



JSON Event Push

This document provides details about the JSON Event Push webhook for Sertifi. This web push 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 is returning errors. The delivery schedule is as follows:

Attempt	Delay Before Attempts
Initial	0
1 st retry	1 second
2 nd retry	15 seconds
3 rd retry	30 seconds
4 th retry	2 minutes
5 th retry	5 minutes
6 th retry	30 minutes
7 th retry	2 hours
8 th retry	4 hours
9 th retry	12 hours
10 th retry	24 hours



Sample Web Service Push message

The following is an example of a JSON event for AgreementCreated:

```
{
  "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",
    "FileExternalId10": "string",
    "FileExternalId2": "string",
    "FileExternalId3": "string",
    "FileExternalId4": "string",
    "FileExternalId5": "string",
    "FileExternalId6": "string",
    "FileExternalId7": "string",
    "FileExternalId8": "string",
    "FileExternalId9": "string",
    "FileName": "string",
    "OwnerEmail": "string"
  }
}
```



Notification Event Structure

The ReceiveNotification method accepts a single parameter called **notificationEvent** that contains the following:

Property Name	Sub-property name	Property Type	Description
SecurityToken		String	Provides a client-defined token to send with every message. This way the receiver can 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	Provides the password in cases where a username and password authentication is chosen. If this is not chosen, this key is blank.
EventTypeId		Enumeration	The type of event that occurred. For more information, see Table 1 for a list of possible values.
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 name/value pairs	A list of the parameters related to the event.



	Name	String	The name of the parameter.
	Value	String	The value assigned to the parameter

EventParameter Considerations

Eventparameters contain the name and value pairs of a specific event type. Sertifi passes these parameters values as strings. It's important to note that when you get an eventparameter that's a true/false field, it won't be represented as true/false, instead, it will be represented as either a string of "True" or a string of "False." For dateTime parameters, these are represented as CCYY-MM-DDThh:mm:ss.



Reference tables

Use the various reference tables to learn more about 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.

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 is 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 files within a folder expired and can't be signed.
FileReassigned	A participant reassigned their signature requests to someone else.
PaymentFailed	A payment-related operation failed.
PaymentReceived	Billing information was processed by the payment gateway.
PaymentCloned	A completed payment or authorization was charged again.
PaymentRefunded	A refund was processed against a payment or cloned payment.
RequestReassigned	A participant has reassigned a single signature request for a specific file to someone else.
SignerDeclined	A participant declined to sign a file.
StreamCommentAdded	A comment was added to the room.
UserInvited	A signer or carbon copy participant was invited to sign or view the file.



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UserVisited	A sender, signer, or carbon copy participant accessed a file or document.
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Event Parameters

The following table provides a list of properties that apply for all event types.

Event Property	Description
FileExternalId1	Represents 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 sender who created the folder.



Payment Parameters

The following table provides a list of event parameters common to all payment events.

Event Property	Description
Amount	The amount of the payment.
AVSStatus	The status of the AVS check, if any. 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. Savings, Checking, and Business Checking are the most common types.
BankName	For ACH payments, this indicates the name of the bank where the payer account is.
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 zip 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 a payment was processed.
CVVStatus	The status of the CVV check, if any. 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 used for visibility and email workflows.
DateProcessed	The date when the payment gateway processed the provided billing information.
DocumentId	The unique identifier for the document the payment is tied to. This property is empty if the payment is a standalone payment.



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Email	The email address of the payer.
ErrorMessage	The error message if a processing error occurred.
GatewayTokenId	An ID that represents the billing information stored in a payment gateway. This ID is a stand-in for 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. Different payment gateways use this number different. 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 when they entered their billing information.
PaymentId	A unique identifier for the payment.
PaymentMethod	Indicates the payment method used. Either ACH or Credit Card.
RoutingNumber	The routing number for the bank for ACH payments.
Status	



Event-specific parameters

The following table lists the event type id properties for each event type.

EventTypeId	Property	Description
AgreementCreated	CCEmails	A comma-separated list of emails for 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 the signing request was created for the signer participant.
	DateSigned	The date the file was signed.
DocumentChanged	Indicates if any of the fillable fields were updated by a signer participant. The possible values are "true" and "false."	
DocumentExternalId1	DocumentExternalId1	Identifiers appended to the file by the SetDocumentParameters call in Sertifi's Gateway API.
	DocumentExternalId2	
	DocumentExternalId3	



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	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 box.
	SignerAction	The action the signer participant took – 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. Either fax or electronic.
AgreementCompleted	DocumentDatabaseXML	An XML document containing metadata passed in by the sender about the File and Document including pre-fill information, PDF fields and their original values, and information filled 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	



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	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. This is represented as either 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 of the sender who triggered the expiration. This appears blank for auto-expired files.
FileCompleted	DateSigned	The date when all the files within a folder are completed.
	DocumentDatabaseXML	An XML document containing metadata passed in by the sender about the File and Document including pre-fill information, PDF fields and their original values, and information filled by the signer participant.
FileExpired	ExpiredBy	The source that expired the file. This is represented as either 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 of the sender who triggered the expiration. This appears blank for auto-expired files.



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FileReassigned	NewSignerEmail	The email address of the new signer.
	OriginalSignerEmail	The email address of the original signer.
	SignerSequence	The signer level that was reassigned. Shows 1 for all signing levels, 2 for seconds signers, and so on.
PaymentFailed	CanRetry	The ability of the signer to reenter their credentials.
	FailedTries	The number of times the payment was attempted.
	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 payment for which a refund was issued.
PaymentReceived	Operation	<p>The operation that applies to the payment.</p> <ul style="list-style-type: none"> • Pay – the payment operation where a payment method is charged. • Verify – the payment method verification – usually a \$0 or \$1 authorization. • Refund – the previously collected payment is being refunded.
	CardLast4	The last four digits of the card used to pay.



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PaymentRefunded	RefundedPayment	The ID of the payment for which a refund was issued.
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. Shows 1 for all signing levels, 2 for seconds signers, and so on.
SignerDeclined	DateCreated	The date the folder was created.
	DeclineComments	The comment the signer participant left when they declined to sign.
	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.
	SignerAction	The action the signer participant took – either Sign or Review. This is used in consolidated signing to distinguish between a signer and reviewer.
	SignerEmail	The email address of the signer.
StreamCommentAdded	Message	The message left in the room.



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	UserEmail	The email address of the user that left the comment in the room.
	UserIpAddress	The IP address of the user that left the comment in the room.
UserInvited	UserEmail	The email address of the participant invited to the folder.
UserVisited	AccessedObjectType	The type of object the participant visited. Values include document or file.
	DocumentId	The unique identifier of the file. This property is only provided if the AccessedObjectType=Document.
	UserEmail	The email address of the participant that visited the file.
	UserIpAddress	The IP address of the participant that visited the file.

