

## Magenta NPS Repairs - Contractor Integration

Magenta Living operates NPS Housing application for the management and maintenance of its housing stock. There are currently 2 options for contractors to receive and progress repairs works orders.

1. The **Contractor Portal** allows external organisations to view, download, and update repair work assigned to them in NPS Housing from a web browser on any device. Functionality includes works order progression, variation requests, payment applications and document uploads.
2. The **BARIS Interface** allows data level integration directly with the contractor's repairs system.

To support the delivery of its Repairs service, Magenta Living deploys BARIS to directly integrate NPS Housing with the systems of its contractors.

Interfacing / integration will be provided via the NPS Integrator product as real time xml transfer via structured API's using SOAP protocol.

All API's will be invoked by the contractor's repairs system. This is a "*come and get it model*" allowing external contractors to "*knock on our door*" as and when ready to work.

NPS Housing Repairs will initiate the work. Orders will be raised and authorised for pickup. New orders and successful variations will be made available to the contractor.

The contractor's repairs system will be used to handle day to day management of work downloaded for processing. They travel to the tenant and carry out repairs as needed. The contractor can notify NPS Repairs of cancelled, completed, varied and invoiced works orders, non-access events, new appointments, works order notes and of completed, cancelled or broken appointments etc.

The integration is designed to allow orders to flow automatically from raised to being paid without intervention. This however will depend on the authorisation granted to each contractor and client approval may be required at certain points.

The 9 core APIs are listed below.

Flow	Action	
	<b>Contractors repairs system</b>	<b>NPS Housing Repairs</b>
AP1	Request new and changed works orders.	Return a list of works order numbers.
AP2	Request details of single works order number.	Return latest detail of works order and appointments.
AP3	Send receipt confirmation for works order details.	Return confirmation of works order number.
AP4	Send works order number to be cancelled.	Cancel works order and returns status of action.
AP5	Send works order number to be completed.	Completes works order and returns status of action.
AP6	Send works order variation details.	Varies works order and returns status of action.

<b>AP7</b>	Send details of non-access event for works order.	Records non access event and returns status of action.
<b>AP8</b>	Send works order numbers and invoice details.	Creates an invoice and returns status of action.
<b>AP9</b>	Send appointment reference and status code.	Updates generic appointment status, returns status of action.