



# ORANGECRM

## **API IMPLEMENTATION GUIDE**

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VERSION 3.63 – Aug 28, 2014

## API ACTIONS

The following actions can be performed by the OrangeCRM API:

CUST_AUTH	Sends OrangeCRM a customer's username and password and it will return that customer's current status. This is used to valid customer access from a 3rd party web site.
CUST_ADD	Creates a new customer record.
CUST_VALIDATE	Validates the data in a new customer record as acceptable or not. Note that customer validation does not guarantees that the CUST_ADD will succeed.
CUST_UPDATE	Changes the data on an existing customer record. The GUID of the customer must be provided.
CUST_QUERY	Request the current data OrangeCRM has on a specific customer. The GUID of the customer must be provided.
CUST_TRAN_QUERY	Returns a LF/CR list of transaction(s) for the specified customer. The GUID of the customer must be provided.
CUST_CMT_QUERY	Returns a LF/CR list of comment(s) associated with the specified customer. The GUID of the customer must be provided.
CUST_FULFILL_QUERY	Returns a LF/CR list of fulfillment(s) associated with the specified customer. The GUID of the customer must be provided.
CUST_COUNTER	Increments the API counters found on the details tab of the customer record. Used to track 3rd party web site logins or orders.
CMT_ADD	Adds a new comment to a customer record.
TRAN_ADD	Loads a completed (already processed) transaction into the CRM. The GUID of the customer must be provided.
TRAN_UPDATE	Change the data on an existing transaction record. The GUID of the transaction must be provided.
TRAN_REFUND	Issue a refund on an existing purchase transaction. The GUID of the transaction must be provided.
TRAN_CB	Issue a chargeback for an existing purchase transaction. The GUID of the transaction must be provided.
TRAN_RFI	Marks a transaction as RFI, in prelude to a chargeback. The GUID of the transaction must be provided.
TRAN_QUERY	Request the current data OrangeCRM has on a specific transaction. Query can be completed by using the transaction GUID or by specifying a unique quick find search string. If the quick find returns more than one result an error returned.
LEAD_ADD	Creates a new lead record
LEAD_UPDATE	Change the data on an existing lead record, generally used by 3rd party compliance review.
LEAD_QUERY	Returns the current data OrangeCRM has on a specific lead record. The GUID of the lead must be provided.
FULFILL_ADD	Creates a new customer fulfillment request record. The GUID of the customer and the GUID of the Master fulfillment record must be provided.
FULFILL_UPDATE	Updates a fulfillment request with tracking or other completion information.
UPSELL_ADD	Creates a new upsell record for batch export. This is generally used by calling centers that have an upsell read for a program outside of OrangeCRM.
BANK_CAP_QUERY	When using Bank Routes (sticky routes) this will return all Merchant Banks that qualify to process a given credit card in monthly cap available order. This calculation takes into account the estimated amount of recurring billing for the Bank Route as well as the amount already processed.
EVENT_ADD	Creates a new CSR/customer event record. The GUID of the customer and the GUID of the Master Event record must be provided. (Requires OrangeEvent Module.)

## DEVELOPERS

To access the OrangeCRM gateway developers would design a script that does the following:

1. Securely obtain all of the information needed to process the request
2. Initiates an HTTPS form POST from your server to:

```
https://[YOUR_ORANGECRM_URL]/ocrmapi
```

3. Receives the response from OrangeCRM and processes the response to display the appropriate result to the end user.

## REQUEST FORMAT

To send a request to OrangeCRM you must first initiate a secure socket connection via the URL above. Using port 443 (HTTPS), establish a socket connection to your OrangeCRM server cluster, you are now ready to transmit the request information.

### Example Post String:

```
&q_system_key=YN12QA&q_action=CUST_AUTH&q_cust_username=jsmith&q_cust_password=joe123
```

## ANSWER FORMAT

After a request is submitted the gateway server will respond with the results in a few seconds. It is up to your program to interpret the results and route the customer accordingly. Here are some sample responses:

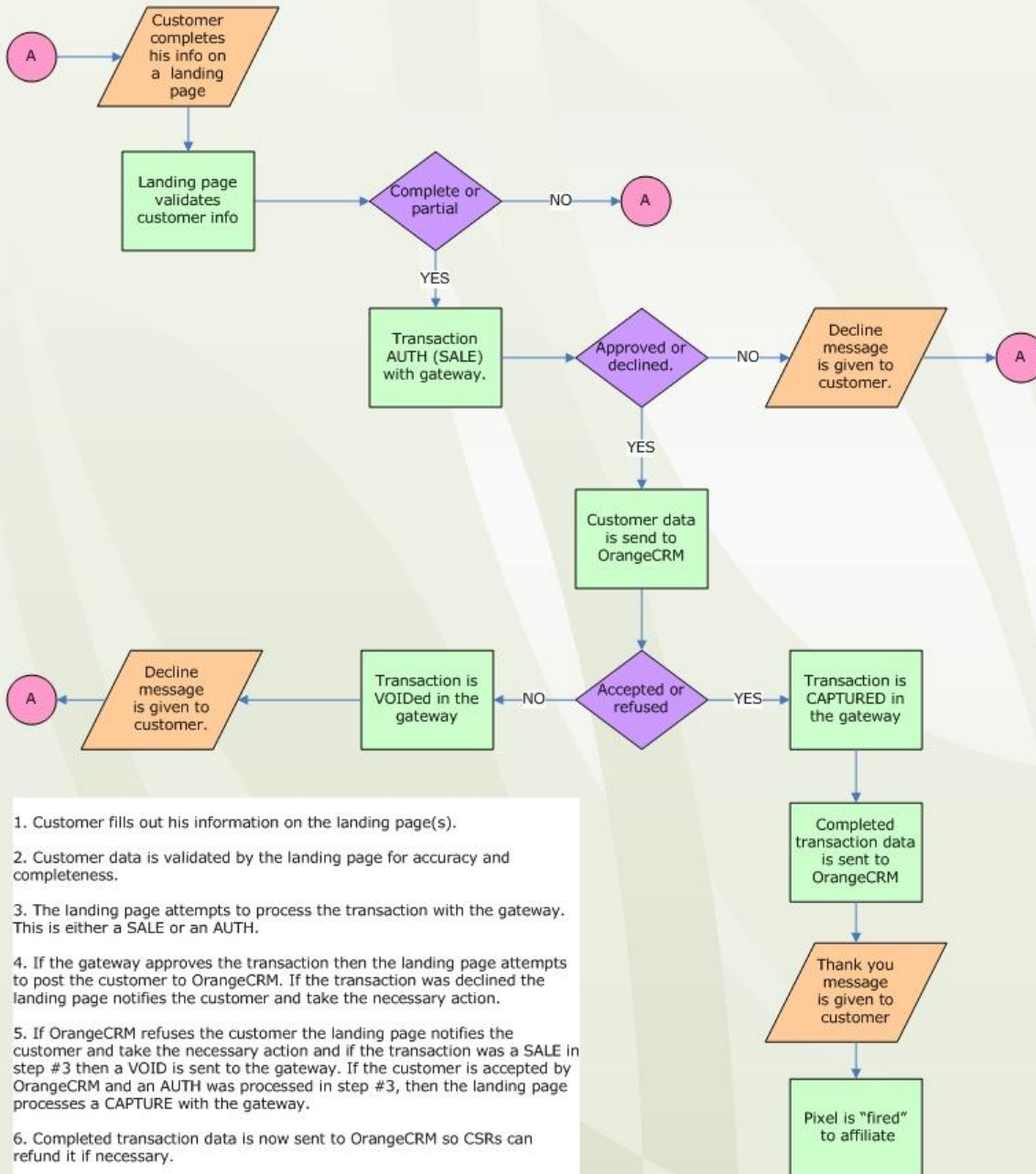
```
HTTP/1.1 200 OK
Server: Lotus-Domino
Date: Thu, 05 Jun 2003 10:25:39 GMT
Content-Type: text/html
Content-Length: 158
<html><head></head><body>&code=1&result=accepted&custid=123456abcd</body></html>
```

**Note:** If the gateway is down and unable to process requests the answer response may be as below. If this occurs please contact customer service for assistance.

```
HTTP/1.1 200 OK
Server: Lotus-Domino
Date: Thu, 05 Jun 2003 10:25:39 GMT
Content-Type: text/html
Content-Length: 158
<html><head></head><body text="#000000"><h2>Agent done</h2></body></html>
```

**See Appendix For Sample Code**

## CUSTOMER ACQUISITION FLOW



1. Customer fills out his information on the landing page(s).
2. Customer data is validated by the landing page for accuracy and completeness.
3. The landing page attempts to process the transaction with the gateway. This is either a SALE or an AUTH.
4. If the gateway approves the transaction then the landing page attempts to post the customer to OrangeCRM. If the transaction was declined the landing page notifies the customer and take the necessary action.
5. If OrangeCRM refuses the customer the landing page notifies the customer and take the necessary action and if the transaction was a SALE in step #3 then a VOID is sent to the gateway. If the customer is accepted by OrangeCRM and an AUTH was processed in step #3, then the landing page processes a CAPTURE with the gateway.
6. Completed transaction data is now sent to OrangeCRM so CSRs can refund it if necessary.
7. The "thank you" page is displayed and a pixel is fired to the affiliate if required.

## STANDARD REQUEST SUBMISSION API

The Standard Request Submission API defines the information that can be submitted to the gateway. The API consists of a set of fields that are required for every request and a set of fields that are optional. Under the API, the gateway accepts a NAME/VALUE pair. The NAME is the field name and indicates to the gateway what information is being submitted. VALUE contains the context of the field.

## TESTING ENVIRONMENT

The following credit card number, system keys (tokens) and URL can be used for testing. Contact our support desk at 770-227-0036 x1 for further assistance and/or extended debug information.

```
https://demo.orangecrm.com/ocrmapi
```

Customer system key:	6NCQR5
Transaction system key:	7F5PQU
Comment system key:	6NCQR5
Fulfillment system key:	7FGMNP

```
American Express  
378282246310005  
371449635398431  
378734493671000
```

```
Discover  
6011111111111117  
6011000990139424
```

```
MasterCard  
5555555555554444  
5105105105105100
```

```
Visa  
4111111111111111  
4012888888881881
```

## API ACCOUNT INFORMATION

The following fields in the API allow the system to identify the application submitting the request and the state of the application's account on the gateway.

Field	Used For	Value	Size	Description
q_system_key	All Requests	Token assign in the application by the OrangeCRM Admin.	32	Pass the system key (token) obtained for this program and request type from the CRM admin. This key will identify the customer status, which Program, Calling Center, Merchant Bank and/or Fee Schedule the record being created is associated with.
q_action	All Requests	One of the following: CUST_ADD CUST_VALIDATE CUST_AUTH CUST_UPDATE CUST_QUERY CUST_TRAN_QUERY CUST_CMT_QUERY CUST_FULFILL_QUERY CMT_ADD TRAN_ADD TRAN_UPDATE TRAN_REFUND TRAN_CB TRAN_RFI TRAN_QUERY LEAD_ADD LEAD_UPDATE LEAD_QUERY UPSELL_ADD FULFILL_ADD	N/A	Indicates the type of request being sent. If the value does not match any of the values stated the request will be rejected.

## CUSTOMER INFORMATION

### New Customer Post String:

```
&q_system_key=YN12QA
&q_action=CUST_ADD
&q_cust_status=ACTIVE
&q_cust_first_name=randall
&q_cust_middle_name=scott
&q_cust_last_name=wheeler
&q_cust_ship_address1=157 harris st
&q_cust_ship_city=griffin
&q_cust_ship_state=ga
&q_cust_ship_zip=30223
&q_cust_ship_country=usa
&q_cust_bill_address1=157 harris ave
&q_cust_bill_city=griffin
&q_cust_bill_state=ga
&q_cust_bill_zip=30223
&q_cust_bill_country=us
&q_cust_email=emailaddress@gmail.com
&q_cust_phone=7702270036
&q_cust_webusername=myusername
&q_cust_webpassword=openme
&q_cust_order=20091015
&q_cust_ccname=Randall S Wheeler
&q_cust_ccacct=4111111111111111
&q_cust_ccexpire=0121
&q_cust_extid=1000001
```

## CUSTOMER FIELDS

Field	Used For	Value	Length	Description
q_cust_username	CUST_AUTH	Any String	80	Web user name of customer
q_cust_password	CUST_AUTH	Any String	80	Web password for user
q_cust_guid	CUST_QUERY, CUST_UPDATE, CUST_COUNTER, TRAN_ADD, CMT_ADD, FULFILL_ADD	GUID String	32	Alpha-numeric that uniquely identifies the customer.
q_cust_first_name	CUST_ADD, CUST_VALIDATE, CUST_UPDATE	Any string	80	Customer first name
q_cust_middle_name	CUST_ADD, CUST_VALIDATE, CUST_UPDATE	Any string	80	Customer middle name

q_cust_last_name	CUST_ADD, CUST_VALIDATE, CUST_UPDATE	Any string	80	Customer last name
q_cust_status	CUST_ADD, CUST_VALIDATE, CUST_UPDATE	NEW PENDING TRIAL BILLING ACTIVE SUSPENDED CANCELED CSR CANCELED ARCHIVED	10	Customer status. Any of the specified values. Note: the CRM API record can override the customer status. To use this field set Begin Status to "API SELECT".
q_cust_category	CUST_ADD, CUST_VALIDATE, CUST_UPDATE	Any string	80	The category assigned to the customers.
q_cust_ship_address1	CUST_ADD, CUST_VALIDATE, CUST_UPDATE	Any string	80	Customer shipping address
q_cust_ship_address2	CUST_ADD, CUST_VALIDATE, CUST_UPDATE	Any string	80	Customer shipping address
q_cust_ship_address3	CUST_ADD CUST_VALIDATE CUST_UPDATE	Any string	80	Customer shipping address
q_cust_ship_city	CUST_ADD, CUST_VALIDATE, CUST_UPDATE	Any string	80	Customer shipping city
q_cust_ship_state	CUST_ADD, CUST_VALIDATE, CUST_UPDATE	Any string	80	Customer shipping state
q_cust_ship_zip	CUST_ADD CUST_VALIDATE CUST_UPDATE	Any String	80	Customer shipping zip code
q_cust_ship_country	CUST_ADD, CUST_VALIDATE, CUST_UPDATE	Any String	80	Customer shipping country
q_cust_bill_address1	CUST_ADD, CUST_VALIDATE, CUST_UPDATE	Any String	80	Customer billing address
q_cust_bill_address2	CUST_ADD, CUST_VALIDATE, CUST_UPDATE	Any string	80	Customer billing address
q_cust_bill_address3	CUST_ADD, CUST_VALIDATE, CUST_UPDATE	Any string	80	Customer billing address
q_cust_bill_city	CUST_ADD, CUST_VALIDATE, CUST_UPDATE	Any string	80	Customer billing city



q_cust_bill_state	CUST_ADD, CUST_VALIDATE, CUST_UPDATE	Any string	80	Customer billing state
q_cust_bill_zip	CUST_ADD, CUST_VALIDATE, CUST_UPDATE	Any string	80	Customer billing zip code
q_cust_bill_country	CUST_ADD, CUST_VALIDATE, CUST_UPDATE	Any string	80	Customer billing country
q_cust_email	CUST_ADD, CUST_VALIDATE, CUST_UPDATE	Any string	80	Customer email address
q_cust_imaddress	CUST_ADD, CUST_VALIDATE, CUST_UPDATE	Any string	80	Customers Instant Messenger address, usually denoted as SERVICE:SCREENNAME for
q_cust_phone	CUST_ADD, CUST_VALIDATE, CUST_UPDATE	Any string	80	Customer phone number
q_cust_webusername	CUST_ADD, CUST_VALIDATE, CUST_UPDATE	Any string	80	Customer web username
q_cust_webpassword	CUST_ADD, CUST_VALIDATE, CUST_UPDATE	Any string	80	Customer web password
q_cust_webstatus	CUST_ADD, CUST_VALIDATE, CUST_UPDATE	Any string	80	Customer web status
q_cust_order	CUST_ADD, CUST_VALIDATE, CUST_UPDATE	YYYYMMDD	08	Date of the order
q_cust_lastproc	CUST_ADD, CUST_VALIDATE, CUST_UPDATE	YYYYMMDD	08	Date the last time the customer was processed.
q_cust_ccname	CUST_ADD, CUST_VALIDATE, CUST_UPDATE	Any String	30	Name of credit card holder
q_cust_ccacct	CUST_ADD, CUST_VALIDATE, CUST_UPDATE	Number string	16	Credit card number.
q_cust_currency	CUST_ADD, CUST_VALIDATE, CUST_UPDATE	ISO 4217	03	Alpha code for currency designator from ISO 4217. (Requires OrangeCurrency Module.)
q_cust_ccexpire	CUST_ADD, CUST_VALIDATE, CUST_UPDATE	MMYY	04	Month and year for credit card expire
q_cust_achname	CUST_ADD, CUST_VALIDATE, CUST_UPDATE	Any string	80	Customers name as it appears on their bank statement

q_cust_achbank	CUST_ADD, CUST_VALIDATE, CUST_UPDATE	Any string	80	Customer bank name
q_cust_achaba	CUST_ADD, CUST_VALIDATE, CUST_UPDATE	Number string	80	Bank account routing number or ABA number.
q_cust_achacct	CUST_ADD, CUST_VALIDATE, CUST_UPDATE	Number string	80	Customer bank account number.
q_cust_achcity	CUST_ADD, CUST_VALIDATE, CUST_UPDATE	Any string	80	City where the bank is located.
q_cust_achstate	CUST_ADD, CUST_VALIDATE, CUST_UPDATE	Any string	80	State where the bank is located.
q_cust_achtype	CUST_ADD, CUST_VALIDATE, CUST_UPDATE	CHECKING SAVINGS BUSINESS CHECKING	80	Type of account that the ACH refers to. Defaults: CHECKING
q_cust_cadname	CUST_ADD, CUST_VALIDATE, CUST_UPDATE	Any string	80	Customers name as appears on Canada bank statement.
q_cust_cadacct	CUST_ADD, CUST_VALIDATE, CUST_UPDATE	Number string	80	Customer Canada bank account number.
q_cust_cadfin	CUST_ADD, CUST_VALIDATE, CUST_UPDATE	Number string	4	Canada Financial Institution Number account number.
q_cust_cadfibn	CUST_ADD, CUST_VALIDATE, CUST_UPDATE	Number string	5	Canada Financial Institution Branch Number account number.
q_cust_cadbank	CUST_ADD, CUST_VALIDATE, CUST_UPDATE	Any String	80	Customer Canada bank name
q_cust_bankroute	CUST_ADD, CUST_VALIDATE, CUST_UPDATE	Any String	40	Name of the bank route that matches the GUID below. Used in Preferred MID routing.
q_cust_bankrouteid	CUST_ADD, CUST_VALIDATE, CUST_UPDATE	Any string	32	GUID of the bank route to assign to the customers. Used in Preferred MID routing.
q_cust_sold	CUST_ADD, CUST_VALIDATE, CUST_UPDATE	Any string	80	Name of the product sold.
q_cust_birth	CUST_ADD, CUST_VALIDATE, CUST_UPDATE	Any string	80	Customers birth city
q_cust_record	CUST_ADD, CUST_VALIDATE, CUST_UPDATE	Any string	80	The customers IP address or the ID number of the sales telephone call recording.

q_cust_extid	CUST_ADD, CUST_VALIDATE, CUST_UPDATE	Any string	80	SOAP or external system ID for this customer
q_cust_affiliatecode	CUST_ADD, CUST_VALIDATE, CUST_UPDATE	Any string	80	Affiliate code used to track customer acquisition source.
q_cust_affiliatesub	CUST_ADD, CUST_VALIDATE, CUST_UPDATE	Any string	80	Affiliate subcode used to track customer acquisition.
q_cust_salespage	CUST_ADD, CUST_VALIDATE, CUST_UPDATE	Any string	80	The HTML page where the Customer landed. Used to track the acquisition source
q_cust_billplan	CUST_ADD, CUST_VALIDATE, CUST_UPDATE	Billing Plan Name	XX	The name of the billing plan (Predefined in the CRM) that the
q_cust_cost	CUST_ADD, CUST_VALIDATE, CUST_UPDATE	Number String	20	The total cost of acquiring the Customer.
q_cust_acctcode	CUST_ADD, CUST_VALIDATE, CUST_UPDATE	Any string	6	The account code associated with the acquisition cost, usually six character numeric
q_cust_acctcodedesc	CUST_ADD, CUST_VALIDATE, CUST_UPDATE	Any String	20	The readable description of the account code associated with the acquisition cost.
q_cust_customfield1	CUST_ADD, CUST_VALIDATE, CUST_UPDATE	Any String	15	The name portion of custom field #1
q_cust_customvalue1	CUST_ADD, CUST_VALIDATE, CUST_UPDATE	Any String	40	The value portion of custom field #1
q_cust_customfield2	CUST_ADD, CUST_VALIDATE, CUST_UPDATE	Any String	15	The name portion of custom field #2
q_cust_customvalue2	CUST_ADD, CUST_VALIDATE, CUST_UPDATE	Any String	40	The value portion of custom field #2
q_cust_customfield3	CUST_ADD, CUST_VALIDATE, CUST_UPDATE	Any string	15	The name portion of custom field #3
q_cust_customvalue3	CUST_ADD, CUST_VALIDATE, CUST_UPDATE	Any string	40	The value portion of custom field #3
q_cust_customfield4	CUST_ADD, CUST_VALIDATE, CUST_UPDATE	Any String	15	The name portion of custom field #4
q_cust_customvalue4	CUST_ADD, CUST_VALIDATE, CUST_UPDATE	Any String	40	The value portion of custom field #4

q_cust_customfield5	CUST_ADD, CUST_VALIDATE, CUST_UPDATE	Any string	15	The name portion of custom field #5
q_cust_customvalue5	CUST_ADD, CUST_VALIDATE, CUST_UPDATE	Any string	40	The value portion of custom field #5
q_cust_creator	CUST_UPDATE	CSR Name	50	The name of the user to be credited with the data edit.
q_cust_logincnt	CUST_COUNTER	Number	10	Increments the API login counter on the customer by the number specified.
q_cust_ordercnt	CUST_COUNTER	Number	10	Increments the API order counter on the customer by the number specified.
q_cust_lang	CUST_ADD, CUST_VALIDATE, CUST_UPDATE	ISO-639-3	03	ISO 639-3 three digit language code. Defaults to "eng" for English.
q_cust_revshare	CUST_ADD, CUST_VALIDATE, CUST_UPDATE	Valid Revenue Share Name as string	40	An active Revenue Share name from the Revenue Share master list.
q_cust_revshare_date	CUST_ADD, CUST_VALIDATE, CUST_UPDATE	YYYYMMDD	08	Date when the Revenue Share will stop

## TRANSACTION INFORMATION

### New Transaction Post String:

```
&q_system_key=TYH67Q
&q_action=TRAN_ADD
&q_cust_guid=1D38DFD101A84B5B8525708B0070C659
&q_tran_type=PURCHASE
&q_tran_status=APPROVED
&q_tran_amount=15.00
&q_tran_issue=20090501
&q_tran_ccname=randall wheeler
&q_tran_ccacct=4111111111111111
&q_tran_ccexpire=0113
&q_tran_bill_address1=157 harris st
&q_tran_bill_city=griffin
&q_tran_bill_zip=30223
&q_tran_bill_state=ga
&q_tran_respcode=OK
&q_tran_txn=2508972173
&q_tran_message=This transaction has been approved.
&q_tran_submit=x_login=XXXXXX&x_tran_key=XXXXXX&x_version=3.1&x_test_request=FALSE&x_delim_data=TRUE&x_relay_response=FALSE&x_amount=19.95&x_type=AUTH_CAPTURE&x_description=shippingcharge&x_address=157%20har- ris%20stx_zip=30223&x_method=CC&x_card_num=XXXXXXXXXXXXXXXX&x_exp_date=0113!!
&q_tran_response=1,1,1,This transaction has been approved.,007297,X,2508972173,,DCFA1AF52A3E2902852575EC0031CF03,19.95,CC,auth_capture,,,,,2719 OTTAWA AVE.,,,44312-4534,,B76A8896D1FD-08186DB929BB98727177,!!
```

## TRANSACTION FIELDS

Field	Used For	Value	Length	Description
q_cust_guid	CUST_QUERY, CUST_UPDATE, TRAN_ADD, CMT_ADD FULFILL_ADD	GUID String	32	Alpha-numeric that uniquely identifies the customer.
q_tran_guid	TRAN_QUERY, TRAN_REFUND, TRAN_CB, TRAN_RFI, TRAN_UPDATE	GUID String	32	Alpha-numeric that uniquely identifies the transaction.
q_tran_type	TRAN_ADD	One of the following: PURCHASE CAPTURE PREAUTH REFUND	20	The type of the transaction.
q_tran_status	TRAN_ADD, TRAN_UPDATE	One of the following: ON HOLD INQUEUE APPROVED DECLINED ERROR	20	The status of the transaction. ON HOLD transactions have not been processed and will not be until released. INQUEUE transactions are waiting to be processed.

q_tran_orig_status	TRAN_UPDATE	One of the following: ON HOLD INQUEUE APPROVED DECLINED ERROR	20	The current status of the transaction. Must match the current status of the transaction to complete the update request.
q_tran_amount	TRAN_ADD, TRAN_UPDATE	Number string	20	The billing amount of the transaction.
q_tran_refund_amt	TRAN_REFUND	Number string	20	The dollar amount to refund, if not specified will default to total amount of sale.
q_tran_issue	TRAN_ADD, TRAN_UPDATE	YYYYMMDD	08	The date the transaction was issued.
q_tran_ccname	TRAN_ADD, TRAN_UPDATE	Any string	30	Name of credit card holder
q_tran_ccacct	TRAN_ADD, TRAN_UPDATE	Number string	16	Credit card number
q_tran_ccexpire	TRAN_ADD, TRAN_UPDATE	MMYY	04	Month and year for credit card expire
q_tran_currency	CUST_ADD, CUST_VALIDATE, CUST_UPDATE	ISO 4217	03	Alpha code for currency designator from ISO 4217. (Requires OrangeCurrency Module.)
q_tran_achname	TRAN_ADD, TRAN_UPDATE	Any string	80	Customers name as it appears on their bank statement
q_tran_achbank	TRAN_ADD, TRAN_UPDATE	Any string	80	Customer bank name
q_tran_achaba	TRAN_ADD, TRAN_UPDATE	Number string	80	Bank account routing number or ABA number.
q_tran_achacct	TRAN_ADD, TRAN_UPDATE	Number string	80	Customer bank account number.
q_tran_achcity	TRAN_ADD, TRAN_UPDATE	Any string	80	City where the bank is located.
q_tran_achstate	TRAN_ADD, TRAN_UPDATE	Any string	80	State where the bank is located.
q_tran_achtype	TRAN_ADD, TRAN_UPDATE	One of the following: CHECKING SAVINGS	80	Type of account that the ACH refers to. Defaults to CHECKING
q_tran_cadname	TRAN_ADD, TRAN_UPDATE	Any string	80	Customers name as appears on Canada bank statement.
q_tran_cadacct	TRAN_ADD, TRAN_UPDATE	Number string	80	Customer Canada bank account number.
q_tran_cadfin	TRAN_ADD, TRAN_UPDATE	Number string	4	Canada Financial Institution Number account number.
q_tran_cadfibn	TRAN_ADD, TRAN_UPDATE	Number string	5	Canada Financial Institution Branch Number account number.
q_tran_cadbank	TRAN_ADD, TRAN_UPDATE	Any string	80	Customer Canada bank name
q_tran_bill_address1	TRAN_ADD, TRAN_UPDATE	Any string	80	Customer billing address

q_tran_bill_address2	TRAN_ADD, TRAN_UPDATE	Any string	80	Customer billing address
q_tran_bill_address3	TRAN_ADD, TRAN_UPDATE	Any string	80	Customer billing address
q_tran_bill_city	TRAN_ADD, TRAN_UPDATE	Any string	80	Customer billing city
q_tran_bill_zip	TRAN_ADD, TRAN_UPDATE	Any string	80	Customer billing zip code
q_tran_bill_state	TRAN_ADD, TRAN_UPDATE	Any string	80	Customer billing state
q_tran_bill_country	TRAN_ADD, TRAN_UPDATE	Any string	80	Customer billing country
q_tran_avsresp	TRAN_ADD	Any string	80	The response code from the merchant bank of the AVS lookup.
q_tran_cvvresp	TRAN_ADD	Any string	80	The response code from the merchant bank of the CVV2/CVVD check.
q_tran_txn	TRAN_ADD, TRAN_UPDATE	Any string	80	The transaction number from the merchant bank that is used to refund the transaction. If the refund information is a multi- field value, separate the values with a colon. NOTE: Merchant bank trans- action numbers vary greatly between banks. Please see the section below on bank response codes and txn numbers for more details.
q_tran_export	TRAN_ADD	YYYYMMDD HH:MM:SS	17	The date and time the transaction was processed by the bank.
q_tran_guid_orig	TRAN_ADD (CAPTURE and REFUNDS ONLY)	GUID string	32	The parent transactions (PREAUTH or PURCHASE transaction) GUID.
q_tran_txn_orig	TRAN_ADD (CAPTURE and REFUNDS ONLY)	Any string	80	The parent transactions (PREAUTH or PURCHASE transaction) txn number that this transaction is using to complete it process.
q_tran_message	TRAN_ADD, TRAN_UPDATE	Any string	256	Any text messages that the merchant bank returned when the transaction was processed.
q_tran_acctcode	TRAN_ADD, TRAN_UPDATE	Any string	6	The account code associated with the acquisition cost, usually six character numeric
q_tran_acctcodedesc	TRAN_ADD, TRAN_UPDATE	Any string	20	The readable description of the account code associated with the acquisition cost.
q_tran_submit	TRAN_ADD, TRAN_UPDATE	Any string	2048	The exact submit string that was sent to the merchant bank when the transaction was processed. NOTE: The string needs to be terminated with "!!"

q_tran_response	TRAN_ADD, TRAN_UPDATE	Any string	2048	The exact response string that the merchant bank returned when the transaction was processed. NOTE: The string needs to be terminated with "!!"
q_tran_feeid	TRAN_UPDATE	GUID string	32	GUID of the fee schedule you want this transaction linked to.
q_tran_cb_date	TRAN_CB	YYYYMMDD	08	The date the charge back was issued.
q_tran_cb_number	TRAN_CB	Any string	80	The number given to the charge back by the issuing bank.
q_tran_cb_merchant	TRAN_CB	Any string	80	The ID of the merchant bank that the charge back went through.
q_tran_cb_disposition	TRAN_CB	Any string	80	The predefined disposition reason for the chargeback. See Dispositions in the online help for more details.
q_tran_creator	TRAN_ADD, TRAN_REFUND, TRAN_UPDATE	CSR Name	50	The name of the user to be credited with the data edit.
q_tran_quickfind	TRAN_QUERY	Any String	80	Causes TRAN_QUERY to perform a full text search for the specified value. If the search locates a single transaction it is returned. NOTE: you can use quick find advanced searching.
q_tran_gateway_token	TRAN_ADD TRAN_UPDATE	Any String	50	The billing token used by the gateway to identify the customer. Used for gateways that require tokenized billing.
q_tran_allowcancel	TRAN_ADD TRAN_UPDATE	Y/N	1	If set to "Y" will allow an INQUEUE purchase transaction to process after the customer is canceled.
q_tran_allowplanchg	TRAN_ADD TRAN_UPDATE	Y/N	1	If set to "Y" will allow an INQUEUE purchase transaction to process after the customers billing plan is updated.
q_tran_revshare	TRAN_ADD, TRAN_UPDATE	Valid Revenue Share Name as string	40	An active Revenue Share name from the Revenue Share master list.
q_tran_revshare_date	TRAN_ADD, TRAN_UPDATE	YYYYMMDD	08	Date when the Revenue Share will stop
q_tran_rfi_date	TRAN_RFI	YYYYMMDD	08	The date the RFI was issued.
q_tran_rfi_number	TRAN_RFI	Any string	80	The number given to the RFI by the issuing bank.
q_tran_rfi_merchantid	TRAN_RFI	Any string	80	The ID of the merchant bank that the RFI went through.
q_tran_rfi_code	TRAN_RFI	Any string	80	The classification code assigned to the RFI by the issuing bank.



## LEAD INFORMATION

### New Lead Post String:

```
&q_system_key=6NBPBM
&q_action=lead_add
&q_lead_callcenter=100
&q_lead_billplan=annual billing
&q_lead_first_name=Jeremy
&q_lead_middle_name=Pud
&q_lead_last_name=Irons
&q_lead_ship_address1=157 harris st
&q_lead_ship_city=griffin
&q_lead_ship_state=ga
&q_lead_ship_zip=30223
&q_lead_ship_country=usa
&q_lead_phone=770-227-0036
&q_lead_email=noemail@hotmail.com
&q_lead_ccname=Jeremy Irons
&q_lead_ccacct=4111111111111111
&q_lead_ccexpire=0121
&q_lead_achname=Jeremy Irons
&q_lead_achbank=united bank
&q_lead_achaba=061000227
&q_lead_achacct=0110788
&q_lead_achcity=griffin
&q_lead_achstate=texas
&q_lead_achtype=SAVINGS
&q_lead_bill_address1=157 harris ave
&q_lead_bill_address2=apt 11201
&q_lead_bill_address3=line three
&q_lead_bill_city=griffin
&q_lead_bill_state=ga
&q_lead_bill_zip=30223
&q_lead_bill_country=us
&q_lead_agent=operator#12
&q_lead_record=12345.wav
&q_lead_sold=sold test
&q_lead_salescenter=web site direct
&q_lead_extid=apitest
&q_lead_exttrack=apitest
&q_lead_birth=tucson
&q_lead_order=20060328
```

## LEAD FIELDS

Field	Used For	Value	Length	Description
q_lead_guid	LEAD_UPDATE LEAD_QUERY	GUID String	32	Alpha-numeric that uniquely identifies the lead record.
q_lead_callcenter	LEAD_ADD	Any String	3	Numeric string that uniquely identifies the acquisition center

q_lead_billplan	LEAD_ADD	Any String	80	The name of the plan or product purchased. It must match an active billing plan name.
q_lead_first_name	LEAD_ADD	Any string	80	Customer first name
q_lead_middle_name	LEAD_ADD	Any string	80	Customer middle name
q_lead_last_name	LEAD_ADD	Any string	80	Customer last name
q_lead_ship_address1	LEAD_ADD	Any string	80	Customer shipping address
q_lead_ship_address2	LEAD_ADD	Any string	80	Customer shipping address
q_lead_ship_address3	LEAD_ADD	Any string	80	Customer shipping address
q_lead_ship_city	LEAD_ADD	Any string	80	Customer shipping city
q_lead_ship_state	LEAD_ADD	Any string	80	Customer shipping state
q_lead_ship_zip	LEAD_ADD	Any string	80	Customer shipping zip code
q_lead_ship_country	LEAD_ADD	Any string	80	Customer shipping country
q_lead_bill_address1	LEAD_ADD	Any string	80	Customer billing address
q_lead_bill_address2	LEAD_ADD	Any string	80	Customer billing address
q_lead_bill_address3	LEAD_ADD	Any string	80	Customer billing address
q_lead_bill_city	LEAD_ADD	Any string	80	Customer billing city
q_lead_bill_state	LEAD_ADD	Any string	80	Customer billing state
q_lead_bill_zip	LEAD_ADD	Any string	80	Customer billing zip code
q_lead_bill_country	LEAD_ADD	Any string	80	Customer billing country
q_lead_email	LEAD_ADD	Any string	80	Customer email address
q_lead_phone	LEAD_ADD	Any string	80	Customer phone number
q_lead_order	LEAD_ADD	YYYYMMDD	08	Date of the order
q_lead_ccname	LEAD_ADD	Any string	30	Name of credit card holder
q_lead_ccacct	LEAD_ADD	Number string	16	Credit card number
q_lead_ccexpire	LEAD_ADD	MMYY	04	Month and year for credit card expire
q_lead_achname	LEAD_ADD	Any string	80	Customers name as it appears on their bank statement
q_lead_achbank	LEAD_ADD	Any string	80	Customer bank name
q_lead_achaba	LEAD_ADD	Number string	80	Bank account routing number or ABA number.
q_lead_achacct	LEAD_ADD	Number string	80	Customer bank account number.
q_lead_achcity	LEAD_ADD	Any string	80	City where the bank is located.
q_lead_achstate	LEAD_ADD	Any string	80	State where the bank is located.
q_lead_achtype	LEAD_ADD	CHECKING SAVINGS BUSINESS CHECKING	80	Type of account that the ACH refers to. Defaults to CHECKING
q_lead_cadname	LEAD_ADD	Any string	80	Customers name as appears on Canada bank statement.
q_lead_cadacct	LEAD_ADD	Number string	80	Customer Canada bank account number.
q_lead_cadfin	LEAD_ADD	Number string	4	Canada Financial Institution Number account number.

q_lead_cadfibn	LEAD_ADD	Number string	5	Canada Financial Institution Branch Number account number.
q_lead_cadbank	LEAD_ADD	Any string	80	Customer Canada bank name
q_lead_sold	LEAD_ADD	Any string	80	Name of the product sold.
q_lead_birth	LEAD_ADD	Any string	80	Customers birth city
q_lead_record	LEAD_ADD	Any string	80	The filename or ID number for the telephone call recording.
q_lead_extid	LEAD_ADD	Any string	80	SOAP or external system ID for this customer
q_lead_exttrack	LEAD_ADD	Any string	80	SOAP or external a tracking number assign to this lead.
q_lead_salescenter	LEAD_ADD	Any string	80	The ID of the sales center that placed the call.
q_lead_webusername	LEAD_ADD	Any string	80	Customer web username
q_lead_webpassword	LEAD_ADD	Any string	80	Customer web password
q_lead_affiliatecode	LEAD_ADD	Any string	80	Affiliate code used to track customer acquisition source.
q_lead_affiliatesub	LEAD_ADD	Any string	80	Affiliate subcode used to track customer acquisition.
q_lead_salespage	LEAD_ADD	Any string	80	The HTML page where the customer landed. Used to track the acquisition source
q_lead_discount	LEAD_ADD	Numeric string	02	Amount of discount without decimal (00). Must match the predefined value set by admin.
q_lead_ccTransType	LEAD_ADD	PREAUTH	10	When a real-time preauth was processed outside OrangeCRM.
q_lead_ccTransAmt	LEAD_ADD	Numeric string	15	Amount of real-time preauth (0.00).
q_lead_ccTransTXN	LEAD_ADD	Any string	80	Gateway reference number used to capture preauth.
q_lead_ccTransDate	LEAD_ADD	YYYYMMDD	08	Date preauth transaction was processed.
q_lead_ccBankGUID	LEAD_ADD	Any String	32	GUID assigned to Bank of preauth – will override default.
q_lead_ccFeeGUID	LEAD_ADD	Any String	32	GUID assigned to Fee Schedule of preauth – will override default.
q_lead_revshare	LEAD_ADD, LEAD_UPDATE	Valid Revenue Share Name as string	40	An active Revenue Share name from the Revenue Share master
q_lead_revshare_date	LEAD_ADD, LEAD_UPDATE	YYYYMMDD	08	Date when the Revenue Share will stop
q_lead_customfields	LEAD_ADD, LEAD_UPDATE	Any string	1024	For program specific data using the custom field layout on the Acq. Center. Use a "!!" to separated attribute=value layout. ( Ex: &q_lead_customfields=dateof birth=19710603!!tpvacct=5319!!pvpass=abc)

q_lead_status	LEAD_UPDATE	CSR CHECK FAIL CLEARED ERROR DUPLICATE OOUT OF COMPLIANCE UNBILLABLE CANCELED ACCEPTED	10	Lead status. Any of the specified values.
q_lead_disposition	LEAD_UPDATE	Any string	30	The preselected reason for failing the lead. Shows the value from the disposition master list. (see Lists: Dispositions help text)
q_lead_checkname	LEAD_UPDATE	Any string	30	The name of the CSR who failed the lead.
q_lead_checkreason	LEAD_UPDATE	Any string	1024	The stated reason for the lead failure in free form text.
q_lead_checkdate	LEAD_UPDATE	YYYYMMDD	08	The date the lead was marked as a failure.

## COMMENT INFORMATION

### New Comment Post String:

```
&q_action=cmt_add
&q_system_key=6NCQR5
&q_cust_guid=620658BD399CAC3685256FFF005AB995
&q_cmt_predef_guid=4A0ED93F7911FC48852571EF00642B76
&q_cmt_subject=test message
&q_cmt_message=This is a message!!
```

## COMMENT FIELDS

Field	Used For	Value	Length	Description
q_cust_guid	CMT_ADD, CUST_CMT_QUERY	GUID String	32	Alpha-numeric that uniquely identifies the customer.
q_cmt_subject	CMT_ADD	Any String	80	Subject line of the customer comment.
q_cmt_creator	CMT_ADD	CSR Name	50	Comment author's name.
q_cmt_predef_guid	CMT_ADD	GUID String	32	GUID of the predefined comment to use and link to comment.
q_cmt_message	CMT_ADD	Any string	1024	Notes or details of the customer comment. NOTE: The string needs to be terminated with "!!"

## UPSELL INFORMATION

### New Upsell Post String:

```
&q_system_key=6C9MBD
&q_action=upsell_add
&q_upsell_first_name=James
&q_upsell_middle_name=R
&q_upsell_last_name=Bond
&q_upsell_ship_address1=157 harris st
&q_upsell_ship_address2=line two
&q_upsell_ship_address3=line three
&q_upsell_ship_city=griffin
&q_upsell_ship_state=ga
&q_upsell_ship_zip=30223
&q_upsell_ship_country=usa
&q_upsell_bill_address1=157 harris ave
&q_upsell_bill_address2=apt 11201
&q_upsell_bill_address3=line three
&q_upsell_bill_city=griffin
&q_upsell_bill_state=ga
&q_upsell_bill_zip=30223
&q_upsell_bill_country=us
&q_upsell_email=noemail@noemail.com
&q_upsell_phone=7702270036
&q_upsell_order=20050502
&q_upsell_ccname=James Bond
&q_upsell_ccacct=4111111111111111
&q_upsell_ccexpire=0121
&q_upsell_achname=James Bond
&q_upsell_achbank=united bank
&q_upsell_achaba=061000227
&q_upsell_achacct=0110788
&q_upsell_achcity=griffin
&q_upsell_achstate=texas
&q_upsell_sold=test
&q_upsell_birth=tucson
&q_upsell_agent=money penny
&q_upsell_record=wav file 10
&q_upsell_extid=ext5200
&q_upsell_track=abc123
&q_upsell_sales=center1
```

### UPSELL FIELDS

Field	Used For	Value	Max Length	Description
q_upsell_first_name	UPSELL_ADD	Any string	80	Upsell first name
q_upsell_middle_name	UPSELL_ADD	Any String	80	Upsell middle name
q_upsell_last_name	UPSELL_ADD	Any string	80	Upsell last name
q_upsell_ship_address1	UPSELL_ADD	Any string	80	Upsell shipping address
q_upsell_ship_address2	UPSELL_ADD	Any string	80	Upsell shipping address
q_upsell_ship_address3	UPSELL_ADD	Any string	80	Upsell shipping address
q_upsell_ship_city	UPSELL_ADD	Any string	80	Upsell shipping city

q_upsell_ship_state	UPSELL_ADD	Any string	80	Upsell shipping state
q_upsell_ship_zip	UPSELL_ADD	Any string	80	Upsell shipping zip code
q_upsell_ship_country	UPSELL_ADD	Any string	80	Upsell shipping country
q_upsell_bill_address1	UPSELL_ADD	Any string	80	Upsell billing address
q_upsell_bill_address2	UPSELL_ADD	Any string	80	Upsell billing address
q_upsell_bill_address3	UPSELL_ADD	Any string	80	Upsell billing address
q_upsell_bill_city	UPSELL_ADD	Any string	80	Upsell billing city
q_upsell_bill_state	UPSELL_ADD	Any string	80	Upsell billing state
q_upsell_bill_zip	UPSELL_ADD	Any string	80	Upsell billing zip code
q_upsell_bill_country	UPSELL_ADD	Any string	80	Upsell billing country
q_upsell_email	UPSELL_ADD	Any string	80	Upsell email address
q_upsell_phone	UPSELL_ADD	Any string	80	Upsell phone number
q_upsell_order	UPSELL_ADD	YYYYMMDD	08	Date of the order
q_upsell_ccname	UPSELL_ADD	Any string	30	Name of credit card holder
q_upsell_ccacct	UPSELL_ADD	Number string	16	Credit card number
q_upsell_ccexpire	UPSELL_ADD	MMYY	04	Month and year for credit card expire
q_upsell_achname	UPSELL_ADD	Any string	80	Upsell name as it appears on their bank statement
q_upsell_achbank	UPSELL_ADD	Any string	80	Upsell bank name
q_upsell_achaba	UPSELL_ADD	Number string	80	Bank account routing number or ABA number.
q_upsell_achacct	UPSELL_ADD	Number string	80	Upsell bank account number.
q_upsell_achcity	UPSELL_ADD	Any string	80	City where the bank is located.
q_upsell_achstate	UPSELL_ADD	Any string	80	State where the bank is located.
q_upsell_achtype	UPSELL_ADD	One of the following: CHECKING SAVINGS	80	Type of account that the ACH refers to. Defaults to CHECKING
q_upsell_agent	UPSELL_ADD	Any String	80	Name or ID of the TSR operator.
q_upsell_record	UPSELL_ADD	Any string	80	Recording number or ID of the call.
q_upsell_sold	UPSELL_ADD	Any string	80	Primary product sold.
q_upsell_extid	UPSELL_ADD	Any string	80	SOAP or external system ID for this upsell
q_upsell_track	UPSELL_ADD	Any string	80	SOAP or external system tracking number for this upsell
q_upsell_sales	UPSELL_ADD	Any string	80	The ID of the sales center that placed the call.
q_upsell_birth	UPSELL_ADD	Any string	80	Upsell customers birth city

## FULFILLMENT INFORMATION

### New Fulfillment Post String:

```
&q_system_key=7FGMNP
&q_action=fulfill_add
&q_cust_guid=63E927852A70B68685257019001E514B
&q_fulfill_masterguid=104A05B73ABA829B852572730066D25A
&q_fulfill_cost=3.99
&q_fulfill_acctcode=01908
&q_fulfill_acctcodedesc=fulfillment charges
&q_fulfill_pkgqty=1
&q_fulfill_pkgamt=39.59
&q_fulfill_pkgsku=CC33456
&q_fulfill_pkgweight=15
&q_fulfill_pkgsize=small
&q_fulfill_pkgtype=box
&q_fulfill_mailfield1=SKU
&q_fulfill_mailmerge1=FD-501
&q_fulfill_mailfield2=SHIP TYPE
&q_fulfill_mailmerge2=Express
&q_fulfill_mailfield3=PRESORT ZIP
&q_fulfill_mailmerge3=85603
```

### Update Fulfillment with Tracking Data Post String:

```
&q_system_key=7FGMNP
&q_action=fulfill_update
&q_fulfill_guid=C317E73BF0DDD27585257464005CBC2B
&q_fulfill_dateship=20130610
&q_fulfill_trackingnum=112345001
&q_fulfill_shipper=fedex
&q_fulfill_link=http://www.fedex.com/tracking?id=112345001!!
```

## FULFILLMENT FIELDS

Field	Used For	Value	Length	Description
q_fulfill_masterguid	FULFILL_ADD	GUID String	32	Alpha-numeric that uniquely identifies the fulfillment master record.
q_cust_guid	FULFILL_ADD	GUID String	32	Alpha-numeric that uniquely identifies the customer.
q_fulfill_pkgqty	FULFILL_ADD	Number String	10	The number of items to be sent in this fulfillment.
q_fulfill_pkgamt	FULFILL_ADD	Number String	10	Total amount the customer paid for products in this fulfillment.
q_fulfill_pkgsku	FULFILL_ADD	String	80	The item(s) sku used to identify what is to be shipped in this fulfillment.
q_fulfill_pkgweight	FULFILL_ADD	Number String	10	Weight of the total shipment.
q_fulfill_pkgsize	FULFILL_ADD	String	80	Physical dimensions of the package being sent.



q_fulfill_pkgtype	FULFILL_ADD	String	80	Type of packing container.
q_fulfill_mailfield1	FULFILL_ADD	String	80	The name portion of custom fulfillment field #1
q_fulfill_mailmerge1	FULFILL_ADD	String	80	The value portion of custom fulfillment field #1
q_fulfill_mailfield2	FULFILL_ADD	String	80	The name portion of custom fulfillment field #2
q_fulfill_mailmerge2	FULFILL_ADD	String	80	The value portion of custom fulfillment field #2
q_fulfill_mailfield3	FULFILL_ADD	String	80	The name portion of custom fulfillment field #3
q_fulfill_mailmerge3	FULFILL_ADD	String	80	The value portion of custom fulfillment field #3
q_fulfill_mailfield4	FULFILL_ADD	String	80	The name portion of custom fulfillment field #4
q_fulfill_mailmerge4	FULFILL_ADD	String	80	The value portion of custom fulfillment field #4
q_fulfill_mailfield5	FULFILL_ADD	String	80	The name portion of custom fulfillment field #5
q_fulfill_mailmerge5	FULFILL_ADD	String	80	The value portion of custom fulfillment field #5
q_fulfill_guid	FULFILL_UPDATE	GUID String	32	Alpha-numeric that uniquely identifies the customer fulfillment that was issued.
q_fulfill_dateship	FULFILL_UPDATE	YYYYMMDD	08	Date the fulfillment was shipped to the customer
q_fulfill_trackingnum	FULFILL_UPDATE	Any string	80	The tracking number assigned to the shipment to the customer.
q_fulfill_shipper	FULFILL_UPDATE	Any string	80	The name of the shipping vendor, such as UPS, FEDEX or USPS
q_fulfill_weight	FULFILL_UPDATE	Any String	10	The weight of the shipment
q_fulfill_cost	FULFILL_ADD FULFILL_UPDATE	Number String	20	The total cost of the fulfillment including any products shipped and the shipping cost.
q_fulfill_acctcode	FULFILL_ADD FULFILL_UPDATE	Any string	6	The account code associated with the cost, usually six character numeric
q_fulfill_acctcodedesc	FULFILL_ADD FULFILL_UPDATE	Any string	20	The readable description of the account code associated with the fulfillment cost.
q_fulfill_link	FULFILL_UPDATE	Any string	1024	The full URL to track the shipment, including <a href="http://xxxx">http://xxxx</a> NOTE: The string needs to be

q_fulfill_creator	FULFILL_ADD FULFILL_UPDATE	CSR Name	50	The name of the user to be credited with the data edit.
q_fulfill_tranguid	FULFILL_ADD	GUID String	32	Used to link a preauth transaction to the fulfillment so OrangeCRM will issue a capture

## BANK CAP QUERY

### Query Bank Cap Post String:

```
q_system_key=97Z4QX
&q_action=bank_cap_query
&q_bank_ccacct=4801520187093778
```

### BANK CAP QUERY FIELDS

Field	Used For	Value	Length	Description
q_bank_ccacct	BANK_CAP_QUERY	Credit Card Number	16	The credit card number to check against the current Merchant Banks.

## EVENT INFORMATION

### New Event Post String:

```
&q_system_key=7FGMNP
&q_action=event_add
&q_cust_guid=63E927852A70B68685257019001E514B
&q_event_masterguid=104A05B73ABA829B852572731566DFFA
&q_event_creator=Mike Smith
&q_event_recording=112572.wav
```

## EVENT FIELDS

Field	Used For	Value	Length	Description
q_event_masterguid	EVENT_ADD	GUID String	32	Alpha-numeric that uniquely identifies the event master record.
q_cust_guid	EVENT_ADD	GUID String	32	Alpha-numeric that uniquely identifies the customer.
q_event_creator	EVENT_ADD	CSR Name/ Rev Share	50	The name of the user to be credited for this event.
q_event_recording	EVENT_ADD	String	80	The file name or tag of the call recording. Can be used to verify.

## RESPONSE FIELDS RETURNED

Position	Field	Description
1	code	Indicates the result of the request 1 = ACCEPTED 2 = REFUSED 3 = ERROR 4 = DUPLICATE
2	result	Brief description of the result code.
3	reason	Text message from the gateway.
~	(from below)	One or more of the optional fields below

## CUSTOMER FIELDS RETURNED

Action	Field	Description
CUST_AUTH, CUST_UPDATE, CUST_ADD	q_cust_guid	Customer GUID is returned on all customer requests.
TRAN_ADD, TRAN_REFUND, TRAN_CB, TRAN_UPDATE	q_tran_guid	Transaction GUID is returned on ADD and REFUND requests. On a CB request, the original purchase GUID is returned. For refunds request newly created refund transaction GUID is returned. NOTE: when a refund is issued against a PENDING purchase transaction, no GUID is returned.
CUST_ADD, CUST_VALIDATE	q_cust_dup_guid	The GUID of the existing customer record that caused a duplicate check to fail. Can be used with CUST_QUERY to load "duplicate" customer data.
LEAD_ADD	q_lead_guid	Lead GUID is returned on all lead requests
UPSELL_ADD	q_upsell_guid	Upsell GUID is returned on all upsell requests
FULFILL_ADD, FULFILL_UPDATE	q_fulfill_guid	Customer Fulfillment request GUID is returned on all fulfillment requests
CUST_QUERY	q_cust_status	Customer status
CUST_QUERY	q_cust_first_name	Customer first name
CUST_QUERY	q_cust_middle_name	Customer middle name
CUST_QUERY	q_cust_last_name	Customer last name
CUST_QUERY	q_cust_ship_address1	Customer shipping address
CUST_QUERY	q_cust_ship_address2	Customer shipping address
CUST_QUERY	q_cust_ship_address3	Customer shipping address
CUST_QUERY	q_cust_ship_city	Customer shipping city
CUST_QUERY	q_cust_ship_state	Customer shipping state
CUST_QUERY	q_cust_ship_zip	Customer shipping zip code
CUST_QUERY	q_cust_ship_country	Customer shipping country
CUST_QUERY	q_cust_bill_address1	Customer billing address
CUST_QUERY	q_cust_bill_address2	Customer billing address
CUST_QUERY	q_cust_bill_address3	Customer billing address
CUST_QUERY	q_cust_bill_city	Customer billing city

CUST_QUERY	q_cust_bill_state	Customer billing state
CUST_QUERY	q_cust_bill_zip	Customer billing zip code
CUST_QUERY	q_cust_bill_country	Customer billing zip country
CUST_QUERY	q_cust_email	Customer email address
CUST_QUERY	q_cust_phone	Customer phone number
CUST_QUERY	q_cust_webusername	Customer web username
CUST_QUERY	q_cust_webpassword	Customer web password
CUST_QUERY	q_cust_webstatus	Customer web status
CUST_QUERY	q_cust_created	Customer date customer was created in YYYYMMDD
CUST_QUERY	q_cust_lastproc	Date customer was last processed in YYYYMMDD
CUST_QUERY	q_cust_ordered	Date customer ordered the first product in YYYYMMDD
CUST_QUERY	q_cust_imaddress	Customers Instant Messenger address, usually denoted as SERVICE:SCREENNAME For example YAHOO:joesmith.
CUST_QUERY	q_cust_sold	Name of the product sold.
CUST_QUERY	q_cust_record	The customers IP address or the ID number of the sales telephone call
CUST_QUERY	q_cust_extid	SOAP or external system ID for this customer
CUST_QUERY	q_cust_affiliatecode	Affiliate code used to track customer acquisition source.
CUST_QUERY	q_cust_affiliatesub	Affiliate subcode used to track customer acquisition.
CUST_QUERY	q_cust_salespage	The HTML page where the customer landed. Used to track the acquisition
CUST_QUERY	q_cust_billplan	The name of the billing plan (predefined in the CRM) that the customer will
CUST_QUERY	q_cust_cost	The total cost of acquiring the customer.
CUST_QUERY	q_cust_acctcode	The account code associated with the acquisition cost, usually six character
CUST_QUERY	q_cust_acctcodedesc	The readable description of the account code associated with the acquisition
CUST_QUERY	q_cust_customfield1	The name portion of custom field #1
CUST_QUERY	q_cust_customvalue1	The value portion of custom field #1
CUST_QUERY	q_cust_customfield2	The name portion of custom field #2
CUST_QUERY	q_cust_customvalue2	The value portion of custom field #2
CUST_QUERY	q_cust_customfield3	The name portion of custom field #3
CUST_QUERY	q_cust_customvalue3	The value portion of custom field #3
CUST_QUERY	q_cust_customfield4	The name portion of custom field #4
CUST_QUERY	q_cust_customvalue4	The value portion of custom field #4
CUST_QUERY	q_cust_customfield5	The name portion of custom field #5
CUST_QUERY	q_cust_customvalue5	The value portion of custom field #5
CUST_QUERY	q_cust_estbilldate	Estimated date of the next billing according to the current billing plan.
CUST_QUERY	q_cust_estbillamt	Estimated amount of the next billing according to the current billing plan.
CUST_QUERY	q_cust_cycle	Current billing cycle of the customer
CUST_QUERY	q_cust_cyclepaid	Last billing cycle that money was collected for
CUST_QUERY	q_cust_program	The name of the customers program
CUST_QUERY	q_cust_program_guid	The GUID of the customers program

The following fields are only available if enable on the API:		
CUST_QUERY	q_cust_ccname	Name of credit card holder
CUST_QUERY	q_cust_ccacct	Credit card number
CUST_QUERY	q_cust_ccexpire	Month and year for credit card expire
CUST_QUERY	q_cust_currency	ISO 4217 alpha code for currency designator
CUST_QUERY	q_cust_achname	Customers name as it appears on their bank statement
CUST_QUERY	q_cust_achaba	Bank account routing number or ABA number.
CUST_QUERY	q_cust_achacct	Customer bank account number.
CUST_QUERY	q_cust_achbank	Customer bank name
CUST_QUERY	q_cust_achcity	City where the bank is located.
CUST_QUERY	q_cust_achstate	State where the bank is located.
CUST_QUERY	q_cust_achtype	Type of account that the ACH refers to. Defaults: CHECKING
CUST_QUERY	q_cust_bankrouteid	Name of the bank route that matches the GUID below. Used in Preferred MID (sticky) routing.
CUST_QUERY	q_cust_bankroute	GUID of the bank route to assign to the customers. Used in Preferred MID (sticky) routing.
CUST_QUERY	q_cust_banktokens	Tilde delimited list of Merchant Banks GUIDs and associated billing tokens, used to bill this customers via tokenized billing.

## COMMENT FIELDS RETURNED

Action	Field	Description
CUST_CMT_QUERY	q_cmt_guid	Comment GUID is returned on all requests.
CUST_CMT_QUERY	q_cmt_date	Date comment was created
CUST_CMT_QUERY	q_cmt_creator	Comment author's name.
CUST_CMT_QUERY	q_cmt_predef_guid	GUID of the predefined comment to use and link to comment.
CUST_CMT_QUERY	q_cmt_subject	Subject line of the customer comment.
CUST_CMT_QUERY	q_cmt_message	Notes or details of the customer comment. NOTE: The string needs to be terminated with "!!"



## FULFILLMENT FIELDS RETURNED

Action	Field	Description
CUST_FULFILL_QUERY	q_fulfill_guid	Alpha-numeric that uniquely identifies the customer fulfillment
CUST_FULFILL_QUERY	q_cust_guid	Alpha-numeric that uniquely identifies the customer.
CUST_FULFILL_QUERY	q_fulfill_masterguid	Alpha-numeric that uniquely identifies the fulfillment master record.
CUST_FULFILL_QUERY	q_fulfill_tranguid	Alpha-numeric that uniquely identifies the transaction link to this fulfillment
CUST_FULFILL_QUERY	q_fulfill_name	The name of the fulfillment master record.
CUST_FULFILL_QUERY	q_fulfill_batch	Name of the batch that the fulfillment was processed in.
CUST_FULFILL_QUERY	q_fulfill_pkgqty	The number of items sent in this fulfillment.
CUST_FULFILL_QUERY	q_fulfill_pkgamt	Total amount the customer paid for products in this fulfillment.
CUST_FULFILL_QUERY	q_fulfill_pkgsku	The item(s) sku used to identify what is to be shipped in this fulfillment.
CUST_FULFILL_QUERY	q_fulfill_pkgweight	Weight of the total shipment.
CUST_FULFILL_QUERY	q_fulfill_pkgsize	Physical dimensions of the package being sent.
CUST_FULFILL_QUERY	q_fulfill_pkgtype	Type of packing container.
CUST_FULFILL_QUERY	q_fulfill_mailfield1	The name portion of custom fulfillment field #1
CUST_FULFILL_QUERY	q_fulfill_mailmerge1	The value portion of custom fulfillment field #1
CUST_FULFILL_QUERY	q_fulfill_mailfield2	The name portion of custom fulfillment field #2
CUST_FULFILL_QUERY	q_fulfill_mailmerge2	The value portion of custom fulfillment field #2
CUST_FULFILL_QUERY	q_fulfill_mailfield3	The name portion of custom fulfillment field #3
CUST_FULFILL_QUERY	q_fulfill_mailmerge3	The value portion of custom fulfillment field #3
CUST_FULFILL_QUERY	q_fulfill_mailfield4	The name portion of custom fulfillment field #4
CUST_FULFILL_QUERY	q_fulfill_mailmerge4	The value portion of custom fulfillment field #4
CUST_FULFILL_QUERY	q_fulfill_mailfield5	The name portion of custom fulfillment field #5
CUST_FULFILL_QUERY	q_fulfill_mailmerge5	The value portion of custom fulfillment field #5
CUST_FULFILL_QUERY	q_fulfill_dateship	Date the fulfillment was shipped to the customer in YYYYMMDD
CUST_FULFILL_QUERY	q_fulfill_datereq	Date the fulfillment was requested in YYYYMMDD
CUST_FULFILL_QUERY	q_fulfill_datecomplete	Date the fulfillment was completed in YYYYMMDD, usually when the tracking data was added.
CUST_FULFILL_QUERY	q_fulfill_trackingnum	The tracking number assigned to the shipment to the customer.
CUST_FULFILL_QUERY	q_fulfill_shipper	The name of the shipping vendor, such as UPS, FEDEX or USPS
CUST_FULFILL_QUERY	q_fulfill_weight	The weight of the shipment
CUST_FULFILL_QUERY	q_fulfill_cost	The total cost of the fulfillment including any products shipped and the shipping cost.
CUST_FULFILL_QUERY	q_fulfill_acctcode	The account code associated with the cost, usually six character numeric
CUST_FULFILL_QUERY	q_fulfill_acctcodedesc	The readable description of the account code associated with the fulfillment cost.
CUST_FULFILL_QUERY	q_fulfill_link	The full URL to track the shipment, including <a href="http://xxxx">http://xxxx</a> NOTE: The string will be terminated with “!”

## TRANSACTION FIELDS RETURNED

Action	Field	Description
TRAN_ADD, TRAN_REFUND, TRAN_CB, TRAN_UPDATE, TRAN_QUERY	q_cust_guid	Customer GUID is returned on all customer requests.
TRAN_ADD, TRAN_REFUND, TRAN_CB, TRAN_UPDATE, TRAN_QUERY	q_tran_guid	Transaction GUID is returned on ADD and REFUND requests. On a CB request, the original purchase GUID is returned. For refunds request newly created refund transaction GUID is returned. NOTE: when a refund is issued against a PENDING purchase transaction, no GUID is returned.
TRAN_QUERY	q_tran_status	Transaction status
TRAN_QUERY	q_tran_type	Transaction type
TRAN_QUERY	q_tran_amount	Transaction amount
TRAN_QUERY	q_cust_guid	Transaction customer GUID
TRAN_QUERY	q_tran_ccname	Transaction name on the credit card
TRAN_QUERY	q_tran_currency	ISO 4217 alpha code for currency designator
TRAN_QUERY	q_tran_achname	Transaction ACH name
TRAN_QUERY	q_tran_achbank	Transaction ACH bank name
TRAN_QUERY	q_tran_achcity	Transaction ACH City
TRAN_QUERY	q_tran_achstate	Transaction ACH State
TRAN_QUERY	q_tran_achtype	Transaction ACH type
TRAN_QUERY	q_tran_bill_address1	Transaction billing address
TRAN_QUERY	q_tran_bill_address2	Transaction billing address
TRAN_QUERY	q_tran_bill_address3	Transaction billing address
TRAN_QUERY	q_tran_bill_city	Transaction billing City
TRAN_QUERY	q_tran_bill_state	Transaction billing State
TRAN_QUERY	q_tran_bill_zip	Transaction billing Zip Code
TRAN_QUERY	q_tran_bill_country	Transaction billing Country
TRAN_QUERY	q_tran_respcode	Transaction results code from the merchant bank
TRAN_QUERY	q_tran_message	Transaction message field from the merchant bank
TRAN_QUERY	q_tran_txn	Transaction ID assigned by the processing gateway.
TRAN_QUERY	q_tran_guid_orig	The parent transaction GUID.

TRAN_QUERY	q_tran_txn_orig	The parent transaction's txn number that this transaction is using to complete it process.
TRAN_QUERY	q_tran_avsresp	Transaction response code from the merchant bank of the AVS lookup.
TRAN_QUERY	q_tran_cvvresp	Transaction response code from the merchant bank of the CVV2/CVVD check.
TRAN_QUERY	q_tran_cadname	Customers name as appears on Canada bank statement
TRAN_QUERY	q_tran_cadbank	Customer Canada bank name
TRAN_QUERY	q_tran_cadacct	Customer Canada bank account number
TRAN_QUERY	q_tran_cadfin	Canada Financial Institution Number.
TRAN_QUERY	q_tran_cadfibn	Canada Financial Institution Branch Number.
TRAN_QUERY	q_tran_acctcode	Transaction account code associated with this transaction.
TRAN_QUERY	q_tran_acctcodedesc	Text description of the account code associated with this transaction.
TRAN_QUERY	q_tran_created	Transaction created date
TRAN_QUERY	q_tran_issue	Transaction date of issue field

## LEAD FIELDS RETURNED

Action	Field	Description
LEAD_ADD, LEAD_UPDATE LEAD_QUERY	q_lead_guid	Alpha-numeric that uniquely identifies the lead record.
LEAD_QUERY	q_cust_guid	Alpha-numeric that uniquely identifies the customer record that this lead made.
LEAD_QUERY	q_lead_status	The current status of the lead
LEAD_QUERY	q_lead_callcenter	Numeric string that uniquely identifies the acquisition center
LEAD_QUERY	q_lead_billplan	The name of the plan or product purchased. It must match an active billing plan name.
LEAD_QUERY	q_lead_first_name	Customer first name
LEAD_QUERY	q_lead_middle_name	Customer middle name
LEAD_QUERY	q_lead_last_name	Customer last name
LEAD_QUERY	q_lead_ship_address1	Customer shipping address
LEAD_QUERY	q_lead_ship_address2	Customer shipping address
LEAD_QUERY	q_lead_ship_address3	Customer shipping address
LEAD_QUERY	q_lead_ship_city	Customer shipping city
LEAD_QUERY	q_lead_ship_state	Customer shipping state
LEAD_QUERY	q_lead_ship_zip	Customer shipping zip code
LEAD_QUERY	q_lead_ship_country	Customer shipping country
LEAD_QUERY	q_lead_bill_address1	Customer billing address
LEAD_QUERY	q_lead_bill_address2	Customer billing address
LEAD_QUERY	q_lead_bill_address3	Customer billing address
LEAD_QUERY	q_lead_bill_city	Customer billing city
LEAD_QUERY	q_lead_bill_state	Customer billing state
LEAD_QUERY	q_lead_bill_zip	Customer billing zip code
LEAD_QUERY	q_lead_bill_country	Customer billing country
LEAD_QUERY	q_lead_email	Customer email address
LEAD_QUERY	q_lead_phone	Customer phone number
LEAD_QUERY	q_lead_order	Date of the order
LEAD_QUERY	q_lead_sold	Name of the product sold.
LEAD_QUERY	q_lead_birth	Customers birth city
LEAD_QUERY	q_lead_record	The filename or ID number for the telephone call recording.
LEAD_QUERY	q_lead_extid	SOAP or external system ID for this customer
LEAD_QUERY	q_lead_exttrack	SOAP or external a tracking number assign to this lead.

LEAD_QUERY	q_lead_salescenter	The ID of the sales center that placed the call.
LEAD_QUERY	q_lead_webusername	Customer web username
LEAD_QUERY	q_lead_webpassword	Customer web password
LEAD_QUERY	q_lead_affiliatecode	Affiliate code used to track customer acquisition source.
LEAD_QUERY	q_lead_affiliatesub	Affiliate subcode used to track customer acquisition.
LEAD_QUERY	q_lead_salespage	The HTML page where the customer landed. Used to track the acquisition source
LEAD_QUERY	q_lead_revshare	An active Revenue Share name from the Revenue Share master list.
LEAD_QUERY	q_lead_revshare_date	Date when the Revenue Share will stop
LEAD_QUERY	q_lead_disposition	The preselected reason for failing the lead. Shows the value from the disposition master list. (see Lists: Dispositions help text)
LEAD_QUERY	q_lead_checkname	The name of the CSR who failed the lead.
LEAD_QUERY	q_lead_checkreason	The stated reason for the lead failure in free form text.
LEAD_QUERY	q_lead_checkdate	The date the lead was marked as a failure.

## BANK CAP QUERY FIELDS RETURNED

Action	Field	Description
BANK_CAP_QUERY	q_bank_guid	The GUID of the Merchant Bank recommended to process this credit card.
BANK_CAP_QUERY	q_bank_name	The name of the Merchant Bank recommended to process this credit card.
BANK_CAP_QUERY	q_bank_route	The Bank Route (sticky route) currently associated with this Merchant Bank.
BANK_CAP_QUERY	q_bank_monthavailable	The amount of money available on this Merchant Bank before the monthly cap is reached. This includes the total already processed and the amount of estimated recurring billing for existing customers assigned to this Bank Route.
BANK_CAP_QUERY	q_bank_dayavailable	The amount of money available on this Merchant Bank before the daily cap is reached. NOTE: this does not include any estimated recurring billing. To maximize the daily cap effectiveness - it is recommended that recurring billing be processed early in the day, before the bulk of new customers arrives.
BANK_CAP_QUERY	q_bank_monthused	The amount of money already counting toward the monthly cap.
BANK_CAP_QUERY	q_bank_dayused	The amount of money already counting toward the daily cap.
BANK_CAP_QUERY	q_bank_montheat	The amount of money OrangeCRM estimates will billing on this Bank Route by the end of the month.

## BANK CAP QUERY RESPONSE SAMPLE (CR/LF added for display)

```
&code=1&result=accepted&reason=Banking caps returned
&q_bank_guid=333CC27E92B5ABC485257B1A004DBEB1
&q_bank_name=GMA Processing
&q_bank_route=Sticky One
&q_bank_monthavailable=895905.43
&q_bank_dayavailable=500000
&q_bank_monthused=0
&q_bank_dayused=0
&q_bank_montheat=4094.57
```

```
&q_bank_guid=B9CC43CBC65E3E1F85257AB0006F4818
&q_bank_name=PayPal 3341
&q_bank_route=Sticky Two
&q_bank_monthavailable=895058.43
&q_bank_dayavailable=500000
&q_bank_monthused=4941.57
&q_bank_dayused=0
&q_bank_montheat=0
```

```
&q_bank_guid=469F8C1BEB188C9085257B1E005CD698
&q_bank_name=FirstData A45001
&q_bank_route=Sticky Three
&q_bank_monthavailable=894228.34
&q_bank_dayavailable=498705.48
&q_bank_monthused=5771.66
&q_bank_dayused=1294.52
&q_bank_montheat=0
```

## BANK RESPONSE CODES AND TXN NUMBERS

Below are some of the supported TXN numbers that are returned by supported banks. If you don't see your merchant bank or gateway in the list, please contact our technical support department.

Advanced Merchant Group	
q_tran_respcode	This value is the combination of the response field and the response code separated by a colon (response:response_code). Response is returned as the field "response=". Response code is returned as the field "response_code=".
q_tran_txn	This value is the transaction ID denoted by the "transactionID="
q_tran_message	This field is the response text field denoted by "responsetext="

Allied Wallet	
q_tran_respcode	This value is the XML field <STATE>.
q_tran_txn	This value is the transaction ID denoted by the <TRANSACTIONID> XML field.
q_tran_message	This field is the response text field denoted by the <MESSAGE> XML field.

Alto Payments	
q_tran_respcode	Response field (values are 1 or 2 or 3) from gateway
q_tran_txn	Transaction id field from gateway
q_tran_message	Is response text field from gateway

Assertigy	
q_tran_respcode	This value is the combination of the <DECISION> XML field and a hyphen and the <CODE> field.
q_tran_txn	This value is the transaction ID denoted by the <CONFIRMATIONNUMBER> XML field.
q_tran_message	This field is the response text field denoted by the <DESCRIPTION> XML field.

Atlantic Pacific Processing	
q_tran_respcode	response field (values are 1 or 2 or 3) from gateway
q_tran_txn	transactionid field from gateway
q_tran_message	is response text field from gateway

Authorize.net	
q_tran_respcode	The Response Code is the 1st field returned.
q_tran_txn	The Txn Number is a combination of the SubCode (2nd field returned) and Transaction ID 7th field returned) separated by a colon.
q_tran_message	The message is the Response Reason Text in the 4th field returned.

Bean Stream	
q_tran_respcode	This value is the value of the TRNAPPROVED field denoted as "TRNAPPROVED=".
q_tran_txn	This value is the transaction ID denoted by the "TRNID=" field.

q_tran_message	This field is the response text from the "MESSAGETEXT=".
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#### BroadPay (ICS Access)

q_tran_respcode	The Result Code returned with the token "&result code=".
q_tran_txn	This value is the combination of Auth Code, Batch ID and Tracking ID separated by colons AuthCode:BatchID:TrackingID). Auth Code is returned with the token &authcode=. Batch ID is returned with the token &batchid=. Tracking ID is returned with the token &trackingid=.
q_tran_message	The message is the Auth Code from above and the Result Text field. Result Text is returned with the token &resulttext=.

#### Capstone Pay

q_tran_respcode	is the URL encoded response field "status_code", denoted by &status_code=xxx.
q_tran_txn	is the URL encoded response field "orderid", denoted by &orderid=xxx.
q_tran_message	is the URL encoded response field "status=", denoted by status=xxx and the URL encoded response field "status_msg=", denoted by &status_msg=xxx

#### ChargeBack Guardian

q_tran_respcode	This value is the combination of the response field and the response code separated by a colon (response:response_code). Response is returned as the field "response=". Response code is returned as the field "response_code=".
q_tran_txn	This value is the transaction ID denoted by the "transactionID="
q_tran_message	This field is the response text field denoted by "responsetext="

#### ChargeBack Guardian (SCRUBS)

q_tran_respcode	This value is the combination of the response field and the response code separated by a colon (response:response_code). Response is returned as the field "response=". Response code is returned as the field "response_code=".
q_tran_txn	This value is the transaction ID denoted by the "transactionID="
q_tran_message	This field is the response text field denoted by "responsetext="

#### Central Payments

q_tran_respcode	Is XML field value for <results>.
q_tran_txn	Is XML field value for <reference>.
q_tran_message	Is the concatenation of XML field value for <code> and <description> separated by a hyphen.

#### ClickTrader

q_tran_respcode	In the XML response this the value for the result field, denoted by <status>xxxx</status>.
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q_tran_txn	In the XML response this the value for the result field, denoted by <orderid>xxx</orderid>.
q_tran_message	In the XML response this the value for the result field, denoted by <details>xxx</details>.

#### ConnectNPay

q_tran_respcode	is the RESP_CODE field (if provided) and the FINALSTATUS field separated by a space
q_tran_txn	the field value denoted by "ORDERID=". Note that this value can be set when you send the sale transaction, so make sure you do not duplicate it or refunds will fail.
q_tran_message	the field value denoted by "MERRMSG="

#### CurePay

q_tran_respcode	Is the value of the code field denoted by "CODE=".
q_tran_txn	Is the value of the transaction ID field denoted by "TRANSACTION_ID=".
q_tran_message	Is the concatenation of the sub_message field and the message field, denoted by "SUB_MESSAGE=" and "MESSAGE=".

#### Digital River (Reg.net)

q_tran_respcode	In the XML response this the value for the result field, denoted by <result>xxx</result>.
q_tran_txn	For an approved transaction this is the XML base order id value, denoted as <orders basorderid=xxx>...</orders>. For declined or error transaction leave it blank.
q_tran_message	For an approved and declined transactions this is the XML status value, denoted by <status>xxx</status>. For error transactions this is the XML code and description values, denoted by <code>xxx</code> and <description>xxx</description>.

#### Echo Inc

q_tran_respcode	Is ECHOTYPE3 XML field value for <status> (either G,R,D,C,T).
q_tran_txn	Is ECHOTYPE3 XML field value for <order_number>.
q_tran_message	Is the concatenation of ECHOTYPE3 XML field value for <term_code> and <decline_code> separated by a hyphen.

#### Ecore Pay

q_tran_respcode	This value is the XML field <RESPONSECODE>.
q_tran_txn	This value is the transaction ID denoted by the <TRANSACTIONID> XML field.
q_tran_message	This field is the response text field denoted by the <STATUSDESCRIPTION> XML field.

#### ENO Gateway

q_tran_respcode	field #1 in the tilde delimited response from gateway
q_tran_txn	field #6 in the tilde delimited response
q_tran_message	blank

#### Evoke360

q_tran_respcode	field #1 in the colon delimited response from gateway
q_tran_txn	the concatenation of fields #4 and field #5, with a separating colon
q_tran_message	field #2 in the colon delimited response from gateway

#### EZ Pay Now (See Real Charge)

#### FirstData

q_tran_respcode	In the JSON response this is the value of the field TRANSACTION_APPROVED.
q_tran_txn	In the JSON response this is the value of the field TRANSACTION_TAG and the JSON field AUTHORIZATION_NUM separated by a colon.  Example: "53352668:94565P"
q_tran_message	In the JSON response this is the value of the field EXACT_MESSAGE.

#### IntelliPay (CC purchase)

q_tran_respcode	In the XML response this the value for the result field, denoted by <responsecode>xxx</responsecode>.
q_tran_txn	In the XML response this the value for the authorize code field and the transaction id field separated by a colon (abc:C00 123). Note that the trans id field usually contains a space which is required. Fields are as follows:  <authcode>abc</authcode> <transid>C00 123</transid>
q_tran_message	This field is blank as messages are only returned for decline and error transactions.

#### InstaPay

q_tran_respcode	Is the Result field, denoted by "result=" in the response string
q_tran_txn	This value is the combination of History ID and the Order ID separated by colons (HistoryID:OrderID). History ID is returned with the response as "historyid=". OrderID is returned as "orderid=".
q_tran_message	This field is blank as messages are only returned for decline and error transactions.

JetPay	
q_tran_rescode	In the XML response this the value for the result field, denoted by <actioncode>xxx</actioncode>.
q_tran_txn	In the XML response this the value for the result field, denoted by <transactionid>xxx</transactionid>.
q_tran_message	In the XML response this the value for the result field, denoted by <responsetext>xxx</responsetext>.

Litle & Co (CC purchase)	
q_tran_rescode	In the XML response this the value for the result field, denoted by <response>xxx</response>.
q_tran_txn	In the XML response this the value for the result field, denoted by <litleTxnId>xxx</litleTxnId>.
q_tran_message	In the XML response this the value for the result field, denoted by <message>xxx</message>.

LLMerchant	
q_tran_rescode	The field value denoted by "RESPONSE="
q_tran_txn	The field value denoted by "TRANSACTIONID="
q_tran_message	The field value denoted by "RESPONSETEXT="

Mertius (Payment XP)	
q_tran_rescode	field value denoted by "StatusID"
q_tran_txn	field value denoted by "TransactionID"
q_tran_message	field value denoted by "ResponseMessage"
q_tran_gateway_token	If you want OrangeCRM to use CreditCardReBill transaction type instead of CreditCardCharge – you will need to send the rebill token. Field value denoted by "TransactionID"

Moneris Canada	
q_tran_rescode	Is the text returned from their object query getResponseCode().
q_tran_txn	This value is the combination of TXN Number and the Receipt ID separated by a colon (TXNNumber:ReceiptID). TXN Number is the text returned from their object query getTxnNumber(). Receipt ID is the text returned from their object query getReceiptId().
q_tran_message	Is the text returned from their object query getMessage().

MultiCard	
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q_tran_respcode	field value denoted by "RESPONSE_CODE"
q_tran_txn	field value denoted by "TRANS_ID="
q_tran_message	field value denoted by "RESPONSE_TEXT"

#### MVPS

q_tran_respcode	field #1 in the pipe delimited response from gateway
q_tran_txn	field #4 in the pipe delimited response, less the "TRANSACTIONID:"
q_tran_message	field #3 in the pipe delimited response from gateway

#### Network Merchants (NMI)

q_tran_respcode	Response field (values are 1 or 2 or 3) from gateway
q_tran_txn	Transaction id field from gateway
q_tran_message	Is response text field from gateway

#### Optimal Payments (FirePay)

q_tran_respcode	Is the URL encoded response field "status", denoted by &status=xxx.
q_tran_txn	Is the URL encoded response field "txnnumber", denoted by &txnnumber=xxx.
q_tran_message	Is the URL encoded response field "errstring=", denoted by &errstring=xxx.

#### Optimal Payments (using XML Web Service)

q_tran_respcode	Is the URL encoded response field "code", denoted by <code>xxx</code>.
q_tran_txn	Is the URL encoded response field "confirmationNumber", denoted by <confirmationNumber>xxx</confirmationNumber>.
q_tran_message	Is the URL encoded response field "decision", denoted by <decision>xxx</decision>.

#### PacNet

q_tran_respcode	Is the text from the STATUS field (status=)
q_tran_txn	Is the text from the TRACKINGNUMBER field (trackingnumber=)
q_tran_message	Is the text from the MESSAGE field (message=)

#### PayMeNow

q_tran_respcode	Is the text Transaction Result found in the 1st field response.
q_tran_txn	This value is the combination of History ID and the Order ID separated by colons (HistoryID:OrderID). History ID is returned with the token historyid=. Order ID is returned with the token &ordered=.
q_tran_message	Is the Text Response field in the 3rd position, usually?

#### PayPal Pro

q_tran_respcode	This is the value of the result field ("result=") and is usually a zero or a one.
q_tran_txn	This is the value of the paypal reference Id or the paypal transaction id and is denoted on the response by "pnref=".
q_tran_message	This field is the response message field denoted by "respmsg=".

#### PayScout

q_tran_respcode	The field value denoted by "RESPONSE="
q_tran_txn	The field value denoted by "TRANSACTIONID="
q_tran_message	The field value denoted by "RESPONSETEXT="

#### PiroPay (See Real Charge)

#### PlugNPay

q_tran_respcode	is the RESP_CODE field (if provided) and the FINALSTATUS field separated by a space
q_tran_txn	The field value denoted by "ORDERID=". Note that this value can be set when you send the sale transaction, so make sure you do not duplicate it or refunds will fail.
q_tran_message	The field value denoted by "MERRMSG="

#### Profitorius

q_tran_respcode	Is the text from the HTML table column denoted by STATUS (<tr><td>status</td><tdXXX</td></tr>)
q_tran_txn	Is the text from the HTML table column denoted by TRANSACTION ID (<tr><td>transaction id</td><tdXXX</td></tr>)
q_tran_message	Is the text from the HTML table column denoted by RESPONSE TEXT (<tr><td>response text</td><tdXXX</td></tr>)

#### SafeCharge

q_tran_respcode	the XML field "<STATUS>"
q_tran_txn	the concatenation of the XML field "<TRANSACTIONID>" separated by a colon from the XML field "<AUTHCODE>"

q_tran_message	the XML "<REASON>" field within the XML "<REASONCODES>" field.
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#### SecurePay

q_tran_respcode	field #1 called "Return_Code"
q_tran_txn	field #5
q_tran_message	field #3 called "Card_Reponse" and/or field #2 called "Approv_Num" depending on the transaction result

#### SpeedChex

q_tran_respcode	The field value denoted by "RETURNCODE="
q_tran_txn	The field value denoted by "TRACKINGCODE="
q_tran_message	The field value denoted by "ERRORDescription="

#### Stripe

q_tran_respcode	The value of the CODE field
q_tran_txn	The value of the CHARGE field
q_tran_message	The value of the MESSAGE field

#### Real Charge

q_tran_respcode	The field value denoted by "STATUS="
q_tran_txn	The field value denoted by "TRANSACTION_NO="
q_tran_message	The field value denoted by "REASON="

#### Realex Payments

q_tran_respcode	the XML field "<RESULT>"
q_tran_txn	the concatenation of the XML fields "<PASREF>", "<AUTHCODE>" and "<ORDER ID>" separated by colons
q_tran_message	the XML field "<MESSAGE>"

#### Total Trans

q_tran_respcode	Is the first (1st) field on the comma delimited response string separated by a colon in combination with the (2nd) field?
q_tran_txn	Is the forth (4th) field on the comma delimited response string?

q_tran_message	Is the third (3rd) field on the comma delimited response string?
----------------	--

#### TransFirst eLink

q_tran_respcode	is field #11 "Transaction Status"
q_tran_txn	is field #14 "Reference Number"
q_tran_message	blank

#### USAePay

q_tran_respcode	Is the transaction result found in the field "UMSTATUS"
q_tran_txn	Transaction ID found in the field "UMREFNUM"
q_tran_message	Concatenated results of the "UMERRORCODE" and "UMERROR" fields

#### Verifi

q_tran_respcode	response field (values are 1 or 2 or 3) from gateway
q_tran_txn	Transaction ID field from gateway
q_tran_message	Is response text field from gateway

#### VitalPay

q_tran_respcode	is the XML field concatenation of the result field and the decline code field in the payment result section (separated by a colon), denoted by <PAYMENTRESULT> and <RESULT> and <DECLINECODE>.
q_tran_txn	is the XML field payment ID denoted by <PAYMENTID> in the payment result section (<PAYMENTRESULT>) of the response.
q_tran_message	is the "user friendly response" and the "internal advice" fields in the payment response section, denoted by <USERFRIENDLYRESPONSE> and <INTERALADVICE>.

#### WebDosh

q_tran_respcode	the XML field "<STATUS>"
q_tran_txn	the XML field "<TXID>"
q_tran_message	the XML field "<MSG>"

#### World Pay

q_tran_respcode	the XML field "<LASTEVENT>"
-----------------	-----------------------------

q_tran_txn	the XML field attribute "ORDERCODE=" in the field "<OK>"
q_tran_message	the XML field attribute "DESCRIPTION=" in the field "<ISO8583RETURNCODE>"

Z4pay	
q_tran_respcode	the XML field "<STATUS>"
q_tran_txn	the XML field "<TXID>"
q_tran_message	the XML field "<MSG>"



## APPENDIX

### Command Line CURL Samples:

```
curl.exe -k -d "
&q_action=cust_auth
&q_system_key=6DLSDN
&q_cust_username=jamesbond
&q_cust_password=password" https://demo.orangecrm.com/ocrmapi
```

```
curl.exe -d "
&q_action=cmt_add
&q_system_key=6NCQR5
&q_cust_guid=620658BD399CAC3685256FFF005AB995
&q_cmt_predef_guid=4A0ED93F7911FC48852571EF00642B76
&q_cmt_subject=test message
&q_cmt_message=This is a message!!" https://demo.orangecrm.com/ocrmapi
```

```
curl.exe -k -d "
&q_action=tran_add
&q_system_key=6GPS3S
&q_cust_guid=1D38DFD101A84B5B8525708B0070C659
&q_tran_type=PREAUTH
&q_tran_status=APPROVED
&q_tran_amount=15.00
&q_tran_issue=20130501
&q_tran_ccname=james bond
&q_tran_ccacct=4111111111111111
&q_tran_ccexpire=0119
&q_tran_bill_address1=157 harris st
&q_tran_bill_city=griffin
&q_tran_bill_zip=30223
&q_tran_bill_state=az
&q_tran_bill_country=us
&q_tran_respcode=success
&q_tran_txn=1009876AD
&q_tran_message=transaction approved
&q_tran_submit=&username=name&password=passwd&type=sale&ccnumber=XXXXXXXXXXXX4419&ccexp=012014&amount=21.95!!
&q_tran_response=response=1&responsetext=No
Error&authcode=072514&transactionid=1836199107&response_code=100!!
" https://demo.orangecrm.com/ocrmapi
```

```
curl.exe -k -d "
&q_action=fulfill_update
&q_system_key=7FGMNP
&q_fulfill_guid=C317E73BF0DDD27585257464005CBC2B
&q_fulfill_dateship=20130610
&q_fulfill_trackingnum=112345001
&q_fulfill_shipper=fedex
&q_fulfill_link=http://www.fedex.com/tracking?id=112345001!!" https://demo.orangecrm.com/ocrmapi
```

```
curl.exe -k -d "
&q_action=lead add
&q_system_key=6NBPBM
&q_lead_callcenter=100
&q_lead_billplan=annual billing
&q_lead_first_name=James
&q_lead_middle_name=scott
&q_lead_last_name=Bond
&q_lead_ship_address1=157 harris st
&q_lead_ship_city=griffin
&q_lead_ship_state=ga
&q_lead_ship_zip=30223
&q_lead_ship_country=usa
&q_lead_phone=770-227-0036
&q_lead_email=007@hotmail.com
&q_lead_ccname=James S Bond
&q_lead_ccacct=4111111111111111
&q_lead_ccexpire=0127
&q_lead_bill_address1=157 harris ave
&q_lead_bill_address2=apt 11201
&q_lead_bill_address3=line three
&q_lead_bill_city=griffin
&q_lead_bill_state=ga
&q_lead_bill_zip=30223
&q_lead_bill_country=us
&q_lead_agent=operator#12
&q_lead_record=12345.wav
&q_lead_sold=hard ship product
&q_lead_salescenter=web site direct
&q_lead_extid=apitest
&q_lead_exttrack=apitest
&q_lead_order=20060328" https://demo.orangecrm.com/ocrmapi
```

```
curl.exe -k -d "
&q_action=lead update
&q_system_key=6NBPBM
&q_lead_guid=463E1E5584EE6BC885256FF00073449E
&q_lead_status=OUT OF COMPLIANCE
&q_lead_checkname=API RSW
&q_lead_checkreason=I DONT LIKE IT
&q_lead_checkdate=20151110
&q_lead_disposition=end of world" https://demo.orangecrm.com/ocrmapi
```

```
curl.exe -k -d "
&q_action=fulfill add
&q_system_key=7FGMNP
&q_cust_guid=63E927852A70B68685257019001E514B
&q_fulfill_masterguid=104A05B73ABA829B852572730066D25A
&q_fulfill_cost=3.99
&q_fulfill_acctcode=01908
&q_fulfill_acctcodedesc=fulfillment charges
&q_fulfill_pkgqty=1
&q_fulfill_pkgweight=15
&q_fulfill_pkgsize=small
&q_fulfill_pkgtype=box
&q_fulfill_mailfield1=SKU
&q_fulfill_mailmerge1=FD-501
&q_fulfill_mailfield2=SHIP TYPE
&q_fulfill_mailmerge2=Express
&q_fulfill_mailfield3=PRESORT ZIP
&q_fulfill_mailmerge3=85603" https://demo.orangecrm.com/ocrmapi
```

## PHP Sample Code:

```
function upload_cust_to_crm($fields, $q_system_key, $customer_id, $conn,
$transaction_id=false)
{
    $q_customer_id='';
    extract($fields);

    $postData['q_system_key'] = $q_system_key;
    $postData['q_action']= CUST_ADD';
    $postData['q_cust_first_name'] = $r_First_Name;
    $postData['q_cust_last_name'] = $r_Last_Name;
    $postData['q_cust_ship_address1'] = $r_Address;
    $postData['q_cust_ship_city'] = $r_City;
    $postData['q_cust_ship_state'] = $r_Province;
    $postData['q_cust_ship_zip'] = $r_Postal;
    $postData['q_cust_bill_address1'] = $r_Address;
    $postData['q_cust_bill_city'] = $r_City;
    $postData['q_cust_bill_state'] = $r_Province;
    $postData['q_cust_bill_zip'] = $r_Postal;
    $postData['q_cust_email'] = $re_Email;
    $postData['q_cust_phone'] = $r_Phone;
    $postData['q_cust_order'] = date("Ymd");
    $postData['q_cust_sold'] = $r_blend;
    $postData['q_cust_category'] = $r_blend;
    $postData['q_cust_extid'] = $transaction_id;

    if (strlen($card_number)>0) {
        $postData['q_cust_ccname'] = $card_holder;
        $postData['q_cust_ccacct'] = $card_number;
        $postData['q_cust_ccexpire'] = $exp_month.substr($exp_year,2,2);
        $postData['q_cust_cv2'] = $cvv;
    }

    if (strlen($routing_number)>0) {
        $postData['q_cust_achaba'] = $routing_number;
        $postData['q_cust_achacct'] = ereg_replace("[^[:digit:]]", "", $account_num-
ber);
        $postData['q_cust_achcity'] = $bank_city;
        $postData['q_cust_achstate'] = $bank_state;
        $postData['q_cust_achbank'] = $bank_name;
        $postData['q_cust_achname'] = $name_on_bank_acct;
        $postData['q_cust_achtype'] = $account_type;
    }
}
```

```
// define variables used for the cURL POST
$crm_url = "https://demo.orangecrm.com/ocrmapi";
$agent = "Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.0)";
$ref = "http://www.mywebsite.com"; // Replace this URL with the URL of this script

// build POST string
$postFields = "&";

foreach($postData as $fieldName => $fieldValue){
$postFields .= "$fieldName=$fieldValue&";
}

// Start CURL session

$ch=curl_init();
curl_setopt($ch, CURLOPT_URL, $crm_url); curl_setopt($ch, CURLOPT_SSL_VERIFYPEER, 0);
curl_setopt($ch, CURLOPT_NOPROGRESS, 1); curl_setopt($ch, CURLOPT_VERBOSE, 1); curl_setopt($ch,
CURLOPT_FOLLOWLOCATION,0); curl_setopt($ch, CURLOPT_POST, 1);
curl_setopt($ch, CURLOPT_POSTFIELDS, $postFields); curl_setopt($ch, CURLOPT_TIMEOUT, 120);
curl_setopt($ch, CURLOPT_USERAGENT, $agent); curl_setopt($ch, CURLOPT_REFERER, $ref);
curl_setopt($ch, CURLOPT_RETURNTRANSFER, 1);

$buffer = curl_exec($ch);
curl_close($ch);
// Split the buffer out into an array...

$int_start = strpos($buffer, "&")+1;
$int_stop = strpos($buffer, "</body>")-1;
$int_length = $int_stop - $int_start;
$search_line = substr($buffer, $int_start, $int_length);

if (strstr($search_line,'result=accepted')) {
$q_customer_id = substr($buffer, strpos($buffer, "q_cust_guid=")+12,32);
return $q_customer_id;
}
else return false;
}
```

## PERL Sample Code:

Require install of CPAN module Net::SSL and have OpenSSL installed on the server.

```
#!/usr/bin/perl use strict;
use warnings;
use CGI;
use LWP::UserAgent;

my $url = "https://demo.orangecrm.com/ocrmapi";

my $content;
$content .= "&q_system_key=$server{crm_token}";
$content .= "&q_action=CUST_ADD";
$content .= "&q_cust_status=NEW";
$content .= "&q_cust_first_name=$in->{first_name}";
$content .= "&q_cust_last_name=$in->{last_name}";
$content .= "&q_cust_ship_address1=$in->{street_address}";
$content .= "&q_cust_ship_address2=$in->{street_address2}";
$content .= "&q_cust_ship_city=$in->{city}";
$content .= "&q_cust_ship_state=$in->{state}";
$content .= "&q_cust_ship_zip=$in->{zip}";
$content .= "&q_cust_ship_country=$in->{country}";
$content .= "&q_cust_email=$in->{email}";
$content .= "&q_cust_phone=$in->{home_phone}";
$content .= "&q_cust_webusername=$in->{username}";
$content .= "&q_cust_webpassword=$in->{password}";
$content .= "&q_cust_ccname=$in->{first_name} $in->{last_name}";
$content .= "&q_cust_ccacct=$in->{ccnum}";
$content .= "&q_cust_ccexpire=$in->{expmonth}$in->{expyear}";

my $ua = LWP::UserAgent->new( agent=>'libwww-perl' );
my $req = new HTTP::Request POST => $url;

$req->content_type( 'application/x-www-form-urlencoded' );
$req->content( $content );

my $res = $ua->request( $req );
my $response = $res->{_content};

if ( $response =~ /code=1/ ) {
    warn "CRM WAS SUCCESSFUL";
} else {
    warn "ERROR: $response";
}
```