

 **Viewpoint**
Jobpac Connect[™]

Introduction to the Jobpac
Connect API
Function Guide
Version: 1.0

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Prepared by	Damien Bourke
Approved or authorised by	
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General

Introduction

An API (Application Programming Interface), in general terms, is a set of clearly defined communication protocols between applications or components. Essentially an API is a method of communicating over the Web via secure, encrypted https URLs.

Application programming interfaces, or APIs, simplify software development and innovation by enabling applications to exchange data and functionality easily and securely.

Jobpac Connect uses a RESTful Web Service and REST APIs. A RESTful Web Service exposes APIs from an application in a secure, uniform, stateless manner to the calling client. The underlying protocol for REST is HTTPS. REST stands for Representational State Transfer. You may hear of other protocols such as the older SOAP web services.

To explain further, an API request may either GET, PUT, POST or DELETE data, to and from systems that have a web service, using an encrypted and specially formatted URL string. In much the same way as when you enter a URL string in your browser, it will return a web page with formatted data on it.

As an example a GET API URL string will be constructed to pass - an **Address**, telling the API where to look - a **Token**, for secure identification - an **Application ID**, that might limit or enable application specific customisations - a set of filtering **Parameters**, to filter the data to be returned - and an **Output Format**, to specify the format of returned data (e.g. HTML, Jason, XML). This GET API URL will then be encrypted with a key recognised at both ends, and sent over the internet to retrieve the requested set of data. If successful, the requested set of data will be returned in the requested and encrypted format.

Jobpac Connect makes available a growing library of APIs which external systems can use to extract data, create or update data in Jobpac, in real time.

The majority of our APIs Get data from Jobpac to be used in external systems. There are also a number of APIs that put data into Jobpac.

Jobpac Connect Customers can use the Jobpac API as part of their standard subscription and there is no additional transaction cost at this time, though there is an initial activation fee. More details below.

Our APIs can also be customised by our team for specific third party Applications. For example the list of fields returned by an API can be limited or customised depending on the Application making the request. This is often recommended to make the APIs more efficient.

API Security

An encryption Key will be provided by Viewpoint, for the specific external application that you are integrating with. If you are integrating with more than one application, then a separate Key is required for each.

Each encrypted API call also passes an **Access Token** and a **Jobpac User ID** and **Password** provided by Viewpoint. This API User ID can be granted access to specific Work IDs and Projects in the same way that a regular Jobpac User is granted access, and this can be used to

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limit access to specific company and Job data in your system. It is also important to note that the API User should not be granted menu access and will therefore not take up a user license.

You should take great care in handling API Keys, User and passwords, and distribute this type of security information in secure ways. Never distribute Passwords by unsecure email. This is particularly important when working with 3rd parties as having access to your API credentials gives them access to your data. Always have the right agreements in place when working with 3rd parties.

In the interest of Personal Information Security, details on Payroll APIs are generally not provided to our customers in API documentation, unless specifically requested, and security implications explained.

Common Types of API Usage and how to get started.

Create Pending Invoices via OCR systems

Many clients connect external OCR system to Jobpac to create pending invoices. We do not currently recommend or partner with any 3rd party OCR solutions, but provided the OCR solution you choose can produce an email with a formatted CSV file of Invoice metadata and attach invoice images as pdf, then we can integrate with them.

In its most basic form, OCR Invoice Integration to Jobpac requires the external system to send an email to a client specific email address that we allocate to you, with attachments including,

- a correctly formatted csv file of invoice header metadata, and also
- the pdf images of the associated invoices.

In most cases clients do not use any APIs directly for this (though possible), but Viewpoint will then use APIs to extract the invoice data from the email inbox and update Jobpac with the pending invoice details.

Clients should request this access via a case. The support team will confirm the email address that is to be used. This is always in the format:

invoices.XXX@cloud.jobpac.com.au

Where XXX is the client Acronym, i.e. first three digits of Userids.

This email address can be pointed to the client Test environment or Production Environment. Your preference should be stated in the case.

The linked document [OCR Interface with Jobpac - Function Guide](#) explains the layout of the csv file, and how to handle errors in loaded invoices. Clients can pass this on to their external provider, and in the vast majority of cases, implement without issue.

There are no charges for service when OCR is implemented in its most basic form, as described above. However, some customers use our API to extract valid Creditor, PO and Job data into their OCR systems to enable better accuracy. In these more sophisticated implementations we would often need to set up a project to assist the 3rd Party who wants to use the API on your behalf. For this type of implementation professional service fees would apply as scoped.

Requesting Access to the Jobpac Connect API

A list of existing API definitions is available via the linked document [Jobpac API List User Guide](#).

Customers who want to use existing Jobpac APIs should submit a case to request access and a Key for the intended application. There is a \$500 fee for provisioning. The case should contain the name of the Application that will call the API, and approval for the \$500 setup fee.

The setup fee covers provision of the Encryption Key, setting up an API UserID and Password for use by the API, Advice on your unique API project and how to progress, and any technical support to get you up and running.

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Clients will be provided with the following via the case.

Application Name	e.g. POWERBI
Environment	e.g. DMB Unique for each client
USERID	e.g. DMBPOWERBI
Password	Sent separately
Server Name	e.g. Jwis, Jwis3, Jwis5
Version	e.g. 1.00
Encryption Key	e.g. RBpraCL0S65SdZPa3hO2i2Es

This information, along with the API definitions, will enable the APIs to be used.

For complex projects or where Viewpoint expertise may be required to assist 3rd parties, to assist in testing or documentation, or workflow advice etc. we are happy to help. A Professional Services project can be set up to assist you or the 3rd Party who wants to use the API on your behalf. For this type of project a professional service fee would apply as scoped. Read on below

More complex API Projects, changes to Existing APIs or New APIs.

Though there are many Jobpac Connect APIs available out of the box, our customers are often connecting to new applications in new ways and we want to help you connect.

You can request for API changes, or new APIs, or for any other assistance on an API project, by logging a case in our customer portal. These cases are assigned to professional services, and consulting charges may apply.

The usual process is:

- The consultant will call the client and broadly discuss their requirement.
- These will always require a specification to be done, so an estimate to write the specification is prepared and sent to the client for approval.
- When approval to write the specification is given, the consultant will call the client and discuss their requirement in detail, and then prepare a specification.
- The specification will be reviewed internally, and an estimate to develop and test the modification is prepared. This estimate will include the setup fee for API use of \$500, if the client had previously not paid this.
- When the Client approves the estimate, a development timetable is advised to the client.
- When development is completed, as much QA as possible is done, and then it is installed and the client advised.