

Response CRM 2012

Transaction API Documentation

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Methodology

The client's website will send a request to our RESTful Web Service, and our Web Service will return the response. The client's website will then process the results and display the appropriate message to the user. The transmission uses the standard HTTP protocol over an SSL connection.

The body of the request is XML. The content type of the HTTP Header is "application/xml; charset=utf-8". The use of an XML Header is optional, but if it is supplied, the encoding must be set to UTF-8.

The body of the response is also XML. The response XML does not contain an XML Header.

Insert Customer

Before you run a transaction, a customer record must first be created in the CRM. After a customer record is created, multiple transactions can be run against it.

POST URI: <https://api.responsecrm.com/customer>

Insert Customer Request

An example of XML to insert a customer follows:

```
<?xml version="1.0" encoding="utf-8"?>
<insert_customer>
  <authorization>
    <username>username</username>
    <password>password</password>
  </authorization>
  <customers>
    <customer>
      <siteid>1002158</siteid>
      <reference_number>MyRefNo</reference_number>
      <phone>(714) 555-1234</phone>
      <email>test@mytest.com</email>
      <aff_id>myAFF</aff_id>
      <sub_id>subid</sub_id>
      <ipaddress>192.168.1.1</ipaddress>
      <address>
        <firstname>John</firstname>
        <lastname>Doe</lastname>
        <address1>add1</address1>
        <address2>add2</address2>
        <city>HB</city>
        <state>CA</state>
        <zipcode>123456</zipcode>
        <country_iso>us</country_iso>
      </address>
      <merchant_defined_fields>
        <merchant_defined_field>MDF1</merchant_defined_field>
        <merchant_defined_field>MDF2</merchant_defined_field>
        <merchant_defined_field>MDF3</merchant_defined_field>
      </merchant_defined_fields>
    </customer>
  </customers>
</insert_customer>
```

```

        <merchant_defined_field>MDF4</merchant_defined_field>
    </merchant_defined_fields>
</customer>
</customers>
</insert_customer>

```

You can insert more than one customer in a single request. A customer also may have many Merchant Defined Fields.

Insert Customer Request Variables

Here is a breakdown of the variables, their types, and additional information.

Variable Name	Required	Type	Description
username	Yes	String	Username assigned to account
password	Yes	String	Password assigned to account
siteid	Yes	Integer	The Site ID to assign to this customer
reference_number	Recommended	String	The external reference number to tie this customer record to the client's system
phone	Recommended	String, allows up to 25 characters	Customer's phone number
email	Recommended	String	Customer's email address
aff_id	Optional	String	Affiliate ID
sub_id	Optional	String	Affiliate Sub ID
ipaddress	Recommended	String	Customer's IP Address
firstname	Recommended	String	Customer's first name
lastname	Recommended	String	Customer's last name
address1	Recommended	String	Customer's address
address2	Recommended	String	Customer's additional address information
city	Recommended	String	Customer's city
state	Recommended	String	Customer's state
zipcode	Recommended	String (Int32)	Customer's zip code
country_iso	Recommended	Two-character country code, based on ISO 3166	Customer's country
merchant_defined_field	Optional	String	Merchant defined field assigned to the customer

Insert Customer Response

An example of an insert customer response XML follows:

```
<insert_customer_response xmlns:i="http://www.w3.org/2001/XMLSchema-instance">
  <insert_customer_results>
    <insert_customer_result>
      <customerid>5946824</customerid>
      <reference_number>MyRefNo</reference_number>
      <response>1</response>
      <response_text>Success</response_text>
    </insert_customer_result>
  </insert_customer_results>
</insert_customer_response>
```

Insert Customer Response Variables

Each customer inserted in the Request will have its own insert_customer_result. Here's a breakdown of the fields:

Variable Name	Type	Description
customerid	Int32	The ID generated by the Transaction API to identify this customer. This ID is also to be used in RunTransaction
reference_number	String	This is the same data that was passed in the request. You can use it to link the response to the request when processing multiple customers at a time, as well as a link to your system. This field can also be searched on in the CRM.
response	1 or 2	1 = Success 2 = Error
response_text	String	A textual description of the response

Run Transaction

After a customer is inserted, a transaction may be run against it.

POST URI: <https://api.responsecrm.com/transaction>

Run Transaction Request

An example XML to run a transaction follows:

```
<?xml version="1.0" encoding="utf-8"?>
<run_transaction>
  <authorization>
    <username>username</username>
    <password>password</password>
  </authorization>
  <transactions>
    <transaction>
      <customerid>5946824</customerid>
      <ordertype>signup</ordertype>
      <ipaddress>192.168.1.1</ipaddress>
      <processor_id>testprocessor</processor_id>
      <cardtype>Visa</cardtype>
      <ccnumber>4111111111111111</ccnumber>
      <name_on_card>John Doe</name_on_card>
      <cvv>111</cvv>
      <expmonth>11</expmonth>
      <expyear>2012</expyear>
      <check_account />
      <check_name />
      <check_aba />
      <account_holder_type />
      <account_type />
      <address>
        <firstname>bFName</firstname>
        <lastname>bLName</lastname>
        <address1>bAdd1</address1>
        <address2>bAdd2</address2>
        <city>bCity</city>
        <state>ca</state>
        <zipcode>123456</zipcode>
      </address>
    </transaction>
  </transactions>
</run_transaction>
```

```

        <country_iso>us</country_iso>
    </address>
    <product_groups>
        <product_group>
            <product_group_key>41DB9DF0-09BD-4349-984E-
            16E71DEB53C5</product_group_key>
            <products>
                <product>
                    <product_id>1675</product_id>
                    <amount>3</amount>
                </product>
            </products>
        </product_group>
    </product_groups>
</transaction>
</transactions>
</run_transaction>

```

*Note: The **products** tag is optional and should only be used if you want to customize the product amount on a transaction-by-transaction basis. You can customize immediate-charge as well as recurring products' amounts using this tag. The ProductID field is located in the CRM under Site Settings->Options ->Products. If you do not have access to this section your account rep will be happy to supply you this information. If the **products** tag is not supplied, then the system will use the amounts entered in the CRM.*

Run Transaction Request Variables

The descriptions of the fields in the above XML follows:

Variable Name	Required	Type	Description
username	Yes	String	Username assigned to account
password	Yes	String	Password assigned to account
customerid	Yes	32-bit Integer	Customer ID provided by the Insert Customer Response
ordertype	Optional	signup (default) upsell	Denotes the type of the order
ipaddress	Recommended	String	Customer's IP Address
processor_id	Optional	String	Allows you to directly specify the processor to run this transaction under. If not supplied, our internal Load Balancer will choose a processor
cardtype	Yes*	String	The type of credit card Visa MasterCard

			Amex Discover
ccnumber	Yes*	String	Customer's credit card number
name_on_card	Yes*	String	Name on the Credit Card
cvv	Yes*	String	Credit Card security code
expmonth	Yes*	String	Credit Card Expiration's month MM
expyear	Yes*	String	Credit Card Expiration's year YYYY
check_account	Yes*	Int32	Customer's bank account number
check_name	Yes*	String	Name on the customer's ACH Account
check_aba	Yes*	Int32	Customer's bank routing number
account_holder_type	Yes*	String	Customer's type of ACH account (business Personal)
account_type	Yes*	String	Customer's ACHO account entity (checking Savings)
firstname	Recommended	String	Customer's billing first name
lastname	Recommended	String	Customer's billing last name
address1	Recommended	String	Customer's billing address
address2	Recommended	String	Customer's additional billing address information
city	Recommended	String	Customer's billing city
state	Recommended	String	Customer's billing state
zipcode	Recommended	String	Customer's billing zip code
country_iso	Recommended	Two-character country code, based on ISO 3166	Customer's billing country
product_group_key	Yes		Product group being purchased. Located in Site Settings->Options->Products. If you do not have access to this section, a TransGrade representative can give you this key.
product_id	Optional		This allows you to customize a transaction's Amount on a transaction-by-transaction basis.
amount	Optional	String(Decimal)**	The amount to use for this transaction only.

- * You can pass either Credit Card **or** ACH variables in a request. Not both in the same request.
- * System anticipates this value, even though it's type is String.

You may have noticed that the Address section contains exactly the same variable names and order as in InsertCustomer. This was done intentionally to simplify the API and make it easier to program for.

Run Transaction Response

Here's an example of the Response XML that gets returned by a transaction request:

```
<run_transaction_response xmlns:i="http://www.w3.org/2001/XMLSchema-instance">
  <run_transaction_results>
    <run_transaction_result>
      <customerid>5946824</customerid>
      <response>1</response>
      <response_text>SUCCESS</response_text>
      <response_code>100</response_code>
      <transactionid>1276348218</transactionid>
      <auth_code>123456</auth_code>
      <avs_response>N</avs_response>
      <cvv_response/>
    </run_transaction_result>
  </run_transaction_results>
</run_transaction_response>
```

There is one run_transaction_result per transaction that was run.

Run Transaction Response Variables

Variable Name	Type	Description
customerid	32-bit Integer	The Customer ID that was supplied in the transaction Request
response	1, 2 or 3	1 = Transaction Approved 2 = Transaction Declined 3 = Error in data or system error
response_text	String	Detailed version of the response
response_code	Int32	Numeric mapping of processor responses
transactionid	Int32	Payment Gateway transaction id
auth_code	String	Transaction authorization code
avs_response	String	AVS Response Code
cvv_response	String	CVV Response Code

Change Customer

You must supply the CustomerID within the URI. Customer and payment changes run independently, and you may include or exclude any groups you submit.

However, when submitting a group such as <ShippingAddress>, all fields in the group must be submitted or the request will be rejected. Only submit groups that need data changed, leave all others out. In all cases <Security> is required. Note: the “BillingAddress” object will be available in a later release.

You cannot submit both a credit card and bank account change together. Customers have only a single payment type that is overridden upon each submission. For additional security, you must submit your request with the associated groups in the order they are shown below.

PUT URI: <https://api.responsecrm.com/customer/{customerid}>

Customer Change Request

An example of XML to follow for customer change request (Case Sensitive):

```
<?xml version="1.0" encoding="utf-8"?>
<CustomerChangeRequest>
  <FirstName>Sample</FirstName>
  <LastName>Customer</LastName>
  <EmailAddress>customer@emailaddress.com</EmailAddress>
  <PhoneNumber>9999999999</PhoneNumber>
  <Security>
    <UserName> </UserName>
    <Password></Password>
  </Security>
  <ShippingAddress>
    <Address1>123 Typical Street USA</Address1>
    <Address2/>
    <City>Some City</City>
    <StateProvinceCounty>CA</StateProvinceCounty>
    <ZipOrPostcode>92630</ZipOrPostcode>
    <CountryISO>us</CountryISO>
  </ShippingAddress>
  <CreditCardData>
    <CardType>VISA</CardType>
    <CreditCardNumber>4111111111111111</CreditCardNumber>
```

```

    <NameOnCard>Joe Smith</NameOnCard>
    <CVV>123</CVV>
    <ExpMonth>12</ExpMonth>
    <ExpYear>2013</ExpYear>
  </CreditCardData>
  <BankAccountData>
    <NameOnAccount>Joe Smith</NameOnAccount>
    <AccountHolderType>BUSINESS</AccountHolderType>
    <AccountType>CHECKING</AccountType>
    <AccountNumber>122203030489</AccountNumber>
    <ABANumber>34893984820</ABANumber>
  </BankAccountData>
</CustomerChangeRequest>

```

Customer Change Request Variables

Here is a breakdown of the variables, their types, and additional information.

Variable Name	Required	Type	Description
FirstName	No	String	
LastName	No	String	
EmailAddress	No	String	
PhoneNumber	No	String(Int32)*	
UserName	Yes	String	API UserName Provided.
Password	Yes	String	API Password Provided.
Address1	Yes – On Shipping	String	Address 1 on Shipping
Address2	Yes – On Shipping	String	Address 2 on Shipping
City	Yes – On Shipping	String	City on Shipping
StateProvinceCounty	Yes – On Shipping	String	Country Dependent On Shipping
ZipOrPostcode	Yes – On Shipping	String	Country Dependent On Shipping StringNum(All)/ Numeric(US)
CountryISO	Yes – On Shipping	String	ISO Postal Standard (US – USA) On Shipping
CardType	Yes – On CC	String	VISA MASTERCARD AMEX DISCOVER
CreditCardNumber	Yes – On CC	Int32	Customer's credit card number
NameOnCard	Yes – On CC	String	Name on the Credit Card
CVV	Yes – On CC	Int16	Credit Card security code
ExpMonth	Yes – On CC	Int16	Credit Card Expiration's month
ExpYear	Yes – On CC	Int32	Credit Card Expiration's year
NameOnAccount	Yes – On BankAcc	String	Name on the customer's ACH Account

Variable Name	Required	Type	Description
AccountHolderType	Yes – On BankAcc	String	Customer's type of ACH account BUSINESS OR PERSONAL
AccountType	Yes – On BankAcc	String	Customer's ACHO account entity CHECKING or SAVINGS
AccountNumber	Yes – On BankAcc	Int32	Customer's bank account number
ABANumber	Yes – On BankAcc	Int32	Customer's bank routing number

* System anticipates this value, even though it's type is String.

Response Results List

The change customer request returns a standard set of response results. Response results reflect the outcome of processing the associated request. To ensure that we provide as much feedback during processing as possible, response results can contain more than one result. For a complete list of all possible result codes, please see Appendix B

```

<ResponseResultsList>
  <Result>
    <ResultKey>FAIL</ResultKey>
    <ResultType>ERROR</ResultType>
    <ResultCode>400</ResultCode>
    <ResultData>2200:Invalid Shipping Postal Address</ResultData>
  </Result>
</ResponseResultsList>

```

Response Results List Variables

Variable Name	Format	Description
ResultKey	String	Outcome of processing (SUCCESS, FAIL)
ResultType	String	Type of Processing (FAIL, INSERT, UPDATE, DELETE, COMPLETE)
ResultCode	Numeric	Outcome Code (200,400)
ResultData	String	Message Details

Customer Notes

You can retrieve and submit customer notes using the following URL(s):

NOTES LIST RESPONSE

POST URI: <https://api.responsecrm.com/customer/{customerid}/notes>

NOTES LIST REQUEST

PUT URI: <https://api.responsecrm.com/customer/{customerid}/notes>

To obtain a list of customer notes you will need to submit a Security request to the **POST** URI. For additional security, you must submit your request with the associated groups in the order they are shown below.

Security Request

```
<?xml version="1.0" encoding="utf-8"?>
<Security>
    <UserName>username</UserName>
    <Password>password</Password>
</Security>
```

Security Request Variables

Here is a breakdown of the variables, their types, and additional information.

Variable Name	Required	Format	Description
UserName	Yes	String	API UserName Provided.
Password	Yes	String	API Password Provided.

Notes List Response

The notes list response will include both a list of notes, as well as a standard set of response results. Response results reflect the outcome of processing the associated request. For all possible codes, please see Appendix B.

```
<NotesListResponse>
```



```

<NoteList>
  <Note>
    <DateEntered>2/13/2012 5:14:01 PM</DateEntered>
    <NoteText/>
  </Note>
  <Note>
    <DateEntered>2/13/2012 5:14:01 PM</DateEntered>
    <NoteText/>
  </Note>
  <Note>
    <DateEntered>2/13/2012 5:13:51 PM</DateEntered>
    <NoteText><b>Log:</b>&nbsp;This is my note data from the api 2x</NoteText>
  </Note>
  <Note>
    <DateEntered>2/13/2012 5:13:51 PM</DateEntered>
    <NoteText><b>Log:</b>&nbsp;This is my note data from the api 1x</NoteText>
  </Note>
  <Note>
    <DateEntered>2/13/2012 5:11:00 PM</DateEntered>
    <NoteText><b>Log:</b>&nbsp;This is my note data from the api 1x</NoteText>
  </Note>
</NoteList>
<ResponseResultsList>
  <Result>
    <ResultKey>SUCCESS</ResultKey>
    <ResultType>COMPLETE</ResultType>
    <ResultCode>200</ResultCode>
    <ResultData:i:nil="true"/>
  </Result>
</ResponseResultsList>
</NotesListResponse>

```

Notes List Response Variables

Variable Name	Format	Description
DateEntered	DateTime	Date & Time note was recorded.
NoteText	String	Note Data

Response Results List Variables

Variable Name	Format	Description
ResultKey	String	Outcome of processing (SUCCESS, FAIL)
ResultType	String	Type of Processing (FAIL, INSERT, UPDATE, DELETE, COMPLETE)
ResultCode	Numeric	Outcome Code (200,400)
ResultData	String	Message Details

Notes List Request

To add new customer notes, submit a NotesListRequest to the **PUT** URI.

```
<?xml version="1.0" encoding="utf-8"?>
<NotesListRequest>
  <Security>
    <UserName>UserName</UserName>
    <Password>Password</Password>
  </Security>
  <Notes>
    <Note>
      <DateEntered>2/13/2012 2:53:11 PM</DateEntered>
      <NoteText>This is the note text</NoteText>
    </Note>
    <Note>
      <DateEntered>2/13/2012 2:53:11 PM</DateEntered>
      <NoteText>This is the note text</NoteText>
    </Note>
    <Note>
      <DateEntered>2/13/2012 2:53:11 PM</DateEntered>
      <NoteText>This is the note text</NoteText>
    </Note>
    <Note>
      <DateEntered>2/13/2012 2:53:11 PM</DateEntered>
      <NoteText>This is the note text</NoteText>
    </Note>
  </Notes>
</NotesListRequest>
```

Notes List Request Variables

Variable Name	Format	Description
DateEntered	DateTime	Date & Time note was recorded.
NoteText	String	Note Data Max Length(500)

Security Request

```
<?xml version="1.0" encoding="utf-8"?>
<Security>
  <UserName>username</UserName>
  <Password>password</Password>
</Security>
```

Security Request Variables

Here is a breakdown of the variables, their types, and additional information.

Variable Name	Required	Format	Description
UserName	Yes	String	API UserName Provided.
Password	Yes	String	API Password Provided.

Response Results List

The notes list request returns a standard set of response results. Response results reflect the outcome of processing the associated request. For all possible codes, please see Appendix B.

```
<ResponseResultsList>
  <Result>
    <ResultKey>SUCCESS</ResultKey>
    <ResultType>UPDATE</ResultType>
    <ResultCode>200</ResultCode>
    <ResultData> 1200:Credit Card Update Sent.</ResultData>
  </Result>
</ResponseResultsList>
```

Result include: (Code)200 –(Key) SUCCESS, (Code)400 –(Key) FAIL

Results Types include: FAIL, INSERT, UPDATE, DELETE, COMPLETE

Response Results List Variables

Variable Name	Format	Description
ResultKey	String	Outcome of processing (SUCCESS, FAIL)
ResultType	String	Type of Processing (FAIL, INSERT, UPDATE, DELETE, COMPLETE)
ResultCode	Numeric	Outcome Code (200,400)
ResultData	String	Message Details

Transaction Report

You can pull a transaction history report for a specific customer by conducting a POST with a <Security> token to the following URI. You must include the CustomerID in the URI.

POST URI: <https://api.responsecrm.com/customer/{customerid}/transactions>

Transaction Report Request

An example of XML to follow for Security (Case Sensitive):

```
<?xml version="1.0" encoding="utf-8"?>
<Security>
  <UserName>username</UserName>
  <Password>password</Password>
</Security>
```

Transaction Report Variables

Here is a breakdown of the variables, their types, and additional information.

Variable Name	Required	Format	Description
UserName	Yes	String	API UserName Provided.
Password	Yes	String	API Password Provided.

Transaction Report Response

The transaction report request returns a custom transaction report response that incorporates both transaction report line's as well as a standard set of response results. Response results reflect the outcome of processing the associated request, and report lines contain any transaction data found for the CustomerID submitted.

```
<TransactionReportResponse>
<ReportLines>
  <TransactionReportLine>
```

```

        <TransactionID>1530535598</ TransactionID>
        <TransactionResponseID>8388282</TransactionResponseID>
        <TransactionVoidID>2312323</TransactionVoidID>
        <TransactionRefundID>39439843</TransactionRefundID>
        <Amount>274.00</ Amount >
        <Balance>0.00</ Balance >
        <Attempt>2011-12-20T13:00:13.147</attempt>
        <TransType>sale</ TransType >
        <PaymentType>Credit Card</ PaymentType >
        <Status>Success</ Status >
        <ProcessingStatus>Success</ ProcessingStatus >
        <Type>Signup Charge</ Type>
        <ChargeBack>true</ChargeBack>
    </TransactionReportLine>
    <TransactionReportLine>
        <TransactionID>1530535598</ TransactionID >
        <TransactionResponseID>8388282</TransactionResponseID>
        <TransactionVoidID>2312323</TransactionVoidID>
        <TransactionRefundID>39439843</TransactionRefundID>
        <Amount>274.00</ Amount >
        <Balance>0.00</ Balance >
        <Attempt>2011-12-20T13:00:13.147</attempt>
        <TransType>sale</ TransType >
        <PaymentType>Credit Card</ PaymentType >
        <Status>Success</ Status >
        <ProcessingStatus/>
        <Type>Signup Charge</ Type>
        <ChargeBack>true</ChargeBack>
    </TransactionReportLine>
</ReportLines>
    <ResponseResultsList>
        <Result>
            <ResultKey>SUCCESS</ResultKey>
            <ResultType>UPDATE</ResultType>
            <ResultCode>200</ResultCode>
            <ResultData>Your request has been processed.</ResultData>
        </Result>
    </ResponseResultsList>
</TransactionReportResponse>

```

Transaction Report Response Variables

Report Lines

Variable Name	Format	Description
TransactionID	Numeric	Associated TransactionID
TransactionResponseID	Numeric	ID Associated with Processing Transaction
TransactionVoidID	Numeric	ID Associated with Processing Void
TransactionRefundID	Numeric	ID Associated with Processing Refund
Amount	Numeric	Dollar Amount
Balance	Numeric	Dollar Amount
Attempt	DateTime	Transaction DateTime
TransType	String	Sale, Refund, Void, Auth, Capture
PaymentType	String	Credit Card Check
Status	String	Success Decline
ProcessingStatus	String	Not Processed Processing Success Decline
Type	String	Recurring Charge Signup Charge Future Charge Upsell Charge
Chargeback	Boolean	Indicates if chargeback can be processed through the API.

Response Results List

Variable Name	Format	Description
ResultKey	String	Outcome of processing (SUCCESS, FAIL)
ResultType	String	Type of Processing (FAIL, INSERT, UPDATE, DELETE, COMPLETE)
ResultCode	Numeric	Outcome Code (200,400)
ResultData	String	Message Details

Transaction Change Request

You can process the following activities using a transaction change request:

1. Full Refund – define action type as “REFUND”, indicate the amount, and provide the customers “TransactionResponseID” found in the transaction report response results;
2. Partial Refund – define action type as “PARTIALREFUND”, indicate the amount, and provide the customers “TransactionResponseID” found in the transaction report response results;
3. Void– define action type as “VOID”, indicate the amount, and provide the customers “TransactionResponseID” found in the transaction report response results;

PUT URI: <https://api.responsecrm.com/transactions>

Transaction Change Request

An example of XML to follow for a TransactionChangeRequest (Case Sensitive):

```
<TransactionChangeRequest>
  <ActionType>REFUND</ActionType>
  <ID>123456</ID>
  <Amount>25.43</Amount>
  <Security>
    <UserName>username</UserName>
    <Password>password</Password>
  </Security>
</TransactionChangeRequest>
```

Transaction Change Request Variables

Here is a breakdown of the variables, their types, and additional information.

Variable Name	Required	Format	Description
ActionType	Yes	String	Defines what to do.
ID	Yes	Numeric	Associated ActionType ID
Amount	Yes	Decimal	Associated ActionType Amount
UserName	Yes	String	API UserName Provided.
Password	Yes	String	API Password Provided.

Response Results List

The transaction change request returns a standard set of response results. Response results reflect the outcome of processing the associated request. To ensure that we provide as much feedback during processing as possible, response results can contain more than one result. For a complete list of all our possible result codes, please see Appendix B. Note: a transaction change requests response may also contain various gateway messages. We do not have a complete list for all of these types of messages, and inspection is recommended during testing.

```
<ResponseResultsList>
  <Result>
    <ResultKey>FAIL</ResultKey>
    <ResultType>ERROR</ResultType>
    <ResultCode>400</ResultCode>
    <ResultData> 4200:You must provide an amount when submitting a partial refund or
void</ResultData>
  </Result>
</ResponseResultsList>
```

Response Results List Variables

Variable Name	Format	Description
ResultKey	String	Outcome of processing (SUCCESS, FAIL)
ResultType	String	Type of Processing (FAIL, INSERT, UPDATE, DELETE, COMPLETE)
ResultCode	Numeric	Outcome Code (200,400)
ResultData	String	Message Details

Recurring Programs

You can pull a customer's recurring programs by conducting a POST with a <Security> token to the following URI. You must include the CustomerID in the URI.

POST URI: <https://api.responsecrm.com/customer/{0}/programs>

Security Request

An example of XML to follow for Security (Case Sensitive):

```
<?xml version="1.0" encoding="utf-8"?>
<Security>
  <UserName>username</UserName>
  <Password>password</Password>
</Security>
```

Security Request Variables

Here is a breakdown of the variables, their types, and additional information.

Variable Name	Required	Format	Description
UserName	Yes	String	API UserName Provided.
Password	Yes	String	API Password Provided.

Recurring Programs Response

The security request to the above URI returns a recurring program response that incorporates both a recurring program list as well as a standard set of response results. Response results reflect the outcome of processing the associated request, and the recurring program list contains all recurring program's for a customer.

```
<RecurringProgramsResponse>
  <RecurringProgramList>
    <RecurringProgram>
      <CustomerProductIntervalID>382830</CustomerProductIntervalID>
      <CustomerID>7768749</CustomerID>
      <ProductID>5616</ProductID>
      <RecurrenceNamei:nil="true"/>
      <Amount>38.53</Amount>
      <NextChargeDueDate>3/11/2012 12:00:00 AM</NextChargeDueDate>
      <FirstChargeInterval>30</FirstChargeInterval>
      <FirstIntervalType>DAYS</FirstIntervalType>
      <SubsequentChargeInterval>60</SubsequentChargeInterval>
      <SubsequentChargeIntervalType>DAYS</SubsequentChargeIntervalType>
      <RetryChargeDueDate>1/1/1753 12:00:00 AM</RetryChargeDueDate>
      <AttemptNo>0</AttemptNo>
      <Retries>0</Retries>
      <TotalChargesToRun>0</TotalChargesToRun>
      <Active>True</Active>
      <DateEntered>2/10/2012 2:00:19 PM</DateEntered>
      <DateDeactivated>1/1/0001 12:00:00 AM</DateDeactivated>
      <DateModified>2/10/2012 2:00:19 PM</DateModified>
    </RecurringProgram>
  </RecurringProgramList>
  <ResponseResultsList>
    <Result>
      <ResultKey>SUCCESS</ResultKey>
      <ResultType>COMPLETE</ResultType>
      <ResultCode>200</ResultCode>
      <ResultDatai:nil="true"/>
    </Result>
  </ResponseResultsList>
</RecurringProgramsResponse>
```

Recurring Programs Response Variables

Report Lines

Variable Name	Type	Description
CustomerProductIntervalID	Int32	Key ID used for each recurrence.
CustomerID	Int32	Customers ID.
ProductID	Int32	Associated Product ID.
RecurrenceName	String	Associated Recurrence Product Name.
Amount	Decimal	
NextChargeDueDate	Date	
FirstChargeInterval	Int32	
FirstIntervalType	String	DAY, MONTH, YEAR
SubsequentChargeInterval	Int32	
SubsequentChargeIntervalType	String	DAY, MONTH, YEAR
RetryChargeDueDate	Date	
AttemptNo	Int32	Current number of system attempt.
Retries	Int32	Number of retries associated to recurrence.
TotalChargesToRun	Int32	0 Indicates Infinity
Active	String(Boolean)	True/False
DateEntered	DateTime	
DateDeactivated	DateTime	
DateModified	DateTime	

Response Results List

Variable Name	Format	Description
ResultKey	String	Outcome of processing (SUCCESS, FAIL)
ResultType	String	Type of Processing (FAIL, INSERT, UPDATE, DELETE, COMPLETE)
ResultCode	Numeric	Outcome Code (200,400)
ResultData	String	Message Details

Recurring Program Change

You can process any of the following activities, one per request, using a recurring program change request. You must include the CustomerID, and the CustomerProductIntervalID obtained from the recurring program response request.

1. Next Charge Due Date – Send “NEXTCHARGEDUE DATE” in ActionType, and the date within the “Change”;
2. Subsequent Interval – Send “SUBSEQUENTINTERVAL” in ActionType, an interval type in the “ID”, and the interval amount within “Change”;
3. Charge Amount – Send “CHARGEAMOUNT” in ActionType, and the decimal amount within “Change”;
4. Total Charges To Run – Send “CHARGESTORUN” in ActionType, and the number within “Change”. Note: Sending 0 sets recurrence back to infinity;
5. Enable/Disable Recurrence – Send “ACTIVE” in ActionType, and either “TRUE” or “FALSE”. Note if you disable an existing recurrence, the customer will be notified by email.

PUT URI: <https://api.responsecrm.com/customer/{0}/programs/{0}>

Recurring Program Change Request

An example of XML to follow for a RecurringProgramChangeRequest (Case Sensitive):

```
<TransactionChangeRequest>
  <ActionType>SUBSEQUENTINTERVAL</ActionType>
  <ID>DAY</ID>
  <Change>60</Change>
  <Security>
    <UserName>username</UserName>
    <Password>password</Password>
  </Security>
</TransactionChangeRequest>
```

Recurrence Program Change Request Variables

Here is a breakdown of the variables, their types, and additional information.

Variable Name	Required	Type	Description
ActionType	Yes	String	Defines what to do (NEXTCHARGEDUE DATE, SUBSEQUENTINTERVAL, CHARGEAMOUNT, ACTIVE)
ID	Yes	String(Int32)*	Associated ID (DAY, MONTH, YEAR – Interval Only)
Change	Yes	String	Associated data for change.
UserName	Yes	String	API UserName Provided.
Password	Yes	String	API Password Provided.

* System anticipates this value, even though it's type is String.

Response Results List

The recurrence program change request returns a standard set of response results. Response results reflect the outcome of processing the associated request. To ensure that we provide as much feedback during processing as possible, response results can contain more than one result. For a complete list of all our possible result codes, please see Appendix B.

```
<ResponseResultsList>
  <Result>
    <ResultKey>FAIL</ResultKey>
    <ResultType>ERROR</ResultType>
    <ResultCode>400</ResultCode>
    <ResultData> 4200:You must provide an amount when submitting a partial refund or
  void</ResultData>
  </Result>
</ResponseResultsList>
```

Response Results List Variables

Variable Name	Format	Description
ResultKey	String	Outcome of processing (SUCCESS, FAIL)
ResultType	String	Type of Processing (FAIL, INSERT, UPDATE, DELETE, COMPLETE)
ResultCode	Numeric	Outcome Code (200,400)
ResultData	String	Message Details

Decline Runner

You can create and submit attempts to retry declined transactions using the following URL(s):

CHARGE TYPES

POST URI: <https://api.responsecrm.com/codes/chargetypes>

TRANSACTION TYPES

POST URI: <https://api.responsecrm.com/codes/transactiontypes>

TRANSACTION RESPONSE TYPES

POST URI: <https://api.responsecrm.com/codes/transactionresponsetypes>

SITE LIST

POST URI: <https://api.responsecrm.com/clients/sites>

DECLINE RUNNER TRANSACTION QUERY

POST URI: <https://api.responsecrm.com/clients/transactions/declines/query>

DECLINE RUNNER TRANSACTION REQUEST

POST URI: <https://api.responsecrm.com/clients/transactions/declines>

To submit a list of transactions for reprocessing, you will need to first query the database to extract the required information needed to submit transaction requests.

Decline Runner Query Request

```
<?xml version="1.0" encoding="utf-8"?>
<DeclineRunnerQueryRequest>
  <OrderDateStart>4/1/2012</OrderDateStart>
  <OrderDateEnd>4/1/2012</OrderDateEnd>
  <SiteList>
    <Site>
      <SiteID>value</SiteID>
      <SiteGUID>[not used]</SiteGUID>
      <Name>[not used]</Name>
      <Title>[not used]</Title>
    </Site>
  </SiteList>
  <ChargeTypeList>
```

```

        <ChargeType>
            <ChargeTypeID>value</ChargeTypeID>
            <Name>[not used]</Name>
        </ChargeType>
    </ChargeTypeList>
    <TransactionTypeList>
        <TransactionType>
            <TransactionTypeID>value</TransactionTypeID>
            <Name>[not used]</Name>
        </TransactionType>
    </TransactionTypeList>
    <TransactionResponseTypeList>
        <TransactionResponseType>
            <TransactionResponseTypeID>value</TransactionResponseTypeID>
            <Name>[not used]</Name>
        </TransactionResponseType>
    </TransactionResponseTypeList>
    <Security>
        <UserName>username</UserName>
        <Password>password</Password>
    </Security>
</DeclineRunnerQueryRequest>
</Security>

```

Decline Runner Query Request Variables

Here is a breakdown of the variables, their types, and additional information.

Variable Name	Required	Format	Description
UserName	Yes	String	API UserName Provided.
Password	Yes	String	API Password Provided.
OrderDateStart	Yes	String	Date format MM/DD/YYYY
OrderDateEnd	Yes	String	Date format MM/DD/YYYY
SiteID	No	String	Pull Sites
ChargeTypeID	No	String	Pull ChargeTypes
TransactionTypeID	No	String	Pull Transaction Types
TransactionResponseTypeID	No	String	Pull Transaction Response Types (String values must be exact)
		String	
		String	
		String	

Decline Runner Query Response

The decline runner query response will include all transactions that match the query criteria.

```
<DeclineRunnerQueryResponse>
  <DeclineTransactions>
    <DeclineTransaction>
      <CustomerID>7913610</CustomerID>
      <CustomerGUID>b60964f7c5e648aea1da0ce071e35647</CustomerGUID>
      <TransactionID>1591219832</TransactionID>
      <SiteID>1002366</SiteID>
      <DateEntered>3/30/2012 10:01:10 AM</DateEntered>
      <Name>Signup Charge</Name>
      <NameOnCard>Sean Fiske</NameOnCard>
      <TransactionTypeName>sale</TransactionTypeName>
      <ResponseText>DECLINE</ResponseText>
      <IsSelected: nil="true"/>
      <Amount>0.5</Amount>
      <OrderID>6591745</OrderID>
      <Response>2</Response>
      <IsApproved: nil="true"/>
    </DeclineTransaction>
    <DeclineTransaction>
      <CustomerID>7913611</CustomerID>
      <CustomerGUID>1f962627a8564894a434397d50782941</CustomerGUID>
      <TransactionID>1591230904</TransactionID>
      <SiteID>1002366</SiteID>
      <DateEntered>3/30/2012 10:14:54 AM</DateEntered>
      <Name>Signup Charge</Name>
      <NameOnCard>Sean Fiske</NameOnCard>
      <TransactionTypeName>sale</TransactionTypeName>
      <ResponseText>DECLINE</ResponseText>
      <IsSelected: nil="true"/>
      <Amount>0.5</Amount>
      <OrderID>6591746</OrderID>
      <Response>2</Response>
      <IsApproved: nil="true"/>
    </DeclineTransaction>
  </DeclineTransactions>
  <ResponseResultsList/>
</DeclineRunnerQueryResponse>
```


Decline Runner Query Response Variables

Variable Name	Format	Description
CustomerID	String	
CustomerGUID	String	
TransactionID	String	
SiteID	String	
DateEntered	DateTime	
Name	String	
NameOnCard	String	
TransactionTypeName	String	
ResponseText	String	Gateway value
IsSelected	Boolean	Value Not Provided
Amount	Decimal	Order Amount
OrderID	String	
Response	String	Gateway direct response.
IsApproved	Boolean	Value not provided

Decline Runner Request

To submit transactions for reprocessing, you are only required to provide the CustomerID, DateEntered, and the OrderID; security is also required. All other data can be left out, but they must be added to your xml stream as shown below in order to be correctly processed. Response results reflect the outcome of processing the associated request. To ensure that we provide as much feedback during processing as possible, response results can contain more than one result. For a complete list of all our possible result codes, please see Appendix B.

```
<?xml version="1.0" encoding="utf-8"?>
<DeclineRunnerRequest>
  <DeclineTransactionsList>
    <DeclineTransaction>
      <CustomerID>7913609</CustomerID>
      <CustomerGUID:nil="true"/>
      <TransactionID:nil="true"/>
      <SiteID:nil="true"/>
      <DateEntered>3/30/2012 9:55:50 AM</DateEntered>
      <Name:nil="true"/>
      <NameOnCard:nil="true"/>
      <TransactionTypeName:nil="true"/>
      <ResponseText:nil="true"/>
    </DeclineTransaction>
  </DeclineTransactionsList>
</DeclineRunnerRequest>
```

```

        <IsSelected:nil="true"/>
        <Amount:nil="true"/>
        <OrderID>6591744</OrderID>
        <Response:nil="true"/>
        <IsApproved:nil="true"/>
        </DeclineTransaction>
    </DeclineTransactionsList>
    <Security>
        <UserName>username</UserName>
        <Password>password</Password>
    </Security>
</DeclineRunnerRequest>

```

Decline Runner Response Variables

Variable Name	Required	Format	Description
Username	Yes	String	
Password	Yes	String	
CustomerID	Yes	String	Exact Match Required
DateEntered	Yes	DateTime	Exact Match Required
OrderID	Yes	String	Exact Match Required

Response Results List

The decline runner response returns a standard set of response results. Response results reflect the outcome of processing the associated request. For all possible codes, please see Appendix B.

```

<ResponseResultsList>
    <Result>
        <ResultKey>SUCCESS</ResultKey>
        <ResultType>UPDATE</ResultType>
        <ResultCode>200</ResultCode>
        <ResultData> 1200:Credit Card Update Sent.</ResultData>
    </Result>
</ResponseResultsList>

```

Result include: (Code)200 –(Key) SUCCESS, (Code)400 –(Key) FAIL

Results Types include: FAIL, INSERT, UPDATE, DELETE, COMPLETE

Response Results List Variables

Variable Name	Format	Description
ResultKey	String	Outcome of processing (SUCCESS, FAIL)
ResultType	String	Type of Processing (FAIL, INSERT, UPDATE,

		DELETE, COMPLETE)
ResultCode	Numeric	Outcome Code (200,400)
ResultData	String	Message Details

Decline Runner (Charge Types)

You can pull charge types by submitting a POST with a <Security> token to the following URI.

POST URI: <https://api.responsecrm.com/codes/chargeypes>

Security Request

An example of XML to follow for Security (Case Sensitive):

```
<?xml version="1.0" encoding="utf-8"?>
<Security>
    <UserName>username</UserName>
    <Password>password</Password>
</Security>
```

Security Request Variables

Here is a breakdown of the variables, their types, and additional information.

Variable Name	Required	Format	Description
UserName	Yes	String	API UserName Provided.
Password	Yes	String	API Password Provided.

Charge Type List Response

A security request to the above URI returns a complete list of all charge types and a standard set of response results. Response results reflect the outcome of processing the associated request, and the recurring program list contains all recurring program's for a customer.

```
<ChargeTypeListResponse>
    <ChargeTypeList>
        <ChargeType>
            <ChargeTypeID>16</ChargeTypeID>
```

```

        <Name>Signup Charge</Name>
    </ChargeType>
    <ChargeType>
        <ChargeTypeID>17</ChargeTypeID>
        <Name>Future Charge</Name>
    </ChargeType>
    <ChargeType>
        <ChargeTypeID>18</ChargeTypeID>
        <Name>Recurring Charge</Name>
    </ChargeType>
    <ChargeType>
        <ChargeTypeID>19</ChargeTypeID>
        <Name>Imported Charge</Name>
    </ChargeType>
    <ChargeType>
        <ChargeTypeID>20</ChargeTypeID>
        <Name>Upsell Charge</Name>
    </ChargeType>
</ChargeTypeList>
<ResponseResultsList>
    <Result>
        <ResultKey>SUCCESS</ResultKey>
        <ResultType>COMPLETE</ResultType>
        <ResultCode>200</ResultCode>
        <ResultData>3900:Your request has been processed.</ResultData>
    </Result>
</ResponseResultsList>
</ChargeTypeListResponse>

```

Charge Type List Response Variables

Variable Name	Type	Description
ChargeTypeID	String	KeyID used to query
Name	String	

Result include: (Code)200 –(Key) SUCCESS, (Code)400 –(Key) FAIL

Results Types include: FAIL, INSERT, UPDATE, DELETE, COMPLETE

Response Results List Variables

Variable Name	Format	Description
ResultKey	String	Outcome of processing (SUCCESS, FAIL)
ResultType	String	Type of Processing (FAIL, INSERT, UPDATE, DELETE, COMPLETE)
ResultCode	Numeric	Outcome Code (200,400)

ResultData	String	Message Details
------------	--------	-----------------

Decline Runner (Transaction Types)

You can pull transaction types by submitting a POST with a <Security> token to the following URI.

POST URI: <https://api.responsecrm.com/codes/transactiontypes>

Security Request

An example of XML to follow for Security (Case Sensitive):

```
<?xml version="1.0" encoding="utf-8"?>
<Security>
    <UserName>username</UserName>
    <Password>password</Password>
</Security>
```

Security Request Variables

Here is a breakdown of the variables, their types, and additional information.

Variable Name	Required	Format	Description
UserName	Yes	String	API UserName Provided.
Password	Yes	String	API Password Provided.

Transaction Type List Response

A security request to the above URI returns a complete list of all transaction types and a standard set of response results. Response results reflect the outcome of processing the associated request, and the recurring program list contains all recurring program's for a customer.

```
<TransactionTypeListResponse>
    <TransactionTypeList>
        <TransactionType>
            <TransactionTypeID>0</TransactionTypeID>
            <Name>auth</Name>
```

```

</TransactionType>
<TransactionType>
  <TransactionTypeID>1</TransactionTypeID>
  <Name>sale</Name>
</TransactionType>
<TransactionType>
  <TransactionTypeID>2</TransactionTypeID>
  <Name>refund</Name>
</TransactionType>
<TransactionType>
  <TransactionTypeID>3</TransactionTypeID>
  <Name>void</Name>
</TransactionType>
<TransactionType>
  <TransactionTypeID>4</TransactionTypeID>
  <Name>capture</Name>
</TransactionType>
</TransactionTypeList>
<ResponseResultsList>
  <Result>
    <ResultKey>SUCCESS</ResultKey>
    <ResultType>COMPLETE</ResultType>
    <ResultCode>200</ResultCode>
    <ResultData>3900:Your request has been processed.</ResultData>
  </Result>
</ResponseResultsList>
</TransactionTypeListResponse>

```

Transaction Type List Response Variables

Variable Name	Type	Description
TransactionTypeID	String	KeyID used to query
Name	String	

Result include: (Code)200 –(Key) SUCCESS, (Code)400 –(Key) FAIL

Results Types include: FAIL, INSERT, UPDATE, DELETE, COMPLETE

Response Results List Variables

Variable Name	Format	Description
ResultKey	String	Outcome of processing (SUCCESS, FAIL)
ResultType	String	Type of Processing (FAIL, INSERT, UPDATE, DELETE, COMPLETE)
ResultCode	Numeric	Outcome Code (200,400)
ResultData	String	Message Details

Decline Runner (Transaction Response Types)

You can pull transaction response types by submitting a POST with a <Security> token to the following URI.

POST URI: <https://api.responsecrm.com/codes/transactionresponsetypes>

Security Request

An example of XML to follow for Security (Case Sensitive):

```
<?xml version="1.0" encoding="utf-8"?>
<Security>
  <UserName>username</UserName>
  <Password>password</Password>
</Security>
```

Security Request Variables

Here is a breakdown of the variables, their types, and additional information.

Variable Name	Required	Format	Description
UserName	Yes	String	API UserName Provided.
Password	Yes	String	API Password Provided.

Transaction Response Type List Response

A security request to the above URI returns a complete list of all transaction response types and a standard set of response results. Response results reflect the outcome of processing the associated request, and the recurring program list contains all recurring program's for a customer.

```
<TransactionResponseTypeListResponse>
  <TransactionResponseTypeList>
    <TransactionResponseType>
      <TransactionResponseTypeID>03 SYSTEMFEHLER</TransactionResponseTypeID>
      <Name>03 SYSTEMFEHLER</Name>
    </TransactionResponseType>
  </TransactionResponseTypeList>
</TransactionResponseTypeListResponse>
```

```

<TransactionResponseType>
  <TransactionResponseTypeID>05 GENEHMIGUNG
  ABGEL</TransactionResponseTypeID>
  <Name>05 GENEHMIGUNG ABGEL</Name>
</TransactionResponseType>
<TransactionResponseType>
  <TransactionResponseTypeID>12 TRANSAKTION UNZUL</TransactionResponseTypeID>
  <Name>12 TRANSAKTION UNZUL</Name>
</TransactionResponseType>
<TransactionResponseType>
  <TransactionResponseTypeID>14 KARTE NICHT ZUGEL</TransactionResponseTypeID>
  <Name>14 KARTE NICHT ZUGEL</Name>
</TransactionResponseType>
</TransactionResponseTypeList>
<ResponseResultsList>
  <Result>
    <ResultKey>SUCCESS</ResultKey>
    <ResultType>COMPLETE</ResultType>
    <ResultCode>200</ResultCode>
    <ResultData>3900:Your request has been processed.</ResultData>
  </Result>
</ResponseResultsList>
</TransactionResponseTypeListResponse>

```

Transaction Response Type List Response Variables

Variable Name	Type	Description
TransactionResponseTypeID	String	KeyID used to query
Name	String	

Result include: (Code)200 –(Key) SUCCESS, (Code)400 –(Key) FAIL

Results Types include: FAIL, INSERT, UPDATE, DELETE, COMPLETE

Response Results List Variables

Variable Name	Format	Description
ResultKey	String	Outcome of processing (SUCCESS, FAIL)
ResultType	String	Type of Processing (FAIL, INSERT, UPDATE, DELETE, COMPLETE)
ResultCode	Numeric	Outcome Code (200,400)
ResultData	String	Message Details

Decline Runner (Site List)

You can pull a complete site list by submitting a POST with a <Security> token to the following URI.

POST URI: <https://api.responsecrm.com/clients/sites>

Security Request

An example of XML to follow for Security (Case Sensitive):

```
<?xml version="1.0" encoding="utf-8"?>
<Security>
    <UserName>username</UserName>
    <Password>password</Password>
</Security>
```

Security Request Variables

Here is a breakdown of the variables, their types, and additional information.

Variable Name	Required	Format	Description
UserName	Yes	String	API UserName Provided.
Password	Yes	String	API Password Provided.

Site List Response

A security request to the above URI returns a complete list of all sites the security request is authorized access too, and includes a standard set of response results. Response results reflect the outcome of processing the associated request, and the recurring program list contains all recurring program's for a customer.

```
<SiteListResponse>
    <SiteList>
        <Site>
            <SiteID>1001300</SiteID>
            <SiteGUID>e8bf0004-b7d2-4e76-826e-be7b33af9958</SiteGUID>
```

```

<Name>Super Site 1</Name>
<Title>Super Site 1</Title>
</Site>
<Site>
<SiteID>1001305</SiteID>
<SiteGUID>49527b68-091f-483f-a92c-cd4fc9a1cf6a</SiteGUID>
<Name>Super Site 2</Name>
<Title>Super Site 2</Title>
</Site>
<Site>
<SiteID>1001314</SiteID>
<SiteGUID>ca8583dc-8bfc-4df8-953a-7e730757e624</SiteGUID>
<Name>Super Site 3</Name>
<Title>Super Site 3</Title>
</Site>
</SiteList>
<ResponseResultsList>
  <Result>
    <ResultKey>SUCCESS</ResultKey>
    <ResultType>COMPLETE</ResultType>
    <ResultCode>200</ResultCode>
    <ResultData>3900:Your request has been processed.</ResultData>
  </Result>
</ResponseResultsList>
</SiteListResponse>

```

Site List Response Variables

Variable Name	Type	Description
SiteID	String	KeyID used to query
SiteGUID	String	Unique Key (Not Used)
Name	String	
Title	String	

Result include: (Code)200 –(Key) SUCCESS, (Code)400 –(Key) FAIL

Results Types include: FAIL, INSERT, UPDATE, DELETE, COMPLETE

Response Results List Variables

Variable Name	Format	Description
ResultKey	String	Outcome of processing (SUCCESS, FAIL)
ResultType	String	Type of Processing (FAIL, INSERT, UPDATE, DELETE, COMPLETE)
ResultCode	Numeric	Outcome Code (200,400)
ResultData	String	Message Details

Sales Tax (By County)

You can pull the sales tax rate by county by submitting a POST with a <Security> token to the following URI.

POST URI: <https://api.responsecrm.com/codes/salestaxrate/county?key=C:CountyName>

Security Request

An example of XML to follow for Security (Case Sensitive):

```
<?xml version="1.0" encoding="utf-8"?>
<Security>
    <UserName>username</UserName>
    <Password>password</Password>
</Security>
```

Security Request Variables

Here is a breakdown of the variables, their types, and additional information.

Variable Name	Required	Format	Description
UserName	Yes	String	API UserName Provided.
Password	Yes	String	API Password Provided.

Your return value will be an outcome “Result Type” of “VALUEDATA” with the rate in the “ResultData”

Response Results List Variables

Variable Name	Format	Description
ResultKey	String	Outcome of processing (SUCCESS, FAIL)
ResultType	String	Type of Processing (FAIL, INSERT, UPDATE, DELETE, COMPLETE, VALUEDATA)
ResultCode	Numeric	Outcome Code (200,400)
ResultData	String	Message Details

Sales Tax (By ZipCode)

You can pull the sales tax rate by zip code by submitting a POST with a <Security> token to the following URI.

POST URI: <https://api.responsecrm.com/codes/salestaxrate/zipcode?key=Z:ZipCode>

Security Request

An example of XML to follow for Security (Case Sensitive):

```
<?xml version="1.0" encoding="utf-8"?>
<Security>
    <UserName>username</UserName>
    <Password>password</Password>
</Security>
```

Security Request Variables

Here is a breakdown of the variables, their types, and additional information.

Variable Name	Required	Format	Description
UserName	Yes	String	API UserName Provided.
Password	Yes	String	API Password Provided.

Your return value will be an outcome “Result Type” of “VALUEDATA” with the rate in the “ResultData”

Response Results List Variables

Variable Name	Format	Description
ResultKey	String	Outcome of processing (SUCCESS, FAIL)
ResultType	String	Type of Processing (FAIL, INSERT, UPDATE, DELETE, COMPLETE, VALUEDATA)
ResultCode	Numeric	Outcome Code (200,400)
ResultData	String	Message Details

Appendix A

Response Codes

Here's a list of common response codes and what they mean

100	Transaction was Approved
200	Transaction was Declined by Processor
201	Do Not Honor
202	Insufficient Funds
203	Over Limit
204	Transaction not allowed
220	Incorrect Payment Data
221	No Such Card Issuer
222	No Card Number on file with Issuer
223	Expired Card
224	Invalid Expiration Date
225	Invalid Card Security Code
240	Call Issuer for Further Information
250	Pick Up Card
251	Lost Card
252	Stolen Card
253	Fraudulent Card
260	Declined with further Instructions Available (see response text)
261	Declined – Stop All Recurring Payments
262	Declined – Stop this Recurring Program
263	Declined – Update Cardholder Data Available
264	Declined – Retry in a few days
300	Transaction was Rejected by Gateway
400	Transaction Error Returned by Processor
410	Invalid Merchant Configuration
411	Merchant Account is Inactive
420	Communication Error
421	Communication Error with Issuer
430	Duplicate Transaction at Processor
440	Processor Format Error
441	Invalid Transaction Information
460	Processor Feature not Available
461	Unsupported Card Type

Appendix B

Response Result Codes

Here is a comprehensive list of all response result codes that can be returned from the API after request processing. Codes can both apply to SUCCESS 200 or FAIL 400 processing outcomes.

Code	Description
1000	Banking Update Sent.
1100	Could not locate selected country, defaulted to United States.
1200	Credit Card Update Sent
1300	Customer was not found.
1400	Customer Update Succeeded.
1500	Customer Failed To Update, See prior results for details.
1600	Submission error, could not read data.
1700	The system as experienced an error, support has been contacted. Please try your request again in a few minutes.
1800	All account data is required to submit updates.
1900	All account numbers must be numeric to be processed.
2000	Invalid Postal Address.
2100	Check all bank account values.
2200	Invalid Billing Postal Address
2300	Invalid CountryISO.
2400	Check all credit card values.
2500	Inquiry cannot be converted to customer.
2600	Invalid CVV submitted.
2700	Invalid Month, Day, or Year
2800	Invalid Email.
2900	The name that was used was determined to be invalid.
3000	Please check all payment data prior to submission, changes rejected.
3100	Invalid Payment Type.
3200	Invalid Phone.
3300	Invalid Shipping Postal Address
3400	Consumer's full name is required on payment data updates.
3500	There was no billing address information to insert/update/or save.
3600	Payment Update Succeeded.
3700	Payment Failed To Update, See prior results for details.
3800	Customer only allowed one payment method type.
3900	We could not authenticate your account, processing was stopped.
4000	There was no report data found for the submitted values.
4100	Your request has been processed.
4200	4200:You must provide an amount when submitting a partial refund or void.

4300	4300:Request did not contain any understood instructions, no processing was executed.
4400	4400:Your request has been completed.
4500	4500:Note text is missing from submission, note skipped
4600	4600:Total processing count:
4700	4700:Processing stopped, could not locate Customer.
4800	4800:Invalid Interval type detected.
4900	4900:Invalid Amount.
5000	5000:Not all actions were processed, see previous messages for details.
5100	5100:Invalid Charges To Run Number.
5200	5200:Invalid Inactive Flag.
5300	5300:Please submit a valid date