



API Documentation

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Introduction

About Desk Nine Pvt. Ltd.

Desk Nine Pvt. Ltd. is an ISO 27001:2013 and 9001:2015 certified technology company providing seamless & AI-powered digital documentation solutions. To comprehensively address the challenges posed by the traditional documentation process, **Melento (formerly SignDesk)** was established under the guidance of Desk Nine Pvt. Ltd, to automate document workflows & boost productivity. Melento offers solutions for contract automation, electronic evidence creation, digital ID verification & onboarding, and automated recurring payments.

Melento

Melento (formerly SignDesk), a product of Desk Nine Pvt. Ltd., is a global RegTech offering document automation and workflow management to help businesses digitize, streamline, and scale their operations. With over a decade of experience and multiple international awards, including *Best RegTech of the Year* at the BW FinTech Festival 2025, Melento powers digital transformation for 3000+ clients, including 60+ major banks, through AI-driven, compliance-ready workflow solutions.

Our Solutions

- **Digital Onboarding** using low-code APIs for digital and video-based onboarding
- **Digital Stamping (India-only)** for real-time payment of stamp duty and centralized procurement
- **E-signatures** to create, track, and execute online documents
- **Contract Lifecycle Management (CLM)** digitizing the end-to-end contract process
- **eNACH/eMandate Automation** for recurring payment management
- **Collaborative Intelligence Platform** with AI-powered workflows, real-time multi-party collaboration, and role-based approvals

Headquarters

Headquartered in **Bangalore** with offices across six Indian cities, a global presence, and a team of 300+ technology professionals, Melento delivers trusted, paper-free solutions for documentation, end-to-end operational workflow, and contract lifecycle management, while enhancing compliance and accelerating business outcomes.

API Name

- **HTTP Type:** POST
- **Header:**
 - **Authorization:** Bearer abc123xyz
 - **Content-Type:** application/json
- **Request:**

```
{
  "reference_id": "REF-987654",
  "source": "YmFzZTY0U3RyaW5n",
  "mask_qr_code": true,
  "source1": "form-data-field",
  "source2": "optional-field"
}
```

- **Response:** 200 OK
- **Content-Type:** application/json

Request Parameters

Sl.No	Parameter	Field Option	Description
1	reference_id	Mandatory	This is a unique ID sent in response to an API request.
2	source	Mandatory	It is used when the raw data request is used and the base64 string is passed in it.

Sl.No	Parameter	Field Option	Description
3	mask_qr_code	Optional	This is the Boolean value that indicates whether the QR code on the Aadhaar card should be masked in the response.
4	source1	Mandatory	This field is utilized when making a form data request.
5	source2	Optional	This field is utilized when making a form data request.

Response Parameters

Sl. No	Parameter	Description
1	status	It represents whether the API is working or not, i.e., the success or failed scenario of the API.
2	message	This is the main content or text that is being sent or received.
3	reference_id	This is a unique ID sent in response to an API request.
4	transaction_id	This defines the transaction ID passed as part of the request.
5	response_time_stamp	This represents the response time of the stamp.
6	result	This represents the result of the API.
7	image	It represents the image output field.
8	first_image	This is the first image output field when two images are passed.
9	second_image	This is the second image output field when two images are passed.

Error Codes and Messages

Error Code	Error Message
dv-005	Unknown error
dv-006	The required source was not found in the request
dv-007	The document verification services are not configured for this organization
dv-008	The document verification APIs are not configured for this organization
dv-009	The reference_id used in the request should be unique
dv-010	The required x-parse-application-id and x-parse-rest-api-key not found
dv-011	The required x-parse-application-id was not found
dv-012	The required x-parse-rest-api-key was not found
dv-013	The passed x-parse-application-id and x-parse-rest-api-key do not match

Error Code	Error Message
dv-014	The reference_id passed in the request is invalid
dv-015	The required reference_id was not found in the request
dv-034	The documents could not be processed
dv-060	The API hit limit is exhausted for the client. Please replenish the hit limit.
dv-070	The encryption certificate does not exist
dv-002	The base64 content passed in the request is invalid