JSON Web Push
Documentation

Sertifi

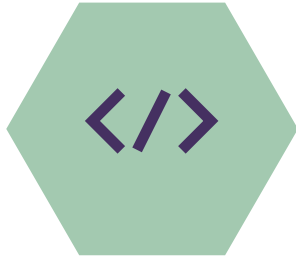# JSON Event Push Guide

This document provides details about the JSON Event Push webhook for Sertifi, which provides details of events to a listener. By exposing an API endpoint to Sertifi, we can deliver the event pushes to your organization.

The API key and username password are included in the header of the event push to validate that the push event is coming from the Sertifi system.

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Message Delivery Schedule

Sertifi attempts to deliver messages multiple times if the Web Service Listener is down, or if it's returning errors. The delivery schedule is:

Attempt	Delay Before Retry
Initial	0 seconds
1st retry	1 second
2nd retry	15 seconds
3rd retry	30 seconds
4th retry	2 minutes
5th retry	5 minutes

Note for Salesforce endpoints: If the push fails after the 5th attempt, it will be marked as a failed push and you will be notified by email. At this point, it will be necessary to attempt a manual push.

The following is an example of a JSON event for the AgreementCreated event type.

```
--header 'apikey: <API_KEY>' \
--header 'Authorization: Basic 123abc456'


{
      "SecurityToken": null,
      "Password": null,
      "EventTypeId": "AgreementCreated",
      "EventId": "string",
      "EventTime": "2014-06-23T11:14:34.000",
      "EventParameters": {
            "FileId": "string",
            "DocumentDatabaseXML": "string",
            "DocumentExternalId1": "string",
            "DocumentExternalId2": "string",
            "DocumentExternalId3": "string",
            "DocumentId": "string",
            "DocumentName": "string",
            "DocumentStatus": "string",
            "EventDate": "string",
            "FileExternalId1": "string",
            "FileExternalId2": "string",
            "FileExternalId3": "string",
            "FileExternalId4": "string",
            "FileExternalId5": "string",
            "FileExternalId6": "string",
            "FileExternalId7": "string",
            "FileExternalId8": "string",
            "FileExternalId9": "string",
            "FileExternalId10": "string",
            "FileName": "string",
            "OwnerEmail": "string"
      }
}
```

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The ReceiveNotification method accepts a single parameter called **notificationEvent** containing the properties listed below.

Property Name	Sub-proper-ty name	Property Value Type	Description
SecurityToken		String	This provides a client-defined token to send with every message. The recepient can then validate the message is coming from a trusted source. In cases where a username and password authentication is chosen, this key contains the username.
Password		String	This provides the password in cases where a username and password authentication is cho-sen. If this is not used, the value for this key is null.
EventTypeId		Enumeration	The type of event that occurred. For more parameter information, refer to page 6.
EventId		String	A unique ID for the event generated by Sertifi. Reference this ID when troubleshooting.
EventTime		dateTime	The date and time when the event occurred
EventParameters		Unordered list of key/value pairs	A list of the parameters related to the event
	Name	String	The name, or key, of the parameter
	Value	String	The value assigned to the parameter

EventParameter Considerations

EventParameters contain the name-value pairs of a specific event type. Unless otherwise noted, Sertifi **always** passes these parameter values as strings. If you receive an EventParameter with a value of true or false, it will not function as an actual Boolean; rather, it will be returned as a **string** of either True or False.

dateTime parameters are represented as CCYY-MM-DDThh:mm:ss.

EventTypeId Parameters

The following tables describe parameters that can appear for the different event types in the JSON event push.

EventTypeId Parameters

This table contains the list of event parameters that can be pushed for the EventTypeID. These parameters are passed as strings unless otherwise noted.

Event Parameter	Description
AgreementCreated	A new file was added to a folder.
AgreementExpired	The file expired and can't be signed.
AgreementSigned	A file in a folder was signed.
AgreementCompleted	A file was signed by all participants.
FileCompleted	All files in a folder were completed by all participants. This event only fires for sites using packetized logic.
FileCreated	A folder was created.
FileExpired	All the files in the folder have expired and can no longer be signed.
FileReassigned	A participant reassigned their signature requests to a different participant.
PaymentFailed	A payment-related operation failed.
PaymentReceived	Billing information was processed by the payment gateway.
PaymentCloned	An additional payment or authorization was successfully charged to the same payment source as the cloned payment or authorization.
PaymentRefunded	A refund was processed against a payment or cloned payment. Refunds are sent to the source of the payment being refunded.
RequestReassigned	A participant has reassigned a single signature request for a specific file to someone else.
SignerDeclined	A participant declined to sign a file.
StreamCommentAd-ded	A comment was added to the room.
UserInvited	A signer or carbon copy participant was invited to sign or view the file.
UserVisited	A sender, signer, or carbon copy participant accessed a file or document.

Event Parameters

The following table is a list of properties that apply for all event types. These parameters are passed as strings unless otherwise noted.

Event Property	Description
FileExternalId1	These represent identifiers appended to the file by the SetSignatureRequestParameters call in Sertifi's Gateway API.
FileExternalId2	
FileExternalId3	
FileExternalId4	
FileExternalId5	
FileExternalId6	
FileExternalId7	
FileExternalId8	
FileExternalId9	
FileExternalId10	
FileId	The unique identifier for a file
FileName	The name of the file
OwnerEmail	The email address for the user who created the folder

Payment Parameters

The following table provides a list of common parameters in payment events, such as PaymentReceived. All parameters are passed as strings unless otherwise noted.

Event Property	Description
Amount	The amount of the payment
AVSStatus	The status of the AVS check, if one was performed. This property is specific to the payment gateway being used.
BankAccountType	For ACH payments, this indicates the type of account that was used for the payment. The most common account types are Savings, Checking, and Business Checking.
BankName	For ACH payments, this indicates the name of the payer account's bank.
BillingName	The name of the payer to be billed
BillingAddress1	The first line of the billing address
BillingAddress2	The second line of the billing address
BillingCity	The city of the billing address
BillingState	The state of the billing address.
BillingZip	The postal code of the billing address
CardType	The brand of the credit card
CardLast4	The last four digits of the credit card used to pay
Currency	The currency in which the payment was processed
CVVStatus	The status of the CVV security code check, if one was performed. This property is specific to the payment gateway being used.
DateCreated	The date the payment request was created
DateDue	The date the payment is due. This is commonly used for visibility and email workflows.

Payment Parameters

Event Property	Description
DateProcessed	The date when the payment gateway processed the provided billing information
DocumentId	The unique identifier for the document associated with the payment. This property is empty if the payment is a standalone payment.
Email	The email address of the payer
ErrorMessage	The error message if a processing error occured
GatewayTokenId	An alphanumeric ID token that represents the billing information stored in a payment gateway. This ID is a stand-in for a credit card or other billing information for any subsequent interactions after tokenization. Tokenization is used to avoid storing sensitive information in the Sertifi system.
Identifier	The identifier generated for the payment. The format for the number will differ depending on the payment gateway. For example, Elements and Zuora use Sertifi's standard 17-digit identifier, whereas Merchant Link uses the order number.
IpAddress	The IP address of the payer that was recorded when they entered their billing information
PaymentId	A unique alphanumeric identifier for the payment
PaymentMethod	This indicates the payment method used. The value will be either ACH or Credit Card.
RoutingNumber	The routing number for the bank for ACH payments
Status	The status of the payment. Available responses are Awaiting Payment, Processing, Redirected, Authorized, Paid, Refunded, Voided, or Error.

Event-specific Parameters

The following table lists the EventTypeId properties for each event type. All values are returned as strings unless otherwise noted in the description.

EventTypeId	Property	Description
AgreementCreated	CCEmails	A comma-separated list of emails for carbon copy (CC) participants
	DocumentExternalId1	Identifiers appended to the file by the SetDocumentParameters call in Sertifi's Gateway API.
	DocumentExternalId2	
	DocumentExternalId3	
	DocumentId	The unique identifier for the file
	DocumentName	The name of the file
	DocumentStatus	The current status of the file
AgreementSigned	CustomField1	Title properties specify the titles, or labels, of custom fields defined for a file. CustomFields 1 - 4 contain the values populated during the signing process.
	CustomField1Title	
	CustomField2	
	CustomField2Title	
	CustomField3	
	CustomField3Title	
	CustomField4	
	CustomField4Title	
	DateCreated	The date that the signing request was created for the signer participant
	DateSigned	The date that the file was signed
	DocumentChanged	Boolean. This indicates if any of the fillable fields were updated by a signer participant.
	DocumentExternalId1	Identifiers appended to the file by the SetDocumentParameters call in Sertifi's Gateway API
	DocumentExternalId2	
	DocumentExternalId3	
	DocumentId	The unique identifier for the file
	DocumentName	The name of the file
	DocumentStatus	The current status of the file
	NameSigned	The name signed in the signature field

Event-specific Parameters

EventTypeId	Property	Description
AgreementSigned	SignerAction	The action performed by the signer particpant - either Sign or Review. This is used in consolidated signing to distinguish between a signer and reviewer.
	SignerEmail	The email address of the signer participant
	SignerIpAddress	The IP address of the signer participant
	SignMethod	The method used to sign the file. Possible values are either fax or electronic.
AgreementCompleted	DocumentDatabaseXML	An XML document containing metadata passed through by the sender about the File and Document. This metadata includes pre-fill information, PDF fields with their original values, and information provided by the signer participant.
	DocumentExternalId1	Identifiers appended to the file by the SetDocumentParameters call in Sertifi's Gateway API.
	DocumentExternalId2	
	DocumentExternalId3	
	DocumentId	The unique identifier for the file
	DocumentName	The name of the file
	DocumentStatus	The current status of the file
AgreementExpired	DocumentExternalId1	Identifiers appended to the file by the SetDocumentParameters call in Sertifi's Gateway API
	DocumentExternalId2	
	DocumentExternalId3	
	DocumentId	The unique identifier for the file
	DocumentName	The name of the file
	DocumentStatus	The current status of the file
	ExpiredBy	The source that expired the file. The returned value is SYSTEM if the file was automatically expired, API for file expired through the Gateway API, or the email address of the sender who triggered the expiration.
	IpAddress	The IP address of either the server or the sender who triggered the expiration. This appears blank for auto-expired files.

Event-specific Parameters (continued)

EventTypeId	Property	Description
FileCompleted	DateSigned	The date when the final required signature was applied to the document(s) within a folder
	DocumentDatabaseXML	This is an XML document containing metadata passed in by the sender about the File and Document, including pre-fill information, PDF fields with their original values, and information filled by the signer/participant.
FileExpired	ExpiredBy	The source that expired the file. The returned value is SYSTEM if the file was automatically expired, API for file expired through the Gateway API, or the email address of the sender who triggered the expiration.
	IpAddress	The IP address of either the server or the sender who triggered the expiration. This appears blank for auto-expired files.
FileReassigned	NewSignerEmail	The email address of the new signer
	OriginalSignerEmail	The email address of the original signer
	SignerSequence	The signer level that was reassigned. The value will be 1 for first-level signers, 2 for second-level signers, and so on.
PaymentFailed	CanRetry	The Boolean setting for the signer's permission to re-enter their credentials
	FailedTries	The number of times the payment was attempted but not completed
	Operation	The operation that applies to the current payment
	PaymentClonedFrom	The payment method from one payment or authorization that's used to generate a new payment. The property contains the id of the parent record.
	RefundedPayment	The ID of the refunded payment

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Event-specific Parameters (continued)

EventTypeId	Property	Description
PaymentReceived	Operation	The operation that applies to the payment. Pay – the payment operation where a payment method is charged. Verify – verification of the payment method, which is usually a $0 or $1 authorization charge that is reversed shortly after being applied. Refund – the previously collected payment is being refunded.
	CardLast4	The last four digits of the card used to pay
	SurchargeAmount	The amount surcharged. A value of 0 indicates no surcharging.
	SurchargePercent	The percent of the gross payment that was surcharged. A value of 0 indicates no surcharging.
	GrossAmount	The total amount of the payment. If surcharging is enabled, this amount includes the surcharge.
	GatewayApprovalNumber	The approval number of the payment in the gateway
	GatewayTransactionId	The transaction id of the payment in the gateway
	FraudScore	The fraud score returned by Kount. Possible values are A, B, C, D, and F.
	FraudTriggeredRules	The reason(s) returned by Kount explaining the fraud score result
PaymentRefunded	RefundedPayment	The ID of the refunded payment

Event-specific Parameters

EventTypeId	Property	Description
RequestReassigned	DocumentId	The unique identifier for a file
	DocumentName	The name of the file
	DocumentStatus	The current status of the document
	NewSignerEmail	The email address of the new signer
	OriginalSignerEmail	The email address of the original signer
	SignerSequence	The signer level that was reassigned. The value will be 1 for first-level signers, 2 for second-level signers, and so on.
SignerDeclined	SignerAction	The action the signer participant took – either Sign or Review. In consolidated signing, this is used to distinguish between a signer and reviewer.
	SignerEmail	The email address of the signer
	DateCreated	The date the folder was created
	DeclineComments	The comment the signer participant left when they declined to sign
	DocumentExternalId1-10	Identifiers appended to the file by the SetDocumentParameters call in Sertifi's Gateway API, via the portal, or via the REST API. Up to 10 external identifiers may be designated for a folder.
	DocumentId	The unique identifier for the file
	DocumentName	The name of the file
	DocumentStatus	The current status of the file. Available statuses are Unsigned, Signed, ConvertingToPdf, PartiallySigned, SignedAndArchived, Declined, Expired, ConversionFailed, and Undefined.

EventTypeId	Property	Description
StreamCommentAdded	Message	A message that was written in the folder's comment section
	UserEmail	The email address of the user that left the comment in the folder
	UserIpAddress	The IP address of the user that left the comment in the folder
UserInvited	UserEmail	The email address of the participant invited to the folder
UserVisited	AccessedObjectType	The type of object that the participant accessed. Values can include **document** or **file**.
	DocumentId	The unique identifier for the file

This property is only returned if the AccessedObjectType is **returnDocument**. |
| | UserEmail | The email address of the participant that visited the file |
| | UserIPAddress | The IP address of the participant that visited the file |

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