



# JSON Web Push Documentation



Sertifi



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.

## Table of Contents

- 3 Message Delivery Schedule
- 4 Sample Web Service Push Message
- 5 Notification Event Structure
- 6 EventTypeId Parameters
- 7 Event Parameters
- 8 Payment Parameters
- 10 Event-specific Parameters



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

| <b>Attempt</b>   | <b>Delay Before Retry</b> |
|------------------|---------------------------|
| <b>Initial</b>   | 0 seconds                 |
| <b>1st retry</b> | 1 second                  |
| <b>2nd retry</b> | 15 seconds                |
| <b>3rd retry</b> | 30 seconds                |
| <b>4th retry</b> | 2 minutes                 |
| <b>5th retry</b> | 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 AgreementCreated.

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



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; rather, 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.*



You can use the following tables to learn more about parameters that can appear for the different event types in the JSON event push.

## EventTypeeld 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.   |
| UserVisited        | A sender, signer, or carbon copy participant accessed a file or document.   |



## Event Parameters

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

| 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 sender who created the folder  |



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.   |





| 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 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 differently. 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         | Available responses are AwaitingPayment, Processing, Redirected, Authorized, Paid, Refunded, Voided, or Error.   |



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

| EventTypeId             | Property                              | Description  |
|-------------------------|---------------------------------------|--|
| <b>AgreementCreated</b> | 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                   |  |
|                         | DocumentExternalId1                   |  |
|                         | DocumentId                            | The unique identifier for the file.  |
|                         | DocumentName                          | The name of the file.  |
| DocumentStatus          | The current status of the file.       |  |
| <b>AgreementSigned</b>  | 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 that 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                   | 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 box. |  |



| EventTypeId               | Property   | Description  |
|---------------------------|--|--|
| <b>AgreementSigned</b>    | 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.  |
| <b>AgreementCompleted</b> | 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.  |  |
| <b>AgreementExpired</b>   | 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. 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. |  |



## Event-specific Parameters (continued)

| EventTypeId           | Property            | Description  |
|-----------------------|---------------------|--|
| <b>FileCompleted</b>  | 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.              |
| <b>FileExpired</b>    | 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.   |
| <b>FileReassigned</b> | 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 all signing levels, 2 for second signers, and so on.   |
| <b>PaymentFailed</b>  | CanRetry            | The ability of the signer to re-enter 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.   |



## Event-specific Parameters (continued)

| EventTypeId              | Property            | Description   |
|--------------------------|---------------------|---|
| <b>PaymentReceived</b>   | Operation           | The operation that applies to the payment. <ul style="list-style-type: none"> <li>• Pay – the payment operation where a payment method is charged.</li> <li>• Verify – the payment method verification – usually a \$0 or \$1 authorization.</li> <li>• Refund – the previously collected payment is being refunded.</li> </ul> |
|                          | CardLast4           | The last four digits of the card used to pay.   |
| <b>PaymentRefunded</b>   | RefundedPayment     | The ID of the payment for which a refund was issued.  |
| <b>RequestReassigned</b> | 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 second signers, and so on.  |
| <b>SignerDeclined</b>    | 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.   |



| EventTypeId               | Property           | Description  |
|---------------------------|--------------------|--|
| <b>SignerDeclined</b>     | 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.   |
| <b>StreamCommentAdded</b> | Message            | The message left in the room.  |
|                           | 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.  |
| <b>UserInvited</b>        | UserEmail          | The email address of the participant invited to the folder.  |
| <b>UserVisited</b>        | 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.   |