

Technical Specification

Genex API

Document Version: 1.6.3

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Document Control

Date	Author	Version	Change Reference
	Samir Sanghani	1.0.0	Version 1
17/07/2014	Samir Sanghani	1.1.0	1. New web methods in Configuration API to fetch list of once off tariffs 2. New web method in Customer API to fetch Customer details 3. New API to add once off charge
30/10/2015	Samir Sanghani	1.2.0	1. New API to retrieve statement list and PDF. 2. New web methods in Customer API to update customer details <ul style="list-style-type: none"> - Update Primary Contact - Update Secondary Contact - Update Bill Delivery Options - Update Direct Debit Details - Update Customer Address - Update Self Service Details
15/02/2016	Ming Luo Samir Sanghani	1.3.0	1. New web methods in Customer API to update existing service details <ul style="list-style-type: none"> - UpdateServiceAddress - UpdateServiceContract - ReleaseService - ReconnectService - DisconnectService - SetDeclaredDate 2. New web methods in Customer API to update connection details of existing service <ul style="list-style-type: none"> - ReconnectCarrierConnection - DisconnectCarrierConnection - SetCarrierConnectionDeclaredDate 3. Change to parameter name for AddConnection method from PhoneNumber to ServiceNumber. 4. New API – Contact Notes for integration with Contact Notes module in Genex <ul style="list-style-type: none"> - Currently supports AddContactNote web method 5. Update to document format and structure to document data structures as per the specific API they are related to.
17/06/2016	Samir Sanghani	1.4.0	1. New methods in Customer API to change customer/service rate plan <ul style="list-style-type: none"> - UpdateCustomerRatePlan - UpdateServiceRatePlan
20/3/2017	Samir Sanghani	1.5.0	Fixed the documentation for CreditCard structure. The missing field, CreditCardName, is now included in the documentation. New methods to Customer API to retrieve service details and search customer <ul style="list-style-type: none"> - GetCustomerServices - SearchCustomers - SearchServices New methods to Contact Notes API to search/update contact notes <ul style="list-style-type: none"> - GetContactNotesForCustomer - GetContactNote - CloseContactNote - AssignContactNoteToUser - AddNotesToContactNote - UpdateContactNoteactionDate - UpdateContactNotePriority New fields in “ Service ” data structure:

Date	Author	Version	Change Reference
			<p>ReleasedDate – this field is useful with new web methods to get list of services and search service. Allows client application to identify released services.</p> <p>New fields in “ConnectionBase” data structure:</p> <p>DisconnectionDate – this field is useful with new web methods to get list of services and search service. The result for these web methods includes details of connections associated with the service. This new field will allow client application to identify disconnected connections.</p> <p>StatusChangeDate – this field is useful with new web methods to get list of services and search service. The result for these web methods includes details of connections associated with the service. This new field will allow client application to check date most recent status change (either actioned by Genex user or through automated processes).</p> <p>ServiceStatus - this field is useful with new web methods to get list of services and search service. The result for these web methods includes details of connections associated with the service. This new field will allow client application to check current service status.</p> <p>All new fields in the “ConnectionBase” data structure are read-only i.e. if the value is set for these fields, when adding new connection or service or customer, they will be ignored.</p> <p>New fields in “Customer” data structure:</p> <p>AddedByUser - Identifies the Genex user that added this customer details to Genex.</p> <p>LastModifiedbyUser – Identifies the Genex user that last modified this customer record.</p> <p>AddedOn – Date when this customer record was added to Genex.</p> <p>ModifiedOn – Date when this customer record was last modified.</p> <p>CancelledOn – Cancellation date entered on customer manager screen in Genex.</p> <p>CurrentBalance – Customer’s current balance</p> <p>OverdueBalance – Customer’s overdue balance (may be less than current balance if most recent statement is not yet due)</p>
13/09/2017	Samir Sanghani	1.6	<p>New methods in Customer Service API to fetch and update reference to external system (currently supports reference for Ezidebit and Xero)</p> <ul style="list-style-type: none"> - SetExternalSystemReference - GetExternalSystemReference <p>New method in Customer Account API to retrieve all transactions (payments, statement charges, credits/debits etc.) for a customer</p> <ul style="list-style-type: none"> - GetCustomerTransactions

Date	Author	Version	Change Reference
			<p>New methods in Charges to retrieve summary of billed/unbilled charges for a customer/service.</p> <ul style="list-style-type: none"> - GetUnbilledChargeSummary - GetBilledChargeSummary <p>Data Structure Changes</p> <p>New field in the Company data structure GSTFree – This field is used to identify accounts where GST should not be charged.</p> <p>New field in the CustomerBase data structure</p> <p>PaymentTermDays – This field is used to define the payment term for the account, if different to the standard payment terms applicable. Note: Using this field does require the functionality to be enabled in Genex. Please contact Billing Bureau support team to activate this functionality.</p> <p>New field in the Statement data structure</p> <p>LineItems – This is a collection of charges (summary) included in the statement.</p> <p>New Data Structures</p> <p>Following new data structures are added</p> <p>ExternalSystemReference Charge CustomerCharge ServiceCharge PlanInclusion ExternalSystemReferenceResponse CustomerChargesResponse ServiceChargesResponse TransactionListResponse</p>
18/07/2018	Samir Sanghani	1.6.1	<p>In the Company data structure GSTFree field is non-nullable. (This is a correction in documentation and no change to data structure.)</p> <p>Data Structure Changes</p> <p>New fields in the Transaction Data Structure</p> <p>TransactionAddedDate – Date when the transaction was added in Genex. StatementNumber – Statement on which this transaction was reported.</p> <p>New field in the ServiceCharge Data Structure</p> <p>CycleStartDate - The billing cycle start date, for this instance of charge.</p> <p>New methods in Customer Service API to update service details.</p>

Date	Author	Version	Change Reference
			<ul style="list-style-type: none"> - UpdateServiceName - UpdateServiceDepartment - UpdateServiceDivision - UpdateServiceExtraInformation - UpdateServiceExternalReference
15/03/2019	Samir Sanghani	1.6.2	<p>New values allowed for “ExternalSystem” field in ExternalSystemReference structure (used in SetExternalSystemReference web method).</p> <p>Additional values are: STRIPE SECUREPAY</p> <p>The same values can be used for “System” parameter in GetExternalSystemReference web method.</p> <p>New Web Methods</p> <p>Following web methods added to Charges API for adding recurring manual charges and managing once-off/recurring manual charges.</p> <ul style="list-style-type: none"> - AddRecurringManualCharge - EndRecurringManualCharge - GetOnceOffCharges - GetOnceOffCharge - GetRecurringManualCharges - GetRecurringManualCharge <p>New web method added to Configuration API for recurring manual charge tariffs.</p> <ul style="list-style-type: none"> - GetRecurringChargeTariffs <p>New Data Structures</p> <p>Following new data structures are added</p> <ul style="list-style-type: none"> - RecurringChargeTariffResponse - OnceOffChargeResponse - RecurringManualChargeResponse - OnceOffChargeListResponse - RecurringManualChargeListResponse - RecurringManualCharge - OnceOffChargeInstance - RecurringManualChargeInstance
22/05/2020	Samir Sanghani	1.6.3	<p>New Web Methods</p> <p>Following web methods added to CustomerService API adding a disconnection reason when disconnecting a service or carrier connection.</p> <ul style="list-style-type: none"> - ReleaseServiceWithDisconnectionReason - DisconnectCarrierConnectionWithDisconnectionReason - DisconnectServiceWithDisconnectionReason <p>New web method added to Configuration API for service disconnection reasons.</p> <ul style="list-style-type: none"> - GetServiceDisconnectionReasons

1 Overview

Billing Bureau offers the ability for clients to securely and efficiently integrate to Genex via API. Genex API consists of a set of web services that accepts and processes SOAP requests from service provider's systems/applications over TCP/IP and returns a real-time result via API.

The technical team reviewing and using this document to build the system integration using Genex API should have access to a subject matter expert with detailed understanding of the Genex system and how information stored in Genex relates to their internal business processes.

The technical team using this document to build the system integration should have experience using web services with SOAP interface and have access to tools to debug SOAP requests and responses during the development phase.

This document does not include explanation of the functional use of each field.

2 System Access

Billing Bureau supports a test web service and a live web service. The test environment points to a generic demo database. We recommend not to use any confidential data during the testing your system integration with Genex API.

Only once the integration is fully tested using the test web service and demo database, will we enable access to production URI for your Genex database instance. This is to avoid any data corruption in production environment (due to using test data) and avoid manual effort for cleaning up production environment.

Proper design of integration using Genex API will ensure that you do not require access to information from your Genex database instance during the testing phase. If for any reason you do require access to a copy of your Genex database instance during the test phase, please open a support ticket. Billing Bureau support team will advise the cost for setting up the test environment via the support ticket.

- The test web service WSDL is located at:
 1. <http://genexapi-dev.billing.com.au/CustomerService.asmx?wsdl>
 2. <http://genexapi-dev.billing.com.au/Configuration.asmx?wsdl>
 3. <http://genexapi-dev.billing.com.au/CustomerAccount.asmx?wsdl>
 4. <http://genexapi-dev.billing.com.au/Charges.asmx?wsdl>
 5. <http://genexapi-dev.billing.com.au/CustomerStatements.asmx?wsdl>
 6. <http://genexapi-dev.billing.com.au/ContactNotes.asmx?wsdl>
- The live web service WSDL is located at:
 1. <https://genexapi.billing.com.au/CustomerService.asmx?wsdl>
 2. <https://genexapi.billing.com.au/Configuration.asmx?wsdl>
 3. <https://genexapi.billing.com.au/CustomerAccount.asmx?wsdl>
 4. <https://genexapi.billing.com.au/Charges.asmx?wsdl>
 5. <https://genexapi.billing.com.au/CustomerStatements.asmx?wsdl>

6. <https://genexapi.billing.com.au/ContactNotes.asmx?wsdl>

3 Security

Transactions are processed via an industry standard secure https connection. This means the client can be assured;

1. Sensitive data such as credit card numbers will remain confidential because all information is encrypted in the SSL channel; and
2. The server which the remote system/application is connecting to is authenticated as belonging to Billing Bureau through PKI certificates issued by a root Certificate Authority.

In addition to the above security, each request received by Genex API is authenticated via a pre-allocated User Id and Password.

4 API Functional Reference

The following is a list the functions of the API, which will return data structures as described in the section “Data Structures”.

4.1 Configuration

This set of web methods allows the remote system to retrieve Genex configuration lists such as Rate Plans, Customer Types, and Carrier Connection List etc. Each set of configuration data will contain code and corresponding description (ex. rate plan number and plan name). Data structure used in Web methods for adding customer/services requires the code to be populated for some of the fields (ex. PlanNo, ServiceID etc.) which is retrieved from this configuration data.

4.1.1 GetCustomerTypes

Description	Returns a list of Customer Type (ex. Business, SME, Residential etc.) configured in Genex. This refers to “Customer Type” field in Customer Details section of Customer Screen.		
Return Types	CustomerTypeResponse		
Request Path	Configuration.asmx		
Parameters	Parameter Name	Data Type	Sample/Description
	User	Identity	Credentials for API access

4.1.2 GetCycles

Description	Returns a list of billing cycles configured in Genex. This refers to “Cycle” field in Customer Details section of Customer Screen.		
Return Types	CycleResponse		
Request Path	Configuration.asmx		
Parameters	Parameter Name	Data Type	Sample/Description
	User	Identity	Credentials for API access

4.1.3 GetGroups

Description	Returns a list of groups (brands) configured in Genex. This refers to “Group” field in Customer Details section of Customer Screen.		
Return Types	GroupResponse		
Request Path	Configuration.asmx		
Parameters	Parameter Name	Data Type	Sample/Description
	User	Identity	Credentials for API access

4.1.4 GetRatePlans

Description	Returns a list of active rate plans configured in Genex. This refers to “Rate Plan” field in Customer Details section of Customer Screen & “Service Rate Plan” field in Service Details section of Services screen.		
Return Types	RatePlanResponse		
Request Path	Configuration.asmx		
Parameters	Parameter Name	Data Type	Sample/Description
	User	Identity	Credentials for API access

4.1.5 GetAccountStatuses

Description	Returns a list of account statuses configured in Genex. This refers to the Account Status field on Customer Screen.		
Return Types	AccountStatusResponse		
Request Path	Configuration.asmx		
Parameters	Parameter Name	Data Type	Sample/Description
	User	Identity	Credentials for API access

4.1.6 GetAddressTypes

Description	Returns a list of address types (ex. PO Box, Level, Unit etc.) configured in Genex. This refers to the Address Type field in Contact Address section of Customer Screen & Service Address section of Services screen.		
Return Types	AddressTypeResponse		
Request Path	Configuration.asmx		
Parameters	Parameter Name	Data Type	Sample/Description
	User	Identity	Credentials for API access

4.1.7 GetStreetTypes

Description	Returns a list of Street Types (ex. Road, Street, Highway, and Boulevard etc.) configured in Genex. This refers to the “Street Type” field in Contact Address section of Customer Screen & Service Address section of Services screen.		
Return Types	StreetTypeResponse		
Request Path	Configuration.asmx		
Parameters	Parameter Name	Data Type	Sample/Description
	User	Identity	Credentials for API access

4.1.8 GetStreetTypeSuffixes

Description	Returns a list of Street Type Suffixes (ex. West, North and Lower etc.) configured in Genex. This refers to the “Street Type Suffix” field in Contact Address section of Customer Screen & Service Address section of Services screen.								
Return Types	StreetTypeSuffixResponse								
Request Path	Configuration.asmx								
Parameters	<table><tr><th>Parameter Name</th><th>Data Type</th><th>Sample/Description</th></tr><tr><td>User</td><td>Identity</td><td>Credentials for API access</td></tr></table>	Parameter Name	Data Type	Sample/Description	User	Identity	Credentials for API access		
Parameter Name	Data Type	Sample/Description							
User	Identity	Credentials for API access							

4.1.9 GetStateTypes

Description	Returns a list of States configured in Genex. This refers to the State field in Contact Address section of Customer Screen & Service Address section of Services screen.		
Return Types	StateTypeResponse		
Request Path	Configuration.asmx		
Parameters	Parameter Name	Data Type	Sample/Description
	User	Identity	Credentials for API access

4.1.10 GetCountryTypes

Description	Returns a list of Countries configured in Genex. This refers to the Country field in Contact Address section of Customer Screen & Service Address section of Services screen.		
Return Types	CountryTypeResponse		
Request Path	Configuration.asmx		
Parameters	Parameter Name	Data Type	Sample/Description
	User	Identity	Credentials for API access

4.1.11 GetAuthorisationTypes

Description	Returns a list of authorisation types (ex. Drivers license, passport number etc.) configured in Genex. This refers to the Authorisation Type field in the Account Authorisation section on Customer Screen.		
Return Types	AuthorisationTypesResponse		
Request Path	Configuration.asmx		
Parameters	Parameter Name	Data Type	Sample/Description
	User	Identity	Credentials for API access

4.1.12 GetCreditCardAuthorityTypes

Description	Returns a list of Credit Card authority types configured in Genex. This refers to “Credit Card Authority” field in Payment Options section of Customer Screen. Generally this field is not used unless specifically required by your Credit Card Merchant facility provider.								
Return Types	CreditCardAuthorityTypeResponse								
Request Path	Configuration.asmx								
Parameters	<table><tr><th>Parameter Name</th><th>Data Type</th><th>Sample/Description</th></tr><tr><td>User</td><td>Identity</td><td>Credentials for API access</td></tr></table>	Parameter Name	Data Type	Sample/Description	User	Identity	Credentials for API access		
Parameter Name	Data Type	Sample/Description							
User	Identity	Credentials for API access							

4.1.13 GetCreditCardTypes

Description	Returns a list of Credit Card types configured in Genex. This refers to “Credit Card Type” field in Payment Options section of Customer Screen.		
Return Types	CreditCardTypeResponse		
Request Path	Configuration.asmx		
Parameters	Parameter Name	Data Type	Sample/Description
	User	Identity	Credentials for API access

4.1.14 GetDirectDebitMethods

Description	Returns a list of payment methods configured in Genex. This refers to “Payment Method” field in Payment Options section of Customer Screen. Though the method name refers to Direct Debit, the list includes all payment methods configured in your Genex database including options such as BPay, EFT etc.		
Return Types	DirectDebitMethodResponse		
Request Path	Configuration.asmx		
Parameters	Parameter Name	Data Type	Sample/Description
	User	Identity	Credentials for API access

4.1.15 GetDirectDebitProcessOptions

Description	Returns a list of direct debit process options configured in Genex. Usually value in this field is only On/Off. Functionality related to this field has to be configured separately. This refers to “Direct Debit Process Option” field in Payment Options section of Customer Screen.		
Return Types	DirectDebitProcessOptionResponse		
Request Path	Configuration.asmx		
Parameters	Parameter Name	Data Type	Sample/Description
	User	Identity	Credentials for API access

4.1.16 GetFlagLabels

Description	Returns a list of flag labels configured for your Genex database instance. This refers to all the flags (check boxes) listed in the Customer Flags section of Customer Screen.		
Return Types	FlagLabelResponse		
Request Path	Configuration.asmx		
Parameters	Parameter Name	Data Type	Sample/Description
	User	Identity	Credentials for API access

4.1.17 GetCarriers

Description	Returns a list of carriers configured in Genex. This refers to the carriers configured in connections list on Services screen in Genex.		
Return Types	CarrierResponse		
Request Path	Configuration.asmx		
Parameters	Parameter Name	Data Type	Sample/Description
	User	Identity	Credentials for API access

4.1.18 GetProvisioningStatuses

Description	Returns a list of provisioning status (across all carriers) configured for your Genex database instance. This refers to the “Connection Status” field in Connection Details section of Services Screen.		
Return Types	ProvisioningStatusResponse		
Request Path	Configuration.asmx		
Parameters	Parameter Name	Data Type	Sample/Description
	User	Identity	Credentials for API access

4.1.19 GetUsageTypes

Description	Returns a list of service usage types configured for your Genex database instance. This refers to the “Usage Type” field in Service Details section of Services Screen.		
Return Types	UsageTypeResponse		
Request Path	Configuration.asmx		
Parameters	Parameter Name	Data Type	Sample/Description
	User	Identity	Credentials for API access

4.1.20 GetTransactionTypes

Description	Returns a list of transaction types (ex. Misc Debit, Misc Credit, Adjustment, and Write-off etc.) configured for your Genex database instance. This refers to the “Transaction Type” field on the Transactions Screen.		
Return Types	TransactionTypeResponse		
Request Path	Configuration.asmx		
Parameters	Parameter Name	Data Type	Sample/Description
	User	Identity	Credentials for API access

4.1.21 GetChargeTypes

Description	Returns a list of invoice/charge headings configured in Genex. This refers to the invoice headings that are displayed on 1 st page of a statement.		
Return Types	ChargeTypeResponse		
Request Path	Configuration.asmx		
Parameters	Parameter Name	Data Type	Sample/Description
	User	Identity	Credentials for API access

4.1.22 GetOnceOffChargeTariffs

Description	Returns a list of tariffs configured, for once off manual charge, in Genex. This is the same list of tariffs you can add through the Manual Charges screen in Genex.		
Return Types	OnceOffChargeTariffResponse		
Request Path	Configuration.asmx		
Parameters	Parameter Name	Data Type	Sample/Description
	User	Identity	Credentials for API access

4.1.23 GetGenexUsers

Description	Returns a list of currently active Genex users. This list is used when adding a new contact note for selecting User Added and/or User to Action.								
Return Types	GenexUsersResponse								
Request Path	Configuration.asmx								
Parameters	<table><tr><th>Parameter Name</th><th>Data Type</th><th>Sample/Description</th></tr><tr><td>User</td><td>Identity</td><td>Credentials for API access</td></tr></table>	Parameter Name	Data Type	Sample/Description	User	Identity	Credentials for API access		
Parameter Name	Data Type	Sample/Description							
User	Identity	Credentials for API access							

4.1.24 GetContactNoteTypes

Description	Returns a list of contact note types configured in Genex. This is same list as displayed on the Contact Notes screen in Genex.		
Return Types	ContactNoteTypesResponse		
Request Path	Configuration.asmx		
Parameters	Parameter Name	Data Type	Sample/Description
	User	Identity	Credentials for API access

4.1.25 GetContactNoteStatuses

Description	Returns a list of contact note statuses configured in Genex.		
Return Types	ContactNoteStatusesResponse		
Request Path	Configuration.asmx		
Parameters	Parameter Name	Data Type	Sample/Description
	User	Identity	Credentials for API access

4.1.26 GetRecurringChargeTariffs

Description	Returns a list of tariffs configured, for recurring manual charge, in Genex. This is the same list of tariffs you can add through the Manual Charges screen in Genex.		
Return Types	RecurringChargeTariffResponse		
Request Path	Configuration.asmx		
Parameters	Parameter Name	Data Type	Sample/Description
	User	Identity	Credentials for API access

4.1.27 GetServiceDisconnectionReasons

Description	Returns a list of reasons used for disconnected service/connections.		
Return Types	ServiceDisconnectionReasonResponse		
Request Path	Configuration.asmx		
Parameters	Parameter Name	Data Type	Sample/Description
	User	Identity	Credentials for API access

4.2 Customer & Services

These set of web methods allow adding new customer (and associated services) to Genex as well as add new services to an existing Genex customer. These web methods are useful for integration with service provider's online sign-up form and with custom sales management application.

4.2.1 AddCustomerWithServices

Description	Adds a new customer and associated services (if any) to Genex.		
Return Types	CustomerResponse		
Request Path	CustomerService.asmx		
Parameters	Parameter Name	Data Type	Sample/Description
	User	Identity	Credentials for API access
	Customer	CustomerBase	

4.2.2 AddServices

Description	Adds new services to an existing customer in Genex. This web method is useful in case the service details are not available at the time of adding the customer to Genex (ex. New Mobile services, DSL services waiting for service qualification etc.)		
Return Types	ServiceResponse		
Request Path	CustomerService.asmx		
Parameters	Parameter Name	Data Type	Sample/Description
	User	Identity	Credentials for API access
	CustomerNumber	32-bit integer (positive only)	Must be a valid Genex customer number.
	Service	ServiceBase	Genex service number (Service No field in Service Details section of Genex Services screen)

4.2.3 AddConnection

Description	Adds new carrier connection to an existing service number in Genex. This web method is useful in case of delayed provisioning of some services (ex. if you have multiple DSL wholesale providers and provision the service to the wholesaler servicing the specific area)		
Return Types	ConnectionResponse		
Request Path	CustomerService.asmx		
Parameters	Parameter Name	Data Type	Sample/Description
	User	Identity	Credentials for API access
	CustomerNumber	32-bit integer (positive only)	Must be a valid Genex customer number.
	ServiceNumber	Max 40 characters	Genex service number (Service No field in Service Details section of Genex Services screen)
	Connection	ConnectionBase	

4.2.4 GetCustomerDetails

Description	This web method returns all the details, except associated services, for the account including company details, address details, payment details, bill options etc.		
Return Types	CustomerResponse		
Request Path	CustomerService.asmx		
Parameters	Parameter Name	Data Type	Sample/Description
	User	Identity	Credentials for API access
	CustomerNumber	32-bit integer (positive only)	Must be a valid Genex customer number.

4.2.5 UpdateCustomerAddress

Description	This web method is used for updating Customer's postal address.		
Return Types	UpdateResponse		
Request Path	CustomerService.asmx		
Parameters	Parameter Name	Data Type	Sample/Description
	User	Identity	Credentials for API access
	CustomerNumber	32-bit integer (positive only)	Must be a valid Genex customer number.
	CustomerAddress	Address	

4.2.6 UpdatePrimaryContactDetails

Description	This web method is used for updating Customer’s primary contact details – such as Contact Name, Email Addresses, Mobile Number etc. The email address related to primary contact is used for sending Statements, Reminders and other Notifications.		
Return Types	UpdateResponse		
Request Path	CustomerService.asmx		
Parameters	Parameter Name	Data Type	Sample/Description
	User	Identity	Credentials for API access
	CustomerNumber	32-bit integer (positive only)	Must be a valid Genex customer number.
	PrimaryContact	Contact	

4.2.7 UpdateSecondaryContactDetails

Description	This web method is used for updating Customer’s secondary contact details – such as Contact Name, Email Addresses, Phone, Fax etc. Details for secondary contact are mainly for reporting purpose unless used by some custom process in Genex.		
Return Types	UpdateResponse		
Request Path	CustomerService.asmx		
Parameters	Parameter Name	Data Type	Sample/Description
	User	Identity	Credentials for API access
	CustomerNumber	32-bit integer (positive only)	Must be a valid Genex customer number.
	SecondaryContact	ContactBase	

4.2.8 UpdateAccountDetails

API - UpdateAccountDetails			
Description	This web method is used for updating Customer's account details – such as contract terms, credit category and account status.		
Return Types	UpdateResponse		
Request Path	CustomerService.asmx		
Parameters	Parameter Name	Data Type	Sample/Description
	User	Identity	Credentials for API access
	CustomerNumber	32-bit integer (positive only)	Must be a valid Genex customer number.
	CustomerAccountDetail	AccountDetailBase	

4.2.9 UpdateCompanyDetails

Description	This web method is used for updating Customer’s company details – such as ABN, ACN, Company Name and Entity Name.		
Return Types	UpdateResponse		
Request Path	CustomerService.asmx		
Parameters	Parameter Name	Data Type	Sample/Description
	User	Identity	Credentials for API access
	CustomerNumber	32-bit integer (positive only)	Must be a valid Genex customer number.
	CompanyDetail	Company	

4.2.10 SetDirectDebitFromBank

Description	<p><i>This web method is used to set Customer's payment method to Direct Debit with Bank Account and also insert/update Bank Account details used for direct debit.</i></p> <p><i>This method is only applicable if storing Bank Account details in Genex.</i></p> <p><i>If using a payment provider that requires you to store the credit card information in their system (Ex. Ezidebit), then you will not use this method to set payment method.</i></p> <p><i>Your Genex instance will be configured to support alternate value in Payment Method field.</i></p> <p><i>In that case please refer to UpdatePaymentMethod web method.</i></p>														
Return Types	UpdateResponse														
Request Path	CustomerService.asmx														
Parameters	<table><tr><th>Parameter Name</th><th>Data Type</th><th>Sample/Description</th></tr><tr><td>User</td><td>Identity</td><td>Credentials for API access</td></tr><tr><td>CustomerNumber</td><td>32-bit integer (positive only)</td><td>Must be a valid Genex customer number.</td></tr><tr><td>BankDetails</td><td>BankAccount</td><td></td></tr></table>			Parameter Name	Data Type	Sample/Description	User	Identity	Credentials for API access	CustomerNumber	32-bit integer (positive only)	Must be a valid Genex customer number.	BankDetails	BankAccount	
Parameter Name	Data Type	Sample/Description													
User	Identity	Credentials for API access													
CustomerNumber	32-bit integer (positive only)	Must be a valid Genex customer number.													
BankDetails	BankAccount														

4.2.11 SetDirectDebitFromCreditCard

Description	<p><i>This web method is used to set Customer's payment method to Direct Debit with Credit Card and also insert/update Credit Card details used for direct debit.</i></p> <p><i>This method is only applicable if storing Credit Card details in Genex.</i></p> <p><i>If using a payment provider that requires you to store the credit card information in their system (Ex. Ezidebit), then you will not use this method to set payment method.</i></p> <p><i>Your Genex instance will be configured to support alternate value in Payment Method field.</i></p> <p><i>In that case please refer to UpdatePaymentMethod web method.</i></p>														
Return Types	UpdateResponse														
Request Path	CustomerService.asmx														
Parameters	<table><tr><th>Parameter Name</th><th>Data Type</th><th>Sample/Description</th></tr><tr><td>User</td><td>Identity</td><td>Credentials for API access</td></tr><tr><td>CustomerNumber</td><td>32-bit integer (positive only)</td><td>Must be a valid Genex customer number.</td></tr><tr><td>CCDetails</td><td>CreditCard</td><td></td></tr></table>			Parameter Name	Data Type	Sample/Description	User	Identity	Credentials for API access	CustomerNumber	32-bit integer (positive only)	Must be a valid Genex customer number.	CCDetails	CreditCard	
Parameter Name	Data Type	Sample/Description													
User	Identity	Credentials for API access													
CustomerNumber	32-bit integer (positive only)	Must be a valid Genex customer number.													
CCDetails	CreditCard														

4.2.12 RemoveDirectDebitDetails

Description	This method is used to remove Customer from the direct debit payment process and also to clear all bank account/credit card details stored in Genex.		
Return Types	UpdateResponse		
Request Path	CustomerService.asmx		
Parameters	Parameter Name	Data Type	Sample/Description
	User	Identity	Credentials for API access
	CustomerNumber	32-bit integer (positive only)	Must be a valid Genex customer number.

4.2.13 UpdatePaymentMethod

Description	<p><i>This method is used to update Customer's payment method to values such as BPay, Cheque etc. The method will mainly be used in the following scenario: Service Provider is using a payment provider that requires storing all payment details (Bank/Credit Card) on their system. To support direct debit process with such payment providers a special payment method will be configured in Genex (such as Direct Debit with ProviderX). This web method will be used to set (or remove) customer's payment method to this value (ex. Direct Debit with ProviderX).</i></p> <p><i>This method should not be used for setting values such as Direct Debit with Bank Account or Direct Debit with Credit Card. The method will return an error in this case.</i></p>														
Return Types	UpdateResponse														
Request Path	CustomerService.asmx														
Parameters	<table><tr><th>Parameter Name</th><th>Data Type</th><th>Sample/Description</th></tr><tr><td>User</td><td>Identity</td><td>Credentials for API access</td></tr><tr><td>CustomerNumber</td><td>32-bit integer (positive only)</td><td>Must be a valid Genex customer number.</td></tr><tr><td>PaymentMethod</td><td>Max 4 characters</td><td>Direct Debit Method</td></tr></table>	Parameter Name	Data Type	Sample/Description	User	Identity	Credentials for API access	CustomerNumber	32-bit integer (positive only)	Must be a valid Genex customer number.	PaymentMethod	Max 4 characters	Direct Debit Method		
Parameter Name	Data Type	Sample/Description													
User	Identity	Credentials for API access													
CustomerNumber	32-bit integer (positive only)	Must be a valid Genex customer number.													
PaymentMethod	Max 4 characters	Direct Debit Method													

4.2.14 EnableSelfService

Description	This web method is used to enable customer's access to the self service portal.		
Return Types	UpdateResponse		
Request Path	CustomerService.asmx		
Parameters	Parameter Name	Data Type	Sample/Description
	User	Identity	Credentials for API access
	CustomerNumber	32-bit integer (positive only)	Must be a valid Genex customer number.
	InternetPassword	Max 20 alpha numeric characters	Customer's Password to access the self service portal.

4.2.15 DisableSelfService

Description	This web method is used to disable customer’s access to the self service portal. Disabling access to the self service portal could be as part of cancellation of the account or as part of receivable management process.		
Return Types	UpdateResponse		
Request Path	CustomerService.asmx		
Parameters	Parameter Name	Data Type	Sample/Description
	User	Identity	Credentials for API access
	CustomerNumber	32-bit integer (positive only)	Must be a valid Genex customer number.

4.2.16 UpdateSelfServicePassword

Description	<i>This web method is used to reset customer’s password for access to the self service portal. The most common scenario for use of this method is that customer is requesting to reset the password for self service portal. As the self service portal allows customer to update their password, if they have access to the portal, this web method is not required every time customer wants to update the password.</i>		
Return Types	UpdateResponse		
Request Path	CustomerService.asmx		
Parameters	Parameter Name	Data Type	Sample/Description
	User	Identity	Credentials for API access
	CustomerNumber	32-bit integer (positive only)	Must be a valid Genex customer number.
	InternetPassword	Max 20 alpha numeric characters	Customer’s Password to access the self service portal.

4.2.17 UpdateCustomerFlags

Description	This web method is used to update status of the flags on Customer screen in Genex.		
Return Types	UpdateResponse		
Request Path	CustomerService.asmx		
Parameters	Parameter Name	Data Type	Sample/Description
	User	Identity	Credentials for API access
	CustomerNumber	32-bit integer (positive only)	Must be a valid Genex customer number.
	Flags	Flag	

4.2.18 UpdateBillDeliveryOptions

Description	This web method is used to update Bill Delivery options for the customer. Ex. Change from Print to Email delivery, Withhold invoice or remove the Withhold flag etc.		
Return Types	UpdateResponse		
Request Path	CustomerService.asmx		
Parameters	Parameter Name	Data Type	Sample/Description
	User	Identity	Credentials for API access
	CustomerNumber	32-bit integer (positive only)	Must be a valid Genex customer number.
	DeliveryMethod	BillDeliveryOptions	

4.2.19 UpdateServiceAddress

Description	<p><i>This web method is used to update address details for an existing service of the customer.</i></p> <p><i>Use this method to update service delivery address in scenario such as one of the branch office moves to different location.</i></p>																	
Return Types	UpdateResponse																	
Request Path	CustomerService.asmx																	
Parameters	<table><tr><th>Parameter Name</th><th>Data Type</th><th>Sample/Description</th></tr><tr><td>User</td><td>Identity</td><td>Credentials for API access</td></tr><tr><td>CustomerNumber</td><td>32-bit integer (positive only)</td><td>Must be a valid Genex customer number.</td></tr><tr><td>ServiceNumber</td><td>Max 40 characters</td><td>Genex service number (Service No field in Service Details section of Services screen) associated to the Customer. Service must exist in Genex and should not be released.</td></tr><tr><td>ServiceAddress</td><td>Address</td><td></td></tr></table>			Parameter Name	Data Type	Sample/Description	User	Identity	Credentials for API access	CustomerNumber	32-bit integer (positive only)	Must be a valid Genex customer number.	ServiceNumber	Max 40 characters	Genex service number (Service No field in Service Details section of Services screen) associated to the Customer. Service must exist in Genex and should not be released.	ServiceAddress	Address	
Parameter Name	Data Type	Sample/Description																
User	Identity	Credentials for API access																
CustomerNumber	32-bit integer (positive only)	Must be a valid Genex customer number.																
ServiceNumber	Max 40 characters	Genex service number (Service No field in Service Details section of Services screen) associated to the Customer. Service must exist in Genex and should not be released.																
ServiceAddress	Address																	

4.2.20 UpdateServiceContract

Description	<p><i>This web method is used to update contract details for a service number. This method only supports updating contract dates but does not support removing contract dates (i.e. clearing the dates).</i></p> <p><i>Use this method if a customer agrees for a new contract, for the specific service, at the end of an existing contract. Or if the service is not currently on a contract and customer signs up for a new plan with minimum contract terms.</i></p>		
Return Types	UpdateResponse		
Request Path	CustomerService.asmx		
Parameters	Parameter Name	Data Type	Sample/Description
	User	Identity	Credentials for API access
	CustomerNumber	32-bit integer (positive only)	Must be a valid Genex customer number.
	ServiceNumber	Max 40 characters	Genex service number (Service No field in Service Details section of Services screen) associated to the Customer. Service must exist in Genex and should not be released.
	ContractStartDate	Date	Ex. 2012-12-10
	ContractEndDate	Date	Ex. 2014-12-09

4.2.21 ReleaseService

Description	<p><i>This web method is used to release a service.</i></p> <p><i>Only one instance of non-released service number (phone number/email address/ip address/domain name/subscriber identifier) can exist in Genex.</i></p> <p><i>Use this web method to release a service if a customer cancels the service/account. This will ensure that in future the same service number can be added again in Genex, in case of change of ownership etc., on another account.</i></p>																							
Return Types	UpdateResponse																							
Request Path	CustomerService.asmx																							
Parameters	<table><tr><th>Parameter Name</th><th>Data Type</th><th>Sample/Description</th></tr><tr><td>User</td><td>Identity</td><td>Credentials for API access</td></tr><tr><td>CustomerNumber</td><td>32-bit integer (positive only)</td><td>Must be a valid Genex customer number.</td></tr><tr><td>ServiceNumber</td><td>Max 40 characters</td><td>Genex service number (Service No field in Service Details section of Services screen) associated to the Customer. Service must exist in Genex and should not be released.</td></tr><tr><td>ReleaseDate</td><td>Date</td><td>Ex. 2012-12-10</td></tr><tr><td>DisconnectionDate</td><td>Date</td><td>Ex. 2012-12-09</td></tr><tr><td>SendDisconnectionRequest</td><td>Boolean</td><td>True/False Should Genex send disconnection request, in provisioning file, to carrier? Only applicable for carriers where provisioning supported through Genex.</td></tr></table>			Parameter Name	Data Type	Sample/Description	User	Identity	Credentials for API access	CustomerNumber	32-bit integer (positive only)	Must be a valid Genex customer number.	ServiceNumber	Max 40 characters	Genex service number (Service No field in Service Details section of Services screen) associated to the Customer. Service must exist in Genex and should not be released.	ReleaseDate	Date	Ex. 2012-12-10	DisconnectionDate	Date	Ex. 2012-12-09	SendDisconnectionRequest	Boolean	True/False Should Genex send disconnection request, in provisioning file, to carrier? Only applicable for carriers where provisioning supported through Genex.
Parameter Name	Data Type	Sample/Description																						
User	Identity	Credentials for API access																						
CustomerNumber	32-bit integer (positive only)	Must be a valid Genex customer number.																						
ServiceNumber	Max 40 characters	Genex service number (Service No field in Service Details section of Services screen) associated to the Customer. Service must exist in Genex and should not be released.																						
ReleaseDate	Date	Ex. 2012-12-10																						
DisconnectionDate	Date	Ex. 2012-12-09																						
SendDisconnectionRequest	Boolean	True/False Should Genex send disconnection request, in provisioning file, to carrier? Only applicable for carriers where provisioning supported through Genex.																						

4.2.22 DisconnectService

Description	This web method is used to disconnect activated service of the customer.		
Return Types	UpdateResponse		
Request Path	CustomerService.asmx		
Parameters	Parameter Name	Data Type	Sample/Description
	User	Identity	Credentials for API access
	CustomerNumber	32-bit integer (positive only)	Must be a valid Genex customer number.
	ServiceNumber	Max 40 characters	Genex service number (Service No field in Service Details section of Services screen) associated to the Customer. Service must exist in Genex and should not be released.
	DisconnectionDate	Date	Ex. 2012-12-10 The date from which service should be disconnected. Date can be in past or future.
	SendDisconnectionRequest	Boolean	True/False Should Genex send disconnection request, in provisioning file, to carrier? Only applicable for carriers where provisioning supported through Genex.

4.2.23 ReconnectService

Description	<p><i>This web method is used to re-connect a previously disconnected service.</i></p> <p><i>A typical business scenario is reconnecting a service after account win-back following a previous loss to another service provider.</i></p>																				
Return Types	UpdateResponse																				
Request Path	CustomerService.asmx																				
Parameters	<table><tr><th>Parameter Name</th><th>Data Type</th><th>Sample/Description</th></tr><tr><td>User</td><td>Identity</td><td>Credentials for API access</td></tr><tr><td>CustomerNumber</td><td>32-bit integer (positive only)</td><td>Must be a valid Genex customer number.</td></tr><tr><td>ServiceNumber</td><td>Max 40 characters</td><td>Genex service number (Service No field in Service Details section of Services screen) associated to the Customer. Service must exist in Genex and should not be released.</td></tr><tr><td>DeclaredDate</td><td>Date</td><td>Ex. 2012-12-10 Only use if no process configured for automatic population of declared date based on carrier provisioning response. Otherwise set the value to NULL.</td></tr><tr><td>SendConnectionRequest</td><td>Boolean</td><td>True/False Should Genex send connection request, in provisioning file, to carrier? Only applicable for carriers where provisioning supported through Genex.</td></tr></table>			Parameter Name	Data Type	Sample/Description	User	Identity	Credentials for API access	CustomerNumber	32-bit integer (positive only)	Must be a valid Genex customer number.	ServiceNumber	Max 40 characters	Genex service number (Service No field in Service Details section of Services screen) associated to the Customer. Service must exist in Genex and should not be released.	DeclaredDate	Date	Ex. 2012-12-10 Only use if no process configured for automatic population of declared date based on carrier provisioning response. Otherwise set the value to NULL.	SendConnectionRequest	Boolean	True/False Should Genex send connection request, in provisioning file, to carrier? Only applicable for carriers where provisioning supported through Genex.
Parameter Name	Data Type	Sample/Description																			
User	Identity	Credentials for API access																			
CustomerNumber	32-bit integer (positive only)	Must be a valid Genex customer number.																			
ServiceNumber	Max 40 characters	Genex service number (Service No field in Service Details section of Services screen) associated to the Customer. Service must exist in Genex and should not be released.																			
DeclaredDate	Date	Ex. 2012-12-10 Only use if no process configured for automatic population of declared date based on carrier provisioning response. Otherwise set the value to NULL.																			
SendConnectionRequest	Boolean	True/False Should Genex send connection request, in provisioning file, to carrier? Only applicable for carriers where provisioning supported through Genex.																			

4.2.24 SetServiceDeclaredDate

Description	<p><i>This web method is used to update declared date for each connection of existing service of the customer.</i></p> <p><i>This web method may be used in scenario where service is provisioned outside of Genex and the service start date is to be updated based on service provider's response. Ex. provisioning of Data services through carrier portal.</i></p>		
Return Types	UpdateResponse		
Request Path	CustomerService.asmx		
Parameters	Parameter Name	Data Type	Sample/Description
	User	Identity	Credentials for API access
	CustomerNumber	32-bit integer (positive only)	Must be a valid Genex customer number.
	ServiceNumber	Max 40 characters	Genex service number (Service No field in Service Details section of Services screen) associated to the Customer. Service must exist in Genex and should not be released.
	DeclaredDate	Date	Ex. 2012-12-10

4.2.25 DisconnectCarrierConnection

Description	This web method is used to disconnect active connection of a service.		
Return Types	UpdateResponse		
Request Path	CustomerService.asmx		
Parameters	Parameter Name	Data Type	Sample/Description
	User	Identity	Credentials for API access
	CustomerNumber	32-bit integer (positive only)	Must be a valid Genex customer number.
	ServiceNumber	Max 40 characters	Genex service number (Service No field in Service Details section of Services screen) associated to the Customer. Service must exist in Genex and should not be released.
	Carrier	Max 2 characters	Reference code from Carrier data structure
	DisconnectionDate	Date	Ex. 2012-12-10 The date from which service should be disconnected. Date can be in past or future.
	SendDisconnectionRequest	Boolean	True/False Should Genex send disconnection request, in provisioning file, to carrier? Only applicable for carriers where provisioning supported through Genex.

4.2.26 ReconnectCarrierConnection

Description	This web method is used to re-connect carrier connection of a service		
Return Types	UpdateResponse		
Request Path	CustomerService.asmx		
Parameters	Parameter Name	Data Type	Sample/Description
	User	Identity	Credentials for API access
	CustomerNumber	32-bit integer (positive only)	Must be a valid Genex customer number.
	ServiceNumber	Max 40 characters	Genex service number (Service No field in Service Details section of Services screen) associated to the Customer. Service must exist in Genex and should not be released.
	Carrier	Max 2 characters	Reference code from Carrier data structure
	DeclaredDate	Date	Ex. 2012-12-10 Only use if no process configured for automatic population of declared date based on carrier provisioning response. Otherwise set the value to NULL.
	SendConnectionRequest	Boolean	True/False Should Genex send connection request, in provisioning file, to carrier? Only applicable for carriers where provisioning supported through Genex.

4.2.27 SetCarrierConnectionDeclaredDate

Description	<p><i>This web method is used to update declared date for specific carrier connection of a service.</i></p> <p><i>This web method may be used in scenario where service is provisioned outside of Genex and the service start date is to be updated based on service provider's response. Ex. provisioning of Data services through carrier portal.</i></p>																				
Return Types	UpdateResponse																				
Request Path	CustomerService.asmx																				
Parameters	<table><tr><th>Parameter Name</th><th>Data Type</th><th>Sample/Description</th></tr><tr><td>User</td><td>Identity</td><td>Credentials for API access</td></tr><tr><td>CustomerNumber</td><td>32-bit integer (positive only)</td><td>Must be a valid Genex customer number.</td></tr><tr><td>ServiceNumber</td><td>Max 40 characters</td><td>Genex service number (Service No field in Service Details section of Services screen) associated to the Customer. Service must exist in Genex and should not be released.</td></tr><tr><td>Carrier</td><td>Max 2 characters</td><td>Reference code from Carrier data structure</td></tr><tr><td>DeclaredDate</td><td>Date</td><td>Ex. 2012-12-10</td></tr></table>			Parameter Name	Data Type	Sample/Description	User	Identity	Credentials for API access	CustomerNumber	32-bit integer (positive only)	Must be a valid Genex customer number.	ServiceNumber	Max 40 characters	Genex service number (Service No field in Service Details section of Services screen) associated to the Customer. Service must exist in Genex and should not be released.	Carrier	Max 2 characters	Reference code from Carrier data structure	DeclaredDate	Date	Ex. 2012-12-10
Parameter Name	Data Type	Sample/Description																			
User	Identity	Credentials for API access																			
CustomerNumber	32-bit integer (positive only)	Must be a valid Genex customer number.																			
ServiceNumber	Max 40 characters	Genex service number (Service No field in Service Details section of Services screen) associated to the Customer. Service must exist in Genex and should not be released.																			
Carrier	Max 2 characters	Reference code from Carrier data structure																			
DeclaredDate	Date	Ex. 2012-12-10																			

4.2.28 UpdateCustomerRatePlan

Description	<p><i>This web method is used to update the rate plan for a customer. The new rate plan is applicable immediately (for the current billing period) and any plan based charges (fees, inclusions, credits) in the next bill run will apply as per the new rate plan.</i></p> <p><i>The method also has option to re-rate unbilled usage for the customer and also remove any overrides (customer level only). You may want to remove the overrides if customer contracted (customised) rate are no longer applicable as part of signing up to the new rate plan.</i></p> <p><i>No action is taken if the new rate plan is same as current rate plan assigned to customer.</i></p>																				
Return Types	UpdateResponse																				
Request Path	CustomerService.asmx																				
Parameters	<table><tr><th>Parameter Name</th><th>Data Type</th><th>Sample/Description</th></tr><tr><td>User</td><td>Identity</td><td>Credentials for API access</td></tr><tr><td>CustomerNumber</td><td>32-bit integer (positive only)</td><td>Must be a valid Genex customer number.</td></tr><tr><td>PlanNo</td><td>16 bit integer (positive only)</td><td>Value should be from the PlanNo field of RatePlan data structure</td></tr><tr><td>ReRateUnbilled</td><td>Boolean</td><td>Set to true if all unbilled usage should be re-rated as per the new rate plan</td></tr><tr><td>RemoveOverrides</td><td>Boolean</td><td>Set to true if overrides entered for old rate plan should be removed when changing to new rate plan.</td></tr></table>			Parameter Name	Data Type	Sample/Description	User	Identity	Credentials for API access	CustomerNumber	32-bit integer (positive only)	Must be a valid Genex customer number.	PlanNo	16 bit integer (positive only)	Value should be from the PlanNo field of RatePlan data structure	ReRateUnbilled	Boolean	Set to true if all unbilled usage should be re-rated as per the new rate plan	RemoveOverrides	Boolean	Set to true if overrides entered for old rate plan should be removed when changing to new rate plan.
Parameter Name	Data Type	Sample/Description																			
User	Identity	Credentials for API access																			
CustomerNumber	32-bit integer (positive only)	Must be a valid Genex customer number.																			
PlanNo	16 bit integer (positive only)	Value should be from the PlanNo field of RatePlan data structure																			
ReRateUnbilled	Boolean	Set to true if all unbilled usage should be re-rated as per the new rate plan																			
RemoveOverrides	Boolean	Set to true if overrides entered for old rate plan should be removed when changing to new rate plan.																			

4.2.29 UpdateServiceRatePlan

Description	<p><i>This web method is used to update the rate plan for a service. The new rate plan is applicable immediately (for the current billing period) and any plan based charges (fees, inclusions, credits) in the next bill run will apply as per the new rate plan.</i></p> <p><i>The method also has option to re-rate unbilled usage for the service and also remove any overrides (for the specific service only). You may want to remove the overrides if customer contracted (customised) rate are no longer applicable as part of signing up to the new rate plan.</i></p> <p><i>No action is taken if the new rate plan is same as current rate plan assigned to service.</i></p>																							
Return Types	UpdateResponse																							
Request Path	CustomerService.asmx																							
Parameters	<table><tr><th>Parameter Name</th><th>Data Type</th><th>Sample/Description</th></tr><tr><td>User</td><td>Identity</td><td>Credentials for API access</td></tr><tr><td>CustomerNumber</td><td>32-bit integer (positive only)</td><td>Must be a valid Genex customer number.</td></tr><tr><td>ServiceNumber</td><td>Max 40 characters</td><td>Genex service number (Service No field in Service Details section of Services screen) associated to the Customer. Service must exist in Genex and should not be released.</td></tr><tr><td>ServiceRatePlan</td><td>16 bit integer (positive only)</td><td>Value should be from the PlanNo field of RatePlan data structure</td></tr><tr><td>ReRateUnbilled</td><td>Boolean</td><td>Set to true if all unbilled usage should be re-rated as per the new rate plan</td></tr><tr><td>RemoveOverrides</td><td>Boolean</td><td>Set to true if overrides entered for old rate plan should be removed when changing to new rate plan.</td></tr></table>			Parameter Name	Data Type	Sample/Description	User	Identity	Credentials for API access	CustomerNumber	32-bit integer (positive only)	Must be a valid Genex customer number.	ServiceNumber	Max 40 characters	Genex service number (Service No field in Service Details section of Services screen) associated to the Customer. Service must exist in Genex and should not be released.	ServiceRatePlan	16 bit integer (positive only)	Value should be from the PlanNo field of RatePlan data structure	ReRateUnbilled	Boolean	Set to true if all unbilled usage should be re-rated as per the new rate plan	RemoveOverrides	Boolean	Set to true if overrides entered for old rate plan should be removed when changing to new rate plan.
Parameter Name	Data Type	Sample/Description																						
User	Identity	Credentials for API access																						
CustomerNumber	32-bit integer (positive only)	Must be a valid Genex customer number.																						
ServiceNumber	Max 40 characters	Genex service number (Service No field in Service Details section of Services screen) associated to the Customer. Service must exist in Genex and should not be released.																						
ServiceRatePlan	16 bit integer (positive only)	Value should be from the PlanNo field of RatePlan data structure																						
ReRateUnbilled	Boolean	Set to true if all unbilled usage should be re-rated as per the new rate plan																						
RemoveOverrides	Boolean	Set to true if overrides entered for old rate plan should be removed when changing to new rate plan.																						

4.2.30 GetCustomerServices

Description	<i>This web method is used to get a list of all services associated with a customer/account. The response lists all services (including released) on the account and all associated connections for each service.</i>		
Return Types	ServiceListResponse		
Request Path	CustomerService.asmx		
Parameters	Parameter Name	Data Type	Sample/Description
	User	Identity	Credentials for API access
	CustomerNumber	32-bit integer (positive only)	Must be a valid Genex customer number.

4.2.31 SearchCustomers

Description	<p><i>This web method is used to search for a customer using a keyword. The functionality is similar to the quick search option in Genex UI. The keyword is matched to following details from the account:</i></p>
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	<p><i>Customer Number</i> <i>Alternate Customer Id</i> <i>Service Numbers(s) on the account</i> <i>Company Name</i> <i>Email addresses for primary contact</i> <i>Primary & Secondary Contact details (name, phone numbers)</i> <i>Customer address</i></p> <p><i>The web method returns a list of accounts with values that matches the search string. If an account exists with an exact match for search string, then accounts with partial matches are not included in response.</i></p>														
Return Types	CustomerListResponse														
Request Path	CustomerService.asmx														
Parameters	<table><tr><th>Parameter Name</th><th>Data Type</th><th>Sample/Description</th></tr><tr><td>User</td><td>Identity</td><td>Credentials for API access</td></tr><tr><td>SearchString</td><td>String</td><td>Ex. "Acme Pty" or "mydataconnnection@dsl.com"</td></tr><tr><td>IncludeCancelled</td><td>Boolean</td><td>Defines if response should include cancelled accounts. For the purpose of this web method, an account is cancelled, if the cancellation date field on the customer details is populated. Ex. False – only include active accounts</td></tr></table>			Parameter Name	Data Type	Sample/Description	User	Identity	Credentials for API access	SearchString	String	Ex. "Acme Pty" or "mydataconnnection@dsl.com"	IncludeCancelled	Boolean	Defines if response should include cancelled accounts. For the purpose of this web method, an account is cancelled, if the cancellation date field on the customer details is populated. Ex. False – only include active accounts
Parameter Name	Data Type	Sample/Description													
User	Identity	Credentials for API access													
SearchString	String	Ex. "Acme Pty" or "mydataconnnection@dsl.com"													
IncludeCancelled	Boolean	Defines if response should include cancelled accounts. For the purpose of this web method, an account is cancelled, if the cancellation date field on the customer details is populated. Ex. False – only include active accounts													

4.2.32 SearchServices

Description	<p><i>This web method is used to search for a service, across all customers, using a keyword. The functionality is similar to the service search option on Services screen in Genex UI. The keyword is matched to service identifier and list of service with matching value is returned.</i></p> <p><i>If a service exists with exact match, only that record will be returned. Partial matches are only reported if no record with exact match exists.</i></p>												
Return Types	ServiceListResponse												
Request Path	CustomerService.asmx												
Parameters	<table><thead><tr><th>Parameter Name</th><th>Data Type</th><th>Sample/Description</th></tr></thead><tbody><tr><td>User</td><td>Identity</td><td>Credentials for API access</td></tr><tr><td>SearchString</td><td>String</td><td>Ex. mydataconnection@dsl.com or "0921534289"</td></tr><tr><td>IncludeReleased</td><td>Boolean</td><td>Defines if response should include released services. If the use case is checking a service number before new service, then this flag should be set to false to identify if there is any active service with same identifier. Ex. False – only include non-released service.</td></tr></tbody></table>	Parameter Name	Data Type	Sample/Description	User	Identity	Credentials for API access	SearchString	String	Ex. mydataconnection@dsl.com or "0921534289"	IncludeReleased	Boolean	Defines if response should include released services. If the use case is checking a service number before new service, then this flag should be set to false to identify if there is any active service with same identifier. Ex. False – only include non-released service.
Parameter Name	Data Type	Sample/Description											
User	Identity	Credentials for API access											
SearchString	String	Ex. mydataconnection@dsl.com or "0921534289"											
IncludeReleased	Boolean	Defines if response should include released services. If the use case is checking a service number before new service, then this flag should be set to false to identify if there is any active service with same identifier. Ex. False – only include non-released service.											

4.2.33 SetExternalSystemReference

Description	This web method is used to set/update reference id, from an external system, for a Genex customer. This reference id is the link between the two systems (Genex and third party system) and used for any further interaction between the systems. The current set of external systems are: Ezidebit and Xero.		
Return Types	UpdateResponse		
Request Path	CustomerService.asmx		
Parameters	Parameter Name	Data Type	Sample/Description
	User	Identity	Credentials for API access
	Reference	ExternalSystemReference	External system and reference details

4.2.34 GetExternalSystemReference

Description	This web method is used to retrieve external system's reference id for a Genex customer. This reference id is the link between the two systems (Genex and third party system) and used for any further interaction between the systems. The current set of external systems are: Ezidebit and Xero.		
Return Types	ExternalSystemReferenceResponse		
Request Path	CustomerService.asmx		
Parameters	Parameter Name	Data Type	Sample/Description
	User	Identity	Credentials for API access
	CustomerNumber	32-bit integer (positive only)	Must be a valid Genex customer number.
	System	String	Identifier for the system. Currently supported values are: EZIDEBIT XERO STRIPE SECUREPAY These values are case sensitive and should be entered as specified in this document.

4.2.35 UpdateServiceName

Description	This web method is used to update the Name field associated with a service.		
Return Types	UpdateResponse		
Request Path	CustomerService.asmx		
Parameters	Parameter Name	Data Type	Sample/Description
	User	Identity	Credentials for API access
	CustomerNumber	32-bit integer (positive only)	Must be a valid Genex customer number.

	ServiceNumber	Max 40 characters	Genex service number (Service No field in Service Details section of Services screen) associated to the Customer. Service must exist in Genex and should not be released.
	Name	Max 20 characters	Ex. John's phone

4.2.36 UpdateServiceDepartment

Description	This web method is used to update the Department field associated with a service.		
Return Types	UpdateResponse		
Request Path	CustomerService.asmx		
Parameters	Parameter Name	Data Type	Sample/Description
	User	Identity	Credentials for API access
	CustomerNumber	32-bit integer (positive only)	Must be a valid Genex customer number.
	ServiceNumber	Max 40 characters	Genex service number (Service No field in Service Details section of Services screen) associated to the Customer. Service must exist in Genex and should not be released.
	Department	Max 20 characters	Ex. Sales Dept

4.2.37 UpdateServiceDivision

Description	This web method is used to update the Division field associated with a service.		
Return Types	UpdateResponse		
Request Path	CustomerService.asmx		
Parameters	Parameter Name	Data Type	Sample/Description
	User	Identity	Credentials for API access
	CustomerNumber	32-bit integer (positive only)	Must be a valid Genex customer number.
	ServiceNumber	Max 40 characters	Genex service number (Service No field in Service Details section of Services screen) associated to the Customer. Service must exist in Genex and should not be released.
	Division	Max 20 characters	Ex. NSW Division

4.2.38 UpdateServiceExtraInformation

Description	<p>This web method is used to update the Extra Information field associated with a service.</p> <p>This is a generic field that can be used to save notes or additional service details such as IMEI number etc.</p>
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Return Types	UpdateResponse		
Request Path	CustomerService.asmx		
Parameters	Parameter Name	Data Type	Sample/Description
	User	Identity	Credentials for API access
	CustomerNumber	32-bit integer (positive only)	Must be a valid Genex customer number.
	ServiceNumber	Max 40 characters	Genex service number (Service No field in Service Details section of Services screen) associated to the Customer. Service must exist in Genex and should not be released.
	ExtraInformation	Max 255 characters	Ex. NSW Division

4.2.39 UpdateServiceExternalReference

Description	<p><i>This web method is used to update the External Account # field associated with a service.</i></p> <p><i>External Account # is a generic field that can be used to save any reference number such as IMSI or modem serial number etc.</i></p> <p><i>The field name on Genex UI has been changed to External Account #, however the API still refers to it as TelstraAccNo for backward compatibility.</i></p>		
Return Types	UpdateResponse		
Request Path	CustomerService.asmx		
Parameters	Parameter Name	Data Type	Sample/Description
	User	Identity	Credentials for API access
	CustomerNumber	32-bit integer (positive only)	Must be a valid Genex customer number.
	ServiceNumber	Max 40 characters	Genex service number (Service No field in Service Details section of Services screen) associated to the Customer. Service must exist in Genex and should not be released.
	TelstraAccNo	Max 50 characters	Ex. NSW Division

4.2.40 DisconnectServiceWithDisconnectionReason

Description	This web method is used to disconnect active service of the customer and specify the disconnection reason		
Return Types	UpdateResponse		
Request Path	CustomerService.asmx		
Parameters	Parameter Name	Data Type	Sample/Description
	User	Identity	Credentials for API access
	CustomerNumber	32-bit integer (positive only)	Must be a valid Genex customer number.

	ServiceNumber	Max 40 characters	Genex service number (Service No field in Service Details section of Services screen) associated to the Customer. Service must exist in Genex and should not be released.
	DisconnectionDate	Date	Ex. 2012-12-10 The date from which service should be disconnected. Date can be in past or future.
	SendDisconnectionRequest	Boolean	True/False Should Genex send disconnection request, in provisioning file, to carrier? Only applicable for carriers where provisioning supported through Genex.
	DisconnectionReason	String	Value should be from the code field of ServiceDisconnectionReason data structure

4.2.41 DisconnectCarrierConnectionWithDisconnectionReason

Description	This web method is used to disconnect active connection of a service.		
Return Types	UpdateResponse		
Request Path	CustomerService.asmx		
Parameters	Parameter Name	Data Type	Sample/Description
	User	Identity	Credentials for API access
	CustomerNumber	32-bit integer (positive only)	Must be a valid Genex customer number.
	ServiceNumber	Max 40 characters	Genex service number (Service No field in Service Details section of Services screen) associated to the Customer. Service must exist in Genex and should not be released.
	Carrier	Max 2 characters	Reference code from Carrier data structure
	DisconnectionDate	Date	Ex. 2012-12-10 The date from which service should be disconnected. Date can be in past or future.
	SendDisconnectionRequest	Boolean	True/False Should Genex send disconnection request, in provisioning file, to carrier? Only applicable for carriers where provisioning supported through Genex.

	DisconnectionReason	String	Value should be from the code field of ServiceDisconnectionReason data structure
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4.2.42 ReleaseServiceWithDisconnectionReason

Description	<p><i>This web method is used to release a service.</i></p> <p><i>Only one instance of non-released service number (phone number/email address/ip address/domain name/subscriber identifier) can exist in Genex.</i></p> <p><i>Use this web method to release a service if a customer cancels the service/account. This will ensure that in future the same service number can be added again in Genex, in case of change of ownership etc., on another account.</i></p>																										
Return Types	UpdateResponse																										
Request Path	CustomerService.asmx																										
Parameters	<table><tr><th>Parameter Name</th><th>Data Type</th><th>Sample/Description</th></tr><tr><td>User</td><td>Identity</td><td>Credentials for API access</td></tr><tr><td>CustomerNumber</td><td>32-bit integer (positive only)</td><td>Must be a valid Genex customer number.</td></tr><tr><td>ServiceNumber</td><td>Max 40 characters</td><td>Genex service number (Service No field in Service Details section of Services screen) associated to the Customer. Service must exist in Genex and should not be released.</td></tr><tr><td>ReleaseDate</td><td>Date</td><td>Ex. 2012-12-10</td></tr><tr><td>DisconnectionDate</td><td>Date</td><td>Ex. 2012-12-09</td></tr><tr><td>SendDisconnectionRequest</td><td>Boolean</td><td>True/False Should Genex send disconnection request, in provisioning file, to carrier? Only applicable for carriers where provisioning supported through Genex.</td></tr><tr><td>DisconnectionReason</td><td>String</td><td>Value should be from the code field of ServiceDisconnectionReason data structure</td></tr></table>			Parameter Name	Data Type	Sample/Description	User	Identity	Credentials for API access	CustomerNumber	32-bit integer (positive only)	Must be a valid Genex customer number.	ServiceNumber	Max 40 characters	Genex service number (Service No field in Service Details section of Services screen) associated to the Customer. Service must exist in Genex and should not be released.	ReleaseDate	Date	Ex. 2012-12-10	DisconnectionDate	Date	Ex. 2012-12-09	SendDisconnectionRequest	Boolean	True/False Should Genex send disconnection request, in provisioning file, to carrier? Only applicable for carriers where provisioning supported through Genex.	DisconnectionReason	String	Value should be from the code field of ServiceDisconnectionReason data structure
Parameter Name	Data Type	Sample/Description																									
User	Identity	Credentials for API access																									
CustomerNumber	32-bit integer (positive only)	Must be a valid Genex customer number.																									
ServiceNumber	Max 40 characters	Genex service number (Service No field in Service Details section of Services screen) associated to the Customer. Service must exist in Genex and should not be released.																									
ReleaseDate	Date	Ex. 2012-12-10																									
DisconnectionDate	Date	Ex. 2012-12-09																									
SendDisconnectionRequest	Boolean	True/False Should Genex send disconnection request, in provisioning file, to carrier? Only applicable for carriers where provisioning supported through Genex.																									
DisconnectionReason	String	Value should be from the code field of ServiceDisconnectionReason data structure																									

4.3 Transactions

This set of web methods allows adding new Transactions (payment, credits, adjustments etc.) to a Genex customer. This web method is useful when integrating with service provider's custom payment applications (pay by phone or pay online).

4.3.1 AddTransaction

Description	Send a new transaction to backend
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Return Types	TransactionResponse		
Request Path	CustomerAccount.asmx		
Parameters	Parameter Name	Data Type	Sample/Description
	User	Identity	Credentials for API access
	Transaction	TransactionBase	

4.3.2 GetCustomerTransactions

Description	Retrieve list of historical transactions for a customer.		
Return Types	TransactionListResponse		
Request Path	CustomerAccount.asmx		
Parameters	Parameter Name	Data Type	Sample/Description
	User	Identity	Credentials for API access
	CustomerNumber	32-bit integer (positive only)	Must be a valid Genex customer number.

4.4 Charges

This set of web methods allows adding new once off charge to a Genex customer/service. This web method is useful when integrating with systems that may be generating once off charge such as shopping cart for hardware purchase or external collection processes adding late payment fees etc.

4.4.1 AddOnceOffCharge

Description	Add a new once off charge for a customer/service		
Return Types	ManualChargeResponse		
Request Path	Charges.asmx		
Parameters	Parameter Name	Data Type	Sample/Description
	User	Identity	Credentials for API access
	ManualCharge	OnceOffCharge	

4.4.2 GetUnbilledChargesSummary

Description	Get the summary of unbilled charges for a customer and related services. The response includes summary for current billing cycle. In the scenario where bill run for previous billing cycle is still pending, the response will also include charges from the previous billing cycle. Each instance of CustomerCharge in the response object represents charges for separate billing cycle.		
Return Types	CustomerChargesResponse		
Request Path	Charges.asmx		
Parameters	Parameter Name	Data Type	Sample/Description
	User	Identity	Credentials for API access
	CustomerNumber	32-bit integer (positive only)	Must be a valid Genex customer number.

4.4.3 GetBilledChargesSummary

Description	Get the summary of billed charges of a customer and related services for a specific statement.		
Return Types	CustomerChargesResponse		
Request Path	Charges.asmx		
Parameters	Parameter Name	Data Type	Sample/Description
	User	Identity	Credentials for API access
	CustomerNumber	32-bit integer (positive only)	Must be a valid Genex customer number.
	StatementNumber	32-bit integer (positive only)	Must be a valid statement number for the customer. Use the GetCustomerStatements web method to retrieve list of statements for the customer before using this method to fetch charge summary.

4.4.4 AddRecurringManualCharge

Description	Add a new recurring charge for a customer/service		
Return Types	ManualChargeResponse		
Request Path	Charges.asmx		
Parameters	Parameter Name	Data Type	Sample/Description
	User	Identity	Credentials for API access
	RecurringCharge	RecurringManualCharge	

4.4.5 EndRecurringManualCharge

Description	End/Stop a recurring charge. Note that once a recurring charge has stopped, it cannot be restarted by updating the start/end dates. In this scenario, a new charge should be created.														
Return Types	UpdateResponse														
Request Path	Charges.asmx														
Parameters	<table><tr><th>Parameter Name</th><th>Data Type</th><th>Sample/Description</th></tr><tr><td>User</td><td>Identity</td><td>Credentials for API access</td></tr><tr><td>ChargeId</td><td>32-bit integer (positive only)</td><td>Identifier for the recurring charge record. The identifier is returned in the response of AddRecurringManualCharge web method and in the response of GetRecurringManualCharges web method.</td></tr><tr><td>EndDate</td><td>Date Time</td><td></td></tr></table>			Parameter Name	Data Type	Sample/Description	User	Identity	Credentials for API access	ChargeId	32-bit integer (positive only)	Identifier for the recurring charge record. The identifier is returned in the response of AddRecurringManualCharge web method and in the response of GetRecurringManualCharges web method.	EndDate	Date Time	
Parameter Name	Data Type	Sample/Description													
User	Identity	Credentials for API access													
ChargeId	32-bit integer (positive only)	Identifier for the recurring charge record. The identifier is returned in the response of AddRecurringManualCharge web method and in the response of GetRecurringManualCharges web method.													
EndDate	Date Time														

4.4.6 GetOnceOffCharge

Description	Get details of an unbilled once off charge record.		
Return Types	OnceOffChargeResponse		
Request Path	Charges.asmx		
Parameters	Parameter Name	Data Type	Sample/Description
	User	Identity	Credentials for API access
	ChargeId	32-bit integer (positive only)	Identifier for the manual charge record. The identifier is returned in the response of AddOnceOffCharge web method and in the response of GetOnceOffCharges web method.

4.4.7 GetRecurringManualCharge

Description	Get details of an unbilled once off charge record.		
Return Types	RecurringManualChargeResponse		
Request Path	Charges.asmx		
Parameters	Parameter Name	Data Type	Sample/Description
	User	Identity	Credentials for API access
	ChargeId	32-bit integer (positive only)	Identifier for the recurring charge record. The identifier is returned in the response of AddRecurringManualCharge web method and in the response of GetRecurringManualCharges web method.

4.4.8 GetOnceOffCharges

Description	Get details of an unbilled once off charge record.		
Return Types	OnceOffChargeListResponse		
Request Path	Charges.asmx		
Parameters	Parameter Name	Data Type	Sample/Description
	User	Identity	Credentials for API access
	CustomerNumber	32-bit integer (positive only)	Must be a valid Genex customer number.

4.4.9 GetRecurringManualCharges

Description	Get details of an unbilled once off charge record.		
Return Types	RecurringManualChargeListResponse		
Request Path	Charges.asmx		
Parameters	Parameter Name	Data Type	Sample/Description
	User	Identity	Credentials for API access
	CustomerNumber	32-bit integer	Must be a valid Genex customer



		(positive only)	number.
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4.5 Statements

This set of web methods are for retrieving a list of statements for a customer, and PDF for an individual statement.

4.5.1 GetCustomerStatements

Description	Get the list of statements for a customer		
Return Types	StatementResponse		
Request Path	CustomerStatements.asmx		
Parameters	Parameter Name	Data Type	Sample/Description
	User	Identity	Credentials for API access
	CustomerNumber	32-bit integer (positive only)	Must be a valid Genex customer number.

4.5.2 GetCustomerStatementPDF

Description	<p>Get the PDF format of customer's statement.</p> <p>Genex only stores PDFs for limited period. Please contact Billing Bureau support team to get details of the storage period.</p> <p>PDFs moved from online access are available as archive on your FTP/SFTP account.</p>																	
Return Types	StatementPDFResponse																	
Request Path	CustomerStatements.asmx																	
Parameters	<table><tr><th>Parameter Name</th><th>Data Type</th><th>Sample/Description</th></tr><tr><td>User</td><td>Identity</td><td>Credentials for API access</td></tr><tr><td>CustomerNumber</td><td>32-bit integer (positive only)</td><td>Must be a valid Genex customer number.</td></tr><tr><td>StatementNumber</td><td>32-bit integer (positive only)</td><td>Must be a valid statement number for the customer. Use the GetCustomerStatements web method to retrieve list of statements for the customer before using this method to fetch PDF.</td></tr><tr><td>Type</td><td>Max 2 characters</td><td>Statement Type ST – Monthly Statement IN – Adhoc Invoice</td></tr></table>			Parameter Name	Data Type	Sample/Description	User	Identity	Credentials for API access	CustomerNumber	32-bit integer (positive only)	Must be a valid Genex customer number.	StatementNumber	32-bit integer (positive only)	Must be a valid statement number for the customer. Use the GetCustomerStatements web method to retrieve list of statements for the customer before using this method to fetch PDF.	Type	Max 2 characters	Statement Type ST – Monthly Statement IN – Adhoc Invoice
Parameter Name	Data Type	Sample/Description																
User	Identity	Credentials for API access																
CustomerNumber	32-bit integer (positive only)	Must be a valid Genex customer number.																
StatementNumber	32-bit integer (positive only)	Must be a valid statement number for the customer. Use the GetCustomerStatements web method to retrieve list of statements for the customer before using this method to fetch PDF.																
Type	Max 2 characters	Statement Type ST – Monthly Statement IN – Adhoc Invoice																

4.6 Contact Notes

This set of web methods are for integrating external system with contact notes in Genex.

4.6.1 AddContactNote

Description	<p>Add a new contact note to a customer.</p> <p><i>This web method is useful when integrating external systems and processes with Genex to record notes of action taken by external systems.</i></p> <p><i>Example 1: Integration of service provider’s online enquiry system with Genex. Enquiries submitted by customers can automatically be added as Contact Note in Genex for customer service staff members to review and respond to.</i></p> <p><i>Example 2: Integration with 3rd party debt collection process. Contact Notes can be automatically added to Genex, for customer communication and debt collection outcome, based on information received from the collection agency.</i></p>														
Return Types	ContactNoteResponse														
Request Path	ContactNotes.asmx														
Parameters	<table><tr><th>Parameter Name</th><th>Data Type</th><th>Sample/Description</th></tr><tr><td>User</td><td>Identity</td><td>Credentials for API access</td></tr><tr><td>CustomerNumber</td><td>32-bit integer (positive only)</td><td>Must be a valid Genex customer number.</td></tr><tr><td>Note</td><td>ContactNoteBase</td><td></td></tr></table>			Parameter Name	Data Type	Sample/Description	User	Identity	Credentials for API access	CustomerNumber	32-bit integer (positive only)	Must be a valid Genex customer number.	Note	ContactNoteBase	
Parameter Name	Data Type	Sample/Description													
User	Identity	Credentials for API access													
CustomerNumber	32-bit integer (positive only)	Must be a valid Genex customer number.													
Note	ContactNoteBase														

4.6.2 GetContactNote

Description	<p>Get details of a contact note. Will be most commonly used in conjunction with <i>GetContactNotesForCustomer</i> web method.</p> <p><i>This web method is useful when integrating external systems and processes with Genex to manage contact notes.</i></p> <p><i>Example 1: Integration of service provider’s customer ticketing system with Genex. This web method can be used to fetch details of a ticket and display it to customer.</i></p>											
Return Types	ContactNoteResponse											
Request Path	ContactNotes.asmx											
Parameters	<table><tr><th>Parameter Name</th><th>Data Type</th><th>Sample/Description</th></tr><tr><td>User</td><td>Identity</td><td>Credentials for API access</td></tr><tr><td>TicketNumber</td><td>32-bit integer (positive only)</td><td>Must be a valid Genex contact note ticket number.</td></tr></table>			Parameter Name	Data Type	Sample/Description	User	Identity	Credentials for API access	TicketNumber	32-bit integer (positive only)	Must be a valid Genex contact note ticket number.
Parameter Name	Data Type	Sample/Description										
User	Identity	Credentials for API access										
TicketNumber	32-bit integer (positive only)	Must be a valid Genex contact note ticket number.										

4.6.3 GetContactNotesForCustomer

Description	<p><i>Get List of all contact notes for a customer.</i></p> <p><i>This web method is useful when integrating external systems and processes with Genex to manage contact notes.</i></p> <p><i>Example 1: Integration of service provider’s customer ticketing system with Genex. This web method can be used to get list of contact notes and display the open notes/tickets to customer.</i></p>														
Return Types	ContactNoteListResponse														
Request Path	ContactNotes.asmx														
Parameters	<table><tr><th>Parameter Name</th><th>Data Type</th><th>Sample/Description</th></tr><tr><td>User</td><td>Identity</td><td>Credentials for API access</td></tr><tr><td>CustomerNumber</td><td>32-bit integer (positive only)</td><td>Must be a valid Genex customer number.</td></tr><tr><td>IncludeClosed</td><td>Boolean</td><td>Flag to indicate if only list of open tickets should be returned.</td></tr></table>			Parameter Name	Data Type	Sample/Description	User	Identity	Credentials for API access	CustomerNumber	32-bit integer (positive only)	Must be a valid Genex customer number.	IncludeClosed	Boolean	Flag to indicate if only list of open tickets should be returned.
Parameter Name	Data Type	Sample/Description													
User	Identity	Credentials for API access													
CustomerNumber	32-bit integer (positive only)	Must be a valid Genex customer number.													
IncludeClosed	Boolean	Flag to indicate if only list of open tickets should be returned.													

4.6.4 CloseContactNote

Description	<p>Close an open contact note.</p> <p><i>This web method is useful when integrating external systems and processes with Genex to manage contact notes.</i></p> <p><i>Example 1: Integration of service provider's customer ticketing system with Genex. This web method can be used to close a ticket based on update by customer/staff.</i></p>														
Return Types	UpdateResponse														
Request Path	ContactNotes.asmx														
Parameters	<table><tr><th>Parameter Name</th><th>Data Type</th><th>Sample/Description</th></tr><tr><td>User</td><td>Identity</td><td>Credentials for API access</td></tr><tr><td>TicketNumber</td><td>32-bit integer (positive only)</td><td>Must be a valid Genex contact note ticket number.</td></tr><tr><td>ClosedByUser</td><td>Max 40 characters</td><td>Genex user whose action resulted in closing the ticket. If ticket closed by customer, use name of last staff member who updated the ticket.</td></tr></table>			Parameter Name	Data Type	Sample/Description	User	Identity	Credentials for API access	TicketNumber	32-bit integer (positive only)	Must be a valid Genex contact note ticket number.	ClosedByUser	Max 40 characters	Genex user whose action resulted in closing the ticket. If ticket closed by customer, use name of last staff member who updated the ticket.
Parameter Name	Data Type	Sample/Description													
User	Identity	Credentials for API access													
TicketNumber	32-bit integer (positive only)	Must be a valid Genex contact note ticket number.													
ClosedByUser	Max 40 characters	Genex user whose action resulted in closing the ticket. If ticket closed by customer, use name of last staff member who updated the ticket.													

4.6.5 AssignContactNoteToUser

Description	<p>Assign note to another Genex user for action.</p> <p>This web method is useful when integrating external systems and processes with Genex to manage contact notes.</p>		
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	<i>Example: Integration of service provider's customer ticketing system with Genex. This web method can be used to assign a ticket (such as escalate to superior/manager) based on customer's action or action of Genex user (such as move to provisioning/billing queue etc.)</i>		
Return Types	UpdateResponse		
Request Path	ContactNotes.asmx		
Parameters	Parameter Name	Data Type	Sample/Description
	User	Identity	Credentials for API access
	TicketNumber	32-bit integer (positive only)	Must be a valid Genex contact note ticket number.
	AssignedToUser	Max 40 characters	Genex User. Ticket is assigned to this user.
	DateToAction	Date Time	ETA for actioning the ticket. Date should be in future.
	Priority	Max 40 characters	Priority for the ticket. Support value is between 1 and 5. Interpretation of the value is up to service provider.
	AssignedByUser	Max 40 characters	Genex user. User that assigned the ticket.

4.6.6 AddNotesToContactNote

Description	<p>Add note (text) to a contact note.</p> <p><i>This web method is useful when integrating external systems and processes with Genex to manage contact notes.</i></p> <p><i>Example: Integration of service provider's customer ticketing system with Genex. This web method can be used to update the contact note text (only new text addition allowed) based on updates from customer or staff member.</i></p>																	
Return Types	UpdateResponse																	
Request Path	ContactNotes.asmx																	
Parameters	<table><tr><th>Parameter Name</th><th>Data Type</th><th>Sample/Description</th></tr><tr><td>User</td><td>Identity</td><td>Credentials for API access</td></tr><tr><td>TicketNumber</td><td>32-bit integer (positive only)</td><td>Must be a valid Genex contact note ticket number.</td></tr><tr><td>Note</td><td>String</td><td>New text to be added to contact note.</td></tr><tr><td>UpdatedByUser</td><td>Max 40 characters</td><td>Genex user who updated the ticket. If ticket updated by customer, use name of last staff member who updated the ticket.</td></tr></table>	Parameter Name	Data Type	Sample/Description	User	Identity	Credentials for API access	TicketNumber	32-bit integer (positive only)	Must be a valid Genex contact note ticket number.	Note	String	New text to be added to contact note.	UpdatedByUser	Max 40 characters	Genex user who updated the ticket. If ticket updated by customer, use name of last staff member who updated the ticket.		
Parameter Name	Data Type	Sample/Description																
User	Identity	Credentials for API access																
TicketNumber	32-bit integer (positive only)	Must be a valid Genex contact note ticket number.																
Note	String	New text to be added to contact note.																
UpdatedByUser	Max 40 characters	Genex user who updated the ticket. If ticket updated by customer, use name of last staff member who updated the ticket.																

4.6.7 UpdateContactNoteactionDate

Description	Update the date to action/ETA.
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	<p><i>This web method is useful when integrating external systems and processes with Genex to manage contact notes.</i></p> <p><i>Example: Integration of service provider's customer ticketing system with Genex. This web method can be used to assign a new ETA to a ticket. For example, if service provider is awaiting response on service fault from carrier, then ETA can be pushed to a future date when response from carrier is expected.</i></p>																	
Return Types	UpdateResponse																	
Request Path	ContactNotes.asmx																	
Parameters	<table><tr><th>Parameter Name</th><th>Data Type</th><th>Sample/Description</th></tr><tr><td>User</td><td>Identity</td><td>Credentials for API access</td></tr><tr><td>TicketNumber</td><td>32-bit integer (positive only)</td><td>Must be a valid Genex contact note ticket number.</td></tr><tr><td>DateToAction</td><td>Date Time</td><td>New ETA for actioning the ticket. Date should be in future.</td></tr><tr><td>UpdatedByUser</td><td>Max 40 characters</td><td>Genex user who updated the ticket. If ticket updated by customer, use name of last staff member who updated the ticket.</td></tr></table>			Parameter Name	Data Type	Sample/Description	User	Identity	Credentials for API access	TicketNumber	32-bit integer (positive only)	Must be a valid Genex contact note ticket number.	DateToAction	Date Time	New ETA for actioning the ticket. Date should be in future.	UpdatedByUser	Max 40 characters	Genex user who updated the ticket. If ticket updated by customer, use name of last staff member who updated the ticket.
Parameter Name	Data Type	Sample/Description																
User	Identity	Credentials for API access																
TicketNumber	32-bit integer (positive only)	Must be a valid Genex contact note ticket number.																
DateToAction	Date Time	New ETA for actioning the ticket. Date should be in future.																
UpdatedByUser	Max 40 characters	Genex user who updated the ticket. If ticket updated by customer, use name of last staff member who updated the ticket.																

4.6.8 UpdateContactNotePriority

Description	<p>Change the contact note priority.</p> <p>This web method is useful when integrating external systems and processes with Genex to manage contact notes.</p>																	
Return Types	UpdateResponse																	
Request Path	ContactNotes.asmx																	
Parameters	<table><tr><th>Parameter Name</th><th>Data Type</th><th>Sample/Description</th></tr><tr><td>User</td><td>Identity</td><td>Credentials for API access</td></tr><tr><td>TicketNumber</td><td>32-bit integer (positive only)</td><td>Must be a valid Genex contact note ticket number.</td></tr><tr><td>Priority</td><td>Max 40 characters</td><td>Priority for the ticket. Support value is between 1 and 5. Interpretation of the value is up to service provider.</td></tr><tr><td>UpdatedByUser</td><td>Max 40 characters</td><td>Genex user who updated the ticket. If ticket updated by customer, use name of last staff member who updated the ticket.</td></tr></table>			Parameter Name	Data Type	Sample/Description	User	Identity	Credentials for API access	TicketNumber	32-bit integer (positive only)	Must be a valid Genex contact note ticket number.	Priority	Max 40 characters	Priority for the ticket. Support value is between 1 and 5. Interpretation of the value is up to service provider.	UpdatedByUser	Max 40 characters	Genex user who updated the ticket. If ticket updated by customer, use name of last staff member who updated the ticket.
Parameter Name	Data Type	Sample/Description																
User	Identity	Credentials for API access																
TicketNumber	32-bit integer (positive only)	Must be a valid Genex contact note ticket number.																
Priority	Max 40 characters	Priority for the ticket. Support value is between 1 and 5. Interpretation of the value is up to service provider.																
UpdatedByUser	Max 40 characters	Genex user who updated the ticket. If ticket updated by customer, use name of last staff member who updated the ticket.																

5 Data Structures

5.1 Common Data Structures

This section contains the details of data structure used for all API and web methods.

5.1.1 Identity

Field Name	Data Type	Sample	Nulls	Description
UserName	Characters	TestAPI	No	Pre-assigned
Password	Characters	Test123	No	Pre-assigned
DBAlias	Characters	APIDemo	No	Pre-assigned

5.1.2 ValidationResponse

Field Name	Data Type	Sample	Nulls	Description
Key	Characters	PhoneNumber	No	Field name failed to pass validation
Message	Characters	PhoneNumber should be less than 40 characters	No	Validation error message
Tag	Characters		No	Currently this field is always blank
Target	Characters	ServiceBase	No	Name of the structure containing the field that failed validation
DataObjectName	Characters	BB.Data.ServiceBase	No	Structure name in Genex API. This is useful for Billing Bureau Support Team to identify errors in case application behaviour is not as expected.

5.2 Configuration Data Structures

This section documents data structure used by the Configuration API. These data structures represent the master lists configured in Genex.

5.2.1 CustomerType

Field Name	Data Type	Sample	Nulls	Description
Code	Max 2 characters	C	No	Reference code
Description	Max 60 characters	Customer	No	Description of CustomerType

5.2.2 Cycle

Field Name	Data Type	Sample	Nulls	Description
CycleNo	16-bit integer (positive only)	1	No	Reference code for billing cycle
CycleName	Alpha numeric string	Monthly	No	Description of Billing Cycle

5.2.3 Group

Field Name	Data Type	Sample	Nulls	Description
GroupNo	32-bit integer (positive only)	1	No	Reference code for group/brand
GroupName	Alpha numeric string	Brand 1	No	Brand/Group Name

5.2.4 AccountStatus

Field Name	Data Type	Sample	Nulls	Description
Code	Max 2 characters	BR	No	Reference code
Description	Alpha numeric string	Barred	No	Description of Account Status

5.2.5 AddressType

Field Name	Data Type	Sample	Nulls	Description
Code	Max 3 characters	POB	No	Reference code
Description	Alpha numeric string	PO BOX	No	Description of AddressType

5.2.6 StreetType

Field Name	Data Type	Sample	Nulls	Description
Type	Max 4 characters	RD	No	Reference code
Description	Alpha numeric string	ROAD	No	Description of StreetType

5.2.7 StreetTypeSuffix

Field Name	Data Type	Sample	Nulls	Description
Suffix	Max 2 characters	W	No	Reference code
Description	Alpha numeric string	WEST	No	Description of StreetTypeSuffix

5.2.8 StateType

Field Name	Data Type	Sample	Nulls	Description
CountryId	Max 2 characters	AU	No	Reference code from the CountryType data structure
State	Max 3 characters	VIC	No	Reference code
StateName	Alpha numeric string	Victoria	No	Name of State

5.2.9 CountryType

Field Name	Data Type	Sample	Nulls	Description
CountryId	Max 2 characters	AU	No	Reference code
CountryName	Alpha numeric string	Australia	No	Country Name

5.2.10 RatePlan

Field Name	Data Type	Sample	Nulls	Description
PlanNo	16-bit integer (positive only)	102	No	Reference code
PlanName	Alpha numeric string	Mobile Standard	No	Rate Plan Name

5.2.11 AuthorisationType

Field Name	Data Type	Sample	Nulls	Description
Code	Max 2 characters	DL	No	Reference code
Description	Alpha numeric string	Driver License No	No	Description of Authorisation Type

5.2.12 CreditCardAuthorityType

Field Name	Data Type	Sample	Nulls	Description
Code	Max 2 characters	S	No	Reference code
Name	Alpha numeric string	Signature	No	Credit Card authority Name

5.2.13 CreditCardType

Field Name	Data Type	Sample	Nulls	Description
CreditCardCode	Max 2 characters	MC	No	Reference code
CreditCardName	Alpha numeric string	MasterCard	No	Credit Card Name

5.2.14 DirectDebitMethod

Field Name	Data Type	Sample	Nulls	Description
Code	4 characters	DDBA	No	Reference code
Method	Alpha numeric string	Direct Debit to Bank Account	No	Payment method description

5.2.15 DirectDebitProcessOptions

Field Name	Data Type	Sample	Nulls	Description
Code	Max 2 characters	SD	No	Reference code
Name	Alpha numeric string	Skip DD This Month	No	Option description

5.2.16 FlagLabel

Field Name	Data Type	Sample	Nulls	Description
Code	Alpha numeric string	Flag1	No	Reference code
Description	Alpha numeric string	Payment arrangement made with us	No	Flag description

5.2.17 Carrier

Field Name	Data Type	Sample	Nulls	Description
Code	Max 2 characters	TL	No	Reference code
Name	Alpha numeric string	Telstra	No	Carrier Name

5.2.18 ProvisioningStatus

Field Name	Data Type	Sample	Nulls	Description
Code	Max 2 characters	TR	No	Reference code
Reason	Alpha numeric string	Transferred	No	Description for the provisioning status code

5.2.19 UsageType

Field Name	Data Type	Sample	Nulls	Description
Code	Max 2 characters	VO	No	Reference code
Description	Alpha numeric string	Fixed Line Voice	No	Description for the service usage type

5.2.20 TransactionType

Field Name	Data Type	Sample	Nulls	Description
Type	Max 2 characters	P	No	Reference code
Description	Alpha numeric string	Payment	No	Description for the transaction type

5.2.21 ChargeType

Field Name	Data Type	Sample	Nulls	Description
Code	Max 2 characters	OC	No	Reference code
Description	Alpha numeric string	Other Charges & Credits	No	Invoice Heading description
TaxType	Alpha numeric string	GST	No	GST or GST Free tax type
GroupCode	Max 2 characters	A1	Yes	Only applicable if charges are grouped on 1 st page of the statement
GroupDescription	Alpha numeric string	Fixed Line Charges	Yes	Only applicable if charges are grouped on 1 st page of the statement

5.2.22 OnceOffChargeTariff

Field Name	Data Type	Sample	Nulls	Description
Code	Max 4 characters	#OC	No	Reference code for the Tariff
TariffName	Alpha numeric string	Other Charges & Credits	No	Tariff Description
ChargeType	Max 2 characters	OC	No	The reference code for the invoice heading associated to this tariff code. Please refer to ChargeType for description for this code.

5.2.23 GenexUser

Field Name	Data Type	Sample	Nulls	Description
UserId	Max 50 alpha numeric characters	apitest	No	Login user name
FullName	Alpha numeric string	John Doe	No	Full name of the user (if entered in Genex)

5.2.24 ContactNoteType

Field Name	Data Type	Sample	Nulls	Description
Code	Max 2 characters	RN	No	Code for contact note type
Description	Alpha numeric string	Reminder Notices	No	Description for Contact note type (as displayed on Contact Notes screen in Genex)

5.2.25 ContactNoteStatus

Field Name	Data Type	Sample	Nulls	Description
Code	Max 2 characters	CL	No	Code for contact note type
Description	Alpha numeric string	Closed	No	Description for Contact note status (Open or Closed)

5.2.26 *RecurringChargeTariff*

Field Name	Data Type	Sample	Nulls	Description
Code	Max 4 characters	#OC	No	Reference code for the Tariff
TariffName	Alpha numeric string	Other Charges & Credits	No	Tariff Description
ChargeType	Max 2 characters	OC	No	The reference code for the invoice heading associated to this tariff code. Please refer to ChargeType for description for this code.

5.2.27 *ServiceDisconnectionReason*

Field Name	Data Type	Sample	Nulls	Description
Code	Max 2 characters	BD	No	Reference code for the Disconnection Reason
Reason	Alpha numeric string	Bad Debt	No	Disconnection Reason Description

5.3 Customer & Services Data Structure

This section documents the data structures used by the Customer and Services API.

5.3.1 *CustomerBase*

This class represents a customer object in Genex. Customer properties are sub-divided in classes to better represent their co-relation.

Field Name	Data Type	Sample	Nulls	Description
LinkedCustomerNo	32-bit integer (positive only)	100088	Yes	A reference to another customer in Genex, if using customer hierarchy. If value is specified in this field, then it should match an existing Genex customer number.
GroupNo	16 bit integer (positive only)	5	No	Customer group for branding or management. Value should be from the Groupno field of Group data structure
CustomerType	Max 2 characters	C	No	Refer to Code of CustomerType data structure
PlanNo	16 bit integer (positive only)	102	Yes	Value should be from the PlanNo field of RatePlan data structure
CycleNo	16 bit integer (positive only)	1	No	Value should be from the CycleNo field of Cycle data structure

PaymentMethod	Max 4 characters	DDBA	Yes	Refer to Code of DirectDebitMethod data structure
AlternateCustomerID	Max 20 characters	AC23124	Yes	A reference to customer account from external system.
DPID	Max 8 characters		Yes	Australia Post Barcoding ID
DirectDebitProcess	Max 2 characters	SD	Yes	Refer to Code of DirectDebitProcess Options data structure
Company	N/A	N/A	No	Refer to Company data structure
PrimaryContact	N/A	N/A	Yes	Refer to Contact data structure
SecondaryContact				Refer to ContactBase data structure
ContactAddress	N/A	N/A	Yes	Refer to Address data structure
CustomerMarketing	N/A	N/A	Yes	Refer to Marketing data structure
CustomerTeleMarketing	N/A	N/A	Yes	Refer to TeleMarketing data structure
CustomerReferral	N/A	N/A	Yes	Refer to Referral data structure
CustomerAuthorisation	N/A	N/A	Yes	Refer to Authorisation data structure
CustomerBankAccount	N/A	N/A	Yes	Refer to BankAccount data structure
CustomerCreditCard	N/A	N/A	Yes	Refer to CreditCard data structure
CustomerFlag	N/A	N/A	Yes	Refer to Flag data structure
CustomerAccountDetail	N/A	N/A	Yes	Refer to AccountDetailBase data structure
CustomerBillOptions	N/A	N/A	Yes	Refer to BillOptionsBase data structure.
CustomerCreditDetails	N/A	N/A	Yes	<p>Information to perform a credit check for the individual or company.</p> <p>Setting up the credit check process requires additional configuration. Please open a support ticket if you would like to setup this functionality.</p> <p>Refer to CreditCheckDetails data structure.</p>
PaymentTermDays	Int	14	Yes	<p>The agreed payment/credit term for the customer, if different than the standard term used for all accounts.</p> <p>Note: This feature in Genex is enabled on request and should be active before populating value in this field. Please contact Billing Bureau Support Team to enable this feature. Enabling this feature also requires changes to the direct debit process (as customers can have multiple due dates for same statement number).</p>
Services	N/A	N/A	Yes	List of services associated with

				customer. Refer ServiceBase structure below.
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5.3.2 Customer

Field Name	Data Type	Sample	Nulls	Description
CustomerNo	32-bit integer (positive only)	100078	No	Customer number returned by Genex API call. Remote applications should store this number as it will be used for future API calls to update customer data.
LinkedCustomerNo	32-bit integer (positive only)	100088	Yes	A reference to another customer in Genex, if using customer hierarchy. If value is specified in this field, then it should match an existing Genex customer number.
GroupNo	16 bit integer (positive only)	5	No	Customer group for branding or management. Value should be from the Groupno field of Group data structure
CustomerType	Max 2 characters	C	No	Refer to Code of CustomerType data structure
PlanNo	16 bit integer (positive only)	102	Yes	Value should be from the PlanNo field of RatePlan data structure
CycleNo	16 bit integer (positive only)	1	No	Value should be from the CycleNo field of Cycle data structure
PaymentMethod	Max 4 characters	DDBA	Yes	Refer to Code of DirectDebitMethod data structure
AlternateCustomerID	Max 20 characters	AC23124	Yes	A reference to customer account from external system.
DPID	Max 8 characters		Yes	Australia Post Barcoding ID
DirectDebitProcess	Max 2 characters	SD	Yes	Refer to Code of DirectDebitProcess Options data structure
Company	N/A	N/A	No	Refer to Company data structure
PrimaryContact	N/A	N/A	Yes	Refer to Contact data structure
SecondaryContact				Refer to ContactBase data structure
ContactAddress	N/A	N/A	Yes	Refer to Address data structure
CustomerMarketing	N/A	N/A	Yes	Refer to Marketing data structure
CustomerTeleMarketing	N/A	N/A	Yes	Refer to TeleMarketing data structure
CustomerReferral	N/A	N/A	Yes	Refer to Referral data structure
CustomerAuthorisation	N/A	N/A	Yes	Refer to Authorisation data structure
CustomerBankAccount	N/A	N/A	Yes	Refer to BankAccount data structure
CustomerCreditCard	N/A	N/A	Yes	Refer to CreditCard data structure
CustomerFlag	N/A	N/A	Yes	Refer to Flag data structure
CustomerAccountDetail	N/A	N/A	Yes	Refer to AccountDetailBase data structure

CustomerBillOptions	N/A	N/A	Yes	Refer to BillOptionsBase data structure.
CustomerCreditDetails	N/A	N/A	Yes	<p>Information to perform a credit check for the individual or company.</p> <p>Setting up the credit check process requires additional configuration. Please open a support ticket if you would like to setup this functionality.</p> <p>Refer to CreditCheckDetails data structure.</p>
Services	N/A	N/A	Yes	List of services associated with customer. Refer Service structure below.
AddedByUser	Max 50 alpha numeric characters	csr1	Yes	<p>Genex user that created the customer record. The value is null if the record was created during migration or using the XML bulk import process.</p> <p>Value should be from GenexUser list.</p>
LastModifiedbyUser	Max 50 alpha numeric characters	supervisor	Yes	<p>Genex user that last modified the customer record.</p> <p>Value should be from GenexUser list.</p>
AddedOn	Date Time	2012-05-10 00:00:00	No	Date when the customer record was created.
ModifiedOn	Date Time	2012-05-10 00:00:00	Yes	Date when the customer record was last modified.
CancelledOn	Date	2012-05-10	Yes	<p>Customer cancellation date as populated by user on Genex customer screen.</p> <p>A value in this field should be interpreted based on service provider's business rules on populating the field.</p> <p>This value can be a date in future.</p>
CurrentBalance	Numeric	123.45	Yes	Customer's current balance (does not include currently unbilled charges).
OverdueBalance	Numeric	85.50	Yes	Customer's overdue balance i.e. outstanding balance from previous statements. Also includes balance from most recent statement if past due date.

5.3.3 Company

Field Name	Data Type	Sample	Nulls	Description
Name	Max 60 character	Acme Pty Ltd	Yes	Mandatory for business customer
ABN	Max 14 characters	11 323 323 323	Yes	Numbers only separated by spaces. 11323323323 is also a valid entry.
ACN	Max 11 characters	323 323 323	Yes	Numbers only separated by spaces. 323323323 is also a valid entry.
Entity	Max 60 characters	T/a Acme Online	Yes	Information such as Registered Company name, if using Trading Name for invoices
GSTFree	Boolean	True	No	Flag to nominate a GST Free customer in Genex.

5.3.4 ContactBase

This data structure includes the basic information stored for both primary and secondary contact. Additional fields for Primary contact are included in the "Contact" data structure below.

Field Name	Data Type	Sample	Nulls	Description
Salutation	Max 10 characters	Mr	Yes	Contact person's salutation - Mr., Mrs., Sir, Dr. Etc.
FirstName	Max 20 characters	John	Yes	
MiddleName	Max 20 characters	Adam	Yes	
Surname	Max 20 characters	Smith	Yes	
Title	Max 20 characters	Director	Yes	Contact person's title - Director, Manager, Accountant etc.
Phone	Max 20 characters	0812345678	Yes	
Fax	Max 20 characters	0812345679	Yes	
Email	Max 50 characters	t@gmail.com	Yes	Valid email address only

5.3.5 Contact

This data structure also includes all fields from ContactBase data structure. Only the additional fields defined in this data structure are listed below.

Field Name	Data Type	Sample	Nulls	Description
Mobile	Max 20 characters	0412345678	Yes	
AfterHoursPhone	Max 20 characters	0412345678	Yes	
Email	Alphanumeric	me@email.com ; you@email.com ; all@email.com	Yes	Multiple email addresses supported. Emails should be separated by semi colon.

5.3.6 AddressBase

This data structure includes the basic information stored for customer and service address details. Additional fields for customer's address details are included in the Address data structure below.

Field Name	Data Type	Sample	Nulls	Description
Type	Max 3 characters	POB	Yes	Refer to Code of AddressType data structure
TypeName	32-bit integer (positive only)	1000	Yes	Numeric only
TypeSuffix	Max 2 character	A	Yes	
PropertyName	Max 30 characters	South Tower	Yes	
StreetNumberStart	32-bit integer (positive only)	1	Yes	Numeric only
StreetNumberEnd	32-bit integer (positive only)	3	Yes	Numeric only
StreetNumberSuffix	Max 1 character	A	Yes	
StreetName	Max 30 characters	Collins	Yes	
StreetType	Max 4 characters	RD	Yes	Refer to Type of StreetType data structure
StreetTypeSuffix	Max 2 characters	W	Yes	Mapping described in StreetTypeSuffix data structure
Suburb	Max 30 characters	Monash	Yes	
State	Max 3 characters	VIC	Yes	Mapping described in StateType data structure
PostCode	4 numeric characters	3148	Yes	

5.3.7 Address

This data structure also includes all fields from AddressBase data structure. Only the additional fields defined in this data structure are listed below.

Field Name	Data Type	Sample	Nulls	Description
Country	Max 2 character	AU	Yes	If this field is null, default value AU is inserted by Genex in all address details. Mapping structure defined in CountryType data structure.

5.3.8 Marketing

Field Name	Data Type	Sample	Nulls	Description
MarketingSource		Acme Pty Ltd	Yes	As setting up this information is custom implementation, please speak to your account manager for valid values for this field.
ExpectedCallSpend	Numeric	135.75	Yes	
TollingStartedDate	Date value	2012-05-01	Yes	The sample value is not a representation of the date format supported. It is to clarify that date value is accepted. Date format should be dependent on your choice of programming language and platform.
TollingNationalEstimate	Numeric	135.75	Yes	
TollingInterNationalEstimate	Numeric	135.75	Yes	
TollingF2MEstimate	Numeric	135.75	Yes	
TollingLocalEstimate	Numeric	135.75	Yes	
TollingInboundEstimate	Numeric	135.75	Yes	
PABXProgrammingFlag	Boolean	True	Yes	

5.3.9 TeleMarketing

Field Name	Data Type	Sample	Nulls	Description
AgentNo	16 bit integer (positive only)		Yes	As setting up this information is custom implementation, please speak to your account manager for valid values for this field.
AccountManager	Max 2 character		Yes	As setting up this information is custom implementation, please speak to your account manager for valid values for this field.
Sale Date	Date value	2012-05-01	Yes	The sample value is not a representation of the date format supported. It is to clarify that date value is accepted. Date format should be dependent on your choice of programming language and platform.
Telemarketer	Max 2 character	AA	Yes	As setting up this information is custom implementation, please speak to your account manager for valid values for this field.

5.3.10 Referral

Field Name	Data Type	Sample	Nulls	Description
CustomerNoReferredBy	32 bit integer (positive only)		Yes	Should match an existing Genex customer number.
CurrentReferralAmount	Numeric	50.00	Yes	
ReferralStartDate	Date value	2012-05-01	Yes	The sample value is not a representation of the date format supported. It is to clarify that date value is accepted. Date format should be dependent on your choice of programming language and platform.

5.3.11 Authorisation

Field Name	Data Type	Sample	Nulls	Description
InternetAccessFlag	Boolean	True	Yes	Set this flag to true if customer has access to Self Service Portal
InternetPassword	Max 20 characters	eid\$x@	Yes	Password to access the Self Service Portal
AuthorisationType	Max 2 character	DL	Yes	Mapping structure defined in AuthorisationType data structure. This information is used in Credit Check, so may be mandatory based on use of that functionality.
AuthorisationNumber	Max 20 characters	23232323	Yes	This information is used in Credit Check, so may be mandatory based on use of that functionality.
AuthorisationDOB	Date Value	2012-05-01	Yes	Date of Birth The sample value is not a representation of the date format supported. It is to clarify that date value is accepted. Date format should be dependent on your choice of programming language and platform.
AccountPassword	Max 20 characters	TOM365	Yes	A password for CSR to verify customer over the phone.

5.3.12 BankAccount

Field Name	Data Type	Sample	Nulls	Description
BankName	Max 50 characters	Westpac	Yes	
BankAccountName	Max 50 characters	Acme Pty Ltd	No	
BankBSB	Max 10 characters	123-456	No	BSB should be specified in the XXX-YYY format
BankAccountNo	Max 20 characters	23232323	No	

5.3.13 CreditCard

Field Name	Data Type	Sample	Nulls	Description
CreditCardType	Max 2 character	MC	No	Mapping defined in CreditCard Type data structure
CreditCardNo	Either 14 or 16 digit numeric value only	1234567890123456	No	
CreditCardExpiry	4 digit Only	0212	Yes	Expiry date in MMY format
CreditCardName	Max 30 characters	John Smith	Yes	Name of credit card holder
CreditCardAuthority	Max 2 characters	S	Yes	Mapping defined in CreditCard AuthorityType data structure

5.3.14 Flag

These fields are related to flags on the Genex customer screen. Flag names can be configured by support ticket request.

As per the default Genex configuration, flags are only used for reporting purpose. Custom business rules may have been implemented in Genex that use the status of specific flag (such as exclude account from late payment fees rules, exclude account from collection process etc.).

Please refer to [FlagLabel](#) data structure for title of each flag as displayed on Genex screen.

Field Name	Data Type	Sample	Nulls	Description
Flag1	Boolean	True	Yes	
Flag2	Boolean	True	Yes	
Flag3	Boolean	True	Yes	
Flag4	Boolean	True	Yes	
Flag5	Boolean	True	Yes	
Flag6	Boolean	True	Yes	
Flag7	Boolean	True	Yes	
Flag8	Boolean	True	Yes	
Flag9	Boolean	True	Yes	

5.3.15 AccountDetailBase

Field Name	Data Type	Sample	Nulls	Description
Notes	Max 8000 characters		Yes	General notes on customer account.
ContractStartDate	Date	2012-12-10	Yes	Contract Start Date
ContractTerm	Non negative integer value	48	Yes	Contract Term period in months
AccountStatus	Max 2 characters	BR	Yes	Mapping defined in AccountStatus data structure.
CreditCategory	Max 2 characters	BD	Yes	Please request the list from your Account Manager, after configuring the credit categories as per business requirements.
CeilingAmount	Numeric	300.00	Yes	

5.3.16 BillOptionsBase

Field Name	Data Type	Sample	Nulls	Description
DeliveryMethod	N/A		Yes	Refer to BillDeliveryOptions data structure
ReminderEnabled	Boolean	Yes	Yes	Enable or Disable reminder option for a customer
ForceBill	Boolean	No	Yes	Force a bill for the account, even if charges are below the global threshold
PrintItemisationToFile	Boolean	No	Yes	Generate itemisation to a text file instead of customer's statement
GenerateDepartment Bills	Boolean	No	Yes	Group charges, on customer's statement, as per value in department field for each service.
CombinedItemisation	Boolean	No	Yes	Combine the itemisation, instead of grouping by invoice headings, on customer's statement.

5.3.17 BillDeliveryOptions

Field Name	Data Type	Sample	Nulls	Description
Print	Boolean		Yes	
Email	Boolean	Yes	Yes	
EmailNotification	Boolean	No	Yes	
WithHoldInvoice	Boolean	No	Yes	

5.3.18 CreditCheckDetails

Field Name	Data Type	Sample	Nulls	Description
CurrentAddressStartDate	Date	2010-01-10	Yes	Start date for current address
PreviousAddress1	N/A	N/A	Yes	Refer to AddressHistory data structure
PreviousAddress2	N/A	N/A	Yes	Refer to AddressHistory data structure
PreviousAddress3	N/A	N/A	Yes	Refer to AddressHistory data structure
CurrentEmployment	N/A	N/A	Yes	Refer to EmploymentHistory data structure
PreviousEmployment1	N/A	N/A	Yes	Refer to EmploymentHistory data structure
PreviousEmployment2	N/A	N/A	Yes	Refer to EmploymentHistory data structure
PreviousEmployment3	N/A	N/A	Yes	Refer to EmploymentHistory data structure

5.3.19 AddressHistory

This data structure also includes all fields from [AddressBase](#) and [Address](#) data structure. Only the additional fields defined in this data structure are listed below.

Field Name	Data Type	Sample	Nulls	Description
StartDate	Date	2007-04-25	No	Start date for this address
EndDate	Date	2010-01-09	No	End date for this address

5.3.20 EmploymentHistory

Field Name	Data Type	Sample	Nulls	Description
StartDate	Date	2007-04-25	No	Start date for this employment
EndDate	Date	2010-01-09	Yes	End date for this employment
EmployerName	Max 60 character	Acme Pty Ltd	Yes	
Industry	Max 60 character	IT	Yes	
Position	Max 60 character	Manager	Yes	

5.3.21 ServiceBase

Field Name	Data Type	Sample	Nulls	Description
ServiceNumber	Max 40 characters	07xxxxxyyy	No	This can be a phone number (without spaces) or an email address or IP address etc.
Name	Max 20 characters	John's phone	Yes	
Department	Max 20 characters	Sales Dept	Yes	
TelstraAccNo	Max 50 characters	343434343	Yes	A generic field that can be used to save any reference number such as IMSI or modem serial number etc.
PreselectTo	Max 2 characters	RS	Yes	Mapping defined in Carrier data structure
ContractStartDate	Date	2012-04-15	Yes	
ContractEndDate	Date	2014-04-14	Yes	
ExtraInformation	Max 255 characters	Line is installed in basement	Yes	A generic field that can be used to save notes or additional service details such as IMEI number etc.
PrimaryServiceNo	Max 40 characters		Yes	Used in case of an indial number range
LineType	Either 1 or 0		Yes	1 - Business 0 - Residential
Division	Max 20 characters		Yes	
UsageType	Max 2 characters		Yes	Mapping defined in UsageType data structure
ServiceRatePlan	Numeric		Yes	Mapping defined in RatePlan data structure
EnableUsageWarning	Boolean		Yes	Though the values will be stored in Genex, if populated in these fields for usage warning, any action will depend on usage warning functionality configuration.
SpendLevel1	Numeric		Yes	Threshold1 amount
SpendLevel2	Numeric		Yes	Threshold2 amount
SpendContactMobile	Max 20 characters		Yes	
SpendContactEmail	Max 50 characters		Yes	
ServiceConnections	N/A	N/A	No	Refer to ConnectionBase data structure
Address	N/A	N/A	Yes	Refer to AddressBase data structure

5.3.22 Service

Field Name	Data Type	Sample	Nulls	Description
CustomerNumber	32-bit integer (non negative)	100078	No	Customer number returned by Genex API call for adding new customer
SequenceNumber	32-bit integer (non negative)	103	No	Service identifier returned by Genex API. This value should be stored by remote applications as it may be used in future Genex API calls to manage service information.
ServiceNumber	Max 40 characters	07xxxxxyyy	No	This can be a phone number (without spaces) or an email address or IP address etc.
Name	Max 20 characters	John's phone	Yes	
Department	Max 20 characters	Sales Dept	Yes	
TelstraAccNo	Max 50 characters	343434343	Yes	A generic field that can be used to save any reference number such as IMSI or modem serial number etc.
PreselectTo	Max 2 characters	RS	Yes	Mapping defined in Carrier data structure
ContractStartDate	Date	2012-04-15	Yes	
ContractEndDate	Date	2014-04-14	Yes	
ExtraInformation	Max 255 characters	Line is installed in basement	Yes	A generic field that can be used to save notes or additional service details such as IMEI number etc.
PrimaryServiceNo	Max 40 characters		Yes	Used in case of an indial number range
LineType	Either 1 or 0		Yes	1 - Business 0 - Residential
Division	Max 20 characters		Yes	
UsageType	Max 2 characters		Yes	Mapping defined in UsageType data structure
ServiceRatePlan	Numeric		Yes	Mapping defined in RatePlan data structure
EnableUsageWarning	Boolean		Yes	Thought the values will be stored in Genex, if populated in these fields for usage warning, any action will depend on if usage warning functionality configured to use these fields.
SpendLevel1	Numeric		Yes	Threshold1 amount
SpendLevel2	Numeric		Yes	Threshold2 amount
SpendContactMobile	Max 20 characters		Yes	
SpendContactEmail	Max 50 characters		Yes	
ReleasedDate	Date	2015-07-10	Yes	Release date for the service. Genex only allows one non-released instance of a service identifier i.e. if the service identifier is to be added to another customer (or even on same customer with

				<p>some other configuration), then the previous instance should be released.</p> <p>A value in this field indicates that this is a released instance of a service and no further activity (such as reconnect connection) can be performed against this instance.</p>
ServiceConnections	N/A	N/A	No	Refer to ConnectionBase data structure
Address	N/A	N/A	Yes	Refer to AddressBase data structure

5.3.23 ConnectionBase

Field Name	Data Type	Sample	Nulls	Description
Carrier	Max 2 characters	TL	No	Reference code from Carrier data structure
DeclaredDate	Date Time	2012-05-10 00:00:00	Yes	This date may be used to trigger system generated monthly fees and other access charges, depending on rate plan setup.
DateProvisioned	Date Time	2012-05-09 10:00:00	Yes	Populate this field if the service number is already provisioned.
DisconnectionDate	Date Time	2012-05-09 10:00:00	Yes	<p>This is a read-only field and not be populated when adding a new connection. Value in this field, when calling API such as AddCustomerWithServices, AddConnection, AddServices , should be null.</p> <p>This field identifies if the specific connection is disconnected (value exists and is in past), will be disconnected in future (value exists and is in future) or active (null value).</p>
ServiceStatus	String	OK	Yes	<p>This is a read-only field and not be populated when adding a new connection. Value in this field, when calling API such as AddCustomerWithServices, AddConnection, AddServices , should be null.</p> <p>This field specifies the current service status. Service status may have been manually updated by user (Genex service screen) or through automated provisioning process.</p>
StatusChangeDate	Date Time	2012-05-09 10:00:00	Yes	This is a read-only field and not be populated when adding a new connection. Value in this field, when calling API such as AddCustomerWithServices, AddConnection, AddServices , should be null.

				Date when the current service status was assigned.
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5.3.24 ExternalSystemReference

Field Name	Data Type	Sample	Nulls	Description
CustomerNumber	32-bit integer (non negative)	100078	No	Customer number returned by Genex API call for adding new customer
ExternalSystem	String	XERO	No	Identifier for the system. Currently supported values are: EZIDEBIT XERO STRIPE SECUREPAY These values are case sensitive and should be entered as specified in this document.
ExternalReference	String	689478	Yes	Ezidebit uses an numeric identifier Xero uses a GUID string identifier Genex does not validate the data in this field and expects it to match the identifier in the external system.

5.4 Transactions Data Structures

This section documents the data structures used by the Transactions API.

5.4.1 TransactionBase

Field Name	Data Type	Sample	Nulls	Description
CustomerNumber	32-bit integer (positive only)	100088	No	Genex Customer Number
TransactionDate	Date Time	2012-06-09 12:30:45	No	Date of transaction
CreditCardType	Max 2 characters	MC	Yes	Mapping defined in CreditCard Type data structure. If Payment Method is Credit Card, then this field is mandatory.
TransactionType	Max 2 characters	P	No	Mapping defined in Transaction Type data structure
PaymentMethod	Max 4 characters	BP	Yes	Mapping defined in DirectDebit Method data structure
Description	Max 60 characters	Settled old invoices	Yes	
ReferenceNumber	Max 20 characters	BP1002453	Yes	
TransactionAmount	Numeric	123.45	No	Value in this field should be negative for Payments and Miscellaneous Credits. For all transaction types, amount will be inserted as populated in this field.
Statement Applied	16 bit integer value	25	Yes	

5.4.2 Transaction

Field Name	Data Type	Sample	Nulls	Description
CustomerNumber	32-bit integer (positive only)	100088	No	Genex Customer Number
TransactionNumber	32-bit integer (positive only)	32	No	Transaction reference number generated by Genex API
TransactionDate	Date Time	2012-06-09 12:30:45	No	Date of transaction
CreditCardType	Max 2 characters	MC	Yes	Mapping defined in CreditCard Type data structure
TransactionType	Max 2 characters	P	No	Mapping defined in Transaction Type data structure
PaymentMethod	Max 4 characters	BP	Yes	Mapping defined in DirectDebit Method data structure
Description	Max 60 characters	Settled old invoices	Yes	
ReferenceNumber	Max 20 characters	BP1002453	Yes	
TransactionAmount	Numeric	123.45	No	
Statement Applied	16 bit integer value	25	Yes	
TransactionAddedDate	Date Time	2012-06-09 12:30:45	Yes	Date of adding the transaction to Genex
StatementNumber	16 bit integer value	25	Yes	Statement on which the transaction was reported. This is usually the statement generated after the transaction was added to Genex.

5.5 Charges Data Structures

This section documents the data structures used by the Charges API.

5.5.1 *OnceOffCharge*

Field Name	Data Type	Sample	Nulls	Description
CustomerNumber	32-bit integer (positive only)	100088	No	Genex Customer Number
ServiceNumber	Max 40 characters	07xxxxxyyy	No	This can be a phone number (without spaces) or an email address or IP address etc.
Description	Max 180 characters	Purchase of Mobile Phone	No	
Tariff	Max 4 characters	#OC	No	Mapping defined in OnceOff ChargeTariff data structure
StartDate	Date Time	2012-06-09 12:30:45	No	Start Date for the charge
EndDate	Date Time	2012-06-09 12:30:45	Yes	End Date for the charge. Can be null.
Charge	Numeric	123.45	No	Amount charged
Cost	Numeric	123.45	Yes	Cost for this service/product

5.5.2 *Charge*

This same data structure is used to return:

- Customer level summary of charges
- Service level summary of charges
- Itemised charges

Hence, the interpretation of certain fields is based on the context in which it is used.

Field Name	Data Type	Sample	Nulls	Description
ChargeDescription	String	Mobile Calls Or Monthly Access Fees	Yes	Charge description. For customer/service level summary of charges - this field will contain the invoice heading description. For itemisation – this field will either contain the destination phone number (usage charge) or the description of specific charge (non usage charge).
TariffCode	Max 4 characters	:FM	Yes	Tariff code for the charge. This field is only populated when this data

				structure is used to return itemisation records. Field will be blank/null when this data structure is used to return summary of charges.
TariffDescription	Max 40 characters	Fixed to Mobile	Yes	Tariff description. This is the description of the tariff code as defined in Genex. Note that in case of non-usage charges, same tariff code (and description) can be used for multiple charges. The charge specific description will be populated in the ChargeDescription field.
LineItemCode	Max 2 characters	CM	Yes	Invoice heading code for the charge.
LineItemDescription	Max 50 characters	Calls to Mobile	Yes	Invoice Heading description.
StartDate	Date Time	2012-06-09 12:30:45	No	Start Date for the charge
EndDate	Date Time	2012-06-09 12:30:45	Yes	End Date for the charge. Can be null.
ChargeAmount	Numeric	123.45	No	Amount charged
CostAmount	Numeric	123.45	Yes	Cost for this service/product
Tax	Numeric	12.35	Yes	<p>Tax amount is only populated when this data structure is used to return summary of charges.</p> <p>As Genex calculates the tax at summary level only, this field is not populated when data structure is used to return itemised charges.</p>
Quantity	Numeric	2000	Yes	Quantity/Duration for the charge
UnitOfMeasurement	String	D	Yes	<p>Unit of measurement for the value populated in Quantity Field. Value in this field also depends on if the data structure contains summary record or itemisation record.</p> <p>Summary records may have one of the following values: C – Quantity is seconds M – Quantity is MBs D – Quantity is KBs S - Quantity is messages U – Quantity is units</p>

				<p>Itemisation records may have one of the following values:</p> <p>sec unit event msg mbyte kbyte</p>
ChargeCount	Numeric	100	Yes	<p>Identifies the number of records (usage or non-usage) for the specific invoice heading.</p> <p>Only useful when data structure is used to return charge summary.</p>
Supplier	String	AP	Yes	<p>Carrier – identifies source of the charge.</p> <p>Only populated when data structure is used to return itemised records.</p>

5.5.3 ServiceCharge

Field Name	Data Type	Sample	Nulls	Description
SequenceNumber	32-bit integer (non negative)	103	No	Sequence number of the service within the account.
ServiceNumber	Max 40 characters	07xxxxyyyy	No	This can be a phone number or an email address or IP address etc.
RatePlan	Max 40 characters	\$79 Data Plan	Yes	Name of the service rate plan.
ChargeAmount	Numeric	123.45	No	Total charge amount for the service.
CostAmount	Numeric	123.45	Yes	Total cost amount for the service
ChargeRecords	Charge		Yes	Collection of Charge data structure for each summary record or each itemised charge record.
Inclusions	PlanInclusion		Yes	Collection of PlanInclusion data structure that includes details such as total quota, current usage, excess charges etc. for inclusions defined in service rate plan.
CycleStartDate	Date Time	2012-06-01	No	The billing cycle start date, for this instance of charge summary/itemisation.

				<p>If a new billing cycle period has started for the customer, and charges from previous cycle are still unbilled (pending bill run) then this field helps identifying the billing cycle the charge will be billed in.</p>
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5.5.4 CustomerCharge

Field Name	Data Type	Sample	Nulls	Description
CustomerNumber	32-bit integer (positive only)	100088	No	Genex Customer Number
CycleStartDate	Date Time	2012-06-01	No	<p>The billing cycle start date, for this instance of charge summary/itemisation.</p> <p>If a new billing cycle period has started for the customer, and charges from previous cycle are still unbilled (pending bill run) then this field helps identifying the billing cycle the charge will be billed in.</p>
RatePlan	Max 40 characters	\$79 Data Plan	Yes	Name of the customer's rate plan.
ChargeAmount	Numeric	123.45	No	Total charge amount for the customer.
CostAmount	Numeric	123.45	Yes	Total cost amount for the customer
ChargeRecords	Charge		Yes	Collection of Charge data structure for each summary record or each itemised charge record.
ServiceCharges	ServiceCharge		Yes	Collection of ServiceCharge data structure that includes summary/itemisation charge records for each service.
Inclusions	PlanInclusion		Yes	Collection of PlanInclusion data structure that includes details such as total quota, current usage, excess charges etc. for inclusions defined in customer rate plan.

5.5.5 PlanInclusion

Field Name	Data Type	Sample	Nulls	Description
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TariffName	Max 40 characters	Fixed to Mobile	Yes	Tariff description. This is the description of the tariff code as defined in Genex. This is the tariff related to included usage defined in the rate plan (ex. Excess Data Usage or Included International Calls or Included SMS Messages etc.).
StartDate	Date Time	2012-06-09 12:30:45	No	Start Date for calculating included usage. This will be either the start date for the billing cycle, or the start date of the customer/service if activated during the billing cycle.
EndDate	Date Time	2012-06-09 12:30:45	No	End Date for calculating included usage. This will be either the end date for the billing cycle, or the end date of the customer/service if disconnected during the billing cycle.
IncludedValue	Numeric	2000	No	Total quota of included usage for the month (pro-rata value if service/customer activated during the month)
Used	Numeric	130	No	Used amount of usage for the billing cycle.
ExcessCharge	Numeric	7.70	No	Amount (cents) charged for the excess usage, if any, during the billing cycle.

5.5.6 RecurringManualCharge

Field Name	Data Type	Sample	Nulls	Description
CustomerNumber	32-bit integer (positive only)	100088	No	Genex Customer Number
ServiceNumber	Max 40 characters	07xxxxxyyy	No	This can be a phone number (without spaces) or an email address or IP address etc.
Description	Max 180 characters	Purchase of Mobile Phone	No	
Tariff	Max 4 characters	#OC	No	Mapping defined in RecurringChargeTariff data structure
StartDate	Date Time	2012-06-09 12:30:45	No	Start Date for the charge
EndDate	Date Time	2012-06-09 12:30:45	Yes	End Date for the charge. Can be null.

Charge	Numeric	123.45	No	Amount charged
Cost	Numeric	123.45	Yes	Cost for this service/product
BillingPeriodCharge	Boolean	True	Yes	This field identifies what dates will be used for the charge. This date is displayed on customer statement. True – Use same date as billing period. False – Charge date is derived by using day part in the Start Date i.e. if the start date is 14/1/2018, then each month this charge will be billed from 14 th of the billing period to 13 th of next month.
Prorata	Boolean	True	Yes	Calculate pro-rata amount for the 1 st month and last month.
Cycle	32 bit integer (positive only)	1	Yes	Frequency of applying the recurring charge. The value is interpreted as 1 – charge every bill run. 2 – charge every alternate bill run.

5.5.7 OnceOffChargeInstance

Field Name	Data Type	Sample	Nulls	Description
ChargeId	32 bit integer	323007	No	Identifier for the once off charge record
CustomerNumber	32-bit integer (positive only)	100088	No	Genex Customer Number
ServiceNumber	Max 40 characters	07xxxxxyyy	No	This can be a phone number (without spaces) or an email address or IP address etc.
Description	Max 180 characters	Purchase of Mobile Phone	No	
Tariff	Max 4 characters	#OC	No	Mapping defined in OnceOffChargeTariff data structure
StartDate	Date Time	2012-06-09 12:30:45	No	Start Date for the charge
EndDate	Date Time	2012-06-09 12:30:45	Yes	End Date for the charge. Can be null.
Charge	Numeric	123.45	No	Amount charged
Cost	Numeric	123.45	Yes	Cost for this service/product

5.5.8 RecurringManualChargeInstance

Field Name	Data Type	Sample	Nulls	Description
ChargeId	32 bit integer	323007	No	Identifier for the recurring charge

				record
CustomerNumber	32-bit integer (positive only)	100088	No	Genex Customer Number
ServiceNumber	Max 40 characters	07xxxxyyyy	No	This can be a phone number (without spaces) or an email address or IP address etc.
Description	Max 180 characters	Purchase of Mobile Phone	No	
Tariff	Max 4 characters	#OC	No	Mapping defined in RecurringChargeTariff data structure
StartDate	Date Time	2012-06-09 12:30:45	No	Start Date for the charge
EndDate	Date Time	2012-06-09 12:30:45	Yes	End Date for the charge. Can be null.
Charge	Numeric	123.45	No	Amount charged
Cost	Numeric	123.45	Yes	Cost for this service/product
BillingPeriodCharge	Boolean	True	Yes	This field identifies what dates will be used for the charge. This date is displayed on customer statement. True – Use same date as billing period. False – Charge date is derived by using day part in the Start Date i.e. if the start date is 14/1/2018, then each month this charge will be billed from 14 th of the billing period to 13 th of next month.
Prorata	Boolean	True	Yes	Calculate pro-rata amount for the 1 st month and last month.
Cycle	32 bit integer (positive only)	1	Yes	Frequency of applying the recurring charge. The value is interpreted as 1 – charge every bill run. 2 – charge every alternate bill run.

5.6 Statements Data Structures

This section documents the data structures used by Statements API.

5.6.1 Statement

Field Name	Data Type	Sample	Nulls	Description
StatementNumber	32-bit integer (positive only)	104	No	Statement Number. Statement number is unique within the account but not across accounts. All customers included in a bill run will have same statement number.
RecordType	String	ST	No	Type of statement ST – Statement generated during the monthly bill run. IN – Adhoc Invoice
IssueDate	Date Time	2012-06-09 00:00:00	No	Date the statement was issued to customer.
DueDate	Date Time	2012-06-23 00:00:00	No	Charges on the statement are to be paid by this date.
PreviousBalance	Numeric	100.00	No	Balance from the previous month's statement. This field is only useful for monthly statements and will always be 0 for adhoc invoices.
Payments	Numeric	-100.00	No	Payments received since previous monthly statement. This field is only useful for monthly statements and will always be 0 for adhoc invoices.
Adjustments	Numeric	20.00	No	Adjustments (Credits/Debits) applied during the month. This field is only useful for monthly statements and will always be 0 for adhoc invoices.
CarriedForward	Numeric	20.00	No	Amount carried forward (Previous Balance + Payments + Adjustments). This field is only useful for monthly statements and will always be 0 for adhoc invoices.
CurrentCharges	Numeric	75.00	No	Charges for the services used during the current month. Or in case of Adhoc-invoice, charges for the services billed on that invoice.
CurrentBalance	Numeric	95.00	No	Total outstanding balance at the time of generating the monthly statement. This field is only useful for monthly statements and will always be 0 for adhoc invoices.
GSTAmount	Numeric	9.50	No	GST amount charged in this monthly statement or adhoc-invoice.
LineItems	Charge		No	Summary of charges included in the statement. A collection of Charge data structure.

5.7 Contact Notes Data Structures

This section documents the data structures used by the Contact Notes API.

5.7.1 ContactNoteBase

Field Name	Data Type	Sample	Nulls	Description
UserAdded	Max 50 alpha numeric characters	apitest	No	Reference userid from GenexUser data structure. User adding this contact note to Genex.
UserToAction	Max 50 alpha numeric characters	user2	Yes	Reference userid from GenexUser data structure. User the contact note should be assigned to. Leave blank if not assigned to any specific user or if note is added with closed status.
ContactType	Max 2 characters	RN	No	Reference code from ContactNoteType data structure. Type of contact note – such as online enquiry, debt collection, reminder notice sent, provisioning status update etc.
Status	Max 2 characters	OP	No	Reference code from ContactNoteStatus data structure. Identifies if the contact note is open for further action or closed. For notes recording action taken by external system (such as reminder notice issued or welcome letter sent), note may be added with Closed status, as no further action is required by service provider staff.
Priority	32-bit integer (positive only)	3	No	Only values between 1 and 5 are supported by Genex. Interpretation of priority is based on service provider's processes and no rules are imposed by Genex.
DateAdded	Date Time	2012-06-09 00:00:00	No	Date of adding contact note. This should be the date the contact was made or any action taken rather than just the date of adding the note to Genex. Date could be in past if the actual contact was made earlier and notes being added afterwards as part of batch processing.
DateToAction	Date Time	2012-06-10 00:00:00	Yes	Date by which any future action should be completed by Service Provider staff.
Note	String	Reminder Notice sent for outstanding balance of \$123.45	No	Description of the contact/action.

5.7.2 *ContactNote*

This data structure also includes all fields from ContactNoteBase data structure. Only the additional fields defined in this data structure are listed below.

Field Name	Data Type	Sample	Nulls	Description
CustomerNumber	32-bit integer (positive only)	102478	No	Genex Customer number
TicketNumber	32-bit integer (positive only)	553234	No	Ticket number for the contact note.

6 Data Structures for API Response

This section describes the data structures for response from each web method described above.

6.1 Common Data Structure for API Response

This section describes the common data structures related to response from all web methods.

6.1.1 *ResponseBase*

This is a common set of information included with all return types. There are two types of errors that may be returned from a Genex API web method call.

- a. Error in Web method call or server error.
- b. Validation error

This data structure deals with errors in web method call (ex. invalid user credentials, server error during processing the web method call etc.). One value in Status Code indicates a validation error during processing of the request. Further details about the validation error are included in the ValidationResponse structure.

Field Name	Data Type	Sample	Nulls	Description
ResponseStatusCode	3 numeric characters	200	No	Refer to Status Types
ResponseStatusDescription	String	OK	No	Refer to Status Types

6.1.2 *UpdateResponse*

Most of the web methods related to updating information in Genex will be using this response type to return error messages based on validation of input parameters (such as customer number does not exist, or phone number does not exist etc.)

Field Name	Data Type	Sample	Nulls	Description
ValidationReponseData	N/A	N/A	Yes	List of [ValidationResponse] . There will be an entry in this list for each field that failed validations.

6.2 Response Data Structures for Configuration API

This section describes data structures related to the response from the Configuration API.

6.2.1 CustomerTypeResponse

Field Name	Data Type	Sample	Nulls	Description
CustomerTypeData	N/A	N/A	No	A collection of CustomerType data structure

6.2.2 CycleResponse

Field Name	Data Type	Sample	Nulls	Description
CycleData	N/A	N/A	No	A collection of Cycle data structure

6.2.3 GroupResponse

Field Name	Data Type	Sample	Nulls	Description
GroupData	N/A	N/A	No	A collection of Group data structure

6.2.4 RatePlanResponse

Field Name	Data Type	Sample	Nulls	Description
RatePlanData	N/A	N/A	No	A collection of RatePlan data structure

6.2.5 AccountStatusResponse

Field Name	Data Type	Sample	Nulls	Description
AccountStatusData	N/A	N/A	No	A collection of AccountStatus data structure

6.2.6 AddressTypeResponse

Field Name	Data Type	Sample	Nulls	Description
AddressTypeData	N/A	N/A	No	A collection of AddressType data structure

6.2.7 StreetTypeResponse

Field Name	Data Type	Sample	Nulls	Description
StreetTypeData	N/A	N/A	No	A collection of StreetType data structure

6.2.8 StreetTypeSuffixResponse

Field Name	Data Type	Sample	Nulls	Description
StreetTypeSuffixData	N/A	N/A	No	A collection of StreetTypeSuffix data structure

6.2.9 StateTypeResponse

Field Name	Data Type	Sample	Nulls	Description
StateTypeData	N/A	N/A	No	A collection of StateType data structure

6.2.10 CountryTypeResponse

Field Name	Data Type	Sample	Nulls	Description
CountryTypeData	N/A	N/A	No	A collection of CountryType data structure

6.2.11 AuthorisationTypesResponse

Field Name	Data Type	Sample	Nulls	Description
AuthorisationTypeData	N/A	N/A	No	A collection of AuthorisationType data structure

6.2.12 CreditCardAuthorityTypeResponse

Field Name	Data Type	Sample	Nulls	Description
CreditCardAuthorityTypeData	N/A	N/A	No	A collection of CreditCardAuthorityType data structure

6.2.13 CreditCardTypeResponse

Field Name	Data Type	Sample	Nulls	Description
CreditCardTypeData	N/A	N/A	No	A collection of CreditCardType data structure

6.2.14 DirectDebitMethodResponse

Field Name	Data Type	Sample	Nulls	Description
DirectDebitMethodData	N/A	N/A	No	A collection of DirectDebitMethod data structure

6.2.15 DirectDebitProcessOptionResponse

Field Name	Data Type	Sample	Nulls	Description
DirectDebitMethodData	N/A	N/A	No	A collection of DirectDebitProcessOption data structure

6.2.16 FlagLabelResponse

Field Name	Data Type	Sample	Nulls	Description
FlagLabelData	N/A	N/A	No	A collection of FlagLabel data structure

6.2.17 CarrierResponse

Field Name	Data Type	Sample	Nulls	Description
CarrierData	N/A	N/A	No	A collection of Carrier data structure

6.2.18 ProvisioningStatusResponse

Field Name	Data Type	Sample	Nulls	Description
ProvisioningStatusData	N/A	N/A	No	A collection of ProvisioningStatus data structure

6.2.19 UsageTypeResponse

Field Name	Data Type	Sample	Nulls	Description
UsageTypeData	N/A	N/A	No	A collection of UsageType data structure

6.2.20 TransactionTypeResponse

Field Name	Data Type	Sample	Nulls	Description
TransactionTypeData	N/A	N/A	No	A collection of TransactionType data structure

6.2.21 ChargeTypeResponse

Field Name	Data Type	Sample	Nulls	Description
ChargeTypeData	N/A	N/A	No	A collection of ChargeType data structure

6.2.22 OnceOffChargeTariffResponse

Field Name	Data Type	Sample	Nulls	Description
OnceOffChargeTariffsData	N/A	N/A	No	A collection of OnceOffChargeTariff data structure

6.2.23 GenexUsersResponse

Field Name	Data Type	Sample	Nulls	Description
GenexUsersData	N/A	N/A	No	A collection of GenexUser data structure

6.2.24 ContactNoteTypesResponse

Field Name	Data Type	Sample	Nulls	Description
ContactNoteTypeData	N/A	N/A	No	A collection of ContactNoteType data structure

6.2.25 ContactNoteStatusesResponse

Field Name	Data Type	Sample	Nulls	Description
ContactNoteStatusData	N/A	N/A	No	A collection of ContactNoteStatus data structure

6.2.26 RecurringChargeTariffResponse

Field Name	Data Type	Sample	Nulls	Description
RecurringChargeTariffsData	N/A	N/A	No	A collection of RecurringChargeTariff data structure

6.2.27 ServiceDisconnectionReasonResponse

Field Name	Data Type	Sample	Nulls	Description
ServiceDisconnectionReasonsData	N/A	N/A	No	A collection of ServiceDisconnectionReason data structure

6.3 Customer & Service API Response Data Structures

This section describes data structures related to response from Customer & Service API.

6.3.1 CustomerResponse

Field Name	Data Type	Sample	Nulls	Description
CustomerData	N/A	N/A	Yes	Refer to Customer data structure
ValidationReponseData	N/A	N/A	Yes	List of [ValidationResponse] . There will be an entry in this list for each field that failed validations.

6.3.2 ServiceResponse

Field Name	Data Type	Sample	Nulls	Description
ServiceData	N/A	N/A	Yes	Refer to Service data structure
ValidationReponseData	N/A	N/A	Yes	List of [ValidationResponse] . There will be an entry in this list for each field that failed validations.

6.3.3 ConnectionResponse

Field Name	Data Type	Sample	Nulls	Description
ConnectionData	N/A	N/A	No	Refer to ConnectionBase data structure
ValidationReponseData	N/A	N/A	Yes	List of [ValidationResponse] . There will be an entry in this list for each field that failed validations.

6.3.4 CustomerListResponse

Field Name	Data Type	Sample	Nulls	Description
CustomerList	N/A	N/A	Yes	A collection of Customer data structure
ValidationReponseData	N/A	N/A	Yes	List of [ValidationResponse] . There will be an entry in this list for each field that failed validations.

6.3.5 ServiceListResponse

Field Name	Data Type	Sample	Nulls	Description
ServiceList	N/A	N/A	Yes	A collection of Service data structure
ValidationReponseData	N/A	N/A	Yes	List of [ValidationResponse] . There will be an entry in this list for each field that failed validations.

6.3.6 ExternalSystemReferenceResponse

Field Name	Data Type	Sample	Nulls	Description
SystemReference	N/A	N/A	Yes	A collection of SystemReference data structure
ValidationReponseData	N/A	N/A	Yes	List of [ValidationResponse] . There will be an entry in this list for each field that failed



				validations.
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6.4 Transactions API Response Data Structures

This section describes data structures related to response from Transactions API.

6.4.1 TransactionResponse

Field Name	Data Type	Sample	Nulls	Description
TransactionData	N/A	N/A	No	Refer to Transaction data structure
CustomerBalance	Numeric	200.50	No	Customer's current balance after insert the new transaction
ValidationReponseData	N/A	N/A	Yes	List of ValidationResponse . There will be an entry in this list for each field that failed validations.

6.4.2 TransactionListResponse

Field Name	Data Type	Sample	Nulls	Description
TransactionList	N/A	N/A	No	Collection of Transaction data structure
ValidationReponseData	N/A	N/A	Yes	List of ValidationResponse . There will be an entry in this list for each field that failed validations.

6.5 Charges API Response Data Structures

This section describes data structures related to response from Charges API.

6.5.1 ManualChargeResponse

Field Name	Data Type	Sample	Nulls	Description
ChargeIdentifier	32 bit integer	323007	No	Identifier for the new charge added in Genex
ValidationReponseData	N/A	N/A	Yes	List of [ValidationResponse] . There will be an entry in this list for each field that failed validations.

6.5.2 CustomerChargesResponse

Field Name	Data Type	Sample	Nulls	Description
ChargeData	CustomerCharge		No	Collection of CustomerCharge records.
ValidationReponseData	N/A	N/A	Yes	List of [ValidationResponse] . There will be an entry in this list for each field that failed validations.

6.5.3 ServiceChargesResponse

Field Name	Data Type	Sample	Nulls	Description
ChargeData	ServiceCharge		No	Collection of ServiceCharge records.
ValidationReponseData	N/A	N/A	Yes	List of [ValidationResponse] . There will be an entry in this list for each field that failed validations.

6.5.4 OnceOffChargeResponse

Field Name	Data Type	Sample	Nulls	Description
ChargeInstance	N/A	N/A	No	Refer to OnceOffChargeInstance data structure
ValidationReponseData	N/A	N/A	Yes	List of [ValidationResponse] . There will be an entry in this list for each field that failed validations.

6.5.5 RecurringManualChargeResponse

Field Name	Data Type	Sample	Nulls	Description
ChargeInstance	N/A	N/A	No	Refer to RecurringManualChargeInstance data structure
ValidationReponseData	N/A	N/A	Yes	List of [ValidationResponse] . There will be an entry in this list for each field that failed validations.

6.5.6 OnceOffChargeListResponse

Field Name	Data Type	Sample	Nulls	Description
ChargeInstance	N/A	N/A	No	Collection of OnceOffChargeInstance data structure

ValidationReponseData	N/A	N/A	Yes	List of [ValidationResponse]. There will be an entry in this list for each field that failed validations.
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6.5.7 *RecurringManualChargeListResponse*

Field Name	Data Type	Sample	Nulls	Description
ChargeInstances	N/A	N/A	No	Collection of RecurringManualChargeInstance data structure
ValidationReponseData	N/A	N/A	Yes	List of [ValidationResponse]. There will be an entry in this list for each field that failed validations.

6.6 Statements API Response Data Structures

This section describes data structures related to response from Statements API.

6.6.1 *StatementResponse*

Field Name	Data Type	Sample	Nulls	Description
StatementData	N/A	N/A	No	Refer to Statement data structure
ValidationReponseData	N/A	N/A	Yes	List of [ValidationResponse]. There will be an entry in this list for each field that failed validations.

6.6.2 *StatementPDFResponse*

Field Name	Data Type	Sample	Nulls	Description
PDFImage	Byte Array	N/A	No	The PDF File streamed as binary image (byte array).
ValidationReponseData	N/A	N/A	Yes	List of [ValidationResponse]. There will be an entry in this list for each field that failed validations.

6.7 Contact Notes API Response Data Structures

This section describes data structures related to response from Contact Notes API.

6.7.1 *ContactNoteResponse*

Field Name	Data Type	Sample	Nulls	Description
ContactNoteData	N/A	N/A	No	Refer to ContactNote data structure
ValidationReponseData	N/A	N/A	Yes	List of ValidationResponse . There will be an entry in this list for each field that failed validations.

6.7.2 *ContactNoteListResponse*

Field Name	Data Type	Sample	Nulls	Description
ContactNoteList	N/A	N/A	No	Collection of ContactNote data structure
ValidationReponseData	N/A	N/A	Yes	List of ValidationResponse . There will be an entry in this list for each field that failed validations.

7 Status Types

Status Code	Status Description	Comments
200	OK.	Request processed correctly.
401	Unauthorized. Authentication is possible but has failed or not yet been provided. Please ensure the username, password and database alias are correct!	Invalid user credentials. Authentication is failed. Database name, user name or password is incorrect or user does not have access to specific Genex API module.
204	Data validation failed. Please review the ValidationResponseData object and correct data to resubmit again.	Validation error for the input data
500	Internal Server Error.	Error in Genex server application. Please open a support ticket with details of data submitted to Genex API.

Please note: the status types list can be extended in later versions. The above list includes the most commonly encountered status types. If you do receive any other value, please contact Billing Bureau support team for further assistance.

8 Validation Rules

8.1 Mandatory Fields

For each data structure, all of its fields with No for Nulls are mandatory.

8.2 Maximum Length of Fields

For each data structure, maximum length of each field is described in Data Type unless N/A.