Event Push – SOAP Contract

Message Delivery Schedule

Sertifi will attempt to deliver messages multiple times if the web service listener is down or is returning errors. The delivery schedule for all the attempts is below.

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

Sample Call to ReceiveNotification Web Method

```xml
<?xml version="1.0" encoding="utf-16"?>
<soap:Envelope xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <soap:Body>
    <ReceiveNotification xmlns="http://apps.sertifi.net/services/subscribers">
      <notificationEvent>
        <SecurityToken>User name or an authentication token</SecurityToken>
        <Password>Password if one is used</Password>
        <EventTypeId>AgreementCreated</EventTypeId>
        <EventId>1100231</EventId>
        <EventTime>2010-07-13T23:00:00</EventTime>
        <EventParameters>
         <NotificationEventParameter>
           <Name>Parameter Name</Name>
           <Value>Parameter Value</Value>
         </NotificationEventParameter>
         <NotificationEventParameter>
           <Name>Another Parameter Name</Name>
           <Value>Another Parameter Value</Value>
         </NotificationEventParameter>
        </EventParameters>
```

```
      </notificationEvent>
    </ReceiveNotification>
  </soap:Body>
</soap:Envelope>
```

Sample Response to ReceiveNotification Web Method

An event is marked as received when the subscribing web service sends back an acknowledgement response defined in the WSDL. Below is an example of a raw HTML response including the headers.

```
HTTP/1.1 200 OK
Cache-Control: private, max-age=0
Content-Type: text/xml; charset=utf-8
Date: Mon, 28 Mar 2016 14:39:37 GMT

<?xml version="1.0" encoding="utf-8"?><soap:Envelope
xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema"><soap:Body><ReceiveNotificationResponse
xmlns="http://apps.sertifi.net/services/subscribers" /></soap:Body></soap:Envelope>
```

Notification Event Structure

The ReceiveNotification method accepts a single parameter called notificationEvent containing the following elements:

- SecurityToken (string) – allows the receiver to authenticate that the message is coming from a valid source by providing a client defined token to be sent with every message. In cases where a user name and password authentication is chosen instead, this will contain the user name.
- Password (string) – in cases where a user name and password authentication is chosen this will contain the password, otherwise this will remain blank.
- EventTypeId (enumeration) – a type of an event that has occurred. Reference *Table 1 - EventTypeId Values* for a list of possible values. The specific list of events to which the receiver is subscribed is configurable via an administration interface.
- EventId (long) – a unique id for the event generated by Sertifi. Please reference this id when troubleshooting.
- EventTime (dateTime) – the date and time at which this event occurred.
- EventParameters (array of NotificationEventParameter types) – this is the collection of parameters that is specific to the event that has occurred. The list of parameters that is sent along with each call is configurable via an administration interface. Reference *Table 4 - NotificationEventParameter values per EventTypeId* for a list of possible parameters for each event. NotificationEventParameter type consists of two elements:
  - Name (string) – the name of the parameter.
  - Value (string) – the value that has been assigned to the parameter.

EventParameters Data Types

The EventParameters contains name and value pairs of parameters appropriate to an event. The parameter values themselves are passed as strings. This section defines how the parameters were converted from other data types into textual representations.

- **Booleans** – Any Boolean fields will be represented with string values of "True" and "False".
- **DateTime** – DateTime parameters are encoded in the following format: CCYY-MM-DDThh:mm:ss. Eg. "1969-07-20T21:28:00".

Appendix A – Reference Tables

The following table contains a list of events that can be subscribed to.

EventTypeId	Description
AgreementCreated	A new document has been added to a file.
AgreementExpired	Document has expired and can no longer be signed.
AgreementSigned	A document is signed.
AgreementCompleted	A document has been signed by all signers.
FileCompleted	All documents in a folder (file) have been completely signed by all signers. This event only fires for sites using packetized logic.
FileCreated	A folder (file) has been created.
FileExpired	All documents in a folder have expired and can no longer be signed.
FileReassigned	A signer has reassigned their signature requests in a file to someone else.
PaymentFailed	A payment related operation has failed.
PaymentReceived	Billing information has been processed by the payment gateway.
PaymentCloned	A completed payment or authorization has been charged (again).
PaymentRefunded	A refund has been processed against a payment or cloned payment.
RequestReassigned	A signer has reassigned a single signature request for a specific document to someone else.
SignerDeclined	A signer has declined to sign a document.
StreamCommentAdded	A comment has been added to a folder stream.
UserInvited	A signer or a carbon copy has been invited to sign or view the file.
UserVisited	A sender, signer, or a carbon copy has accessed a file or a document.

Table 1 - EventTypeId Values

Following is a list of parameters that are common to all events.

Parameter	Description
FileExternalId1	Identifiers that were appended to the File by the SetSignatureRequestParameters(…) call in the Sertifi's Gateway API.
FileExternalId2	
FileExternalId3	
FileExternalId4	
FileExternalId5	

FileExternalId6	
FileExternalId7	
FileExternalId8	
FileExternalId9	
FileExternalId10	
FileId	Unique identifier for the file.
FileName	Name of the file.
OwnerEmail	E-mail address for the signature request sender.

Following is a list of parameters that are common to all payment related events.

Parameter	Description
Amount	Payment amount.
AVSStatus	AVS status if any. The status is specific to the payment processing gateway.
BankAccountType	For ACH payments indicates the type of account that was used for the payment - Savings / Checking / Business Checking being the most common.
BankName	For ACH payments indicates the name of the bank where the payer has their account.
BillingName	Payer entered name.
BillingAddress1	First line of the billing address entered by the payer.
BillingAddress2	Second line of the billing address entered by the payer.
BillingCity	City portion of the billing address entered by the payer.
BillingState	State portion of the billing address entered by the payer.
BillingZip	ZIP portion of the billing address entered by the payer.
CardType	Brand of the credit card.
Currency	Currency in which a payment has been processed.
CVVStatus	CVV status if any. The status is specific to the payment processing gateway.
DateCreated	When the payment was initially requested.
DateDue	This field right now is only used for visibility and e-mail workflows.
DateProcessed	Date when the payment gateway processed payer provided billing information.
DocumentId	Unique identifier for the document to which the payment is tied. Empty if a stand-alone payment.
Email	Email address of the payer.
ErrorMessage	If there was an error processing the payment, it will appear here.
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 in order to avoid storing sensitive information in our system.
Identifier	Generated identifier for the payment. Different gateways use this number differently. - Elements and Zuora - Sertifi's standard 17 digit identifier - Merchant Link - Order number Shift 4 - Invoice number

IpAddress	IP address of the payer when entering the billing information.
PaymentId	Unique identifier for the payment.
PaymentMethod	Indicates what payment method was used - ACH or Credit Card
RoutingNumber	For ACH payments contains the routing number for the bank.
Status	

Table 3 - NotificationEventParameter values common to all payment events

Event specific parameters are listed below.

EventTypeId	Parameter	Description
AgreementCreated	CCEmails	Comma separated list of emails for CCs.
	DocumentExternalId1	Identifiers that were appended to the document by the SetDocumentParameters(…) call in the Sertifi's Gateway API.
	DocumentExternalId2	
	DocumentExternalId3	
	DocumentId	Unique identifier for the document.
	DocumentName	The name of the document.
	DocumentStatus	Returns the current status of the document.
AgreementSigned	CustomField1	CustomField[1-4]Title parameters specify the titles or labels of custom fields that were defined for the document. CustomField[1-4] contain the values that were populated during the signing process.
	CustomField1Title	
	CustomField2	
	CustomField2Title	
	CustomField3	
	CustomField3Title	
	CustomField4	
	CustomField4Title	
	DateCreated	When the signing request was created for this signer.
	DateSigned	When the document was signed.
	DocumentChanged	Indicates if any of the fillable fields were updated by the signer. Possible values are "true" and "false".
	DocumentExternalId1	Identifiers that were appended to the document by the SetDocumentParameters(…) call in the Sertifi's Gateway API.
	DocumentExternalId2	
	DocumentExternalId3	
	DocumentId	Unique ideqntifier for the document.
	DocumentName	The name of the document.
	DocumentStatus	Returns the current status of the document.
	NameSigned	The name that was signed in the signature box.
	SignerAction	Possible values are "Sign" or "Review". Used in consolidated signing to distinguish between a signer and a reviewer.

	SignerEmail	E-mail address of the signer.
	SignerIpAddress	IP Address of the signer.
	SignMethod	Method that was used to sign the document: Fax 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, information that was filled in by the signer.
	DocumentExternalId1	Identifiers that were appended to the document by the SetDocumentParameters(…) call in the Sertifi's Gateway API.
	DocumentExternalId2	
	DocumentExternalId3	
	DocumentId	Unique identifier for the document.
	DocumentName	The name of the document.
	DocumentStatus	Returns the current status of the document.
AgreementExpired	DocumentExternalId1	Identifiers that were appended to the document by the SetDocumentParameters(…) call in the Sertifi's Gateway API.
	DocumentExternalId2	
	DocumentExternalId3	
	DocumentId	Unique identifier for the document.
	DocumentName	The name of the document.
	DocumentStatus	Returns the current status of the document.
	ExpiredBy	"SYSTEM" if it was auto-expired, "API" for documents expired through Gateway API, or email address of the person who triggered the expiration.
	IpAddress	IP address of either the server or the person that triggered the expiration. Will be blank for auto-expired documents.
FileCompleted	DateSigned	When all the documents in the folder have been acted upon.
	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, information that was filled in by the signer.
FileCreated		
FileExpired	ExpiredBy	"SYSTEM" if it was auto-expired or email address of the person who triggered the expiration.
	IpAddress	IP address of either the server or the person that triggered the expiration. Will be blank for auto-expired folders.
FileReassigned	NewSignerEmail	E-mail address of the new signer.
	OriginalSignerEmail	E-mail address of the original signer.
	SignerSequence	The signing level that was reassigned: -1 - All signing levels

		1 - Signers 2 - Second Signers 3….
PaymentFailed	CanRetry	Can a signer attempt to enter credentials again
	FailedTries	Number of times this payment was attempted
	Operation	Operation that applies to the current payment Pay – payment operation where a payment method is charged Verify – payment method verification (usually a $0 or $1 authorization) Refund – previously collected payment is being refunded
	PaymentClonedFrom	A payment can be cloned from another payment. That is the payment method from one payment or authorization is used to generate a new payment. This field contains the id of the parent record.
	RefundedPayment	Contains an id of the payment for which a refund was issued.
PaymentReceived	Operation	Operation that applies to the current payment Pay – payment operation where a payment method is charged Verify – payment method verification (usually a $0 or $1 authorization) Refund – previously collected payment is being refunded
	PaymentClonedFrom	A payment can be cloned from another payment. That is the payment method from one payment or authorization is used to generate a new payment. This field contains the id of the parent record.
PaymentRefunded	RefundedPayment	Contains an id of the payment for which a refund was issued.
RequestReassigned	DocumentId	Unique identifier for the document.
	DocumentName	The name of the document.
	DocumentStatus	Returns the current status of the document.
	NewSignerEmail	E-mail address of the new signer.
	OriginalSignerEmail	E-mail address of the original signer.
	SignerSequence	The signing level that was reassigned: -1 - All signing levels 1 - Signers 2 - Second Signers 3….
SignerDeclined	DateCreated	When the document was created.
	DeclineComments	Signer's reason for declining to sign.

	DocumentExternalId1	Identifiers that were appended to the document by the SetDocumentParameters(…) call in the Sertifi's Gateway API.
	DocumentExternalId2	
	DocumentExternalId3	When the document was created.
	DocumentId	Unique identifier for the document.
	DocumentName	The name of the document.
	DocumentStatus	Returns the current status of the document. Unique identifier for the file.
	SignerAction	Possible values are "Sign" or "Review". Used in consolidated signing to distinguish between a signer and a reviewer.
	SignerEmail	E-mail address of the signer.
StreamCommentAdded	Message	Message left by the commenter.
	UserEmail	E-mail address of the commenter.
	UserIpAddress	IP address of the commenter.
UserInvited	UserEmail	E-mail address of the invitee.
UserVisited	AccessedObjectType	Indicates the type of object the specified user visited. Possible values are (without quotes): - "Document" – If a document was accessed, then DocumentId will also be provided in the notification. "File"
	DocumentId	Unique identifier for the document. This parameter will be provided only if AccessedObjectType = "Document".
	UserEmail	- E-mail address of the visitor.
	UserIpAddress	IP address of the visitor.

Table 4 - NotificationEventParameter values per EventTypeId