

# **New Billing Project**

## **SMC Postpaid Change Interface API Specifications**

## Revision History

Revision	Date	Description	Author
1.0	Jan 7, 2025	List of OM change action to be called by ICP API	Claudia Fung

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## Objectives

This document is to provide the list of change OM action functions for ICP data for the new billing project.

## ICP Change Postpaid Action API Specifications

### 1. Update Personal Information

#### Purpose

To update the customer's personal information for postpaid customers

#### Interface Details

**Production Endpoints:** TBC

System	Endpoint (UAT)
UAT	https://crm-uat.smartone.com/api/chg
TYK	https://tykapi-u.hksmartone.com/icp/chg

**API:** /updatePersonalInfo

**Type:** REST

**Method:** POST

**Add Key to HTTP Request Header for TYK API:**

Name	Auth_ID
Value	eyJvcnV2Y2I1ZmFIYzRhYWI4MGNlZDE1NTUjLCJpZCI6IjFIYzI4OGIzYzZjMTQxNjFIM2ZiMWUyNGJlMDAyN2FkIiwiaCI6Im11cm11cjY0In0=

## Request Parameters

Parameter	Data Type	Description	Possible Value	Remarks
requesterId	String	API Requester Identity		Required field
effectiveDate	String	Effective Date	2020-10-30	Required field
refNum	String	Reference number e.g. OM Change Form		
remark	String	Remark		
custId	String	Unique Customer ID	A3S-01234	Optional
custNum	String	Customer Number	01234567	Required field
subrNum	String	Subscriber Number	91234567	Required field
acctNum	String	Account Number	01234567.00001	Optional
type	String	Type of Service Request	changeForm	Set value to this api
subType	String	Sub-type of Service Request	updatePersonalInfo	Set value to this api
channel	String	Service Request Channel	FSL	
title	String	Title of Service Request	Update Personal Info	
description	String	Description of Service Request		
custType	String	Target Customer Type	owner / subscriber	Required field
isLoginNow	String	LoginNow number indicator	Y – loginNow N – Non-loginNow	Required field
idTypeCode	String	Type of Identity Card		applicable only to custType = owner
idbr	String	Identity Number		Encrypted
seriesOfSymbol	String	HKID's series of symbol If user wants to clear this field, it must set this field value " " (one space)		Optional
birth	String	Date of birth		Encrypted
gender	String	Gender		
custTitle	String	Title This field cannot be cleared		
lastName	String	Last Name If user wants to clear this field, it must set this field value ' ' (one space)		Encrypted
firstName	String	First Name If user wants to clear this field, it must set this field value ' ' (one space)		Encrypted
lastNameChi	String	Last Name in Chinese If user wants to clear this field, it must set this field value ' ' (one space)		Encrypted
firstNameChi	String	First Name in Chinese If user wants to clear this field, it must set this field value ' ' (one space)		Encrypted
lastNameChiCode	String	Last Name Chinese Code		
firstNameChiCode	String	First Name Chinese Code		

nationality	String	Nationality		
srld	String	Service Request Id		Not null if update pending request
encrypted	String	An option to ignore encrypted request/ response parameters by setting value N	N – not encrypted	Optional

## Sample Request

Update Personal Information with provided custNum and subrNum

```
{
  "requesterId": "ManChan",
  "refNum": "OMCHG0001",
  "custId": "",
  "custNum": "01234567",
  "subrNum": "91234567",
  "acctNum": "",
  "effectiveDate": "2020-10-30",
  "remark": "",
  "type": "changeForm",
  "subType": "updatePersonalInfo",
  "channel": "OM",
  "title": "Update Personal Information",
  "description": "",
  "isLoginNow": "N",
  "custType": "owner",
  "idTypeCode": "",
  "idbr": "", -- Encrypted
  "seriesOfSymbol": "xxAZ",
  "birth": ": "xxxxxxxxxxxxxxxxxxxx", -- Encrypted 1987-05-20
  "gender": "F",
  "custTitle": "Ms",
  "lastName": "xxxxxxxxxxxxxxxxxxxx", -- Encrypted Chan
  "firstName": "xxxxxxxxxxxxxxxxxxxx", -- Encrypted Tai Man
  "lastNameChi": "xxxxxxxxxxxxxxxxxxxx", -- Encrypted Chan
  "firstNameChi": "xxxxxxxxxxxxxxxxxxxx", -- Encrypted Tai Man
  "lastNameChiCode": "0412",
  "firstNameChiCode": "8501 2361",
  "nationality": "CHINA",
  "srld": "O-43HD80"
}
```

Option to ignore encryption for request parameters

```
{
  "requesterId": "ManChan",
  "refNum": "OMCHG0001",
  "custId": "",
  "custNum": "01234567",
  "subrNum": "91234567",
  "acctNum": "",
  "effectiveDate": "2020-10-30",
  "remark": "",
  "type": "changeForm",
```

```
"subType": "updatePersonalInfo",
"channel": "OM",
"title": "Update Personal Information",
"description": "",
"isLoginNow": "N",
"custType": "owner",
"idTypeCode": "",
"idbr": "", -- Encrypted
"seriesOfSymbol": "xxAZ",
"birth": ": "1987-05-20", -- not Encrypted 1987-05-20
"gender": "F",
"custTitle": "Ms",
"lastName": "Chan", -- not Encrypted Chan
"firstName": "Tai Man", -- not Encrypted Tai Man
"lastNameChi": "Chan", -- not Encrypted Chan
"firstNameChi": "Tai Man", -- not Encrypted Tai Man
"lastNameChiCode": "0412",
"firstNameChiCode": "8501 2361",
"nationality": "CHINA",
"srld": "0-43HD80",
"encrypted": "N"
}
```

## Response Parameters

Parameter	Data Type	Description	Possible Value	Remarks
resultCode	String	Return Result	See below table	
resultMsg	String	Return Error Code		
srId	String	Service Request ID		

## Result Code

Result Code	Severity	Description
0	N/A	Success
-1	N/A	Customer number cannot be 00000000
-2	N/A	Invalid input parameters
-3	N/A	No such subscriber in ICP
-4	N/A	Both First and Last cannot be cleared
-5	N/A	Either customer title or gender cannot be cleared
-6	N/A	Mismatch input of customer title and gender
-7	N/A	Update denied: change personal info for non-LoginNow only

## Sample Response

Success response	HTTP response code: 200
Fail response	HTTP response code: 500 (with error message)

### Success response

<pre>{   "resultCode": "0",   "resultMsg": "SUCCESS",   "srId": "0-43HD54" }</pre>
--

### Fail response

<pre>{   "resultCode": "-1",   "resultMsg": "Customer number cannot be 00000000" }</pre>
--



## 2. Update Address Information

### Purpose

To update the owner or user address by different address type, except guarantor address

### Interface Details

**Production Endpoints:** TBC

System	Endpoint (UAT)
UAT	https://crm-uat.smartone.com/api/chg
TYK	https://tykapi-u.hksmartone.com/icp/chg

**API:** /updateAddressInfo

**Type:** REST

**Method:** POST

**Add Key to HTTP Request Header for TYK API:**

Name	Auth_ID
Value	eyJvcnciOiI2NGY2Y2I1ZmFiYzRhYWl4MGNIWDE1NTUiLCJpZCI6IjFiYzI4OGIzYzZjMTQxNjFiM2ZiMWUyNGJlMDAyN2FkliwiaCI6Im11cm11cjY0In0=

## Request Parameters

Parameter	Data Type	Description	Possible Value	Remarks
requesterId	String	API Requester Identity		Required field
effectiveDate	String	Effective Date	2020-10-30	Required field
refNum	String	OM Reference ID e.g. OM change form ID		
remark	String	Remark		
custId	String	Unique Customer ID	0-ABC	Optional Required for Online customer
custNum	String	Customer Number	01234567	Required for SMC customer
subrNum	String	Subscriber Number	91234567	Required for SMC customer
acctNum	String	Account Number	01234567.00001	Required for SMC customer
type	String	Type of Service Request	changeForm	Set value to this api
subType	String	Sub-type of Service Request	updateAddressInfo	Set value to this api
channel	String	Service Request Channel	OM	
title	String	Title of Service Request	Update Address Information	
description	String	Description of Service Request		
addressType	String	Target Address Type	1 - Billing 2 - Communication 3 - Billing + Communication 4 – Register (Contact) 5 - Billing + Register (Contact) 6 – Register + Communication 7 - Billing + Communication + Register <del>8 – Guarantor</del> 9 – Online Delivery	Required field
isLoginNow	String	LoginNow number indicator	Y – LoginNow N – Non-LoginNow	Required for SMC customer
addressId	String	Unique address ID for online customer		addressId is null & addressType = 9: add delivery address addressId is not null & addressType = 9: update delivery address
addressIdDefault	String	Add delivery address as default	Y - delivery address as default	Set value Y only when addressId is null and addressType = 9
addressNature	String	Nature of Address	C – Commercial R – Residential	
flat	String	Flat		
flatDesc	String	Flat Description		

floor	String	Floor		
floorDesc	String	Floor Description		
block	String	Block		
blockDesc	String	Block Description		
building	String	Building		
estate	String	Estate		
streetNo	String	Street Number		
street	String	Street		
lot	String	Lot		
district	String	District		
area	String	Area		
addrLine1	String	Consolidated Address Line 1 for Billing		encrypted
addrLine2	String	Consolidated Address Line 2 for Billing		encrypted
flatChi	String	Flat in Chinese		
flatDescChi	String	Flat Description in Chinese		
floorChi	String	Floor in Chinese		
floorDescChi	String	Floor Description in Chinese		
blockChi	String	Block in Chinese		
blockDescChi	String	Block Description in Chinese		
buildingChi	String	Building in Chinese		
estateChi	String	Estate in Chinese		
streetNoChi	String	Street Number in Chinese		
streetChi	String	Street in Chinese		
lotChi	String	Lot in Chinese		
districtChi	String	District in Chinese		
areaChi	String	Area in Chinese		
addrLine1Chi	String	Consolidated Address Line 1 for Billing in Chinese		encrypted
addrLine2Chi	String	Consolidated Address Line 2 for Billing in Chinese		encrypted
xCoordinate	String	X coordinate for Smart Address		
yCoordinate	String	Y coordinate for Smart Address		
longitude	String	longitude		
latitude	String	latitude		
buildingId	String	Building Id		
srId	String	Service Request Id		Not null if update pending request
contactPerson	String	Delivery Contact Person		N/A for non-delivery address

contactNum	String	Delivery Contact Number		N/A for non- delivery address
------------	--------	----------------------------	--	----------------------------------

## Sample Request

Update Address Information with provided custNum, subrNum, acctNum and addressType for SMC customer

```
{
  "requesterId": "ManChan",
  "refNum": "OMCHG0001",
  "custId": "",
  "custNum": "01234567",
  "subrNum": "91234567",
  "acctNum": "01234567.00001",
  "effectiveDate": "2020-10-30",
  "remark": "",
  "type": "changeForm",
  "subType": "updateAddressInfo",
  "channel": "OM",
  "title": "Update Address Information",
  "description": "",
  "addressType": "1",
  "isLoginNow": "Y",
  "addressId": "",
  "addressIdDefault": "",
  "addressNature": "R",
  "flat": "A",
  "flatDesc": "A",
  "floor": "27",
  "floorDesc": "27",
  "block": "",
  "blockDesc": "",
  "building": "Carmen Building",
  "estate": "",
  "streetNo": "",
  "street": "374 Kwun Tong Road",
  "lot": "",
  "district": "Kwun Tong",
  "area": "KLN",
  "addrLine1": "Flat A 27/Floor, Carmen Building",
  "addrLine2": "374 Kwun Tong Road",
  "flatChi": "A",
  "flatDescChi": "A",
  "floorChi": "27",
  "floorDescChi": "27",
  "blockChi": "",
  "blockDescChi": "",
  "buildingChi": "Carmen Building",
  "estateChi": "",
  "streetNoChi": "",
  "streetChi": "374 Kwun Tong Road",
  "lotChi": "",
  "districtChi": "Kwun Tong",
  "areaChi": "KLN",
  "addrLine1Chi": "Flat A 27 Floor, Carmen Building",
  "addrLine2Chi": "378 Kwun Tong Road ",
  "xCoordinate": "40",
  "yCoordinate": "20",
  "longitude": "140",
  "latitude": "120",
  "buildingId": "BP_1234567890",
```

```

    "srld": "0-43HD80"
  }

```

Update Courier Delivery address with provided custId and addressType for online (non-SMC) customer

```

{
  "requesterId": "ManChan",
  "refNum": "OMCHG0001",
  "custId": "1-ABC",
  "custNum": "",
  "subNum": "",
  "acctNum": "",
  "effectiveDate": "2020-10-30",
  "remark": "",
  "type": "changeForm",
  "subType": "updateAddressInfo",
  "channel": "OM",
  "title": "Update Address Information",
  "description": "",
  "addressType": "9",
  "addressId": "ADDR0000104044",
  "addressIdDefault": "",
  "addressNature": "C",
  "flat": "A",
  "flatDesc": "A",
  "floor": "27",
  "floorDesc": "27",
  "block": "",
  "blockDesc": "",
  "building": "Carmen Building",
  "estate": "",
  "streetNo": "",
  "street": "374 Kwun Tong Road",
  "lot": "",
  "district": "Kwun Tong",
  "area": "KLN",
  "addrLine1": "Flat A 27/Floor, Carmen Building",
  "addrLine2": "374 Kwun Tong Road",
  "flatChi": "A",
  "flatDescChi": "A",
  "floorChi": "27",
  "floorDescChi": "27",
  "blockChi": "",
  "blockDescChi": "",
  "buildingChi": "Carmen Building",
  "estateChi": "",
  "streetNoChi": "",
  "streetChi": "374 Kwun Tong Road",
  "lotChi": "",
  "districtChi": "Kwun Tong",
  "areaChi": "KLN",
  "addrLine1Chi": "Flat A 27 Floor, Carmen Building",
  "addrLine2Chi": "378 Kwun Tong Road ",
  "xCoordinate": "40",
  "yCoordinate": "20",
  "longitude": "140",
  "latitude": "120",

```

```

    "buildingId": "BP_1234567890",
    "srld": "",
    "contactPerson": "Morris Chan", // mandatory for address_type = 9
    "contactNum": "91234567" // mandatory for address_type = 9
}

```

Add Courier Delivery address with provided custId for online (non-SMC) customer

```

{
    "requesterId": "ManChan",
    "refNum": "OMCHG0001",
    "custId": "1-ABC",
    "custNum": "",
    "subNum": "",
    "acctNum": "",
    "effectiveDate": "2020-10-30",
    "remark": "",
    "type": "changeForm",
    "subType": "updateAddressInfo",
    "channel": "OM",
    "title": "Update Address Information",
    "description": "",
    "addressType": "9",
    "addressId": " ",
    "addressIdDefault": "Y",
    "addressNature": "C",
    "flat": "A",
    "flatDesc": "A",
    "floor": "27",
    "floorDesc": "27",
    "block": "",
    "blockDesc": "",
    "building": "Carmen Building",
    "estate": "",
    "streetNo": "",
    "street": "374 Kwun Tong Road",
    "lot": "",
    "district": "Kwun Tong",
    "area": "KLN",
    "addrLine1": "Flat A 27/Floor, Carmen Building",
    "addrLine2": "374 Kwun Tong Road",
    "flatChi": "A",
    "flatDescChi": "A",
    "floorChi": "27",
    "floorDescChi": "27",
    "blockChi": "",
    "blockDescChi": "",
    "buildingChi": "Carmen Building",
    "estateChi": "",
    "streetNoChi": "",
    "streetChi": "374 Kwun Tong Road",
    "lotChi": "",
    "districtChi": "Kwun Tong",
    "areaChi": "KLN",
    "addrLine1Chi": "Flat A 27 Floor, Carmen Building",
    "addrLine2Chi": "378 Kwun Tong Road ",
    "xCoordinate": "40",

```

```

    "yCoordinate": "20",
    "longitude": "140",
    "latitude": "120",
    "buildingId": "BP_1234567890",
    "srld": "",
    "contactPerson": "Morris Chan",
    "contactNum": "91234567"
}

```

## Response Parameters

Parameter	Data Type	Description	Possible Value	Remarks
resultCode	String	Return Result	See below table	
resultMsg	String	Return Error Code		
srld	String	Service Request ID		

## Result Code

Result Code	Severity	Description
0	N/A	Success
-1	N/A	Invalid input address type
-2	N/A	Invalid Input address Id or cust Id
-3	N/A	Invalid combination: mismatch of address type and delivery contact person/ number
-4	N/A	Update denied: change communication address for non-LoginNow only
-5	N/A	Subscriber is not found
-6	N/A	Customer account is not found
-7	N/A	Address line 1 and 2 cannot be cleared

## Sample Response

Success response	HTTP response code: 200
Fail response	HTTP response code: 500 (with error message)

### Success response

```

{
    "resultCode": "0",
    "resultMsg": "SUCCESS",
    "srld": "0-43HD54"
}

```

### Fail response

```

Invalid input parameter combination used in the request
{
    "resultCode": "-1",
    "resultMsg": "Invalid input address type"
}

```





### 3. Update Contact Information

#### Purpose

To update customer's contact information for SMC customer. The change of contact number, contact email and language reference in user level are not updated RNR in ICP API.

#### Interface Details

**Production Endpoints:** TBC

System	Endpoint (UAT)
UAT	https://crm-uat.smartone.com/api/chg
TYK	https://tykapi-u.hksmartone.com/icp/chg

**API:** /updateContactInfo

**Type:** REST

**Method:** POST

**Add Key to HTTP Request Header for TYK API:**

Name	Auth_ID
Value	eyJvcmdiOiI2NGY2Y2I1ZmFiYzRhYWY4MGNIWDE1NTUuIjEjZjYzI4OGIzYzZjMTQxNjFiM2ZiMWUyNGJlMDAyN2FkIiwiaCI6Im11cm11cjY0In0=

#### Request Parameters

Parameter	Data Type	Description	Possible Value	Remarks
requesterId	String	API Requester Identity		Required field
effectiveDate	String	Effective Date	2020-10-30	Required field
refNum	String	Reference_num		
remark	String	Remark		
custId	String	Unique Customer ID	0-ABC	Optional
custNum	String	Customer Number	01234567	Required field
subNum	String	Subscriber Number	91234567	Required field
acctNum	String	Account Number	01234567.00001	Optional
type	String	Type of Service Request	changeForm	Set value for this api
subType	String	Sub-type of Service Request	updateContactInfo	Set value for this api
channel	String	Service Request Channel	FSSL	
title	String	Title of Service Request	Update Contact Info	
description	String	Description of Service Request		
custType	String	Target Customer Type	owner / subscriber	Required field
isLoginNow	String	LoginNow number indicator	Y – loginNow N – Non-loginNow	Required field
email	String	Email		Encrypted
contactNum	String	Contact Number 1		Encrypted

		If user wants to clear this field, it must be set to ' ' (one space)		
contactNum2	String	Contact Number 2 If user wants to clear this field, it must be set to ' ' (one space)		Encrypted
contactPerson	String	Contact Person If user wants to clear this field, it must be set to ' ' (one space)	Chan Tai Man	
attention	String	Attention If user wants to clear this field, it must be set to ' ' (one space)	Dr Chan	
commLangCode	String	Communication Language	C E	
faxNum	String	Fax Number If user wants to clear this field, it must be set to ' ' (one space)	23456789	
contactOwnerComm	String	Whether contact owner for retention communication	Y – opt-in N – opt-out	
<del>loginNowId</del>	<del>String</del>	<del>LoginNowID</del>		<del>Null: non loginNow</del>
<del>loginNowOwnerSubr</del>	<del>String</del>	<del>Owner subr of loginNow</del>		
<del>loginNowList</del>	<del>Json Array</del>	<del>Subr array for LoginNow</del>		
<del>loginNowList-&gt;subrNum</del>	<del>String</del>	<del>Subr num for the same cust num</del>		
srId	String	Service Request Id		Not null if update pending request
encrypted	String	An option to ignore encrypted request/ response parameters by setting value N	N – not encrypted	Optional

## Sample Request

Update Contact Information with provided custNum, subrNum and custType

```
{
  "requesterId": "ManChan",
  "refNum": "OMCHG0001",
  "custId": " ",
  "custNum": "01234567",
  "subrNum": "91234567",
  "acctNum": "",
  "effectiveDate": "2020-10-30",
  "remark": "",
  "type": "changeForm",
  "subType": "updateContactInfo",
  "channel": "OM",
  "title": "Update Contact Information",
  "description": "",
  "custType": "owner",
  "isLoginNow": "Y",
  "email": "xxxxxxxxxxxxxxxxxxxx", -- Encrypted abc@gmail.com
  "contactNum": "xxxxxxxxxxxxxxxxxxxx", -- Encrypted 98645381
  "contactNum2": "xxxxxxxxxxxxxxxxxxxx", -- Encrypted 31282319
  "contactPerson": "Chan Tai Man",
  "attention": "Dr. Chan",
  "commLangCode": "C",
  "faxNum": "23456789",
  "contactOwnerComm": "Y",
  "topupEmail": "xxxxxxxxxxxxxxxxxxxx",
  "receiveTopupEmailFlag": "Y",
  "loginNowId": "102212",
  "loginNowOwnerSubr": "91234567",
  "loginNow": {
    "subrNum": "91234567",
    }, { "subrNum": "61234567"
    }, { "subrNum": "51234567"
  },
  "srId": ""
}
```

Option to ignore encryption for response parameters

```
{
  "requesterId": "ManChan",
  "refNum": "OMCHG0001",
  "custId": " ",
  "custNum": "01234567",
  "subrNum": "91234567",
  "acctNum": "",
  "effectiveDate": "2020-10-30",
  "remark": "",
  "type": "changeForm",
  "subType": "updateContactInfo",
  "channel": "OM",
  "title": "Update Contact Information",
  "description": "",
  "custType": "owner",
  "isLoginNow": "N",
}
```

```

"email": "abc@gmail.com ", -- not Encrypted abc@gmail.com
"contactNum": "98645381", -- not Encrypted 98645381
"contactNum2": "31282319", -- not Encrypted 31282319
"contactPerson": "Chan Tai Man",
"attention": "Dr. Chan",
"commLangCode": "C",
"faxNum": "23456789",
"contactOwnerComm": "Y",
"topupEmail": "xxxxxxxxxxxxxxxxxxxxxx",
"receiveTopupEmailFlag": "Y",
"srid": "",
"encrypted": "N"
}

```

## Response Parameters

Parameter	Data Type	Description	Possible Value	Remarks
resultCode	String	Return Result	See below table	
resultMsg	String	Return Error Code		
srid	String	Service Request ID		

## Result Code

Result Code	Severity	Description
0	N/A	Success
-1	N/A	Invalid customer number
-2	N/A	No such subscriber in ICP
-3	N/A	Invalid input parameters
-4	N/A	Update denied: change contact number for non-LoginNow only
-5	N/A	Update denied: change email for non-LoginNow only
-6	N/A	Update denied: change preferred language for non-LoginNow only

## Sample Response

### Success response

```

{
  "resultCode": "0",
  "resultMsg": "SUCCESS",
  "srid": "0-43HD54"
}

```

### Fail response

```

{
  "resultCode": "-1",
  "resultMsg": "Invalid customer number"
}

```

#### 4. Update Address and Contact Information

##### Purpose

To update customer's address and contact information

##### Interface Details

**Production Endpoints:** TBC

System	Endpoint (UAT)
UAT	https://crm-uat.smartone.com/api/chg
TYK	https://tykapi-u.hksmartone.com/icp/chg

**API:** /updateAddressContactInfo

**Type:** REST

**Method:** POST

**Add Key to HTTP Request Header for TYK API:**

Name	Auth_ID
Value	eyJvcmcioiI2NGY2Y2I1ZmFiYzRhYWl4MGNIzDE1NTUilLCjZCI6IjFiYzI4OGIzYzZjMTQxNjFiM2ZiMWUyNGJlMDAyN2FkIiwiaCI6Im11cm11cjY0In0=

##### Request Parameters

Parameter	Data Type	Description	Possible Value	Remarks
requesterId	String	API Requester Identity		Required field
effectiveDate	String	Effective Date	2020-10-30	Required field
refNum	String	Reference number e.g. OM Change Form		
remark	String	Remark		
custId	String	Unique Customer ID	0-ABC	
custNum	String	Customer Number	01234567	Required field
subNum	String	Subscriber Number	91234567	Required field
acctNum	String	Account Number	01234567.00001	
channel	String	Service Request Channel	FSL	
custType	String	Target Customer Type	owner / subscriber	Not null if update contact info
isLoginNow	String	LoginNow number indicator	Y – loginNow N – Non-loginNow	Required field
email	String	Email		encrypted
contactNum	String	Contact Number 1		encrypted
contactNum2	String	Contact Number 2		encrypted
contactPerson	String	Contact Person	Chan Tai Man	
attention	String	attention		
commLangCode	String	Communication Language	C/E	

faxNum	String	Fax Number	23456789	
contactOwnerComm	String	Whether contact owner for retention communication	Y – opt-in N – opt-out	
topupEmail	String	top-up email in subscriber level		Encrypted
receiveTopupEmailFlag	String	Receive top-up email	Y/N	
addressType	String	Target Address Type	1 - Billing 4 – Register (Contact) 5 - Billing + Register (Contact)	Required field
address_Id	String	Unique address ID Ignore this if addressType <> 9		Required for Online customer
addressNature	String	Nature of Address	C – Commercial R – Residential	
flat	String	Flat		
flatDesc	String	Flat Description		
floor	String	Floor		
floorDesc	String	Floor Description		
block	String	Block		
blockDesc	String	Block Description		
building	String	Building		
estate	String	Estate		
streetNo	String	Street Number		
street	String	Street		
lot	String	Lot		
district	String	District		
area	String	Area		
addrLine1	String	Consolidated Address Line 1 for Billing		encrypted
addrLine2	String	Consolidated Address Line 2 for Billing		encrypted
flatChi	String	Flat in Chinese		
flatDescChi	String	Flat Description in Chinese		
floorChi	String	Floor in Chinese		
floorDescChi	String	Floor Description in Chinese		
blockChi	String	Block in Chinese		
blockDescChi	String	Block Description in Chinese		
buildingChi	String	Building in Chinese		
estateChi	String	Estate in Chinese		
streetNoChi	String	Street Number in Chinese		
streetChi	String	Street in Chinese		
lotChi	String	Lot in Chinese		
districtChi	String	District in Chinese		
areaChi	String	Area in Chinese		
addrLine1Chi	String	Consolidated Address Line 1 for Billing in Chinese		encrypted

addrLine2Chi	String	Consolidated Address Line 2 for Billing in Chinese		encrypted
xCoordinate	String	X coordinate for Smart Address		
yCoordinate	String	Y coordinate for Smart Address		
longitude	String	longitude		
latitude	String	latitude		
buildingId	String	Building ID		
srId	String	Service Request Id		Not null if update pending request
encrypted	String	An option to ignore encrypted request/ response parameters by setting value N	N – not encrypted	Optional

## Sample Request

```

Update Contact Information with provided custNum, subrNum, acctNum and custType
{
    "requesterId": "ManChan",
    "refNum": "OMCHG0001",
    "custNum": "01234567",
    "subrNum": "91234567",
    "acctNum": "01234567.00001",
    "effectiveDate": "2020-10-30",
    "remark": "",
    "channel": "om",
    "custType": "owner",
    "isLoginNow": "N",
    "email": "xxxxxxxxxxxxxxxxxxxx",
    "contactNum": "xxxxxxxxxxxxxxxxxxxx",
    "contactNum2": "xxxxxxxxxxxxxxxxxxxx",
    "contactPerson": "Chan Tai Man",
    "commLangCode": "C",
    "faxNum": "23456789",
    "registrant": "91234567",
    "retentionCommFlag": "Y",
    "topupEmail": "xxxxxxxxxxxxxxxxxxxx",
    "receiveTopupEmailFlag": "Y",
    "srId": "0-43HD80"
}
Update Contact & address Information with provided custNum, subrNum, acctNum, custType and addressType
{
    "requesterId": "ManChan",
    "refNum": "OMCHG0001",
    "custNum": "01234567",
    "subrNum": "91234567",
    "acctNum": "01234567.00001",
    "effectiveDate": "2020-10-30",
    "remark": "",
    "channel": "ECSP",

```



```

"custType": "owner",
"isLoginNow": "N",
"email": "xxxxxxxxxxxxxxxxxxxx",
"contactNum": "xxxxxxxxxxxxxxxx",
"contactNum2": "xxxxxxxxxxxxxxxx",
"contactPerson": "Chan Tai Man",
"commLangCode": "C",
"faxNum": "23456789",
"contactOwnerComm": "Y",
"topupEmail": "xxxxxxxxxxxxxxxxxxxx",
"receiveTopupEmailFlag": "Y",
"addressType": "1",
"attention": "Chan Tai Man",
"flat": "",
"flatDesc": "",
"floor": "",
"floorDesc": "",
"block": "",
"blockDesc": "",
"building": "",
"estate": "",
"streetNo": "",
"street": "",
"lot": "",
"district": "Kwun Tong",
"area": "KLN",
"addrLine1": "27/F, Millennium City Phase 2",
"addrLine2": "378 Kwun Tong Road, Kwun Tong, Kowloon",
"flatChi": "A",
"flatDescChi": "A",
"floorChi": "27",
"floorDescChi": "27",
"blockChi": "",
"blockDescChi": "",
"buildingChi": "Carmen Building",
"estateChi": "",
"streetNoChi": "",
"streetChi": "374 Kwun Tong Road",
"lotChi": "",
"districtChi": "Kwun Tong",
"areaChi": "KLN",
"addrLine1Chi": "Flat A 27 Floor, Carmen Building",
"addrLine2Chi": "378 Kwun Tong Road ",
"xCoordinate": "",
"yCoordinate": "",
"longitude": "140",
"latitude": "120",
"buildingId": "",
"srId": ""
}

```

## Response Parameters

Parameter	Data Type	Description	Possible Value	Remarks
resultCode	String	Return Result	See below table	
resultMsg	String	Return Error Code		
srlId	String	Service Request ID		

## Result Code

Result Code	Severity	Description
0	N/A	Success
-1	N/A	This is not support for changes the pending order
-2	N/A	No such subscriber in ICP
-3	N/A	Invalid address type
-4	N/A	No input of contact field for change contact information
-5	N/A	No input of address type for change address
-6	N/A	Address id is mandatory for delivery address only
-7	N/A	Update denied: change contact owner for retention communication for subscriber level
-8	N/A	Update denied: change registered (contact) address for subscriber level only
-9	N/A	Update denied: change billing address for customer level only
-10	N/A	<del>LoginNow customer is not support for this function</del> Update denied: change contact number for non-LoginNow only
-11	N/A	Update denied: change email for non-LoginNow only
-12	N/A	Update denied: change preferred language for non-LoginNow only
-13	N/A	Update denied: change communication address for non-LoginNow only

## Sample Response

Success response	HTTP response code: 200
Fail response	HTTP response code: 500 (with error message)

### Success response

```
{
  "resultCode": "0",
  "resultMsg": "SUCCESS",
  "srlId": "0-43HD54"
}
```

### Fail response

```
Invalid input parameter combination used in the request
{
  "resultCode": "-1",
  "resultMsg": "This is not support for changes the pending order"
}
```



## 5. Update Guarantor Information

### Purpose

To update customer's guarantor information providing an option to update RNR. If the subscriber does not have the guarantor, it will create the guarantor with the updated information.

### Interface Details

**Production Endpoints:** TBC

System	Endpoint (UAT)
UAT	https://crm-uat.smartone.com/api/chg
TYK	https://tykapi-u.hksmartone.com/icp/chg

**API:** /updateGuarantorInfo

**Type:** REST

**Method:** POST

**Add Key to HTTP Request Header for TYK API:**

Name	Auth_ID
Value	eyJvcmdiOiI2NGY2Y2I1ZmFiYzRhYWY1MGNIZDE1NTUiLCJpZCI6IjFiYzI4OGIzYzZjMTQxNjFIM2ZiMWUyNGJlMDAyN2FkIiwiaCI6Im11cm11cjY0In0=

### Request Parameters

Parameter	Data Type	Description	Possible Value	Remarks
requesterId	String	API Requester Identity		Required field
effectiveDate	String	Effective Date	2020-10-30	Required field
refNum	String	Reference Number e.g. OM Change Form ID		
remark	String	Remark		
custId	String	Unique Customer ID	0-ABC	Optional field
custNum	String	Customer Number	01234567	Required field
subrNum	String	Subscriber Number	91234567	Required field
acctNum	String	Account Number	01234567.00001	Required field
type	String	Type of Service Request	changeForm	Set value to this api
subType	String	Sub-type of Service Request	updateGuarantorInfo	Set value to this api
channel	String	Service Request Channel	FSL	
title	String	Title of Service Request	Update Guarantor Information	
idTypeCode	String	Type of Identity		RNR
idbr	String	Guarantor's idbr		RNR, Encrypted

seriesOfSymbol	String	Guarantor's hkid series of symbol		
birth	String	Guarantor's birth	YYYY-MM-DD	RNR, Encrypted
custTitle	String	Guarantor's title		RNR
lastName	String	Guarantor's last name		RNR, Encrypted
firstName	String	Guarantor's first name		RNR, Encrypted
lastNameChi	String	Last name Chi		RNR, Encrypted
firstNameChi	String	First name Chi		RNR, Encrypted
lastNameChiCode	String	Last name Chi Code		
firstNameChiCode	String	First name Chi Code		
contactNum	String	Contact Number		
guarantorStartDate	String	Guarantor Start Date	YYYY-MM-DD	
guarantorExpiryDate	String	Guarantor Expiry Date	YYYY-MM-DD	
addressNature	String	Nature of Address	C – Commercial R – Residential	
flat	String	Flat		
flatDesc	String	Flat Description		
floor	String	Floor		
floorDesc	String	Floor Description		
block	String	Block		
blockDesc	String	Block Description		
building	String	Building		
estate	String	Estate		
streetNo	String	Street Number		
street	String	Street		
lot	String	Lot		
district	String	District		
area	String	Area		
addrLine1	String	Consolidated Address Line 1 for Billing		Encrypted
addrLine2	String	Consolidated Address Line 2 for Billing		Encrypted
flatChi	String	Flat in Chinese		
flatDescChi	String	Flat Description in Chinese		
floorChi	String	Floor in Chinese		
floorDescChi	String	Floor Description in Chinese		
blockChi	String	Block in Chinese		
blockDescChi	String	Block Description in Chinese		
buildingChi	String	Building in Chinese		
estateChi	String	Estate in Chinese		
streetNoChi	String	Street Number in Chinese		
streetChi	String	Street in Chinese		
lotChi	String	Lot in Chinese		
districtChi	String	District in Chinese		
areaChi	String	Area in Chinese		

addrLine1Chi	String	Consolidated Address Line 1 for Billing in Chinese		Encrypted
addrLine2Chi	String	Consolidated Address Line 2 for Billing in Chinese		Encrypted
xCoordinate	String	X coordinate for Smart Address		
yCoordinate	String	Y coordinate for Smart Address		
buildingId	String	Building Id		
srId	String	Service Request Id		Not null if update pending request
encrypted	String	An option to ignore encrypted request/ response parameters by setting value N	N – not encrypted	Optional

## Sample Request

Update guarantor Information with provided custNum, subrNum, acctNum

```
{
  "requesterId": "ManChan",
  "refNum": "OMCHG0001",
  "custId": "0-ABC",
  "custNum": "01234567",
  "subrNum": "91234567",
  "acctNum": "01234567.00001",
  "effectiveDate": "2020-10-30",
  "remark": "",
  "type": "changeForm",
  "subType": "updateGuarantorInfo",
  "channel": "CRM",
  "title": "Update Guarantor Information",
  "idTypeCode": "I",
  "idbr": "C2000001(9)", --not Encrypted
  "seriesOfSymbol": "xxAZ",
  "birth": "2000-01-01", --not Encrypted
  "custTitle": "Mr",
  "lastName": "Chan", --not Encrypted
  "firstName": "Tai Man", --not Encrypted
  "lastNameChi": "Chan", --not Encrypted
  "firstNameChi": "Tai Man", --not Encrypted
  "lastNameChiCode": "0123", --not Encrypted
  "firstNameChiCode": "2345 6123", --not Encrypted
  "contactNum": "94567845",
  "guarantorStartDate": "2022-01-01",
  "guarantorExpiryDate": "",
  "addressNature": "R",
  "flat": "A",
  "flatDesc": "A",
  "floor": "27",
  "floorDesc": "27",
  "block": ""
}
```

```

"blockDesc": "",
"building": "Carmen Building",
"estate": "",
"streetNo": "",
"street": "374 Kwun Tong Road",
"lot": "",
"district": "Kwun Tong",
"area": "KLN",
"addrLine1": "Flat A 27/Floor, Carmen Building",
"addrLine2": "374 Kwun Tong Road",
"flatChi": "A",
"flatDescChi": "A",
"floorChi": "27",
"floorDescChi": "27",
"blockChi": "",
"blockDescChi": "",
"buildingChi": "Carmen Building",
"estateChi": "",
"streetNoChi": "",
"streetChi": "374 Kwun Tong Road",
"lotChi": "",
"districtChi": "Kwun Tong",
"areaChi": "KLN",
"addrLine1Chi": "Flat A 27 Floor, Carmen Building",
"addrLine2Chi": "378 Kwun Tong Road ",
"xCoordinate": "40",
"yCoordinate": "20",
"buildingId": "BP_1234567890",
"srId": "",
"encrypted": "N"
}

```

PS: To set one space for clear the field; To set null (empty string) for fields unchanged

## Response Parameters

Parameter	Data Type	Description	Possible Value	Remarks
resultCode	String	Return Result	See below table	
resultMsg	String	Return Error Code		
srId	String	Service Request ID		

## Result Code

Result Code	Severity	Description
0	N/A	Success
-1	N/A	No such subscriber in ICP
-2	N/A	Guarantor first and last name cannot be both cleared
-3	N/A	Guarantor title cannot be cleared
-4	N/A	Guarantor address line 1 and 2 cannot be both cleared
-5	N/A	Guarantor ID Type and ID number cannot be both cleared
-6	N/A	Guarantor start date cannot be cleared

## Sample Response

Success response	HTTP response code: 200
Fail response	HTTP response code: 500 (with error message)

### Success response

```
{
  "resultCode": "0",
  "resultMsg": "SUCCESS",
  "srId": "0-43HD54"
}
```

### Fail response

```
Invalid input parameter combination used in the request
{
  "resultCode": "-1",
  "resultMsg": "No such subscriber in ICP "
}
```



## 6. Update Communication Channel

### Purpose

To update subscriber's communication channel including UEMO uploads for data warehouse

### Interface Details

**Production Endpoints:** TBC

System	Endpoint (UAT)
UAT	https://crm-uat.smartone.com/api/chg
TYK	https://tykapi-u.hksmartone.com/icp/chg

**API:** /updateCommunication

**Type:** REST

**Method:** POST

**Add Key to HTTP Request Header for TYK API:**

Name	Auth_ID
Value	eyJvcmcioiI2NGY2Y2l1ZmFiYzRhYWI4MGNIZDE1NTUiLCJpZCI6IjFiYzI4OGIzYzZjMTQxNjFiM2ZiMWUyNGJlMDAyN2FkliwiaCI6Im11cm11cjY0In0=

### Request Parameters

Parameter	Data Type	Description	Possible Value	Remarks
requesterId	String	API Requester Identity		Required field
effectiveDate	String	Effective Date	2020-10-30	Required field
refNum	String	Reference Number e.g. OM Change Form		
remark	String	Remark		
custId	String	Unique Customer ID	0-ABC	Optional field
custNum	String	Customer Number	01234567	Required field
subrNum	String	Subscriber Number	91234567	Required field
acctNum	String	Account Number	01234567.00001	Required field
type	String	Type of Service Request	changeForm	Set value to this api
subType	String	Sub-type of Service Request	updateCommunication	Set value to this api
channel	String	Service Request Channel	OM	
title	String	Title of Service Request	Update Communication	
description	String	Description of Service Request		

commChannel	Json object array	List array of communication Channel		
commChannel->optInFlag	String	Opt in / out Flag		
commChannel->channelCode	String	Channel code		
commChannel->updateCustomerLevel	String	Update Customer Level Flag		
srId	String	Service Request Id		Not null if update pending request

## Sample Request

Update Communication Channel with provided custNum, subrNum, acctNum

```
{
  "requesterId": "ManChan",
  "refNum": "OMCHG0001",
  "custId": "",
  "custNum": "01234567",
  "subrNum": "91234567",
  "acctNum": "01234567.00001",
  "effectiveDate": "2020-10-30",
  "remark": "",
  "type": "changeForm",
  "subType": "updateCommunication",
  "channel": "OM",
  "title": "Update Communication",
  "description": "",
  "commChannel": {
    "optInFlag": "N",
    "channelCode": "SPEC-E",
    "updateCustomerLevel": "Y"
  },{
    "optInFlag": "Y",
    "channelCode": "SMC-CARE"
  },
  "srId": "0-43HD80"
}
```

## Response Parameters

Parameter	Data Type	Description	Possible Value	Remarks
resultCode	String	Return Result	See below table	
resultMsg	String	Return Error Code		
srId	String	Service Request ID		

## Result Code

Result Code	Severity	Description
0	N/A	Success
-1	N/A	Missing input of opt-inout flag for communication channel
-2	N/A	No such subscriber in ICP

## Sample Response

Success response	HTTP response code: 200
Fail response	HTTP response code: 500 (with error message)

### Success response

```
{
  "resultCode": "0",
  "resultMsg": "SUCCESS",
  "srId": "0-43HD54"
}
```

### Fail response

```
Invalid input parameter combination used in the request
{
  "resultCode": "-1",
  "resultMsg": "Missing input of opt in-out for communication channel"
}
```

## 7. Update Subscriber Attributes

### Purpose

To update subscriber's attributes such as 24 corporate attributes for BM customers

### Interface Details

**Production Endpoints:** TBC

System	Endpoint (UAT)
UAT	https://crm-uat.smartone.com/api/chg
TYK	https://tykapi-u.hksmartone.com/icp/chg

**API:** /updateSubrAttr

**Type:** REST

**Method:** POST

**Add Key to HTTP Request Header for TYK API:**

Name	Auth_ID
Value	eyJvcmdiOiI2NGY2Y2I1ZmFiYzRhYWY4MGNIWDE1NTUuIjEjZjYzI4OGIzYzZjMTQxNjFiM2ZiMWUyNGJlMDAyN2FkIiwiaCI6Im11cm11cjY0In0=

### Request Parameters

Parameter	Data Type	Description	Possible Value	Remarks
requesterId	String	API Requester Identity		Required field
effectiveDate	String	Effective Date	2020-10-30	Required field
refNum	String	Reference Number		
remark	String	Remark		
custId	String	Unique Customer ID	0-ABC	Optional field
custNum	String	Customer Number	01234567	Required field
subrNum	String	Subscriber Number	91234567	Required field
acctNum	String	Account Number	01234567.00001	Required field
type	String	Type of Service Request	changeForm	Set value to this api
subType	String	Sub-type of Service Request	updateSubrAttr	Set value to this api
channel	String	Service Request Channel	OM	
title	String	Title of Service Request	Update Subscriber Attributes	
description	String	Description of Service Request		
attrGrp	String	Attribute Group	- corpAttr - StaffInfo	
indexAttr	String	Indexed Attributes	- BM - StaffInfo	
attr01	String	Corporate Attribute 1		
attr02	String	Corporate Attribute 2		

attr03	String	Corporate Attribute 3		
attr04	String	Corporate Attribute 4		
attr05	String	Corporate Attribute 5		
attr06	String	Corporate Attribute 6		
attr07	String	Corporate Attribute 7		
attr08	String	Corporate Attribute 8		
attr09	String	Corporate Attribute 9		
Attr10	String	Corporate Attribute 10		
attr11	String	Corporate Attribute 11		
attr12	String	Corporate Attribute 12		
attr13	String	Corporate Attribute 13		
attr14	String	Corporate Attribute 14		
attr15	String	Corporate Attribute 15		
attr16	String	Corporate Attribute 16		
attr17	String	Corporate Attribute 17		
attr18	String	Corporate Attribute 18		
attr19	String	Corporate Attribute 19		
attr20	String	Corporate Attribute 20		
attr21	String	Corporate Attribute 21		
attr22	String	Corporate Attribute 22		
attr23	String	Corporate Attribute 23		
attr24	String	Corporate Attribute 24		
srld	String	Service Request Id		Not null if update pending request

## Sample Request

Update BM Attribute with provided custNum, subrNum, acctNum

```
{
  "requesterId": "ManChan",
  "refNum": "OMCHG0001",
  "custId": "",
  "custNum": "01234567",
  "subrNum": "91234567",
  "acctNum": "01234567.00001",
  "effectiveDate": "2020-10-30",
  "remark": "",
  "type": "changeForm",
  "subType": "updateSubrAttr",
  "channel": "OM",
  "title": "Update Subscriber Attributes",
  "attrGrp": "corpAttr",
  "indexAttr": "BM",
  "description": "",
  "attr01": "",
  "attr02": "",
  "attr03": "",
  "attr04": "",
  "attr05": "",
  "attr06": "",
  "attr07": "",
  "attr08": ""
}
```

```
"attr09": "",  
"attr10": "",  
"attr11": "",  
"attr12": "",  
"attr13": "",  
"attr14": "",  
"attr15": "",  
"attr16": "",  
"attr17": "",  
"attr18": "",  
"attr19": "",  
"attr20": "",  
"attr21": "",  
"attr22": "",  
"attr23": "",  
"attr24": "",  
"srld": ""  
}
```

## Response Parameters

Parameter	Data Type	Description	Possible Value	Remarks
resultCode	String	Return Result	See below table	
resultMsg	String	Return Error Code		
srId	String	Service Request ID		

## Result Code

Result Code	Severity	Description
0	N/A	Success
-1	N/A	No such subscriber in ICP
-2	N/A	Invalid input parameter values

## Sample Response

Success response	HTTP response code: 200
Fail response	HTTP response code: 500 (with error message)

### Success response

```
{
  "resultCode": "0",
  "resultMsg": "SUCCESS",
  "srId": "0-43HD54"
}
```

### Fail response

```
Invalid input parameter combination used in the request
{
  "resultCode": "-1",
  "resultMsg": "No such subscriber in ICP"
}
```

## 8. Update BM Attribute and Others

### Purpose

To update 24 corporate attributes for BM customer and other information to the subscriber

### Interface Details

**Production Endpoints:** TBC

System	Endpoint (UAT)
UAT	https://crm-uat.smartone.com/api/chg
TYK	https://tykapi-u.hksmartone.com/icp/chg

**API:** /updateBMOthersInfo

**Type:** REST

**Method:** POST

**Add Key to HTTP Request Header for TYK API:**

Name	Auth_ID
Value	eyJvcmdiOiI2NGY2Y2I1ZmFiYzRhYWl4MGNIZDE1NTUiLCJpZCI6IjFiYzI4OGIzYzZjMTQxNjFiM2ZiMWUyNGJlMDAyN2FkliwiaCI6Im11cm11cjY0In0=

### Request Parameters

Parameter	Data Type	Description	Possible Value	Remarks
requesterId	String	API Requester Identity		Required field
effectiveDate	String	Effective Date	2020-10-30	Required field
refNum	String	Reference number e.g. OM Change Form		
remark	String	Remark		
custId	String	Unique Customer ID	0-ABC	
custNum	String	Customer Number	01234567	Required field
subNum	String	Subscriber Number	91234567	Required field
acctNum	String	Account Number	01234567.00001	
channel	String	Service Request Channel	OM	
dealerCode	String	Dealer code		
industryCode	String	Industry Code		
companyName	String	Company Name		
position	String	Position		
userId	String	Reference ID		
userName	String	Reference Name		
corpAttr	Json Object	Corporate Attribute		
corpAttr -> attr01	String	Corporate Attribute 1		
corpAttr -> attr02	String	Corporate Attribute 2		
corpAttr -> attr03	String	Corporate Attribute 3		



corpAttr -> attr04	String	Corporate Attribute 4		
corpAttr -> attr05	String	Corporate Attribute 5		
corpAttr -> attr06	String	Corporate Attribute 6		
corpAttr -> attr07	String	Corporate Attribute 7		
corpAttr -> attr08	String	Corporate Attribute 8		
corpAttr -> attr09	String	Corporate Attribute 9		
corpAttr -> Attr10	String	Corporate Attribute 10		
corpAttr -> attr11	String	Corporate Attribute 11		
corpAttr -> attr12	String	Corporate Attribute 12		
corpAttr -> attr13	String	Corporate Attribute 13		
corpAttr -> attr14	String	Corporate Attribute 14		
corpAttr -> attr15	String	Corporate Attribute 15		
corpAttr -> attr16	String	Corporate Attribute 16		
corpAttr -> attr17	String	Corporate Attribute 17		
corpAttr -> attr18	String	Corporate Attribute 18		
corpAttr -> attr19	String	Corporate Attribute 19		
corpAttr -> attr20	String	Corporate Attribute 20		
corpAttr -> attr21	String	Corporate Attribute 21		
corpAttr -> attr22	String	Corporate Attribute 22		
corpAttr -> attr23	String	Corporate Attribute 23		
corpAttr -> attr24	String	Corporate Attribute 24		
srld	String	Service Request Id		Not null if update pending request

## Sample Request

Update BM Attribute and Others information with provided custNum, subrNum, acctNum

```
{
  "requesterId": "ManChan",
  "refNum": "OMCHG0001",
  "custId": "",
  "custNum": "01234567",
  "subrNum": "91234567",
  "acctNum": "01234567.00001",
  "effectiveDate": "2020-10-30",
  "remark": "",
  "channel": "OM",
  "dealerCode": "",
  "industryCode": "",
  "companyName": "xxxx",
  "position": "",
  "userId": "12345",
  "userName": "TEST",
  "corpAttr": {
    "attr01": "IT",
    "attr02": "",
    "attr03": "",
    "attr04": "",
    "attr05": "",
    "attr06": "",
    "attr07": "",
    "attr08": "",
    "attr09": ""
```

```
        "attr10": "",  
        "attr11": "",  
        "attr12": "",  
        "attr13": "",  
        "attr14": "",  
        "attr15": "",  
        "attr16": "",  
        "attr17": "",  
        "attr18": "",  
        "attr19": "",  
        "attr20": "",  
        "attr21": "",  
        "attr22": "",  
        "attr23": "",  
        "attr24": ""  
    },  
    "srld": "0-43HD80"  
}
```

## Response Parameters

Parameter	Data Type	Description	Possible Value	Remarks
resultCode	String	Return Result	See below table	
resultMsg	String	Return Error Code		
srId	String	Service Request ID		

## Result Code

Result Code	Severity	Description
0	N/A	Success
-1	N/A	No such subscriber in ICP
-2	N/A	Invalid input parameter values

## Sample Response

Success response	HTTP response code: 200
Fail response	HTTP response code: 500 (with error message)

### Success response

```
{
  "resultCode": "0",
  "resultMsg": "SUCCESS",
  "srId": "0-43HD54"
}
```

### Fail response

```
Invalid input parameter combination used in the request
{
  "resultCode": "-1",
  "resultMsg": "No such subscriber in ICP"
}
```

## 9. Update Billing Information

### Purpose

To update the related billing information to the customer number

### Interface Details

**Production Endpoints:** TBC

System	Endpoint (UAT)
UAT	https://crm-uat.smartone.com/api/chg
TYK	https://tykapi-u.hksmartone.com/icp/chg

**API:** /updateBillingInfo

**Type:** REST

**Method:** POST

**Add Key to HTTP Request Header for TYK API:**

Name	Auth_ID
Value	eyJvcmdiOiI2NGY2Y2I1ZmFiYzRhYWY4MGNlZDE1NTUuIjEjZjYzI4OGIzYzZjMTQxNjFiM2ZiMWUyNGJlMDAyN2FkIiwiaCI6Im11cm11cjY0In0=

### Request Parameters

Parameter	Data Type	Description	Possible Value	Remarks
requesterId	String	API Requester Identity		Required field
effectiveDate	String	Effective Date	2020-10-30	Required field
refNum	String	Reference number e.g. OM Change Form		
remark	String	Remark		
custId	String	Unique Customer ID	0-ABC	Optional field
custNum	String	Customer Number	01234567	Required field
subNum	String	Subscriber Number	91234567	Optional field
acctNum	String	Account Number	01234567.00001	Optional field
type	String	Type of Service Request	changeForm	
subType	String	Sub-type of Service Request	updateAddressInfo	
channel	String	Service Request Channel	OM	
title	String	Title of Service Request	Update Address Information	
description	String	Description of Service Request		
billDay	String	Bill Day		
printTag	String	Print Tag		
divertCode	String	Divert Code		
billEmailRejectFlag	String	Whether Reject Bill Email		
custTypeCode	String	Customer type Code	BUSI /PERS	

sebAcctNum	String	SEB account number of this customer number		
caCode	String	Collection agent code		
writeOff	String	Write-off indicator		
custDealerCode	String	Dealer code for HKID = DEALER		
receiveSmcCommFlag	String	Receive SMC communication Customerattributes.indicators(2,1)		
listenFlag	String	Ivr roadcast unused minutes Customerattributes.indicators(3,1)		
reqSmcPinFlag	String	Request SMC PIN Customerattributes.indicators(6,1)		
srld	String	Service Request Id		Not null if update pending request

## Sample Request

Update Billing Information with provided custNum

```
{
  "requesterId": "ManChan",
  "refNum": "OMCHG0001",
  "custId": "",
  "custNum": "01234567",
  "subNum": "",
  "acctNum": "",
  "effectiveDate": "2020-10-30",
  "remark": "",
  "type": "changeForm",
  "subType": "updateBillingInfo",
  "channel": "OM",
  "title": "Update Billing Information",
  "description": "",
  "billDay": "07",
  "printTag": "",
  "divertCode": "EVA",
  "billEmailRejectFlag": "Y",
  "custTypeCode": "BUSI",
  "sebAcctNum": "01234567.00005",
  "caCode": "",
  "writeOff": "",
  "custDealerCode": "",
  "receiveSmcCommFlag": "",
  "listenFlag": "",
  "reqSmcPinFlag": "",
  "srld": "0-43HD80"
}
```

## Response Parameters

Parameter	Data Type	Description	Possible Value	Remarks
resultCode	String	Return Result	See below table	
resultMsg	String	Return Error Code		
srId	String	Service Request ID		

## Result Code

Result Code	Severity	Description
0	N/A	Success
-1	N/A	Customer type is mandatory. It cannot be cleared.
-2	N/A	Bill day is mandatory. It cannot be cleared.
-3	N/A	Divert code is mandatory. It cannot be cleared.
-4	N/A	Invalid customer number for IDBR=DEALER
-5	N/A	Invalid input parameters

## Sample Response

Success response	HTTP response code: 200
Fail response	HTTP response code: 500 (with error message)

### Success response

```
{
  "resultCode": "0",
  "resultMsg": "SUCCESS",
  "srId": "0-43HD54"
}
```

### Fail response

```
Invalid input parameter combination used in the request
{
  "resultCode": "-1",
  "resultMsg": "Customer type is mandatory. It cannot be cleared."
}
```

## 10. Update Other Information

### Purpose

To update others information to the subscriber

### Interface Details

**Production Endpoints:** TBC

System	Endpoint (UAT)
UAT	https://crm-uat.smartone.com/api/chg
TYK	https://tykapi-u.hksmartone.com/icp/chg

**API:** /updateOthersInfo

**Type:** REST

**Method:** POST

**Add Key to HTTP Request Header for TYK API:**

Name	Auth_ID
Value	eyJvcmdiOiI2NGY2Y2I1ZmFiYzRhYWY4MGNIZDE1NTUiLCJpZCI6IjFiYzI4OGIzYzZjMTQxNjFiM2ZiMWUyNGJlMDAyN2FkIiwiaCI6Im11cm11cjY0In0=

### Request Parameters

Parameter	Data Type	Description	Possible Value	Remarks
requesterId	String	API Requester Identity		Required field
effectiveDate	String	Effective Date	2020-10-30	Required field
refNum	String	Reference number e.g. OM Change Form		
remark	String	Remark		
custId	String	Unique Customer ID	0-ABC	Optional field
custNum	String	Customer Number	01234567	Required field
subNum	String	Subscriber Number	91234567	Required field
acctNum	String	Account Number	01234567.00001	Optional field
type	String	Type of Service Request	changeForm	
subType	String	Sub-type of Service Request	updateOthersInfo	
channel	String	Service Request Channel	OM	
title	String	Title of Service Request	Update Others Information	
description	String	Description of Service Request		
dealerCode	String	Dealer code		
industryCode	String	Industry Code		
companyName	String	Company Name		
position	String	Position		
userId	String	Reference ID		
userName	String	Reference Name		

subrRole	String	Subscriber role		
primaryLine	String	Primary Line	Y or Null	
subrFaxNum	String	Fax no to subscriber		
childTopupAllowed	String	Allow child top-up		
srId	String	Service Request Id		Not null if update pending request

## Sample Request

Update others Information with provided custNum, subrNum, acctNum

```
{
  "requesterId": "ManChan",
  "refNum": "OMCHG0001",
  "custId": "",
  "custNum": "01234567",
  "subrNum": "91234567",
  "acctNum": "01234567.00001",
  "effectiveDate": "2020-10-30",
  "remark": "",
  "type": "changeForm",
  "subType": "updateOthersInfo",
  "channel": "OM",
  "title": "Update Others Information",
  "description": "",
  "industryCode": "",
  "dealerCode": "",
  "companyName": "",
  "position": "",
  "userId": "S99123",
  "userName": "Joe Chan",
  "subrRole": "Owner Other Use",
  "primaryLine": "",
  "subrFaxNum": "",
  "childTopupAllowed": "",
  "srId": ""
}
```



## Response Parameters

Parameter	Data Type	Description	Possible Value	Remarks
resultCode	String	Return Result	See below table	
resultMsg	String	Return Error Code		
srId	String	Service Request ID		

## Result Code

Result Code	Severity	Description
0	N/A	Success
-1	N/A	Active subscriber is not found
-2	N/A	Invalid input parameters

## Sample Response

Success response	HTTP response code: 200
Fail response	HTTP response code: 500 (with error message)

### Success response

```
{
  "resultCode": "0",
  "resultMsg": "SUCCESS",
  "srId": "0-43HD54"
}
```

### Fail response

```
Invalid input parameter combination used in the request
{
  "resultCode": "-1",
  "resultMsg": "Active subscriber is not found"
}
```

## 11. Change Owner

### Purpose

To allow the change of existing customer number or new customer number for the subscriber in ICP only. The change owner in Billing and MD will be handled by OM.

### Interface Details

**Production Endpoints:** TBC

System	Endpoint (UAT)
UAT	https://crm-uat.smartone.com/api/chg
TYK	https://tykapi-u.hksmartone.com/icp/chg

**API:** /changeOwner

**Type:** REST

**Method:** POST

**Add Key to HTTP Request Header for TYK API:**

Name	Auth_ID
Value	eyJvcmdiOiI2NGY2Y2I1ZmFiYzRhYWl4MGNIWDE1NTUuIjEjZjYzI4OGIzYzZjMTQxNjFIM2ZiMWUyNGJlMDAyN2FkliwiaCI6Im11cm11cjY0In0=

### Request Parameters

Parameter	Data Type	Description	Possible Value	Remarks
requesterId	String	API Requester Identity		Required field
refNum	String	Reference number e.g. OM Change Form		
SRId	String	Unique ID of Change Request		
effectiveDate	String	Effective Date	2020-10-30	Required field
remark	String	Remark		
custNum	String	Customer Number	01234567	Required field
subrNum	String	Subscriber Number	91234567	Required field
type	String	Type of Service Request	changeForm	Required field
subType	String	Sub-type of Service Request	changeOwner	Required field
channel	String	Service Request Channel	OM	
title	String	Title of Service Request	Change Owner	
description	String	Description of Service Request		
newCustNum	String	Customer number to be changed		Required field
newAcctNum	String	Account number to be changed		Required field
dealerCode	String	DealerCode		
email	String	User contact email		(encrypted the value)
commLangCode	String	User communication language	C/E	

contactNum	String	User Contact Number 1		(encrypted the value)
contactNum2	String	User Contact Number 2		(encrypted the value)
parallelRun	String	parallelRun indicator to determine the state of the workflow	<u>Postpaid parallel run - Value of 1<sup>st</sup> character</u> 0 – existing system 1 – new billing 2 – parallel run in GNV & new billing in OM	Mandatory

## Sample Request

```
{
  "requesterId": "ManChan",
  "refNum": "OMCHG0001",
  "custNum": "01234567",
  "subNum": "91234567",
  "effectiveDate": "2022-07-04",
  "remark": "",
  "type": "changeForm",
  "subType": "changeOwner",
  "channel": "OM",
  "title": "Change Owner",
  "description": "",
  "newCustNum": "85021234",
  "newAcctNum": "85021234.00001",
  "dealerCode": "1638AUTO",
  "email": "sdfwer22dsfsdwerctytrys", -- encrypted
  "commLangCode": "E",
  "contactNum": "tewywer22dsfsdwerctytrys", -- encrypted
  "contactNum2": "tewywer22dsfsdwerctytrys", -- encrypted
  "parallelRun": "1"
}
```

## Response Parameters

Parameter	Data Type	Description	Possible Value	Remarks
resultCode	String	Return Result	See below tables	
resultMsg	String	Return Error Code		
srld	String	Service Request ID		

## Result Code

Result Code	Severity	Description
0	N/A	Success
-1	N/A	No such new customer in ICP
-2	N/A	No such subscriber in ICP

## Sample Response

Success response	HTTP response code: 200
Fail response	HTTP response code: 500 (with error message)

### Success response

```
{
  "resultCode": "0",
  "resultMsg": "SUCCESS",
  "srld": "0-43HD54"
}
```

### Fail response

```
Invalid input parameter combination used in the request
{
  "resultCode": "-1",
  "resultMsg": "No such new customer in ICP"
}
```

## 12. Update Subscriber

### Purpose

To update subscriber information to the subscriber

### Interface Details

**Production Endpoints:** TBC

System	Endpoint (UAT)
UAT	https://crm-uat.smartone.com/api/chg
TYK	https://tykapi-u.hksmartone.com/icp/chg

**API:** /updateSubr

**Type:** REST

**Method:** POST

**Add Key to HTTP Request Header for TYK API:**

Name	Auth_ID
Value	eyJvcmdiOiI2NGY2Y2I1ZmFiYzRhYW40MGNIZDE1NTUiLCJpZCI6IjFiYzI4OGIzYzZjMTQxNjFiM2ZiMWUyNGJlMDAyN2FkliwiaCI6Im11cm11cjY0In0=

### Request Parameters

Parameter	Data Type	Description	Possible Value	Remarks
requesterId	String	API Requester Identity	e.g MYACCOUNT ESTORE	Required field
effectiveDate	String	Effective Date	2020-10-30	Required field
refNum	String	Reference number e.g. OM Change Form		
remark	String	Remark		
custNum	String	Customer number	85201234	Required field
subrNum	String	Subscriber number	92022222	Required field
acctNum	String	Account number	0856854.000001	Required field
type	String	Type of Service Request	changeForm	Required field
subType	String	Sub-type of Service Request	updateSubr	Required field
channel	String	Service Request Channel	OM	

title	String	Title of Service Request	Update CRM only	
chgAction	String	Change Action of Service Request	DISCONNECT RECONNECT PEND_ACTIVATE CHG_MSISDN OTHER_UPD SWAP_FAMILY_MAIN_NUM	
newSubrNum	String	New subscriber number applicable for change MSISDN or PEND_ACTIVATE		
buyoutNum	String	Buyout number		
subrOnDate	String	Same switch-on date as Billing system applicable only for Pend Activation		Date Format: YYYY-MM-DD HH:MI:SS
subrOffDate	String	Same switch-off date as Billing system applicable for Disconnection		Date Format: YYYY-MM-DD HH:MI:SS
subrOffReason	String	Switch-off reason applicable for Disconnection		
subrStatus	String	Subscriber status	PE – pending OK – Active SU – Suspend TX – Terminated WO – Written-Off	
tempSubrNum	String	Temporary subscriber number		For family plan swap number use
parentAcctNum	String	Parent account number		For AON and Family plan use
parentType	String	Type of parent – child subscriber relationship	tag_on_code: A ADDON ADDON_BUNDLE ADDON_VOICE: Family ADD_NUM_1: AON ADD_NUM_2: AON ADD_NUM_3: AON ADD_NUM_4: AON FBB_FBB FBB_HOMETEL MAGIC M_HELPNOW	For AON and Family plan use
childTopupAllowed	String	Indicator to child subscriber that allow to topup or not	Y or Null	
accountStatus	String	Account status	PE – pending	

			OK – Active SU – Suspend TX – Terminated WO – Written-Off	
splitCharge	String	Split charge of the subscriber	Y or Null	
divertCode	String	Divert code of the subscriber	EWA	
imei	String	IMEI		
imsi	String	IMSI		
sim	String	SIM		
dealerCode	String	Dealer code		
ratePlan	String	Rate plan of the subscriber		
primaryLine	String	Primary line	Y or Null	
hasCareApp	String	The subscriber has installed Care App or not	Y or Null	
subrFaxNum	String	Subscriber fax number	Y or Null	
wechatId	String	Wechat ID		
loginNowInd	String	LoginNow Indicator	Y/N	CustomerAttributes. loginnow_ind
loginNowAuth	String	LoginNow Authorized	Y/P/N	AccountAttributes. loginnow_authorized

PS: For no changes, set the entity empty string or not set this entity. Add one space to clear the field

## Sample Request

Update subscriber record for change MSISDN

```
{
  "requesterId": "OM SysAdmin",
  "refNum": "OMCHG0001",
  "custNum": "01234567",
  "subrNum": "91234567",
  "acctNum": "01234567.00001",
  "type": "changeForm",
  "subType": "updateSubr",
  "channel": "OM",
  "title": "Change MSISDN",
  "description": "",
  "chgAction": "CHG_MSISDN",
  "newSubrNum": "98123456",
  "buyoutNum": "",
  "subrOnDate": "",
  "subrOffDate": "",
  "subrOffReason": "",
  "subrStatus": "",
  "tempSubrNum": "",
  "parentAcctNum": "",
  "parentType": ""
}
```

```

"childTopupAllowed": "",
"accountStatus": "",
"splitCharge": "",
"divertCode": "",
"imei": "",
"imsi": "",
"sim": "",
"dealerCode": "",
"ratePlan": "",
"primaryLine": "",
"hasCareApp": "",
"subrFaxNum": "",
"wechatId": "",
"loginNowInd ": "",
" loginNowAuth": ""
}

```

Update subscriber record for Disconnection

```

{
  "requesterId": "OM SysAdmin",
  "refNum": "OMCHG0001",
  "custNum": "01234567",
  "subrNum": "91234567",
  "acctNum": "01234567.00001",
  "type": "changeForm",
  "subType": "updateSubr",
  "channel": "OM",
  "title": "Disconnection",
  "description": "",
  "chgAction": "DISCONNECT",
  "newSubrNum": "",
  "buyoutNum": "",
  "subrOnDate": "",
  "subrOffDate": "2022-08-31 00:10:00",
  "subrOffReason": "CVMNP",
  "subrStatus": "SU",
  "tempSubrNum": "",
  "parentAcctNum": "",
  "parentType": "",
  "childTopupAllowed": "",
  "accountStatus": "SU",
  "splitCharge": "",
  "divertCode": "",
  "imei": "",
  "imsi": "",
  "sim": "",
  "dealerCode": "",
  "ratePlan": "",
  "primaryLine": "",
  "hasCareApp": "",
  "subrFaxNum": "",
  "wechatId": "",
  "loginNowInd ": "",
  " loginNowAuth": ""
}

```



Update subscriber record for Reconnection

```
{
  "requesterId": "OM SysAdmin",
  "refNum": "OMCHG0001",
  "custNum": "01234567",
  "subrNum": "91234567",
  "acctNum": "01234567.00001",
  "type": "changeForm",
  "subType": "updateSubr",
  "channel": "OM",
  "title": "Reconnection",
  "description": "",
  "chgAction": "RECONNECT",
  "newSubrNum": "",
  "buyoutNum": "",
  "subrActivateDate": "",
  "subrOffDate": "",
  "subrOffReason": "",
  "subrStatus": "OK",
  "tempSubrNum": "",
  "parentAcctNum": "",
  "parentType": "",
  "childTopupAllowed": "",
  "accountStatus": "OK",
  "splitCharge": "",
  "divertCode": "",
  "imei": "",
  "imsi": "",
  "sim": "",
  "dealerCode": "",
  "ratePlan": "",
  "primaryLine": "",
  "hasCareApp": "",
  "subrFaxNum": "",
  "wechatId": "",
  "loginNowInd": "",
  "loginNowAuth": ""
}
```

Update subscriber record for Pend Activation

```
{
  "requesterId": "OM SysAdmin",
  "refNum": "OMCHG0001",
  "custNum": "01234567",
  "subrNum": "91234567",
  "acctNum": "01234567.00001",
  "type": "changeForm",
  "subType": "updateSubr",
  "channel": "OM",
  "title": "Pend Activation",
  "description": "",
  "chgAction": "PEND_ACTIVATE",
  "newSubrNum": "",
  "buyoutNum": "",
  "subrOnDate": "2022-08-31 00:10:00",
  "subrOffDate": ""
}
```

```

    "subrOffReason": "",
    "subrStatus": "OK",
    "tempSubrNum": "",
    "parentAcctNum": "",
    "parentType": "",
    "childTopupAllowed": "",
    "accountStatus": "OK",
    "splitCharge": "",
    "divertCode": "",
    "imei": "",
    "imsi": "",
    "sim": "",
    "dealerCode": "",
    "ratePlan": "",
    "primaryLine": "",
    "hasCareApp": "",
    "subrFaxNum": "",
    "wechatId": "",
    "loginNowInd": "",
    "loginNowAuth": ""
}

```

Update subscriber record for Other Update

```

{
    "requesterId": "OM SysAdmin",
    "refNum": "OMCHG0001",
    "custNum": "01234567",
    "subrNum": "91234567",
    "acctNum": "01234567.00001",
    "type": "changeForm",
    "subType": "updateSubr",
    "channel": "OM",
    "title": "Update other subr info ",
    "description": "",
    "chgAction": "OTHER_UPD",
    "newSubrNum": "",
    "buyoutNum": "98124578",
    "subrOnDate": "",
    "subrOffDate": "",
    "subrOffReason": "",
    "subrStatus": "",
    "tempSubrNum": "",
    "parentAcctNum": "",
    "parentType": "",
    "childTopupAllowed": "",
    "accountStatus": "",
    "splitCharge": "",
    "divertCode": "",
    "imei": "",
    "imsi": "",
    "sim": "",
    "dealerCode": "",
    "ratePlan": "",
    "primaryLine": "",
    "hasCareApp": "Y",
    "subrFaxNum": "",

```

```

    "wechatId": "",
    "loginNowInd ": "",
    " loginNowAuth": ""
}
Update subscriber record for swap family main number
{
    "requesterId": "OM SysAdmin",
    "refNum": "OMCHG0001",
    "custNum": "01234567",
    "subrNum": "91234567",
    "acctNum": "01234567.00001",
    "type": "changeForm",
    "subType": "updateSubr",
    "channel": "OM",
    "title": "Swap family main number",
    "description": "",
    "chgAction": "SWAP_FAMILY_MAIN_NUM",
    "newSubrNum": "60123456",
    "buyoutNum": "",
    "subrOnDate": "",
    "subrOffDate": "",
    "subrOffReason": "",
    "subrStatus": "",
    "tempSubrNum": "",
    "parentAcctNum": "",
    "parentType": "",
    "childTopupAllowed": "",
    "accountStatus": "",
    "splitCharge": "",
    "divertCode": "",
    "imei": "",
    "imsi": "",
    "sim": "",
    "dealerCode": "",
    "ratePlan": "",
    "primaryLine": "",
    "hasCareApp": "",
    "subrFaxNum": "",
    "wechatId": "",
    "loginNowInd ": "",
    " loginNowAuth": ""
}

```

## Response Parameters

Parameter	Data Type	Description	Possible Value	Remarks
resultCode	String	Return Result	See below table	
resultMsg	String	Return Error Code		
srId	String	Service Request ID		

## Result Code

Result Code	Severity	Description
0	N/A	Success
-1	N/A	Invalid combination input for Pend activation
-2	N/A	Invalid combination input for Disconnection
-3	N/A	Invalid combination input for Reconnection
-4	N/A	Invalid combination input for Change MSISDN

## Sample Response

### Success response

```
{
  "resultCode": 0,
  "resultMsg": "SUCCESS",
  "srId": "A-2ZMHD"
}
```

### Fail response

```
Invalid input parameter combination used in the request
{
  "resultCode": -1,
  "resultMsg": "Invalid combination for Pend activation",
  "srId": ""
}
```