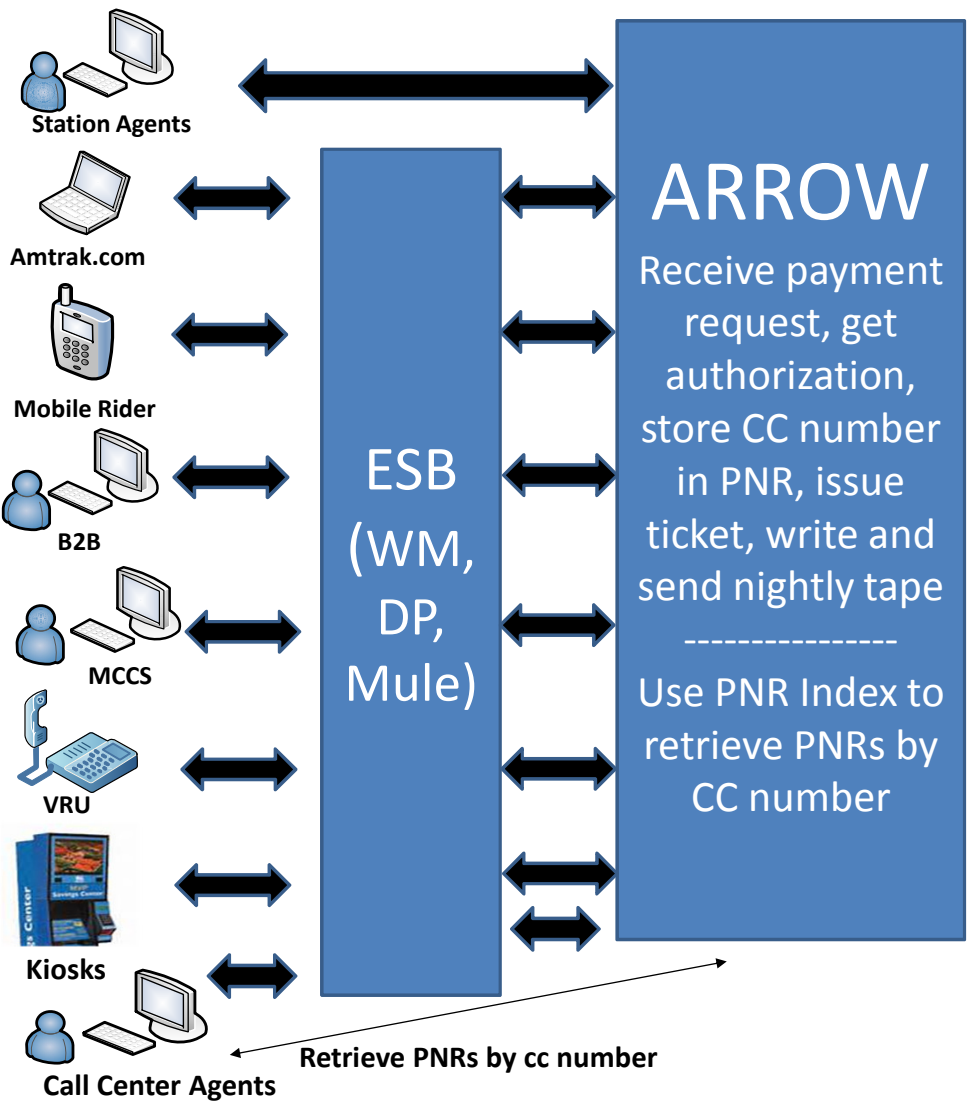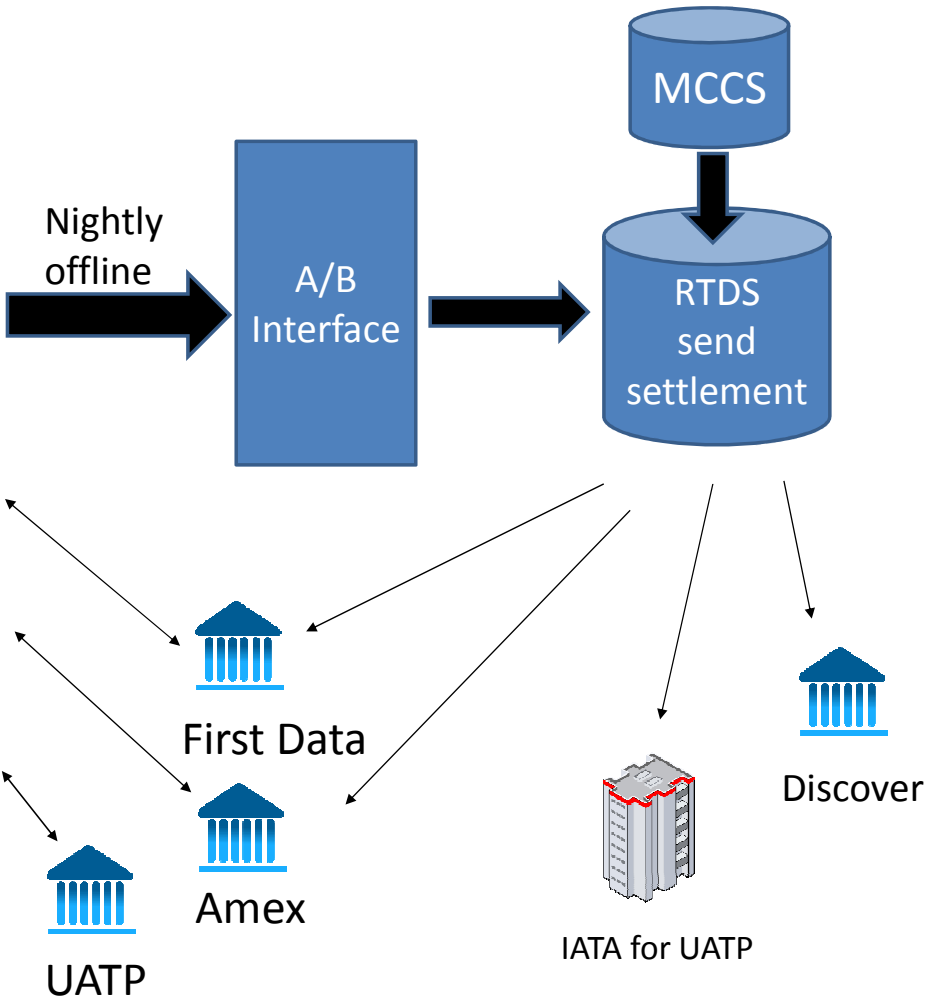# Payment Platform

Web Service Changes

TPF User Group Conference - SOA Subcommittee
Brian Byrne – Tuesday, April 24, 2018

Previous credit card related services

Station Agents
Amtrak.com
Mobile Rider
B2B
MCCS
VRU
Kiosks
Call Center Agents

ESB (WM, DP, Mule)

ARROW
Receive payment request, get authorization, store CC number in PNR, issue ticket, write and send nightly tape
----
Use PNR Index to retrieve PNRs by CC number

Retrieve PNRs by cc number

Nightly offline

A/B Interface

MCCS

RTDS send settlement

First Data

Amex

UATP

IATA for UATP

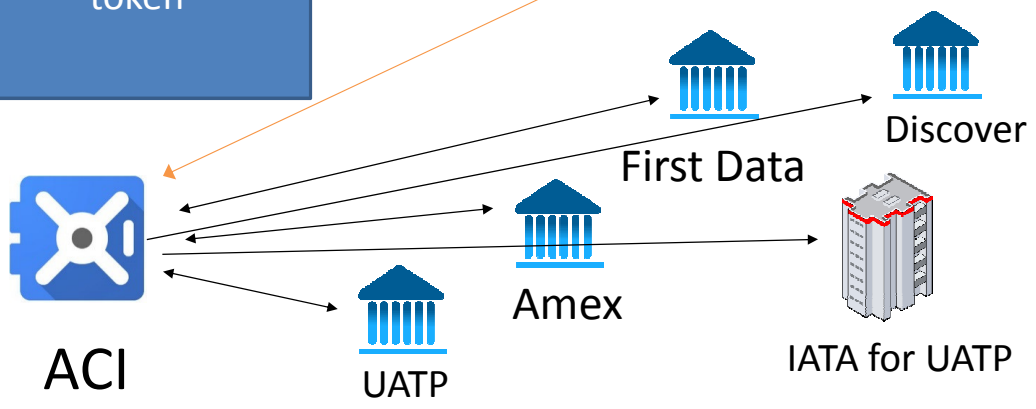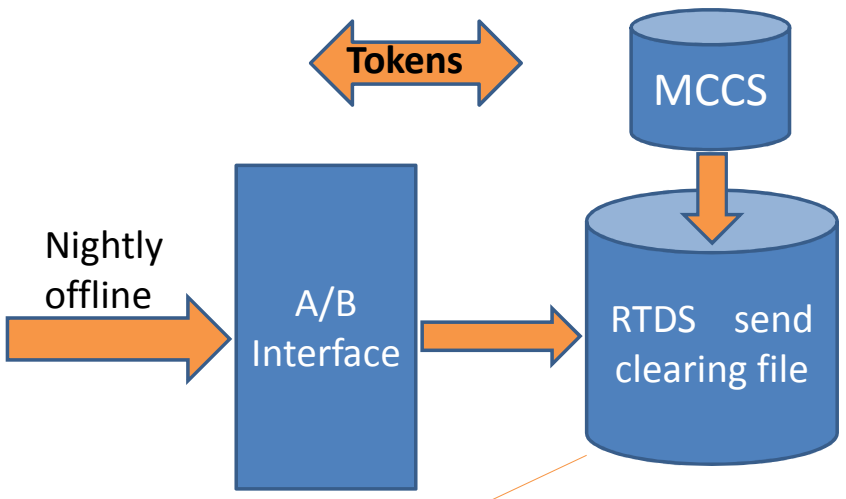Discover

Web Service Changes (Platforms)

- **Mulesoft**
  - New TokenManagement service (TMS) to convert CC to token (via call to ACI – Amtrak's payment vendor)
  - New PaymentCardAuthorization (PCA) service to accept and authorize token (via ACI)
  - New PaymentCardReversal service (PCR) to reverse authorization if errors occur
  - Modification to existing enterprise services (Create, Pay, Ticket, Change) to handle CC transactions
- **Arrow**
  - Provider web services changes (Pay and Change) to accept authorized token as payment
  - Addition of stored FOP as part of web service to update authorized token in PNR
  - Modification of new fields in Pay web service required for settlement process
  - New PaymentCardAuthorization consumer service to authorize token (via Mule, via ACI)

Web Service Changes (Channels)

- **Station Agent GUI (STARS):**
  - New use of web services for retrieval of reservations by credit card (CC is tokenized before entering Arrow)
  - New call of Mule Payment service (with internal orchestration of Arrow services) when CC is the only FOP
  - New call of TokenManagement service before sending ticketing entry to Arrow when multiple FOPs are used (one of which is a credit card)
- **Contact Center GUI (RailRes):**
  - New use of web services for retrieval of reservations by credit card (CC is tokenized before entering Arrow)
- **Amtrak Ticket Kiosk ("Quik-Trak")**
  - Retire existing PaymentCardProfile web service that validated swiped CC before proceeding
- **Voice Response Unit (VRU – Julie)**
  - Modify CallTransfer web service to mask out CC before sending to Arrow
- **Manual Credit Card System (MCCS):**
  - Add new attributes received from PaymentCardAuthorization service to Revenue Transaction Data Store (RTDS)
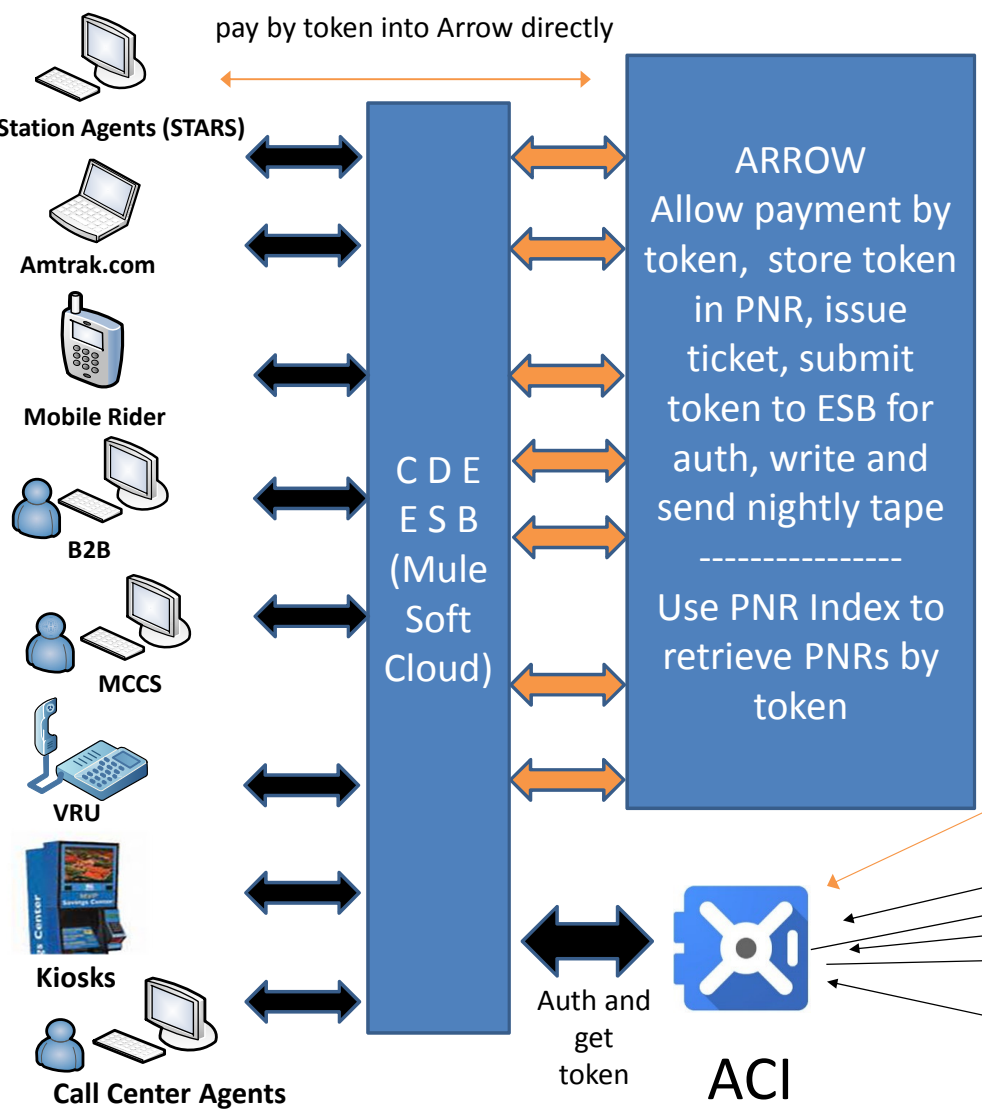
Current credit card related services

Questions?