with Retailer		PayThem CTO		Request by e-mail
20	API integration LIVE		Retailer		Live credentials received
	Monthly Testing/Monitoring [separate process]	- Verify status. Find anomalies			Preceding step
	Mailing lists for updates.				