

gotoBilling, Inc.

gotoBilling SOAP Web Service

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93 Rowland Road
Bozeman, MT 59718
(800)-305-1534
www.GoToBilling.com



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Applicability

This document is intended to provide information on the use of the GoToBilling XML Web Services and the format for using the service.

Customer Support

Support Line: (800) 305-1534

Support Fax Line: (888) 431-4698

E-mail Address: support@gotobilling.com

Section 2: Field Definitions

The rest of this document will summarize the web service, its methods, the complex types used, and examples of usage.

Complex Types

This section defines the various complex types used in this web service. Some of these types are used for Input, Output or both.

CustomerInfo

Customers or Customer Records are the individual people or companies that are customers to the Business(MID) we are working with. Typical customer data is Name, Address, Phone number etc. There are two unique fields in GTB that help identify customers. More will be explained below but one is a unique internal ID created by GTB called **customer_id** and the other one is created externally by the business called **customer_name**. The **customer_name** created by the business allows them to use a unique value from their accounting or other customer service systems so they can tie their data to the data in GTB.

CustomerInfo Fields

Field Name	Required (R) Optional (O) Conditional (C) Read Only (RO)	Data Type & Length	Description & Field Values
customer_id	C	String (50)	A unique customer identifier set by GTB.
first_name	C	String (50)	Required if display_as='contact'
last_name	C	String (50)	Required if display_as='contact'
customer_name	R	String (100)	Externally defined unique field for each Customer. This is a free-form identifier that is created by the user to allow matching of customers by existing customer numbers in accounting or other customer databases and systems. This field MUST be unique in order for many other functions

			and features the customer may use.
display_as	R	String (50)	Values: 'company' or 'contact'. Defaults to contact if not recognized.
company	C	String (50)	Required if display_as='company'
address1	O	String (100)	
address2	O	String (50)	
city	O	String (50)	
state	O	String (2)	
zip	O	String (20)	
phone	O	String (50)	
email	O	String (100)	
ssn	O	String (50)	
dl_number	O	String (20)	
dl_state	O	String (2)	
notes	O	String	
active	R	Boolean	Determines whether a customer record is Active or Inactive. Inactive customers show as greyed out within the GTB application 0 – Disabled (Inactive) 1 – Enabled (Active)
hidden	O	Boolean	Determines whether customer record is visible or not within the main GTB app. It's the status field that is used when a customer record is deleted but in reality the we don't delete the customer from the database, we just make it invisible to the user. 0 – Hidden 1 – Visible

date_added	RO	String	The date the customer was originally added to GTB. YYYYMMDD format
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AccountInfo

Accounts are one or more payment accounts(methods) a customer may have. For example, a customer may have 4 payment accounts. One that is a VISA card, another that is a MasterCard and 2 different bank accounts. Under normal situations a customer usually only has one Account but any one customer may have multiple Accounts they may be paying from for any given Business(MID).

AccountInfo Fields

Field Name	Required Optional Conditional Read Only (RO)	Data Type & Length	Description & Field Values
account_id	C	Int	A unique identifier assigned by GTB for every Account that is added to the system.
customer_id	R	Int	Unique ID of the customer the account is being assigned to.
account_name	O	String (100)	This field allows a consumer to name their checking or credit card account to anything they want as an identifier for their account.
account_number	C	String (100)	For credit cards it is the 16 digit card number and for Checking Accounts it is the routing and account number including all leading zeros.
routing_number	C	String(9)	ABA Routing number for bank account.
enabled	O	Boolean	Defines whether this Account is enabled for adding transactions or not. If it is disabled, then no transactions can be done using this account within GTB.

			0 – disabled 1 – enabled
type	R	Int	Defines the account type, i.e. credit card or ACH 1 – Checking 2 – Credit Card
bank_name		String (50)	
cc_name	C	String (100)	Actual Name of the customer as it appears on their credit card.
expiration	C	String	Card expiration date. In the format: MMY Y
is_savings	C	Boolean	Tells you if the Checking Account is a Savings account or not. 0=no 1=yes
date_added	RO	String	Format: YYYYMMDD
date_modified	RO	String	Format: YYYYMMDD

TransactionInfo

There are several different types of transactions but there are two broad categories for Transactions. Pending transactions and History Transactions. Pending transactions are those that are scheduled to process on some day in the future. History transactions are ones that have already processed. Transactions can be ACH, credit card, Void, Refund, and a host of other types. All of them still fall into either a pending transaction or a History transaction. Also, transactions are tied to Customers, of course, but also tied to the Account as a single customer may have made several transactions using different credit card numbers and different checking accounts but they were all done by the same customer. Therefore, the web services dealing with Transactions you will see each Transaction holds information that may seem like Account information.

TransactionInfo Fields

Field Name	Required (R) Optional (O) Conditional (C) Read Only (RO)	Data Type & Length	Description & Field Values
tran_id	C	Int	Unique number that is assigned by GTB for every transaction entered into the system. If trans_id exists in GTB then that

			record is updated; otherwise, a new record is created. If a tran_id is provided that doesn't exist then you get an error message.
customer_id	R	Int	GTB generated customer ID, returned in CustomerInfo
account_id	R	Int	GTB generated account ID for the payment account, returned in AccountInfo
tran_type	R	Int	<p>Determines type of transaction, i.e. ACH or credit card</p> <ul style="list-style-type: none"> 1 – ACH 2* – RCK 3* – LockBox (ARC-Accounts Receivable Collections: ACH entry code) 4 – Credit Card 5* – POP 6 – Cash <p>*ARC must be MICR read and image of check stored. All of these transaction types have special ACH rules and should not be coded to without help from GTB.</p>
record_type	R	Int	<p>Description: Determines whether transaction activity</p> <ul style="list-style-type: none"> 1 – Debit (ACH only) 2 – Credit (ACH only) 3 – Sale (CC only-Auth and capture in one transaction) 4 – Auth (CC only)

			<p>5 – OFFLINE (Force transaction only applied to Credit Card Transactions) 6 – Void (CC only) 7 – CREDIT (Refund-CC only)</p>
auth_type	C	Int	<p>Indicates method of ACH transaction authorization. These are ONLY used on ACH transactions. Before implementing any ACH transactions please consult GTB for compliance and NACHA regulations. Auth_type is normally 1, 2 or 3 under most circumstances.</p> <p>Values:</p> <ul style="list-style-type: none"> 1 – WRITTEN (PPD) 2 – WEB 3 – TEL 4* – ARC <p>*Consult with GTB for extra compliance issues and NACHA regulations.</p>
occurrence	O	Int	<p>Indicates presence of any recurring transaction activity. Applicable to both CC and ACH transactions.</p> <ul style="list-style-type: none"> 1 – Single 2 – Weekly 3 – Bi-Weekly 4 – Monthly 5 – Bi-Monthly 6 – Quarterly 7 – Semi-Annual 8 – Annual
occurrence_number	C	Int	<p>Determines the number of times that a particular transaction is to be recurred. Any integer value represents the number of occurrences left</p>

			for this particular transaction. If not provided and occurrence type is not single, transaction will repeat indefinitely.
amount	R	Float	The amount of the transaction.
check_number	C	String (50)	
tran_date	C	String (50)	The date the transaction is scheduled to process. Format is YYYYMMDD
notes	O	String	
memo	O	String	
is_corporate	O	Boolean	
po_number	C	String (50)	Required if is_corporate is TRUE
sales_tax	C	Float	

sales_tax_type	C	Int	Required if sales_tax is provided
order_id	O	String (50)	Unique transaction ID field specified by the merchant. Also used in determining duplicate submissions.
ticket_id	C	String (50)	Only Credit card transactions receive a Ticket ID. This Ticket ID is required when submitting a VOID transaction.
customer_int	O	Boolean	0 - merchant initiated (Default) 1 - customer initiated
process	O	Boolean	Set to true to process a CC transaction for the current date, and approvals are not needed.
account	RO	String	Masked account number associated with a transaction
account_type	RO	String	Type of account for the transaction
account_expiration	RO	String	Expiration date of a credit card account
tran_code	RO	String	Not in a Post, only in a Get as it is the descriptive reason message on credit card transactions. Things like Decline reasons of invalid exp date, etc.

			They can exist even on Approvals.
tran_status	RO	String	Status of a Transaction
invoice_id	RO	String	GTB created. If someone pays an invoice that is generated out of GTB, the invoice number is entered into this field to tie the transaction to the invoice number.
date_created	RO	String	
approvals_needed	RO	Int	Is the number of people that need to approve the transaction before it can process.
auth_code	RO	String	Authorization code for a credit card transaction
avs_code	RO	String	Credit card transaction response for address verification.
cvv2_code	RO	String	Credit card transaction response for the CVV security code supplied.
reference_id	RO	String	The Reference ID is an internally generated number. It will be the order_id if supplied by themerchant. This field is

			displayed in the reports so that merchant supplied order_id's would be visible to them.
payment_category	RO	String	These are added to the transaction only from Click-n-pay when the consumer chooses one of the categories specified by the merchant when they schedule the payment.

BatchInfo

Contains information about the currently open batch. Like how many ACH transactions are waiting to be processed, and the amount of the transactions.

BatchInfo Fields

Field Name	Required Conditional Optional Read Only (RO)	Data type and Length	Description
ach_count	RO	Int	Number of ACH transactions in the current batch.
ach_amount	RO	Float	Total amount of ACH transactions in the current batch.
cc_count	RO	Int	Number of Credit Card transactions in the current batch.
cc_amount	RO	Float	Total amount of credit card transactions in the current batch.

MerchantAuth

Contains authorization information for using the web service. There are two required fields, login and pin. There are two additional fields for issue tracking, source_description, for reporting

the application that is using the service, and module_information, for tracking a version or branch of an application.

MerchantAuth Fields

Field Name	Usage / Accessibility	Data Type & Length	Description
login	R	String	GTB web service login
pin	R	String	GTB web service pin
source_description	O	String	This is to be used by the developer to send the name and version number of the software that is sending the transactions. It's a free form description field to tell GTB the source of the transactions.
module_description	O	String	This field is used by the developer to send the name and version number of a module or plugin that was built using this web service. This allows for proper tracking of plugins or modules that may be built and then used in other software applications. The end software application name and version number would be put into the "source_description" field.

Web Service Methods

deleteAccount

Description: Deletes a payment account with the generated account ID.

Parameters:

Type	Name	Description
MerchantAuth	auth	Merchant API access credentials

string	account_id	A string representing an account_id generated by GTB
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Returns: String, representing the result of the method

deleteTransaction

Description: Deletes a pending transaction given the transaction ID.

Parameters:

Type	Name	Description
MerchantAuth	auth	Merchant API access credentials
string	tran_id	String representing a tran_id generated by GTB

Returns: String, representing the result of the method.

getAccounts

Description: Retrieve the Accounts for a specified customer

Parameters:

Type	Name	Description
MerchantAuth	auth	Merchant API access credentials
string	customer_id	A string representing a customer_id generated by GTB

Returns: [AccountInfo](#)[], an array of AccountInfo, one for each account associated with the customer.

getBatchInfo

Description: Retrieve information about the current batch.

Parameters:

Type	Name	Description
MerchantAuth	auth	Merchant API access credentials

Returns: [BatchInfo](#)

getCustomerById

Description: Get Customer information by GTB generated customer ID.

Parameters:

Type	Name	Description
MerchantAuth	auth	Merchant API access credentials
string	id	GTB generated customer ID

Returns: [CustomerInfo](#)

getCustomers

Description: Gets a list of customers for a merchant.

Parameters:

Type	Name	Description
MerchantAuth	auth	Merchant API access credentials

Returns: [CustomerInfo](#)[]

getPendingTransactions

Description: Gets a list of pending transactions.

Parameters:

Type	Name	Description
MerchantAuth	auth	Merchant API access credentials
string	start_date	Lower limit of dates to search between for transactions
string	end_date	Upper limit of date to search between for transactions.
string	customer_id	A customer ID to limit the search results to
string	account_id	An account ID to limit the search results to

Returns: [TransactionInfo](#)[]

getTransactionHistory

Description: Gets a historical list of transactions.

Parameters:

Type	Name	Description
MerchantAuth	auth	Merchant API access credentials
string	start_date	Lower limit of dates to search between for transactions
string	end_date	Upper limit of date to search between for transactions.
string	customer_id	A customer ID to limit the search results to
string	account_id	An account ID to limit the search results to

Returns: [TransactionInfo](#)[]

runBatch

Description: Process all transactions in the batch for the given type of batch run. Options are: ACH, CC, or ALL.

Parameters:

Type	Name	Description
MerchantAuth	auth	Merchant API access credentials
runBatchRequest	String	String representing the type of batch to run. Options: ACH, CC, or ALL, defaults to ALL if left blank.

Returns: True on successful run, False otherwise.

saveAccount

Description: Adds or updates account information

Parameters:

Type	Name	Description
MerchantAuth	auth	Merchant API access credentials
AccountInfo	account_info	AccountInfo complex type containing account information to be saved.

Returns: [AccountInfo](#)

saveCustomer

Description: Adds or updates customer information

Parameters:

Type	Name	Description
MerchantAuth	auth	Merchant API access credentials
CustomerInfo	customer_info	CustomerInfo complex type containing customer information to be saved.

Returns: [CustomerInfo](#)

saveTransaction

Description: Adds or updates a pending transaction

Parameters:

Type	Name	Description
MerchantAuth	auth	Merchant API access credentials
TransactionInfo	tran_info	TransactionInfo complex type containing pending transaction information to be saved.

Returns: [TransactionInfo](#)

Errors

This is a list of returned error codes and descriptions of their meaning.

Code	Description
101	You are not authorized to use this service with the credentials you provided. Be sure you have supplied the correct Login and pin.
102	Invalid customer ID, either the supplied ID did not exist or was incorrectly formatted
103	Invalid account ID, either the supplied ID did not exist or was incorrectly formatted
104	A routing number is required for ACH accounts
105	The account type supplied is unknown

106	Invalid account number
107	A valid routing number must be supplied
108	Card expiration date was in an invalid format. Valid format is: MMY Y
109	An attribute was supplied out of order, make sure that the parameters are in the correct order and resubmit
110	Invalid transaction ID, either the supplied ID did not exist or was incorrectly formatted
111	Auth_type field is required for ACH transactions.
112	A PO number is required for corporate card transactions
113	The sales_tax_type field is required when submitting sales tax
114	A ticket_id must be supplied to void a transaction.
115	An occurrence type is required for all transactions.
116	Invalid transaction date. The date you supplied was not a valid date string representation.
117	Transaction date must be for the current or future date.
118	Transaction is locked and cannot be changed at this time.
119	Invalid tran_type.
120	Invalid record type. Refer to the TransactionInfo complex type for valid values.
121	Invalid amount. Amounts must be a valid number.
122	You do not have the necessary permissions to do the requested action.
123	The first_name attribute must be supplied for a customer contact.
124	The last_name attribute must be supplied for a customer contact.
125	The company attribute must be supplied for a company customer.
126	You are not allowed to delete an account with a pending transaction. Delete the transaction(s) first then delete the account.
127	The occurrence number you specified is invalid.