

Steps To Use API/ For Assistance:

1. Api-Token to be used in the header part of the API Request.
2. Whitelist the **Static IP Address** with the support team to use the API.
3. Whenever you face any issue please mention the client ID in every email.
4. Please follow the Request format to be used for any required assistance.
5. Always use Request and Response logs in the Json format in a text file, please do not copy paste the codes in email body.

Support Email - Format:

API Support Request	
Environment (Testing/Live)	
Client ID	
SRDV Universal API Request URL	
Method Name	
Time Stamp	
Trace ID	
Attached File Name	
Error Message/Query	
All Logs Should be in Attached File with JSON Format	